Participants | FAQs

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General

What's the difference between GameDay and GameDay Passport?

GameDay and GameDay Passport are separate products that are designed for different purposes and markets. GameDay is our flagship membership and event management platform, whilst GameDay Passport is a competition and program management platform. If you are unsure which platform your sport uses, please contact your local sporting organisation or governing body directly.

Registrations & Payment

How can I register for my club/centre/association through GameDay?

Whilst GameDay provides the registration and membership platform for various sports organisations, it is up to the organisation itself to provide and publish their registration forms for participants to register as members. If you have any questions about your club, centre, or association's registration process - including how to find their registration form or sign-up process - please contact the organisation directly, as GameDay does not manage this process directly.

Member Profile Portal

How do I login to GameDay as a member?

GameDay offers sport-specific member portals through which participants can manage details, complete payments, view registration history, and similar functions. You can learn more about using the Member Profile here.

Which linked member profiles will I be able to see when logging into a registration form or my Member Profile?

When you login to a registration form with your GameDay account, you may see a list of linked members that you can select if you want to re-register certain members that you have registered previously.

This list consists of any members whom you have registered under the same sport hierarchy as the form you are logged into. In other words, if you have previously signed one member up as an Athletics participant and another member as a Polo participant, you will only be able to register the Athletics participant if you are logged into an Athletics registration form.

Can I change the Account Email to whom a member is linked?

Yes, can now use the Member Profile Portal to update your linked Account Email. This means the member will no longer be accessible to you when re-registering through a form, or accessing the Member Profile Portal - Learn

Instalment Plans

How are instalment plans calculated?

Instalment plans are based on the total amount of your order at the time of registration. This means that the instalment plan will take into account any products you add to your cart as part of the membership registration. For example, if you purchase a $50 membership fee and a $20 T-Shirt as part of the same registration, the instalment plan will be calculated on the full $70; not on each product separately.

Are there any eligibility requirements to opt into an instalment plan?

Instalment plans, if enabled, can be used for anyone purchasing a membership, event or shop product and the order total is at least $50

How often are payments taken out on an instalment plan?

As per industry standard, all instalment plans on GameDay are payable over four (4) equal instalments every two (2) weeks, with the first instalment due on the original order date where an instalment plan has been selected as the desired payment method.

Can I review the instalment schedule before paying?

Yes, your instalment schedule - including the date and amount of each payment to be made - will be displayed to you on the checkout page before any payment details are required. You can also see a confirmation of the instalment schedule after payment is made by checking your payment confirmation invoice, or by logging into your Member Profile Portal.

Which payment methods can be used with instalments?

Instalment plans can be used with any of the following payment methods:

- Credit Card (Visa & Mastercard)
- Apple Pay
- Google Pay
- Link Wallet

What happens if a payment fails in an instalment plan?

If any of the scheduled payments of an instalment plan fails - for example, if the original payment method has

insufficient funds, or has since been closed - the following sequence of events will take place:

- A notification will be sent to the order email address and the organisation's primary administrator advising that the payment has failed, and that the payment will be re-tried the following day
- The payment will be re-tried automatically the following day
- If the payment fails again, the instalment plan will be put on hold and the order email and organisation primary contact will receive an email notification advising that the payment has failed for a second time, that the plan is on hold, and that the payment method needs to be updated before the plan resumes. A link will also be provided in this email for the orderer to update their payment method via the Member Profile Portal

How do I update the payment method on an active instalment plan?

As a member, you can update the payment method associated with your instalment plan using the Member Profile Portal. Click here for a detailed walkthrough