

# Getting Started | FAQs

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## Logging In

### How do I log in to GameDay?

To login to GameDay as an administrator, you first need to have been granted access to the relevant database. If you are unsure whether you have access to a database, please contact an existing database administrator for your organisation.

If you have been granted access to a database, you can log in to GameDay [here](#) using the email address and password you created when you were initially set up as an administrator.

### How do I get access to my GameDay database if there are no other administrators in the organisation?

If your GameDay database has been recently created and doesn't yet have any administrators, it is likely that you have either been given a project or sales contact at GameDay, who can organise this type of access for you. If you are unsure of your contact at GameDay, please contact us [here](#).

### How do I reset my password?

You can reset your password as an administrator by clicking [here](#), then using the 'Forgot?' button and entering your email address. This will send an email to your inbox if your account is active, where you can set a new password to log in.

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## Training & Education

### I'm new to the platform, where should I begin?

To help you get started, take a look at the [Resource Centre](#) (the question mark icon in the bottom-right corner), which has a range of onboarding guides to get you up and running, whether you are looking to set up membership registrations, manage events, run reports, manage your finances or use any of GameDay's other features.

### What other options can I use to learn more about the platform?

GameDay has plenty of self-training and learning resources available for any scenario, whether you're getting started, looking to solve a specific problem or just curious about what the platform can do. Below is a list of our learning options, and how they might be able to help you get the most out of GameDay:

#### In-Platform

- **Resource Centre:** Allows all users to embark on their own self-paced learning journey entirely within the

platform using a series of onboarding guides covering key features - [Learn More](#)

- **AI Chatbot:** GameDay's Artificial Intelligence (AI) Chatbot assists users with answering key support queries by providing step-by-step instructions to assist users directly in-platform and providing a link to the full support article on which the answer is based - [Learn More](#)
- **Help Centre Widget:** GameDay offers an always-on Help Widget, which includes step-by-step help articles covering specific processes, feature overviews, and frequently asked questions, fed into the platform directly from our help centre - [Learn More](#)

#### Off-Platform

- **Help Centre:** GameDay's help centre is the most comprehensive database of written articles and tutorials available on GameDay, and is ideal for users looking for deep dive, step-by-step help resources - [Visit](#)
- **YouTube Channel:** GameDay's YouTube Channel offers a large directory of videos to help users understand how the platform works, including tutorial videos, new feature announcements and customer case studies - [Visit](#)
- **GameDay Learning Academy:** The GameDay Learning Academy offers an ever-expanding course library with interactive eLearning courses available for administrators at all levels - [Visit](#)

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## Language & Accessibility

### What is the Language & Accessibility Widget?

GameDay has integrated UserWay's Language & Accessibility widget to make the platform more accessible and user-friendly for everyone. This powerful tool allows you to customize your experience by adjusting the display, content, and navigation to meet your individual needs. It includes a wide range of features, from simple text and contrast changes to advanced tools like screen readers and dyslexia-friendly fonts.

### How do I open the Accessibility Widget?

To find and open the widget, follow these steps:

1. Navigate to the top-right corner of the platform.
2. Click on your **Account Menu**.
3. Select **Language & Accessibility** from the dropdown menu.

### What are Accessibility Profiles?

Accessibility Profiles are quick, pre-configured bundles of settings designed for specific accessibility needs. When you activate a profile, it automatically enables a group of tools to enhance your experience for that particular requirement.

The widget includes the following pre-configured profiles:

- **Motor Impaired:** Enhances navigation using hover tooltips on key functions and pauses flashing animations.
- **Blind:** Enables screen-reader compatibility for visually impaired users.
- **Color Blind:** Adjusts colour contrast to ensure content is distinguishable.
- **Dyslexia:** Changes fonts to be more easily readable.
- **Low Vision:** Increases content size and contrast for better visibility.
- **Cognitive & Learning:** Provides tools like a reading guide, tooltips, and larger text to help with focus and comprehension.
- **Seizure & Epileptic:** Stops all flashing animations and reduces colour saturation.
- **ADHD:** Provides a reading mask to help users focus on specific sections of the page.

### Can I adjust individual settings instead of using a profile?

Yes. If you prefer more granular control over your experience, you can enable and adjust individual tools from the main widget panel. These tools are grouped into three main categories: Content & Readability, Colour & Display, and Navigation & Orientation.

### What options do I have to improve content readability?

These tools adjust how you read and interact with text on the platform:

- **Screen Reader:** Reads the on-screen text aloud (pace can be set to Normal, Fast, or Slow).
- **Bigger Text:** Increases the font size across the platform.
- **Text Spacing:** Adjusts the space between letters and words (Light, Moderate, Heavy).
- **Dyslexia Friendly:** Switches the platform's fonts to a more legible typeface.
- **Line Height:** Increases the spacing between lines of text.
- **Text Align:** Adjusts the alignment of all text (Left, Right, Center, or Justify).
- **Dictionary:** Allows you to look up the definition of words on the page.

### What options do I have for improving colour and display of the platform?

These tools help adjust the visual appearance of the platform:

- **Contrast:** Adjusts the site's colour scheme (Invert Colours, Dark Contrast, Light Contrast).
- **Smart Contrast:** Intelligently inverts the colours of specific on-screen elements.

- **Saturation:** Adjusts the colour intensity of the page (Low, High, Desaturate/greyscale).

### Which options will assist with navigation and orientation?

These tools help you navigate and focus on the page more easily:

- **Highlight Links:** Makes all clickable links and buttons more prominent.
- **Pause Animations:** Stops all moving or flashing elements, such as GIFs.
- **Hide Images:** Hides all images on the page to reduce visual distraction.
- **Cursor:** Changes the standard cursor to a larger, more visible one.
- **Tooltips:** Displays text labels for certain on-screen icons and elements when hovered over.
- **Page Structure:** Displays a pop-up showing all headings, landmarks, and links for quick navigation.
- **Reading Guide:** Adds a high-contrast horizontal bar that follows the cursor to help focus on one line of text at a time.

### Can I change the language of the GameDay platform?

The widget also functions as a language switcher. To change the display language:

1. Open the Accessibility Widget.
2. At the very top of the widget panel, click on the current language (e.g. 'English (Australian)').
3. Select your preferred language from the extensive list that appears.

The on-screen text, both on the platform and within the widget itself, will automatically translate.

### How do I reset all language and accessibility settings to the default?

To revert all changes and return to the default view, open the widget, scroll to the bottom, and click the **Reset All Accessibility Settings** button.

## User Management

### What is the purpose of User Management in GameDay?

GameDay's [User Management](#) feature allows you to view and control who has access to your organisation's

GameDay data and features. You can assign roles and permissions to users, enabling collaboration while maintaining the security of your information.

### **Where can I find the User Management section?**

You can find the User Management section by expanding the Account Menu in the top right corner of the screen and then selecting User Management.

### **What information is required when creating a new user?**

When creating a new user, you must provide their first name, last name, email address (which will also serve as their username), mobile phone and the appropriate user role.

### **What are the different User Roles available in GameDay, and what are their permissions?**

There are four main [User Roles](#) in GameDay:

- **Super User:** Has full access to manage all modules, including financial settings and user management. Assumes the role of 'Primary Contact'
- **Administrator:** Has full access to manage all modules with create, edit, and view access excluding financial settings, billing details and the ability to grant access to other users
- **Edit-Only:** Can edit, view, and export data but cannot create new records or access financial data.
- **Read-Only:** Can only view and export data, with no ability to make changes or create new content.

### **How do I disable access for an existing user?**

To disable access for an existing user, navigate to the User Management screen, find the user, click Edit then update the user status to Disabled. The user will no longer be able to log in and access the database.

### **How do I edit the contact details of an existing user?**

As an administrator, you can edit the contact details of existing users by going to User Management, clicking Edit next to the user, make the necessary changes, and click Save. However, to change an admin's email address, you'll need to disable the existing user record and create a new one with the updated email.

### **How do I grant a new admin user access to my organization?**

If you're a Super User, you can grant a new admin user access by going to User Management and clicking Create User. Then, enter the required information, including the appropriate user role, and save. The new user will receive an email to set their password and log in.

### If I am part of a hierarchy, can I manage users in organizations below me?

Yes, if you are a Super User you can disable or add administrators to organizations below you in the hierarchy. To do this, [log into the relevant organization](#) through GameDay and follow the same process as you would for your own organization.

### How do I change the email address used for my GameDay admin account?

If you need to start using a different email address to log in to GameDay, for security reasons, you will need to have a new admin account created for you by an existing administrator of your organisation using the new email address, then the admin account will need to be disabled. See below for help guides that step you through granting and disabling admin access:

[Granting Admin Access](#)

[Disabling Admin Access](#)

### How do I know what each user role has access to within my database?

If you're a Super User of a GameDay database, you have the ability to add new users into your database to grant them access, however as part of this process, you need to assign a User Role to each user, which will determine the level of access and permission they are granted. For a breakdown of the scope of functionality permitted to each User Role, click [here](#)

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## Organisation Dashboard

### What is the GameDay Organisation Dashboard?

GameDay's Organisation Dashboard is a feature that provides a customisable overview of key statistics related to your organisation. It displays a series of widgets containing visual data insights drawn from your GameDay data. This visual data includes summaries related to membership, financial, and event data, as well as seasonal breakdowns. An organisation dashboard is available for all databases to view directly through GameDay.

### How do I access my Organisation Dashboard?

You can find your organisation dashboard at any time by navigating to and selecting the **DASHBOARD** option located at the top of the left-hand menu.

### How is the data on the Organisation Dashboard calculated?

Information presented on your dashboard is calculated based on your organisation's **Financial Year Start** setting, which can be found in the *My Organisation > Organisation Details* section.

For example, if your Financial Year Start is configured for August, the Organisation Dashboard values will include data covering the period from 1 August to 31 July of the following year.

## How can I customise the widgets on my Organisation Dashboard?

The GameDay dashboard allows you to add or remove widgets to tailor the display to your specific needs.

To customize the displayed widgets:

1. Navigate to your dashboard by clicking **DASHBOARD** in the left-hand menu.
2. Open the customization filter by clicking on **MY WIDGETS** located in the top-right corner of the dashboard. This will open a dropdown menu showing available widgets.
3. To add or remove a specific widget, **locate the widget** in the dropdown menu and **click the checkbox** next to the widget's name.
4. Clicking the checkbox adds or removes the selected widget from your dashboard. You can repeat this process for any other widgets until the dashboard configuration is as desired.

## Can I change the size and placement of the widgets on the dashboard?

Yes, you can change both the size and placement of the widgets. This is done using a simple drag-and-drop mechanism to arrange your dashboard exactly as you want it to look.

How does the dashboard display information for organisations that are part of a hierarchy?

Organisations that are connected within a hierarchy will have dashboard information displayed that encompasses their own database, along with the data of any child organisations linked below them in that hierarchy.

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