

# Membership Management | FAQs

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## Member List

### I have multiple records of the same member; can I merge these members?

Currently, there is no duplicate resolution function in GameDay. This function is on our Product Roadmap to be built and released over the coming months.

### What do the different member statuses mean?

After a registration has been completed by a member, the member record is assigned a status based on the products purchased, as defined below:

**Inactive:** The product purchased by the member has expired, or no product has been purchased.  
**Active:** The member is currently registered with an active product.  
**Pending Active:** The member is not yet active as the effective date of the product has not yet passed.

### Can I change the order of columns on the member list?

Yes, you can change the order of the table columns on your member list by clicking the Table Settings Cog Wheel in the top-right corner of the list, then dragging and dropping the fields in your desired order. Fields at the top of the list will appear on the leftmost side of the member list table.

## Member Records

### What's the difference between an Account Email and a Contact Email?

An Account Email is the email address that was used to sign up for the GameDay account upon registration. This is the email address that is then used to login to registration forms in future and will allow the account owner to register any existing members linked to that account. This can be found in the top right-hand corner of a member record in GameDay.

A Contact Email is the email address given upon registration for each individual member, and is used as the default email address when GameDay administrators send communications through GameDay. This can be found in the 'Email' field when editing a member record in GameDay.

For example, a parent may use their email to sign up for a GameDay account in order to register multiple children, however they may want one or more of those children to receive communications to their own email address, so in theory, the Account Email and an individual member's Contact Email can be different email addresses.

### What size does a member's profile image or photo have to be?

The recommended image size is 200px by 200px and the file should be no larger than 3MB.

### **Which document formats are accepted?**

Uploaded documents can be in PDF, JPG, or PNG formats only.

### **What is the maximum size a document can be?**

The maximum file size is no more than 5MB.

### **What types of documents can be uploaded for a Member?**

The types of documents that can be uploaded are:

- Birth Certificate
- Passport
- License
- Medical documents
- Certification
- Qualification
- Other

### **Is there a limit on how many documents can be uploaded to a member's record?**

There is no limit to how many documents you can upload; however, we recommend only uploading the necessary documents and deleting old ones (from previous seasons or years) that are no longer needed to ensure the most recent documents are stored.

### **Why can't I view or edit a Member Note?**

If you are unable to view or edit a member note, this may mean that the organisation that added the note has set this permission to only be viewed at their level and not a higher or lower level, so please speak to the organisation directly and they can change the permission or explain why it is set that way.

### **Is there a limit on how many characters can be used in a Member Note?**

There is no character limit when entering a member note; however, there is a limit of 30 characters for the note title.

### **Can members add notes within a registration form?**

No, Member Notes are designed as an admin process if a GameDay administrator needs to add custom information to a member's record. If you want a member to add specific information about themselves, they can do this within the form; it is best to create a Question for this, which is stored against the member record once answered.

### **Can I report on Member Notes?**

At the moment, member notes can only be seen within the member profile and are not yet reported on.

### **What does editable or viewable by 'Only this Organisation' mean when adding a Member Note?**

When an administrator uploads a note or document to a member's profile, if it is set to be editable or viewable by 'This Organisation Only', it means that only the organisation that added the Member Note can view, edit, or delete

it.

### What does editable or viewable by 'Any Organisation in the Hierarchy' mean?

When an administrator uploads a member note or document to a member's profile, if it is set to be editable or viewable by 'Any Organisation in the Hierarchy', it means that any organisation in the hierarchy can view, edit, or delete the note that was added.

### What are the different Order statuses?

In the Finances > Orders menu, you may see different statuses for certain orders. Below is a definition for each different Order Status that appears within GameDay:

**Unpaid:** The member did not complete the payment before completing the registration.

**Paid:** The member has paid for the registration. This can occur either online via a registration form payment or as a manual payment applied by administrators in the GameDay database.

**Refunded:** The fee paid for the registration has been fully refunded.

**Partial Refund:** The fee paid for the registration has been partially refunded (only some of the order items were refunded).

**Cancelled:** An unpaid order was cancelled and is not linked to the member anymore.

### If a member missed or made a mistake on the form, how can the data be updated?

Administrators can update form questions on behalf of a member through the Member Activity tab on their member record - [click here](#) for further instructions on this process.

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## Member Registrations

### How do I reset my password for my account?

If you need to reset your password for your GameDay admin access, click [here](#) and click 'Forgot?' next to the password field.

If you need to reset your password for a registration form, click 'Forgot?' next to the password field on the relevant registration form.

### Can I use the same email address for my admin access as well as for my account when registering?

Yes, you will just need to ensure you have been granted access to the relevant organisation as an administrator using the same email as your GameDay account (and vice versa).

If you have admin access already, you will need to go into the registration form and create an account using the same email address. If you have an account for the registration form already, you will need to contact someone from your club who can grant you admin access to GameDay.

### After registering, why has a \$1.00 transaction been deducted from my account?

Our payment gateway may verify a new credit card by processing a \$1 authorisation and then automatically

voiding it. For most processors, transactions are initially tried with a \$0 authorisation. If \$0 authorisations are not supported, a \$1 authorisation will be performed automatically.

In any instance where a \$1.00 authorisation returns a successful result, we immediately follow up with an automatic void request to ensure that the transaction does not settle and that it disappears from the cardholder's statement as soon as possible.



**Note:** Some banks don't recognise void requests immediately. It's possible that after the void is issued, your customer will still see the pending charge. If this happens, have your customer call their bank; the bank should be able to see the void request and update your customer's bank statement accordingly.

### How do I pay for a product offline?

If you are a user and do not have the ability to pay online, you will need to contact your organisation directly, who can process a payment for you over the phone.

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## Member Profile

### How can members access their Member Profile?

Administrators that have access to a GameDay database can access a link to the Member Profile portal by following the steps below:

In the left-hand menu, click **Members > Members** > In the top right-hand corner, click **Member Profile Portal**

This URL can then be distributed to members, added to your website, and/or posted on your social media channels or anywhere else that your members may be able to access it

### Does each sport have its own Member Profile?

Yes. Whilst there is a generic version of the GameDay Member Profile portal available [here](#), in which members can login and select their sport/hierarchy, sport administrators can also generate a link to their sport-specific portal which can be customised and branded to fit their style. [Click here](#) for instructions on generating a sport-specific member profile portal through GameDay.

### How will members know their details to login to the Member Profile?

The Member Profile uses the **Account Email** (found in the top-right hand corner of their member record in the GameDay admin portal) as the email address, and they can use the same password they set upon registration to access their Member Profile account. Members who are unsure of their password can use the **Forgot Password?** option on the login page of the Member Profile portal to set a new one.

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## Duplicate Management

## What is GameDay's Duplicate Management feature?

GameDay's Duplicate Management feature is a tool that allows administrators to identify and merge multiple member profiles that belong to the same individual. This helps maintain a clean and accurate database by consolidating scattered information into a single profile.

## How does GameDay identify duplicate member profiles?

GameDay uses smart technology and machine learning to suggest potential duplicate profiles daily. Duplicates are primarily identified through an exact match of both name and date of birth. However, profiles with an approximate 90% or higher match of core member fields (including first name, last name, date of birth, gender, email address, home address, and contact mobile) are also flagged as potential duplicates.

## Where can I find the Duplicate Management feature in GameDay?

To access Duplicate Management, navigate to the left-hand menu, open the **Members** sub-menu, and then select **DUPLICATE MANAGEMENT**.

## Can incoming member profiles be merged automatically if they are a duplicate?

Yes, by default, if a member registers directly into an organisation in which there is already an existing member profile with the same name and date of birth, the system will apply their new registration to the existing profile, therefore preventing the need to manage duplicates. It should be noted, however, that in some cases, duplicate member profiles can occur; for example, if an administrator changes a member's details to match another profile through their GameDay database. Potential duplicates that do not have an exact match of name and date of birth will not be automatically merged.

## How does hierarchical structure affect duplicate visibility and merging?

Duplicate visibility and merging are limited by the organizational hierarchy. An administrator can only see and merge duplicate profiles if both profiles exist within their organization or any of their linked child organizations. For example, duplicate profiles found across different states can only be resolved by administrators with access to the relevant higher-level database (e.g National body). Duplicate profiles that may exist across completely different hierarchies (i.e. different sports) will not be flagged as duplicates - [Learn More](#)

## How can duplicate profiles be resolved in GameDay?

There are two primary methods for resolving duplicates:

- **Quick Merge:** This option allows for a fast resolution by merging all flagged profiles into either the newest or oldest profile as the base record, or ignoring the duplicates and keeping the profiles separate - [Learn More](#)
- **Manage Duplicates:** This provides more control. It allows administrators to select a specific profile as the base and individually choose which flagged profiles to include or exclude from the merge - [Learn More](#)

## What happens to member information when duplicate profiles are merged?

When merging duplicates, a 'base profile' must be selected. Core member details from the base profile (such as name, date of birth, contact information, and addresses) will be used in the merged profile. However, record-based information like activity history, forms, communications, clearances, key dates, orders, products (memberships, events, add-ons), documents, notes, and accreditations will be combined from all duplicate profiles and made available on the single merged profile - [Learn More](#)

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# Clearances

## What happens to financial statuses when members are transferred?

If a member is being transferred between two different organisations within the same hierarchy (i.e., they share the same state or association), the state/association financial status will remain active against the member's record.

## Why am I unable to request a Clearance?

If you are unable to request a clearance for a member, this may mean that there is already an active clearance in progress.

If there is no clearance currently in progress for a member but you are still unable to request it, please check that the member's name and DOB match exactly what you are entering.

## Who receives notification of Clearance updates?

Only the member, the primary contact of an organisation and the admin that interacts with the clearance in GameDay will receive clearance notifications, including:

1. Notification when clearance is requested
2. Notification when the clearance is approved
3. Notification when the clearance is rejected

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# Communication

## Can I see which email recipients have seen or opened my email?

Currently, emails sent through GameDay do not record whether recipients have seen or opened them. We do, however, offer an integration with Mailchimp, which is a comprehensive EDM communication platform with this functionality - [Learn More](#)

## Can I personalise my email communications?

Yes, when you are creating or editing an [Email Template](#), you can use the **Mentions** feature to add a First Name or Last Name tag, so that the email that is sent out is able to include the member's name within the email's content

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# Member IDs

## Where can I view a member's ID?

Member IDs can be viewed within a member record, and can be found in the [Advanced Member Report](#).

### **Can I see previous IDs for a member?**

Yes, you can view a member's previous ID history (if they have one) via their member record using the View Historical IDs button.

### **Can I manually change a Member ID for an individual member?**

Yes! You first need to wait until their automatic Member ID has been generated, then you can go into their Member Record and update their Member ID as needed. Click [here](#) for more information on updating Member IDs manually.

If another member already has the ID that you want to assign, then you will need to search for and find the other member first, change their member number to something different, and then go back to your original member and update the ID.

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## **Pending Registrations**

### **How do Pending Registrations work?**

Pending registrations allow you to set up specific Member Types on a Membership Form so that members registering into them are placed in a 'pending' status, allowing administrators to approve or deny their registration.

### **We would like to use Pending Registrations, are we able to do this?**

Pending registrations are enabled based on the requirements of the national body for your sport, so unless the national body has enabled pending registrations, your organisation will be unable to use this feature. To confirm if you have the ability to process pending registrations, please contact the governing body for your sport.

### **Our organisation uses a shared Membership Form to register members, but it is not set to be able to take Pending Registrations, are we able to change this?**

If your organisation uses a Membership Form that has been shared from a higher level that does not have pending registrations enabled, this cannot be changed at lower levels.

### **Our governing body has enabled Pending Registrations. Can my organisation create a form with this feature?**

If your governing body has enabled Pending Registrations and your organisation is not using a shared Membership Form to register members, then you are able to enable Pending Registrations as part of your form.

For information on how to create pending registration forms, please click [here](#).

### **When a pending member is approved or declined, do they receive a confirmation email?**

Yes. When a user is approved, they will receive a successful registration email confirming they are now an active member. When a member is declined, they will receive a decline email to advise them to contact their organisation for more information.

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# Accreditations

## Can I apply a different validity length for two different members on the same accreditation?

Yes, whilst the default validity length of the Accreditation is fixed, you can edit an individual's accreditation expiry date if you so choose by following the steps below:

**Members > Members > View the Member > Accreditations > Edit the Accreditation > Change the Expiry Date > Update**

## Can I upload a document as part of the accreditation verification process?

Yes, you can add a document and mark it as being verified on the **Accreditations** tab when viewing a member's record

## Will members receive a notification when their accreditation is about to expire?

Yes, members will receive three automatic notifications when they are approaching the expiry date of their accreditation. These will be sent:

- 90 days before expiry
- 30 days before expiry
- 7 days before expiry

## Can I pull a report to track expiring accreditations?

Yes, you can run a tabular report which tracks any Accreditations in your database, including the expiry date associated with each accreditation record. This can be found through the steps below:

**Reports > Tabular Reports > View the Accreditation Report**

You can also export your **Members by Accreditation** list, found in the **Members > Accreditations** section of the database

## Can I back-date a member's accreditation start date?

Yes, whilst each member's accreditation will have an expiry date automatically assigned based on the accreditations Default Length of Validity, you can manually change a member's accreditation expiry through the steps below:

**Members > Members > View Member > Accreditations > Edit the Accreditation record > Modify the Expiry Date > Update**

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