



GAMEDAY

Getting Started | Troubleshooting

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Issue #1: I'm unable to log in to GameDay as an administrator; an error message appears saying *Account does not exist*

There are a few reasons why you might be seeing this error message. Try the steps below to help resolve the issue:

- If you have any other email addresses, try using them in the *Email* field - GameDay access is granted based on unique email addresses, and if you are not using the one that was initially used when you were granted access, you will not be able to log in.
- Try using the *Forgot?* button on the [GameDay login page](#) to reset your password. Keep in mind, GameDay account password fields are case-sensitive, and passwords need to have at least 8 characters, 1 capital letter, 1 number, and 1 special character.
- Still no joy? In that case, you may need to double-check with another administrator to check whether your admin account is still active, or that your details have been entered correctly. For more information on granting access to administrators, click [here](#).

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