



# GAMEDAY

## Events | FAQs

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### Managing Events

#### How do I enable GameDay Events?

If your organisation would like to have GameDay Events enabled, please contact our sales team at [hello@mygameday.app](mailto:hello@mygameday.app)

Please include the name of your organisation, a best contact number and email address.

What is the difference between an Event Entry event and a Ticketing event?

Event Entry events allow the configuration of additional event features such as Event Participant IDs & Sub Events, whereas Ticketing events produce a PDF ticket for each entrant which can be scanned for tracking entrant attendance..

#### What would a Sub Event be used for?

Sub Events could be used for larger events with entry into certain participation categories.

For example, a 5km run and a 10km run might be two sub-events of a major athletics festival.

#### Is there a limit to the number of Sub Events I can create?

No, there is no maximum number of Sub Events you can create within an event.

#### Can I customise the design of the payment receipt and tickets that are sent to entrants after registering?

No, this is hard-coded into the system and cannot be customised or changed. This will, however, include your event logo, organisation details, as well as the entrant's details and products purchased.

#### Can I use special characters in the event name or event subdomain name?

No, special characters are not supported for event subdomain names - only numbers and letters are able to be used.

#### What is the recommended image size for the event and sponsor logos?

The recommended image size is 320px x 180px. JPG or PNG format only.

#### How do I view the entrants that are registered for my event?

Please click [here](#) for more information on accessing your registered entrants for an event.

## **How do I email entrants registered for the event?**

Please click [here](#) for more information on sending emails to registered entrants.

## **My Event doesn't have a fixed location (i.e. it is held at multiple venues or is an online-only event), but the Event Address is a mandatory field - how do I bypass this?**

If you are running an event that doesn't require an address to be added, you can choose one of the following options in the **Event Details > Event Category** field when creating or editing an event

- Multi-Location
- Online/Virtual

Both of these options will bypass the need to enter an address and remove the map location display for your event

## **Team Events**

### **Can any team members login to the Team Manager portal?**

No - the Team Manager Portal can only be used by the individual that registered the team to the event, using the GameDay account credentials they created upon registration.

### **Can I register multiple teams for the same event?**

Yes, team managers who manage multiple teams within the same event can register as many teams under the same GameDay account as they wish, and can toggle between individual Team Portals using the 'Switch Team' option in the top right-hand corner when logged into a portal.

### **What will a Team Manager see on their Registration Success Email?**

Along with any custom messaging the event administrator adds to the Registration Success Email for their Team to Event form, a Team Manager will see the following information confirmed on their Registration Success Email.

- Team Name
- Team Code
- Organisation Name
- Event Name
- Event Start and End Dates/Times
- Venue Details
- Event Landing Page
- Event Organiser Website
- Event Organiser Contact Details

### **What will a Team Participant see on their Registration Success Email?**

Along with any custom messaging the event administrator adds to the Registration Success Email for their Participant to Team form, a Team Participant will see the following information confirmed on their Registration Success Email.

- Event Participant Name
- Team Name
- Organisation Name
- Event Name
- Event Start and End Dates/Times
- Venue Details
- Event Landing Page
- Event Organiser Website
- Event Organiser Contact Details

## **Event Registrations**

### **Can I register to an event using my existing membership account?**

Yes, if you are using the same email address as your membership registration, you can use the same GameDay account to register for events.

### **I don't have a GameDay account, or I am not a member of the organisation, am I still able to register to an event?**

Yes, you can register as a guest if the organisation has enabled that option for their event. If the form does not allow Guest Registration, please contact the organisation directly as they may have not allowed guests to register for that particular event.

### **Where can I find my event ticket?**

Once you have registered for a Ticketing event, your tickets for the event will be sent to you as an attachment in the payment confirmation email you received, and each product will have a unique QR code so the organisers for the events can scan you in.

You can also access your event ticket and QR Code through the [GameDay App](#).

### **What types of documents can be uploaded during registration?**

The type of documents that can be uploaded are:

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

- Other

### **If my order has been fully or partially refunded, will my QR Code still work?**

Refunding and voiding an order in full voids the QR code so it cannot be used on event day.

Partially refunding an order cancels the QR code for that product so it cannot be used however the entrant is still registered to the event and the other QR code/s from other products purchased can be used.

### **What will an individual Event Participant see on their Registration Success Email?**

Along with any custom messaging the event administrator adds to the Registration Success Email for their Event form, Event Participants will see the following information confirmed on their Registration Success Email.

- Event Participant Name
- Organisation Name
- Event Name
- Event Start Date/Time
- Event Venue Details
- Event Landing Page
- Event Organiser Website
- Event Organiser Contact Details

### **Can I edit the options available to select in the Ethnicity core field?**

Currently, the Ethnicity core field is not editable by users, however, the responses available for members to select in each field will vary depending on the location of the sport that owns the registration form to ensure that the member is seeing the most relevant options to their location.

## **Event Templates**

### **Can I share an event to lower levels of my hierarchy?**

Whilst individual Events cannot be shared, you can create an [Event Template](#) and share it to other organisations below you in your hierarchy, which those organisations can use to create the shell of their individual events.

## **Event Display**

### **Can I update the background image on the event landing page and registration form?**

Yes. You can update the background image of your front end Landing Page and Event Registration Forms through **Events > Manage Events > Form Display Template**

### **Can I apply a default theme or brand to all my Events at once?**

Yes - by using the [Form Display Template](#) on the Manage Events page, you are applying a default display template to all your Events at once.

### **Can I override the default theme or brand on a single Event?**

Yes, as the creator of an event, you can also apply a specific [display template](#) to an individual event, which overrides your default event display template.

## **Event Participant IDs**

### **Can I have more than one active Event Participant ID rule?**

Yes, if you want to have multiple event participant ID rules active, you can. Each rule is applied to an event product rather than the event itself, so you can have as many rules for different event products as needed.

### **What type of ID rules can be used for event entrants?**

You can use either Event Participant ID rules or Member IDs when creating an event.

If you are part of a hierarchy, please speak to your governing body directly, as they may need to approve these configurations to be enabled for your organisation. If you are a private provider, please contact [support@mygameday.app](mailto:support@mygameday.app) who can enable these configurations for you.

### **Can I report on Event Participant IDs?**

Yes, Event Participant IDs appear on Event Participant and Event Transaction reports.

## **ECAL**

### **What does ECAL do?**

ECAL allows members and participants to sync upcoming events for your organisation to their personal calendars - this is done by displaying a 'Sync to Calendar' button on your website or wherever you choose to display these specific events.

### **Which calendars does ECAL sync with?**

ECAL calendar solutions sync to all popular calendar solutions, including Google, Apple, Outlook, Hotmail, Office 365 and more.

### **How does a member remove an event from their calendar?**

If members sync the incorrect event to their calendar, they can remove the event from their calendar manually and then find the correct event and sync that one to their calendar. This process is the same for those who no longer wish to receive event-related information. Participants can view the [ECAL Privacy Policy](#) for more information (Clause 20).

**Does the event calendar also display sub-events?**

No, as the sub-events are nested within the main event, those will not display within a calendar; only the main event can be viewed within the calendar sync. When registering for this event, a member or participant will be able to view and register into sub-events.

**Am I able to display events from other organisations within my hierarchy?**

No, currently, admins can only allow members to view and sync events from within their own organisation.

**Can the ECAL sync be displayed within an event registration form or the GameDay App?**

Currently, ECAL is only designed to be integrated into an organisations website.

**Related Articles**

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