GAMEDAY

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.

Learning the Platform

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

User Management

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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