Member Profiles | Overview

29/09/2025 2:11 pm AEST

What is a Member Record?

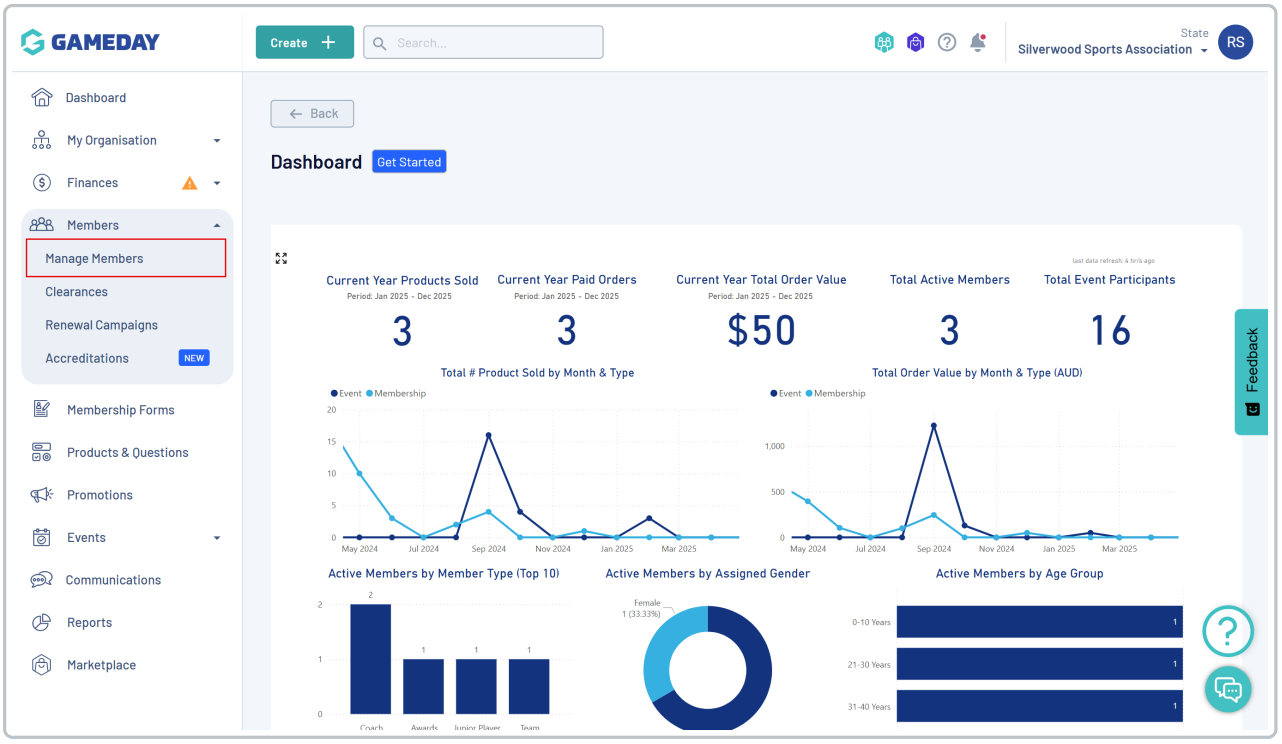
In GameDay, you have the ability to view and manage any element of a member's record, including:

- Any information they have provided as part of their registration, such as basic details, parent/guardian details, emergency contacts, member IDs, member types and custom questions.
- Any orders/transactions they have processed, including a record of paid, unpaid, cancelled or refunded transactions.
- Any memberships or events they have registered to, including active and historical records.
- Any documents or custom notes that have been added to the member's record.
- Any accreditations held by the member

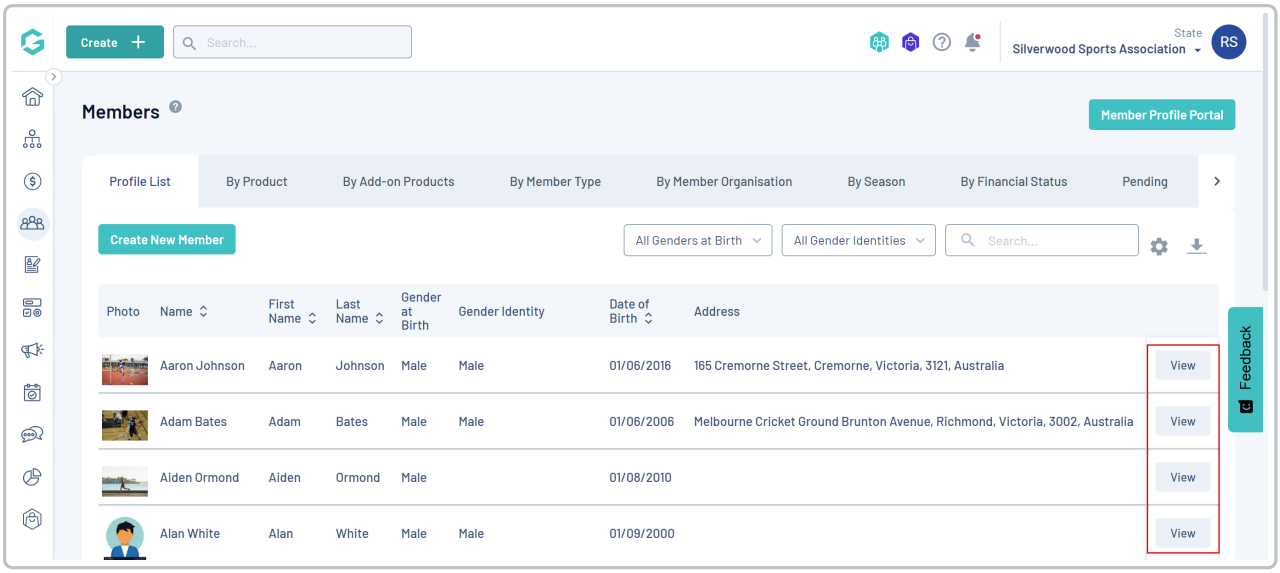
Accessing Member Records

To access a Member Record:

In the left-hand menu, click **Members** > **MANAGE MEMBERS**

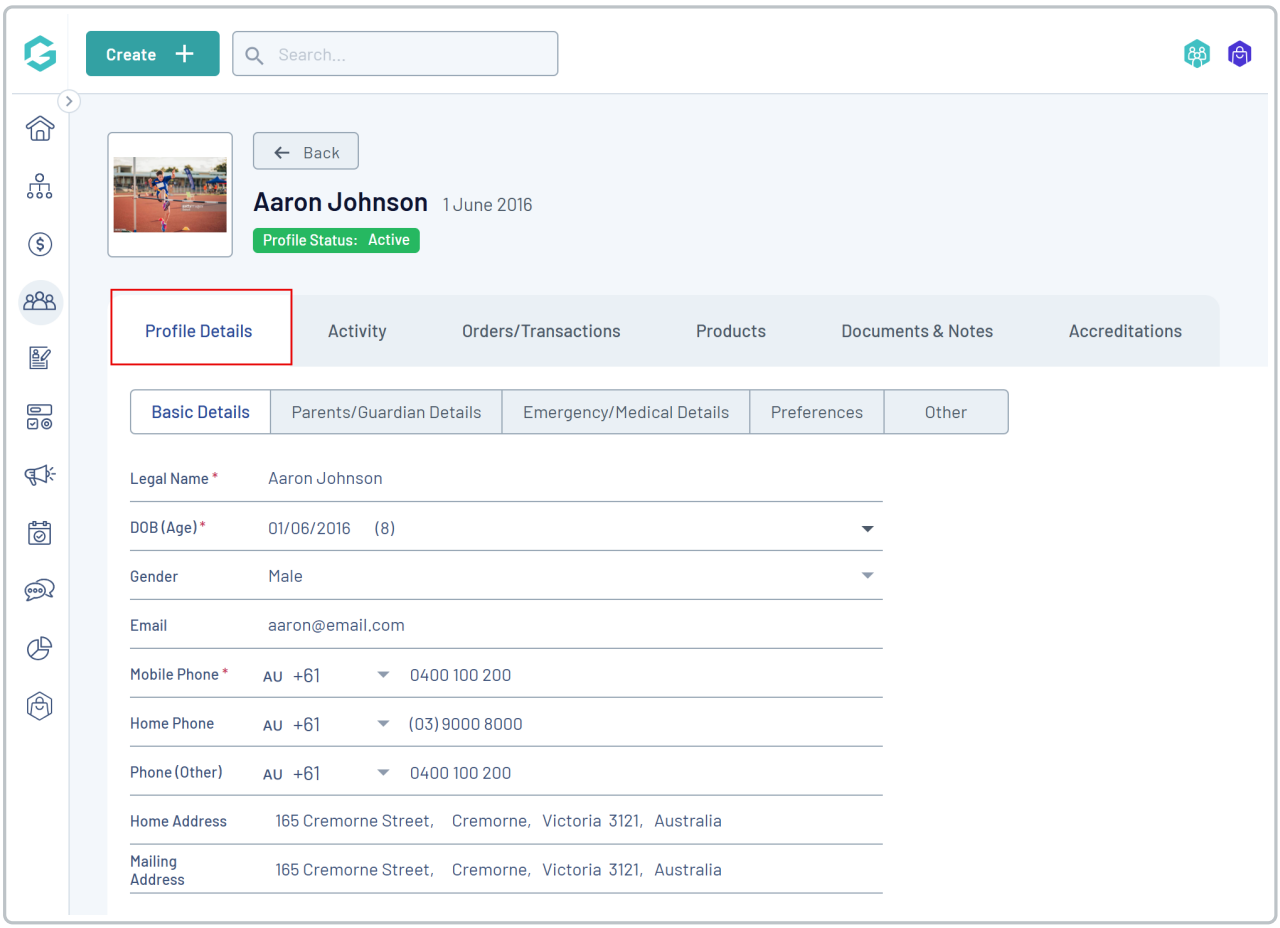


Find the applicable member and select **VIEW**



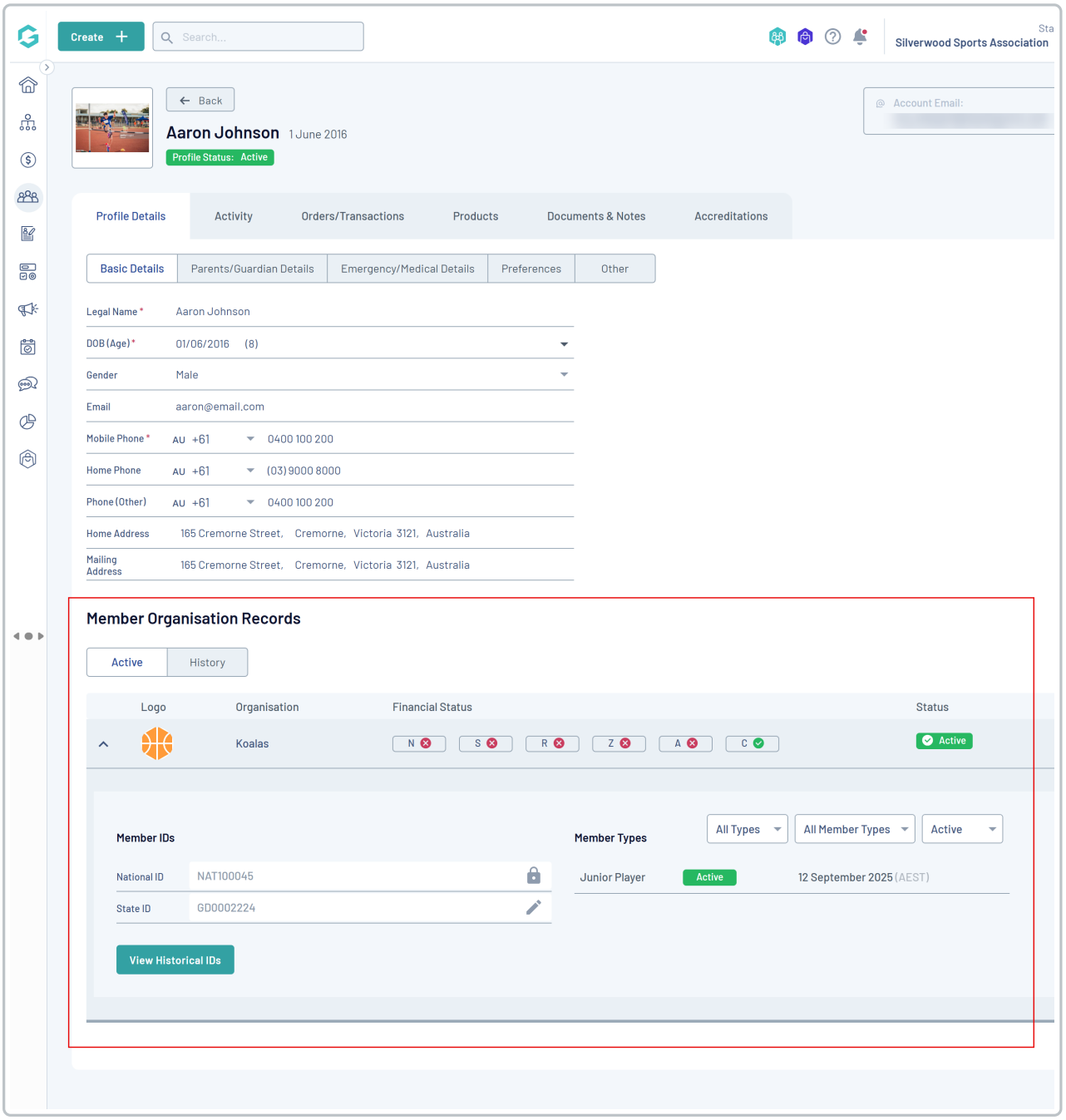
Profile Details

On a member record, the **Profile Details** tab is where the basic information related to the member is stored, such as contact details, parent/guardian information, and emergency contact details.



Scrolling further down, you can also see the **Member Organisation Records** section, which gives an overview of the member's current status information, including Member Types, Member Status and MemberIDs related to the

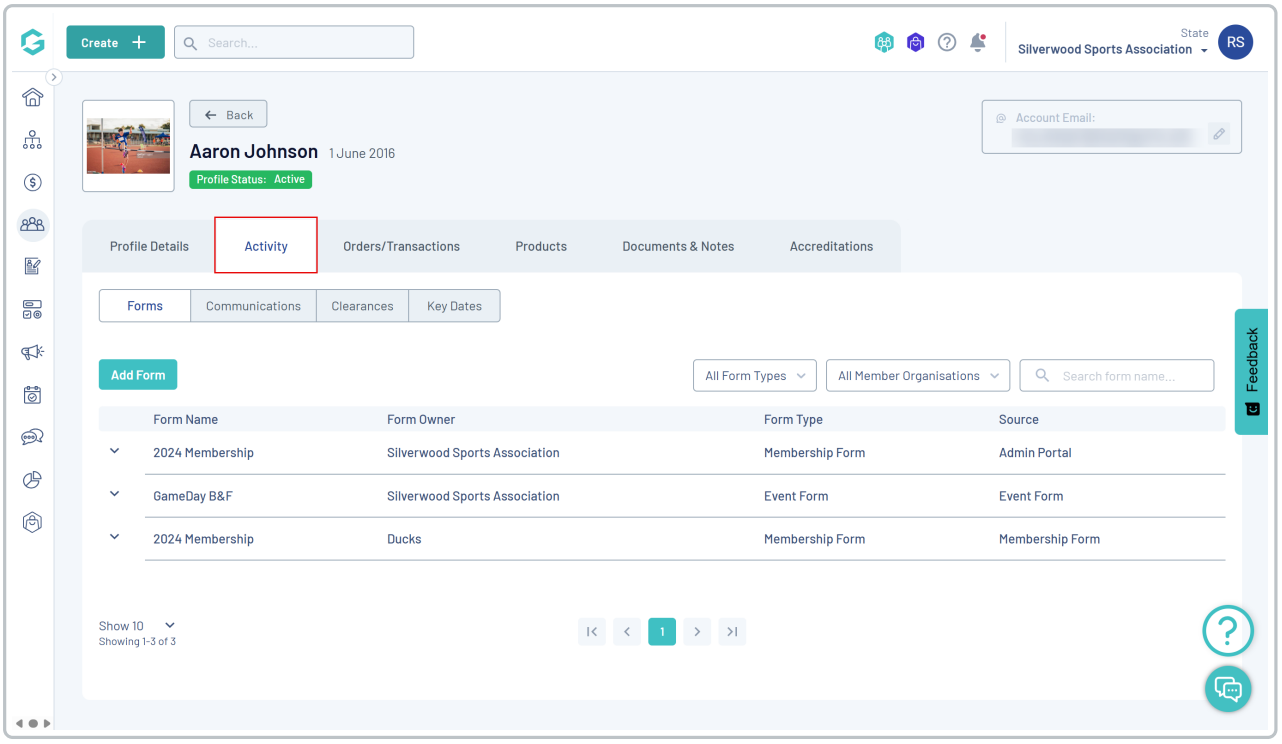
organisation this member is registered to.



You can also see any historical information by navigating to the **History** tab.

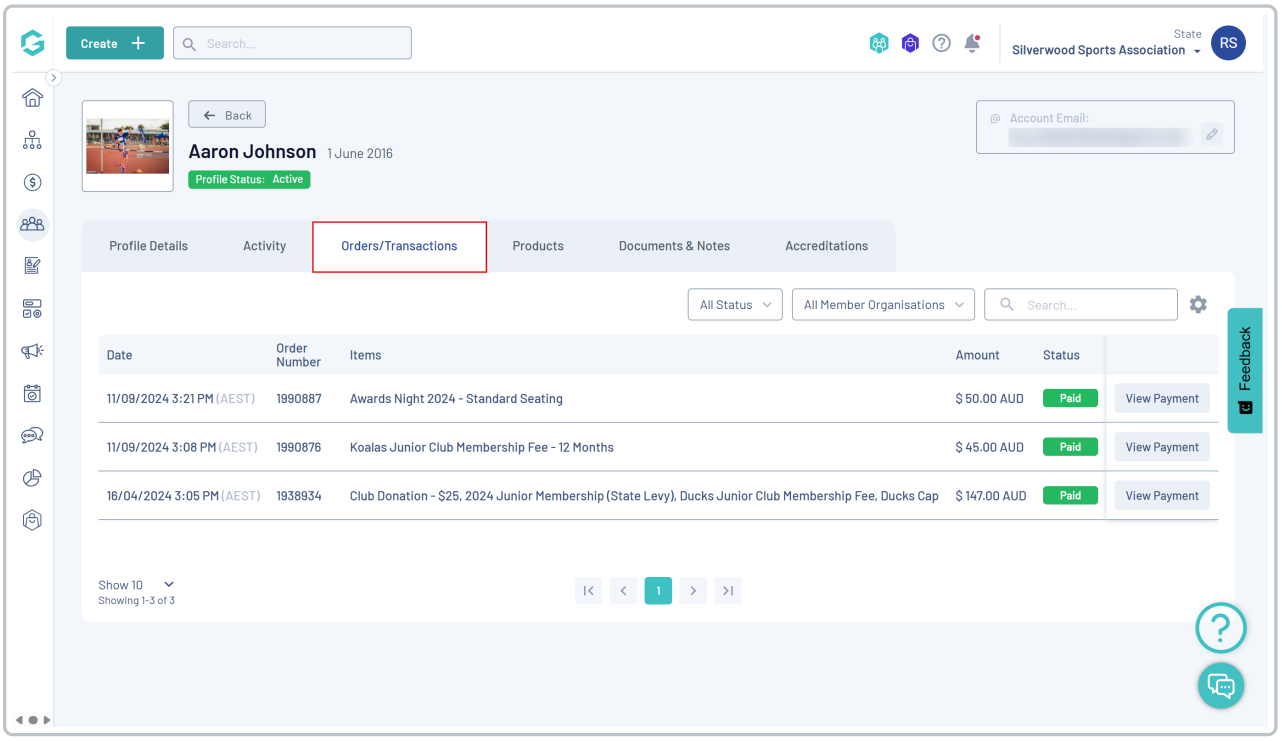
Activity

The **Activity** tab displays a log of any forms used, custom questions answered, communications received, clearance requests, and key registration dates associated with the member:

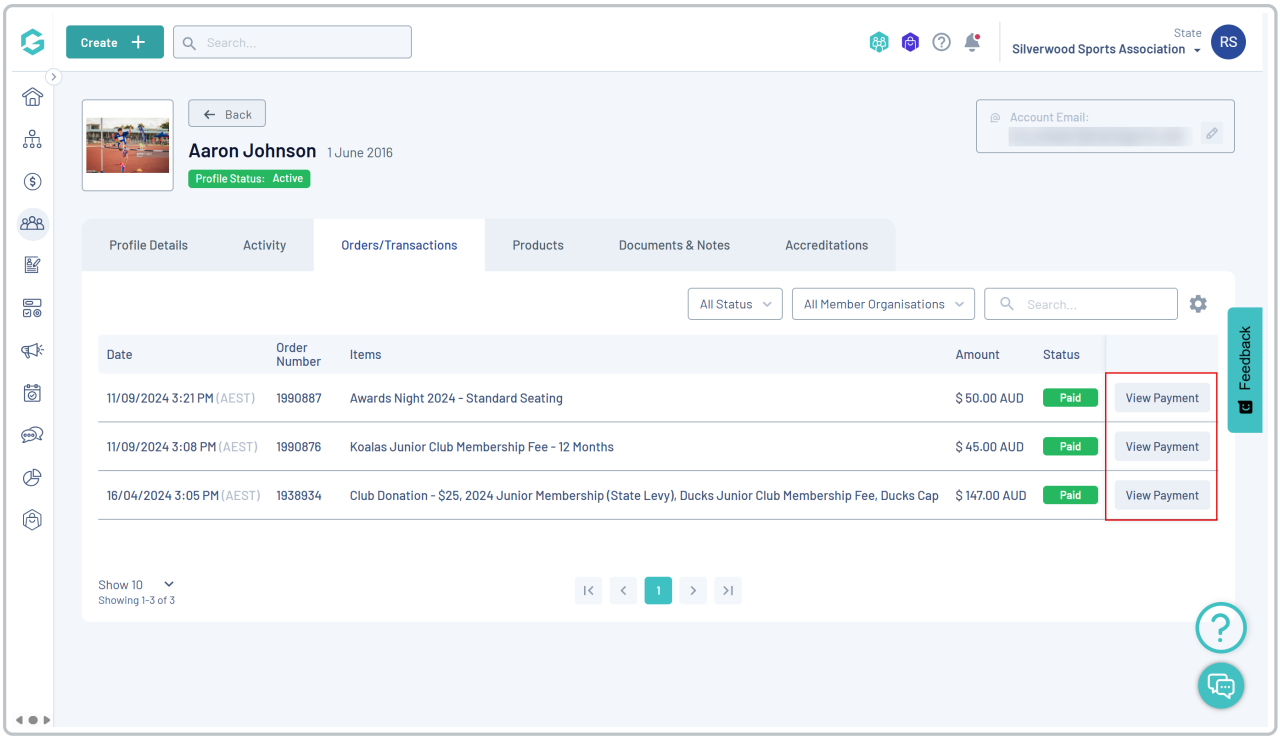


Orders/Transactions

The **Orders/Transactions** tab is where you can view any information pertaining to the orders processed to your organisation by this member, including products purchased, the status or the order, the order amount and a unique Order ID.



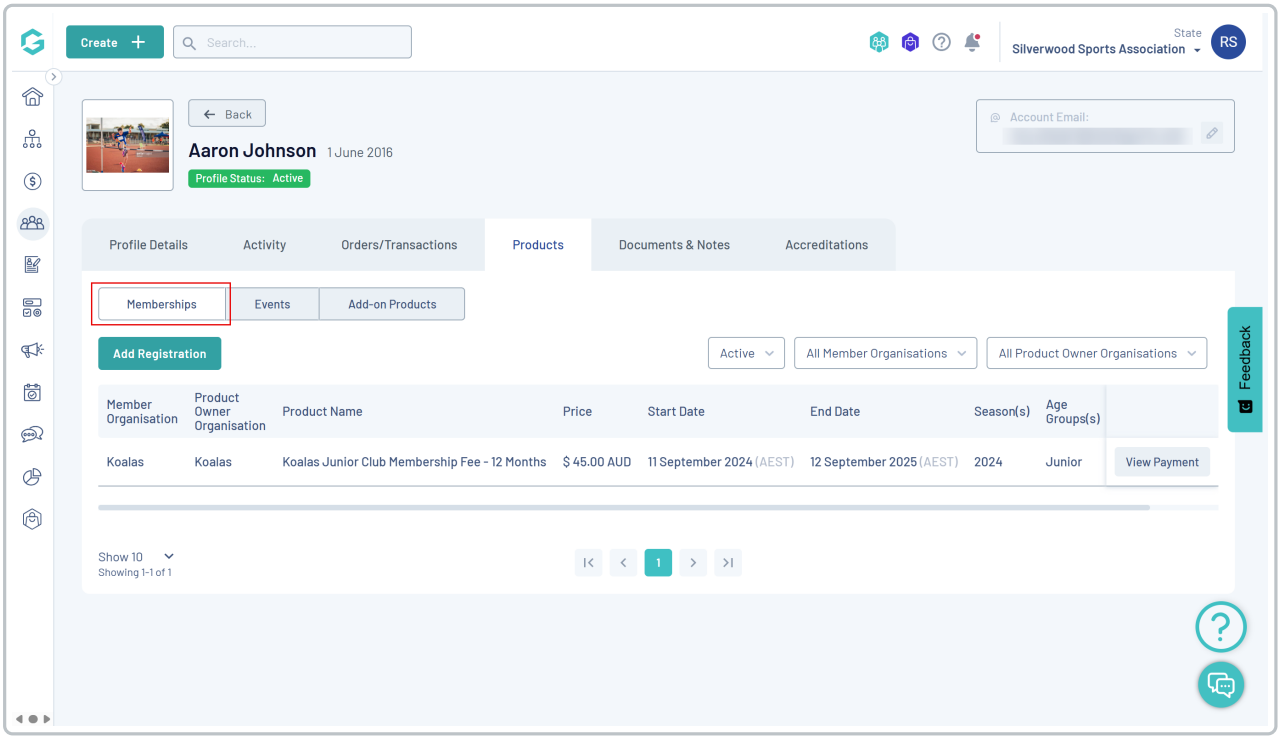
You can also view the payment to see more information related to each order by clicking **VIEW PAYMENT.**



Products

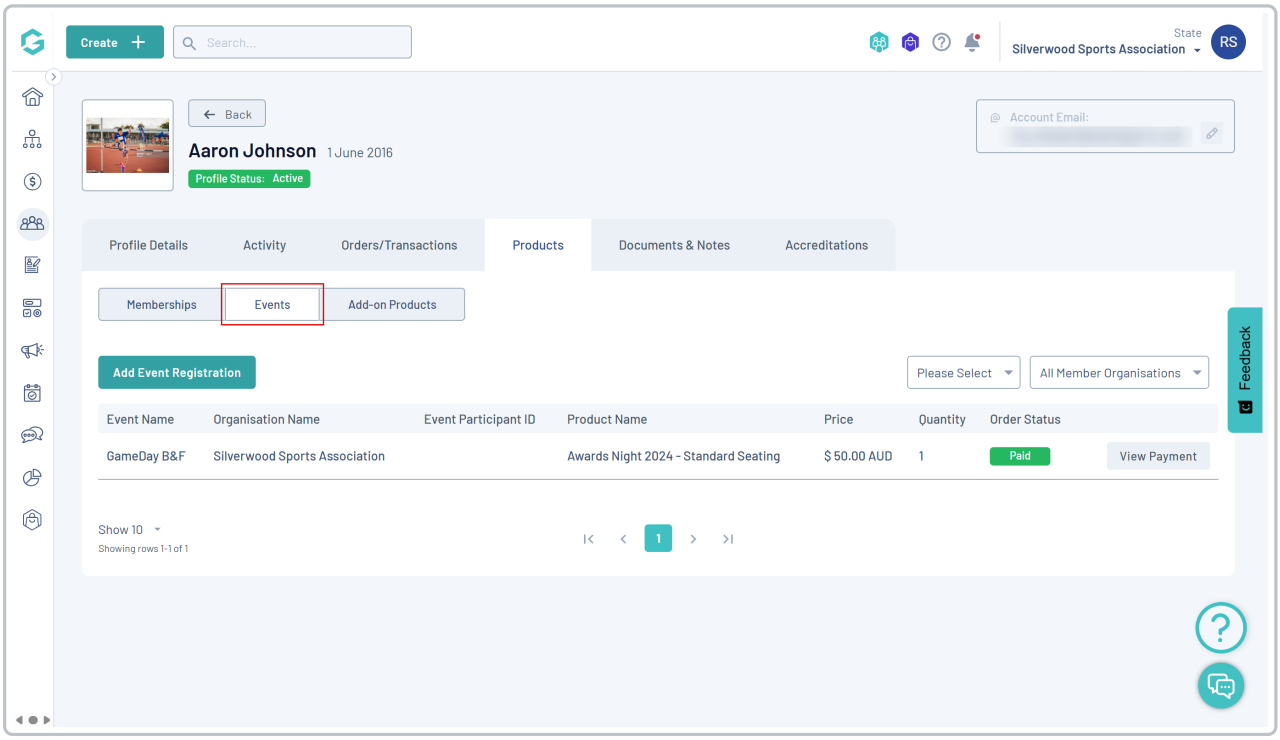
In the **Products** tab, you will find:

- A **Memberships** tab displays the current and historical memberships associated with the member. It displays information related to the Member Types selected, Season and Age Group allocation, and Start/End Dates of each membership.

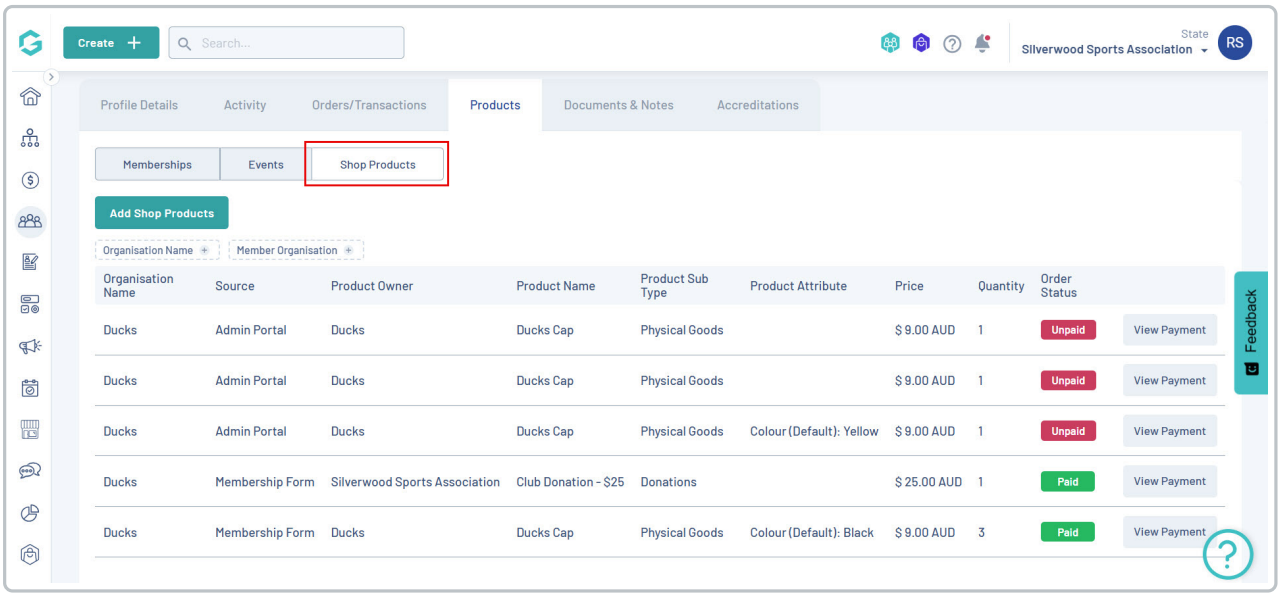


- An **Events** tab will display the order and event information related to any events this member has registered

into, including the Event Name, Entry Price and Order Status.

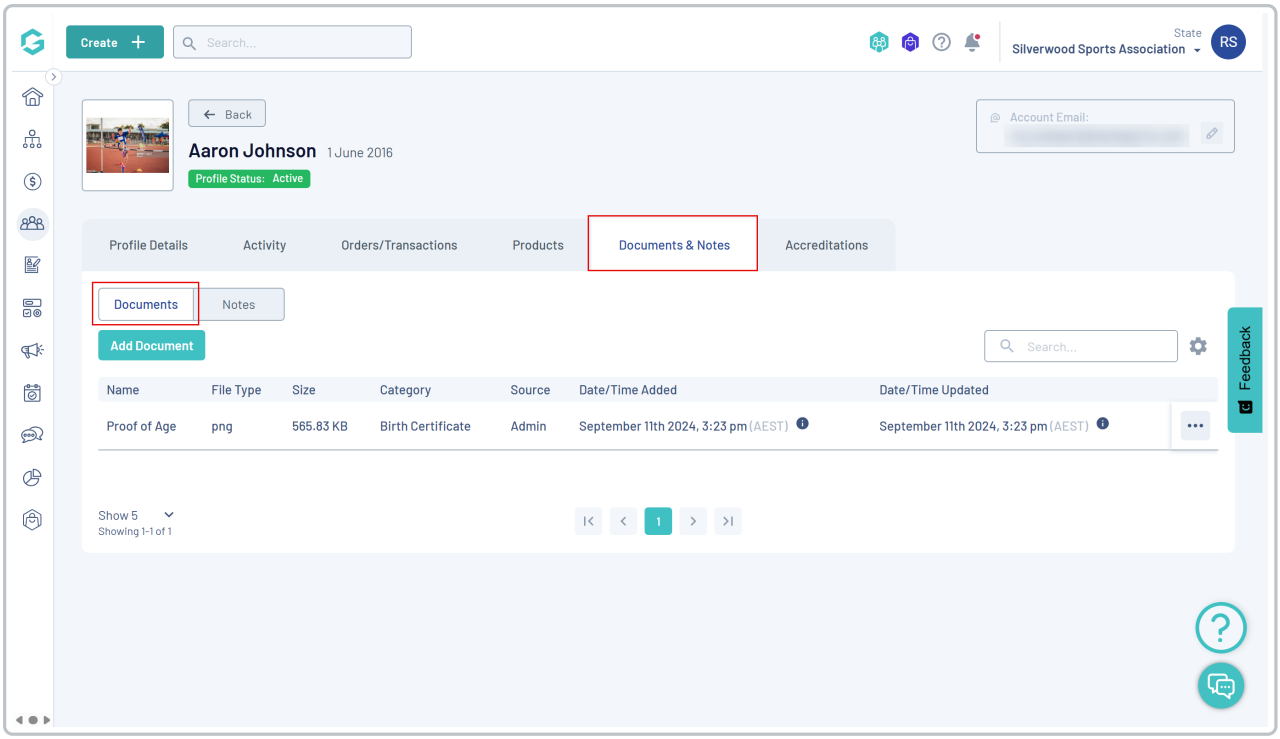


- The **Shop Products** tab is where any Shop Products, such as merchandise or donations, will be available to view, including the Product purchased, Product Type and Price.

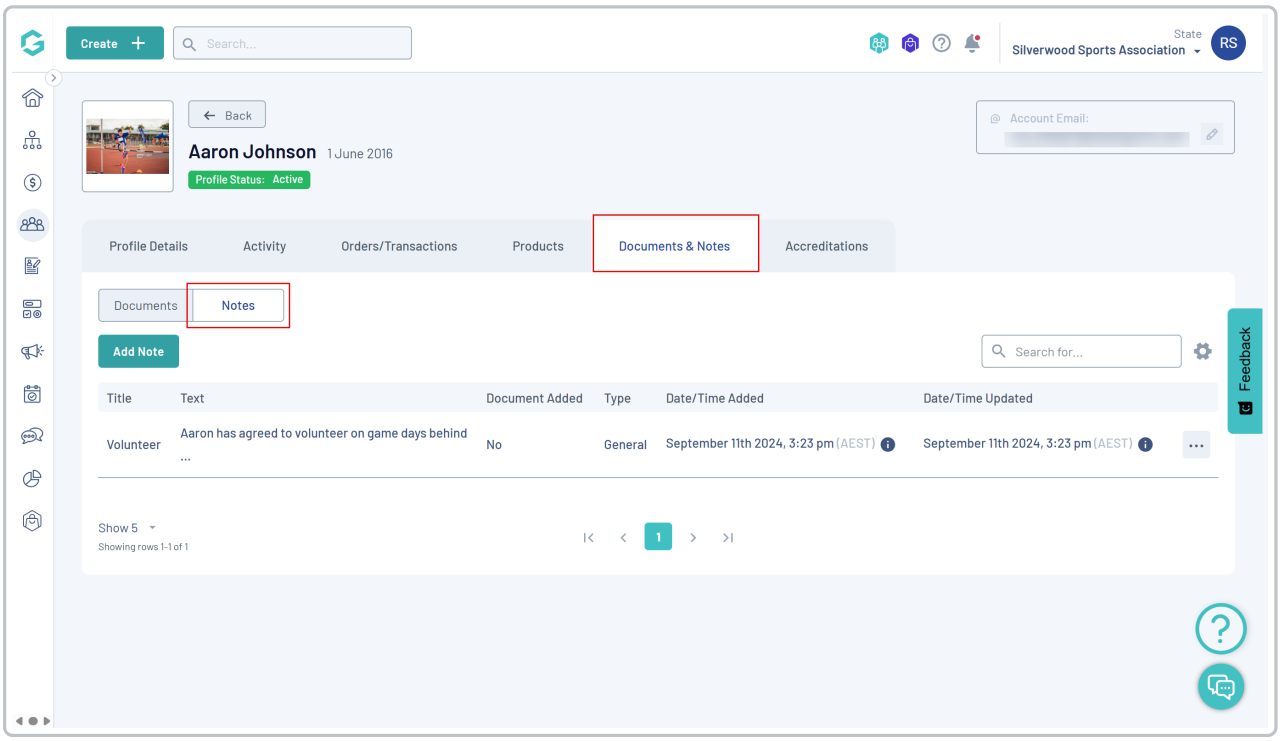


Documents & Notes

The **Documents** tab is where an admin can upload or view any documentation related to the member.

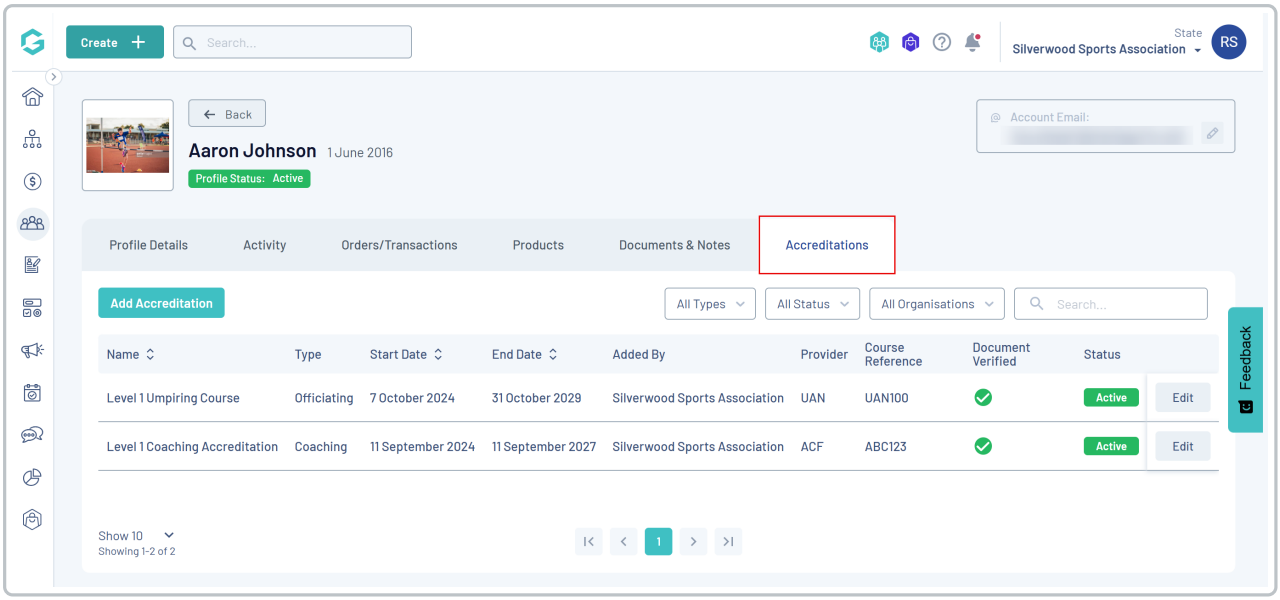


You can also use the **Notes** tab to add custom admin notes to the member record



Accreditations

The **Accreditations** tab displays any current or previous accreditations held by the member, and allows you to manually assign and verify accreditations.



Account Email

At the top of the page, you can also see the **Account Email** that was used to register the member.

