



How do I edit the account email on a member record?

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Overview

GameDay administrators have the ability to manually update the **account email** on a member record through the back end database. For context, members can be assigned two different email addresses, defined below:

- **Account Email:** This is the email address of the GameDay account to which each member is attached. An account email can have multiple members attached to it, and this mechanism allows account holders to register and renew their attached members in one registration session. This is also the email address that receives automated communications such as payment receipts and invoices. The account email can be found on a member record in the top right-hand corner:

The screenshot shows a member record for Alan White, born 1 September 2000, with an Active status. The record is divided into several tabs: Member Details, Member Activity, Orders/Transactions, Memberships, Events, Add-on Products, Documents & Notes, and Accreditations. Under the Member Details tab, there are sub-tabs for Basic Details, Parents/Guardian Details, Emergency/Medical Details, Preferences, and Other. The Basic Details sub-tab is selected, showing fields for Legal Name (Alan White), DOB (Age) (01/09/2000 (24)), Gender (Male), Email (alan@email.com), Mobile Phone (AU +61 0411 111 111), and Home Phone (AU +61). In the top right corner of the record, there is a field for Account Email: rory.stewart@mygameday.app, which is highlighted with a red arrow.

- **Communications Email:** The communications email is the email stored in the Basic Details tab of the member record, which is used as the default email address for custom communications send through GameDay



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Alan White 1 September 2000

Active

@ Account Email:
 rory.stewart@mygameday.app ✎

Member Details | Member Activity | Orders/Transactions | Memberships | Events | Add-on Products | Documents & Notes | Accreditations

Basic Details | Parents/Guardian Details | Emergency/Medical Details | Preferences | Other

Legal Name * Alan White

DOB (Age) * 01/09/2000 (24) ▼

Gender Male ▼

Email alan@email.com ←

Mobile Phone * AU +61 ▼ 0411 111 111

Home Phone AU +61 ▼

Step-by-Step

1. Access the member record

- From the main dashboard, open the **Members** menu, then click **MEMBERS**
- Click **VIEW** to open the relevant member's record

2. Edit the Account Email

- Next to the Account Email in the top-right corner, click the **EDIT** icon

3. Update the email address

- Update the email address to the new Account Email, then click **VALIDATE** to confirm it can be use

Note: The Account Email must be attached to an existing GameDay account

4. Save your changes

- Click **UPDATE** to confirm the change. An email will be sent to both the old account email and the new account email to confirm the update

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