



General FAQs

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I have members appearing multiple times, 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.

At what level are you able to request a clearance from?

If a member requires a clearance, these clearance requests can only be done at **club level**. You will need to contact the club to which the member wishes to transfer, who can request the transfer in GameDay - [Learn More](#)

How do I reset my password for my account?

If you need to reset your password for your 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 are granted access to the relevant organisation as an Admin 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.

I have admin access, what is the link to be able to log into my portal?

The link admins use to log into their organisation portal is:

<https://admin.mygameday.app>

If I have admin access and registration form access with the same email address and password, do I need to use

an incognito window to view the form?

No. If you have admin access and created a user account to access the registration form with the same log in details, you can have the registration form open at the same time as you have your admin access open. You can choose to use an incognito browser if you wish.

Am I restricted to use a certain web browser when accessing GameDay as an admin user?

No. You can use any of the main web browsers when accessing GameDay, including Google Chrome, Safari, Firefox and Microsoft Edge. We do, however, recommend using Google Chrome as it is the most commonly used web browser.

Can I use GameDay as an admin user via tablet or phone?

You can, however GameDay for admin users may not function as well as it does via a computer or laptop. GameDay for admin users is designed to be accessed on a laptop or desktop computer. Certain features in GameDay for admin users will become mobile-friendly in future.

As a member do I need to use the same email address for my account as I do on the registration form?

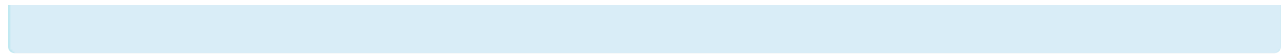
Currently, yes. The account creation email address gets sent the tax invoice while the registration success email is sent to the email address listed in the registration form itself - if you want both sent to the same email address make sure these match.

After registering, I have had a member say that a \$1.00 transaction has come out of their account. Why is this?

Our payment gateway verifies a new credit card by running either a \$0 or \$1 authorisation and then automatically voiding it. For most processors and card brands, 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.



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