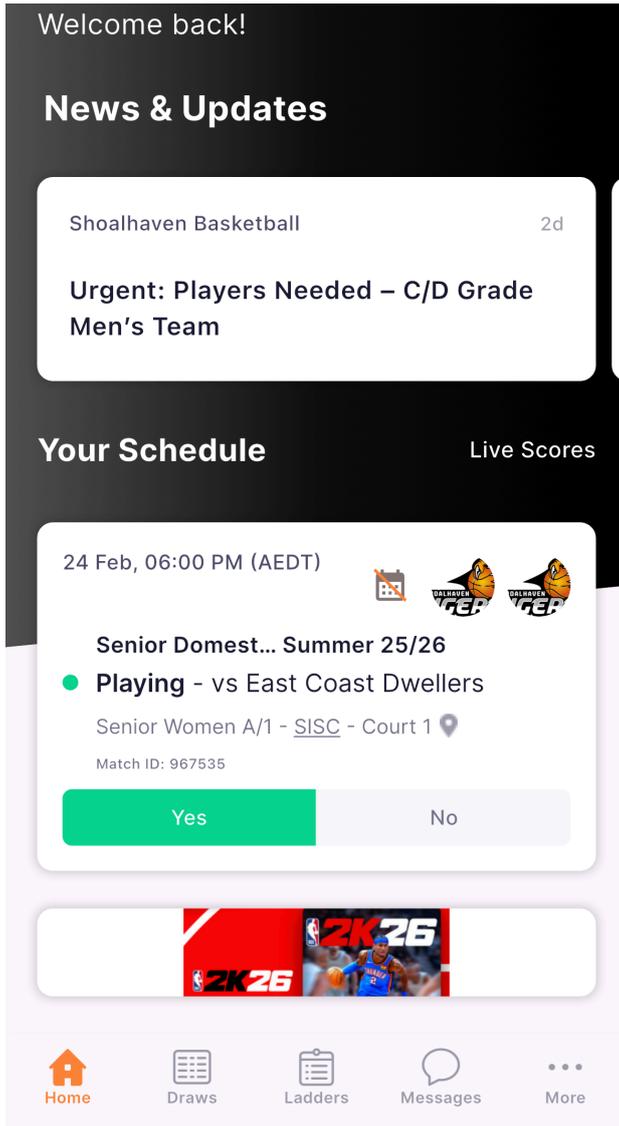
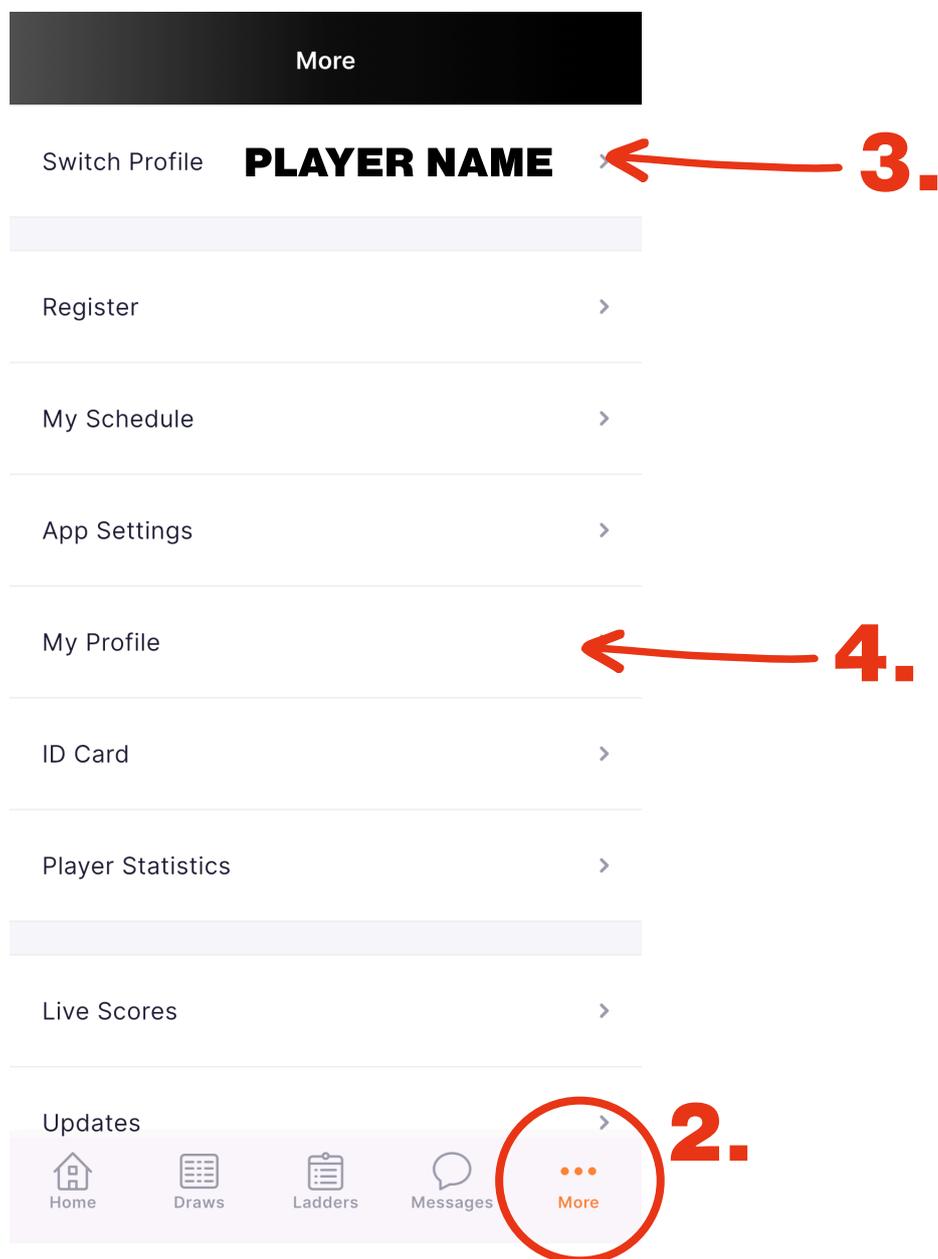


# HOW TO: RETRY FAILED PAYMENTS ON BASKETBALL CONNECT

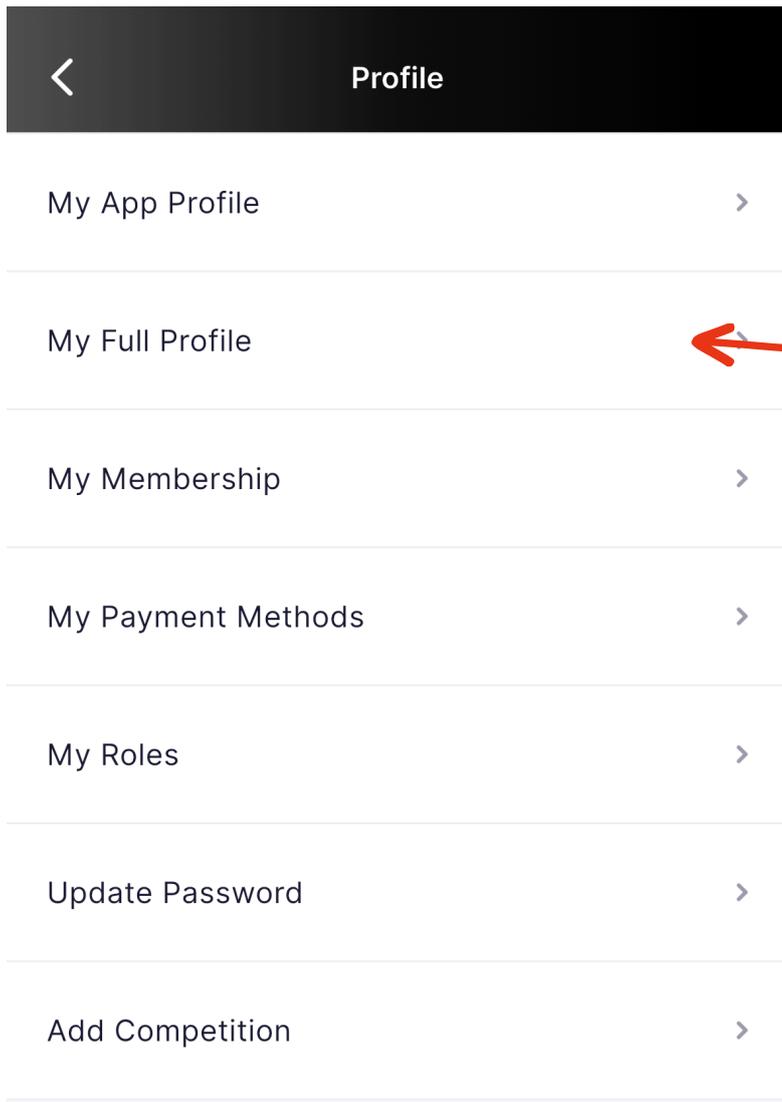
1. Open the Basketball Connect app on your phone



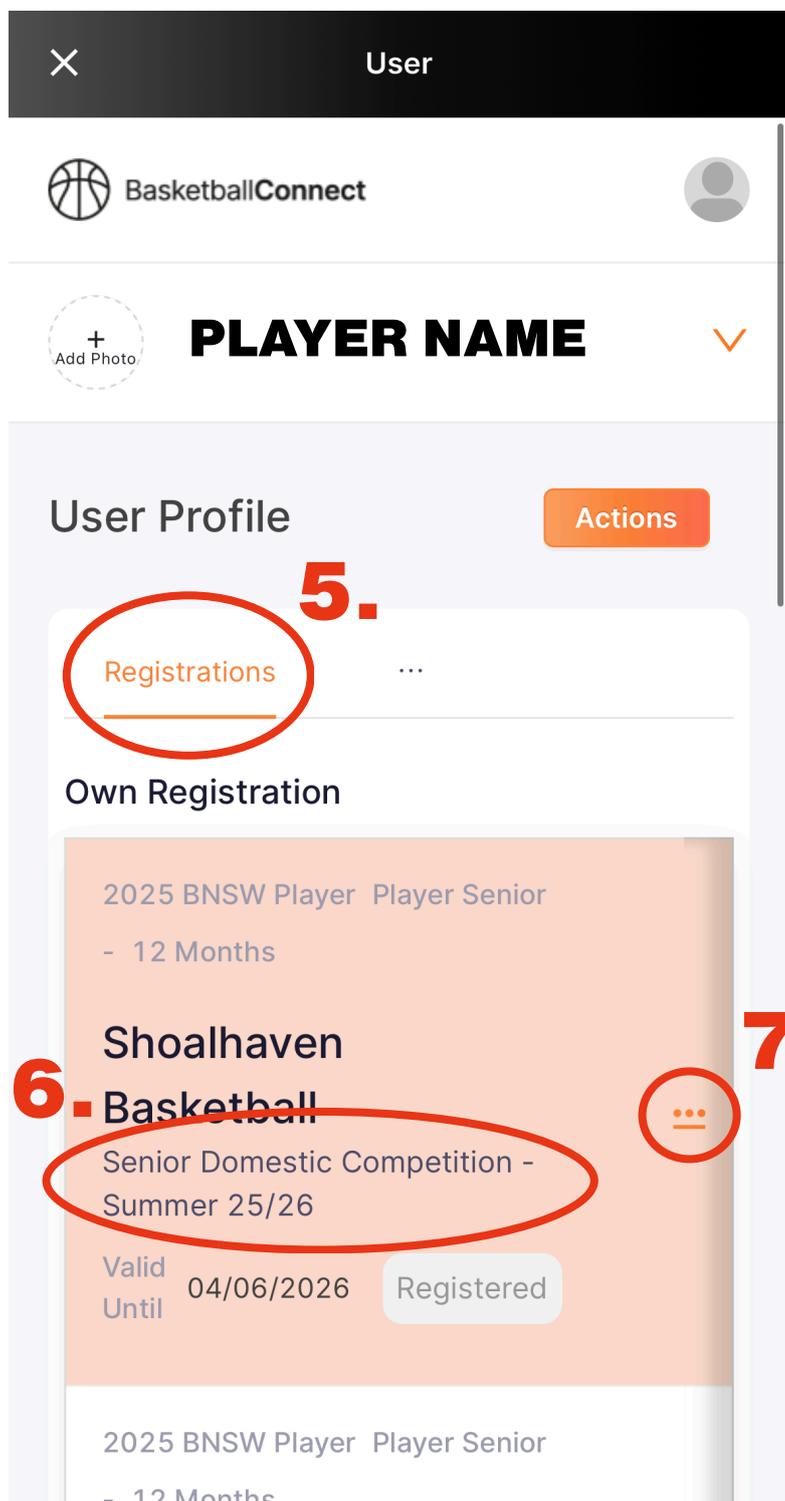
2. Select the 'More' button in the bottom right corner.
3. Swap to the correct players account if needed
4. Select 'My Profile'



## 4. Select 'My Full Profile'



5. Ensure you are on the registration tab.
6. Find the competition/program you wish to re-try the payment for.
7. Select the more button (...)



## 8. Select 'Retry Payment'

The screenshot shows a mobile application interface for a user profile. At the top, there is a black header with a close button (X) and the text 'User'. Below the header, there is a section for 'Add Photo' and a user ID '#449069'. The main content area is titled 'User Profile' and includes an 'Actions' button. Underneath, there is a 'Registrations' section with a dropdown menu. The first registration card is for '2025 BNSW Player Player Senior - 12 Months' with the team 'Shoalhaven Basketball'. A menu is open over this card, showing options for 'Invoice(s)' and 'Retry Payment'. The 'Retry Payment' option is circled in red. A large red number '8.' is overlaid on the right side of the menu. Below the first card, there is another registration card for '2025 BNSW Player Player Senior - 12 Months' with the team 'Shoalhaven Basketball' and the event 'Senior Barrengarry 2025'.

