



# MOBILE APPS FOR TOURNAMENT RESULTS & DRAW NOTIFICATIONS

Last updated: Julian Foster. 26/02/2025

An App is available in both the Apple and Android app stores to enable players to receive notification of tournament results and next round draws. These Apps replace a previous system which delivered SMS messages to phones.

Note the App will not automatically deliver notifications for any event you play in. It is a decision of the tournament organiser whether or not to use it for any particular event.

This document shows how to obtain and get started in using either or both Apps. There are also some troubleshooting tips should you need assistance.

## **Do I need to have signed up to My ABF?**

Yes. But given most events are now entered through My ABF, almost all players at events using this notification service will already have done that. If you haven't there's a step-by-step guide to signing up here:

<https://www.abf.com.au/wp-content/uploads/2021/04/MY-ABF-HOW-TO-SIGN-UP-DETAIL.pdf>

It's a one-off process and should take less than a minute.

## **Do I need a Smartphone?**

Yes.

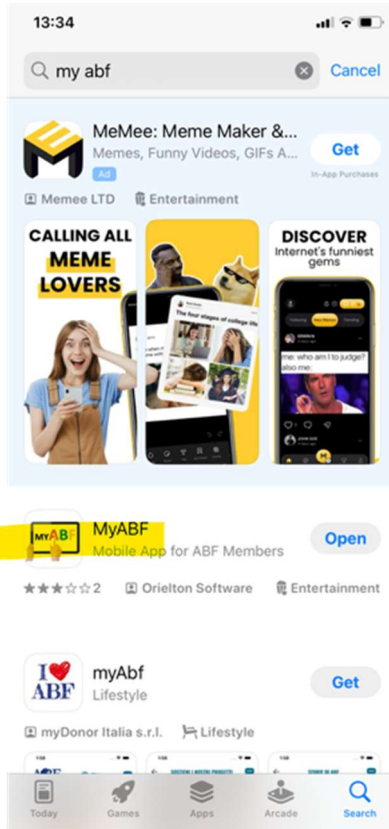
## **Do I need to do anything in My ABF?**

No. There is no setting in My ABF that relates to subscribing for tournament results/draws. It is all done via the App. (There is reference to the connection to the App in your Settings page which you might need to review if you need to troubleshoot – see the Troubleshooting section).

# HOW TO FIND THE APPS

## APPLE

Search for My ABF in the Apple App Store and it should come up quite easily:



## ANDROID

The Android App was recently rebuilt and is available in the Google Play Store.

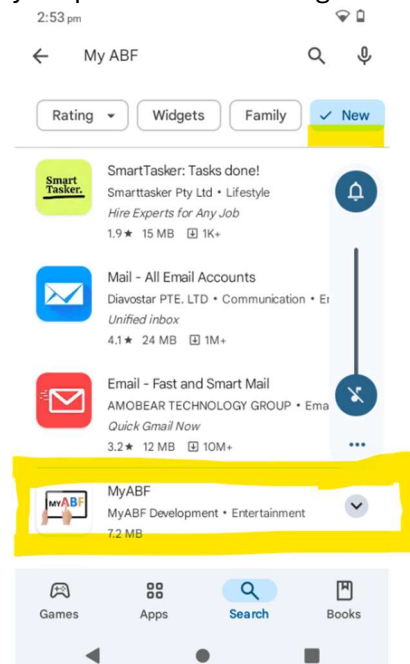
**Users of existing App** If you already have the existing Android App you do not need to install the new one, the old one will still work. But it will not be updated so at some point it's likely to stop working and at that point you will need to install the new one.

**Finding the new App** It is currently not easy to find by a simple search because it is new and has had very few "hits" or downloads. Simply keying in My ABF to search does not yet bring it up.

You can find it either by using this link directly:

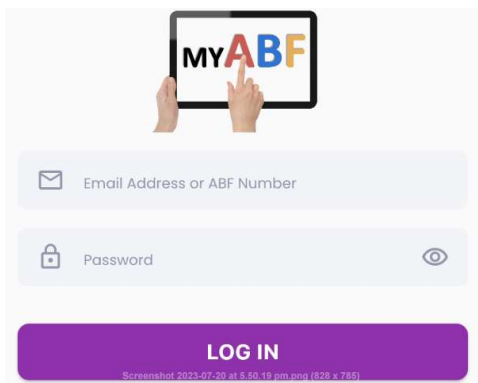
[https://play.google.com/store/apps/details?id=au.com.abf.myabf&pcampaignid=web\\_share](https://play.google.com/store/apps/details?id=au.com.abf.myabf&pcampaignid=web_share)

Or by filtering the search in the Google Play Store on your phone and selecting "New":



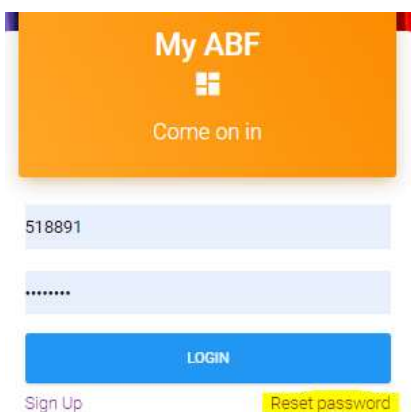
# GETTING STARTED

When the App has downloaded, the first screen you see upon opening it is the login one:



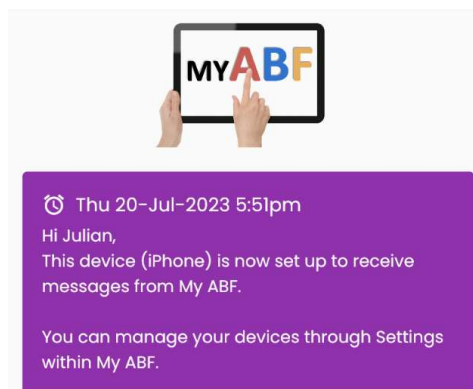
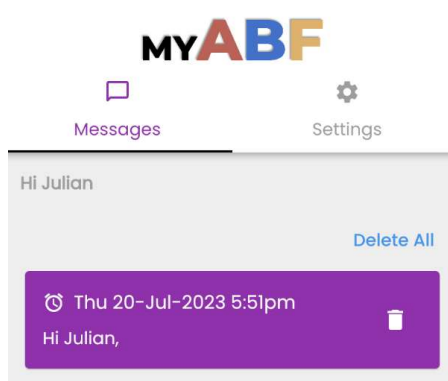
You log in the same way you log in to My ABF itself (i.e. with either your ABF number or email address and your password).

If you don't know your My ABF password, you may need to reset it. You can't do that in the App – instead log out of your main My ABF page and select Reset Password at the bottom right of the login screen:



Input your email address and, assuming it matches the one in your My ABF account, you will be sent a link to enable you to create a new password which you can then use to login to both My ABF and the App.

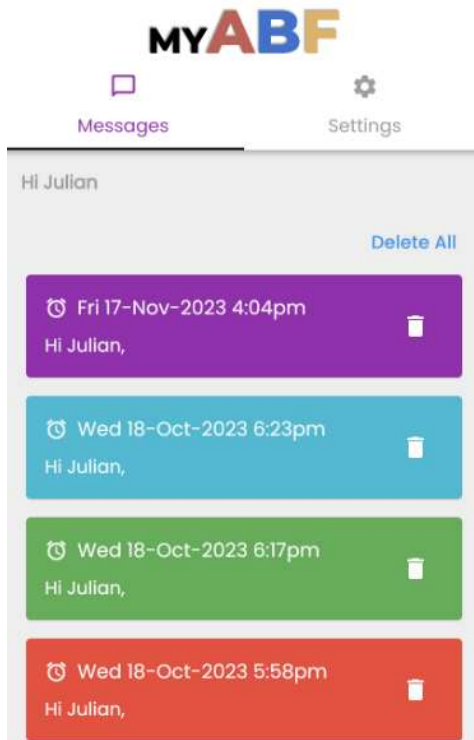
Once logged in you will see an initial welcome screen and message:



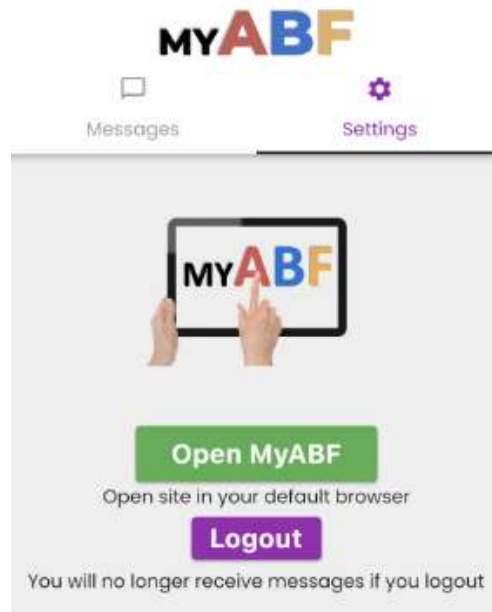
You don't need to do anything else. As long as you remain logged in you will receive message notifications. You can use your phone's settings to govern what form these take.

# WITHIN THE APP

The App has deliberately been kept very simple. It is purely a means to deliver notifications to players. There are two screens which are shown below – Messages and Settings.



The Messages section shows recent messages which you can open or delete.

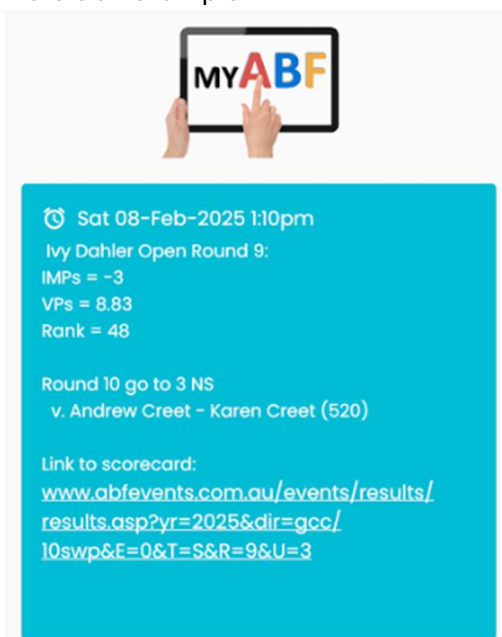


The Settings section contains two things:

1. A link to enable you to open My ABF in your browser.
2. A logout button. If you logout you will no longer receive notifications and will be taken back to the login screen.

## What do the messages look like?

Here's an example:



# TROUBLE SHOOTING GUIDE

If you are expecting to be receiving notifications in your My ABF App about tournament results and next round draws but they are not working there are a number of possible causes.

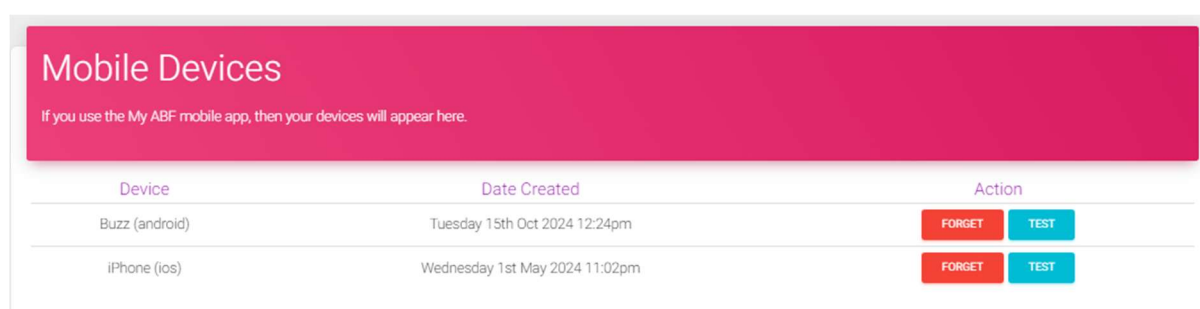
Here are some things to look at:

1. Are you sure the tournament in question is using the system?! (Yes, that happens!)
2. Try logging out of the App (from the Settings screen) and logging back in - this requires your My ABF login details - ABF number (or email) and password.
3. Check your device is showing in your Settings page in My ABF (see below for what this looks like) and try sending a test message to it.
4. Try uninstalling and reinstalling the App (this should re-create the registration in your My ABF Settings page).
5. If all else fails try both removing the device from your My ABF settings page AND deleting the App. Then reinstall the App.

## Your Settings page in My ABF

The connection from My ABF to your phone (along with other things) is handled in your Settings page. Access that via the person icon on a computer or via the Account menu on a tablet/phone.

At the bottom of the page you can see if your device is listed. This where you can try sending a Test message to check the connection to your device is working. It's also where you can delete the registration in order to try recreating it (which you do by logging into the App on your phone).



Device	Date Created	Action
Buzz (android)	Tuesday 15th Oct 2024 12:24pm	<a href="#">FORGET</a> <a href="#">TEST</a>
iPhone (ios)	Wednesday 1st May 2024 11:02pm	<a href="#">FORGET</a> <a href="#">TEST</a>

## Notes

1. Apple devices have an ability to “offload” an App (to save memory). If this happens it is possible it will lose the My ABF connection. You may need to delete the App completely and reinstall it (this should not be necessary and is something we aim to fix).
2. There are two different Apps (Apple and Android) so it's possible there will be a problem that only impacts one of them.