Sporty HQ Question and Answer Sheet

Q: Why is the ranking provisional?
A: Players without a ranking or are new will have a provisional ranking until they have played five matches. This is so the system has a good idea of where they sit before affecting other player's rankings.

Q: What module do I need to set up a League?
A: To create an interclub league, it should be done through the state portal (no club module is required). If it's an in-house club league, then you will need the performance module (Unless you're a Rural club then you contact SQA at SportyHQ@squash.org.au and can access this module for free).

Q: Why is there different functionality than Squash Matrix and what does the $2.50 fee get the players, clubs and state?
A: We agree the old Matrix was great and amazing value, but it was unsustainable as it was losing functionality and was there was no new developments. We had no programmer support when it broke - we also had no access to the back end.
The new Sporty HQ Matrix allows for development moving forward, integration to other areas of the sport and can be developed as we need.
The $2.50 payment goes to paying for all the development costs associated with Sporty HQ Matrix development and hosting. Same as the old fee.

Q: Who decided to change the Matrix system and when?
A: We have been consulting for three years on this project due to the issues with the old matrix outlined above. There was a large research piece undertaken in January 2017 with all States and Matrix administrators. Then a final decision was made at the November 2017 AGM with all States. Through 2018 we have been transitioning all States.

Q: What is the Club Pricing structure for Sporty HQ?
A: We now offer modules for the various items at the request of members as they found the old 5% charge if you used the old payment gateway unclear. The old 5% SportyHQ fee on online payments has gone and replaced by monthly charges for various modules. Squash Australia member clubs receive 20% off the advertised SportyHQ price.

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- **Facility Management Module** from $12 **($9.60 after discount)/**month (this includes event registration, membership reports, billing, etc). You do not need to use this, but it is very helpful for receiving payments and registering your players. You could for example just sign up to this for a month or two to get members register online.

- **Website Module** at $10 **($8 after discount)/**month (this includes building your own club website, integration with other club services, DNS hosting, etc). We feel this is a great deal.

- **Booking Module** at $20 **($16 after discount)/**month (this includes managing courts and online bookings, accepting payments, etc). Allows you to take online bookings – some great improvements coming here in the next months.

- **Performance Module** at $20 **($16 after discount)/**month (this includes box leagues, unlimited tournaments, solo leagues, ladders, ranking lists and recording club match results). If you only run a tournament once a year, then you just need the module for that month – it will cost you $16 to set up online and take online payments.

Q: Can I add/edit players? What module do I need?
A: There has always been the capability to add/edit players without the facility management module. We have negotiated to add the 'enter results' feature to the free package.

Q: How expensive is it to run tournaments and do I need to pay for the Performance module - $16 a month?
A: You only need the module for that month if one event, if you run a lot of events in that one month, then it is even better value. The one of $16 fee replaces the 5% gateway charge which for $1000 event income would have been $50, so most events will be saving money using this system.

Q: What about Rural clubs that must use in house competition format instead of Pennant as there are no clubs in the area?
A: Parameters have been established whereby if clubs are located 200km from a major city they can contact Squash Australia for free access. Please contact SportyHQ@squash.org.au to gain access.

Have a question on Sporty HQ, something you're not sure about? Just email SportyHQ@squash.org.au with the questions. Add 'Sporty HQ Question' to the title bar.

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