

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

29/09/2025 2:31 pm AEST

Overview

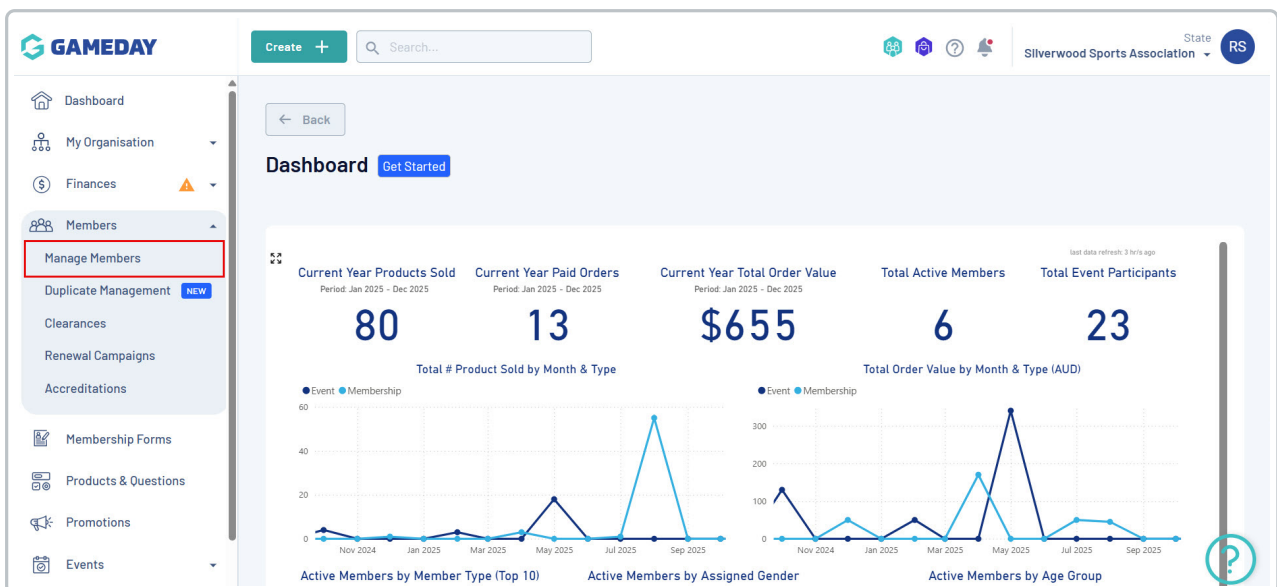
GameDay administrators have the ability to manually update the **account email** on a member record through the back end database. For context, members can be assigned two different email addresses, defined below:

- **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 profile in the top right-hand corner
- **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

Step-by-Step

Step 1: Access the member record

From the main dashboard, open the **Members** menu, then click **MANAGE MEMBERS**



Click **VIEW** to open the relevant member's record

Create +

Search...

Silverwood Sports Association

State

RS

Members

Member Profile Portal

Profile List

By Product

By Shop Products

By Member Type

By Member Organisation

By Season

By Financial Status

Pending

Unpaid

Create New Member

Search...

Gender at Birth

Gender Identity

Date of Birth

Photo	Name	First Name	Last Name	Gender at Birth	Gender Identity	Date of Birth	
	Aaron Johnson	Aaron	Johnson	Male	Male	01/06/2006	View
	Aaron Johnson	Aaron	Johnson	Male	Male	01/06/2016	View
	Adam Bates	Adam	Bates	Male	Female	01/06/2006	View

Step 2: Edit the Account Email

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

Create +

Search...

Silverwood Sports Association

State

RS

← Back

Aaron Johnson

1 June 2016

Profile Status: Active

Account Email:

@stacksports.com

Profile Details

Activity

Orders/Transactions

Products

Documents & Notes

Accreditations

Basic Details

Parents/Guardian Details

Emergency/Medical Details

Preferences

Other

Legal Name *

Aaron Johnson

DOB (Age) *

01/06/2016 (9)

Gender

Male

Gender Identity

Male

Email

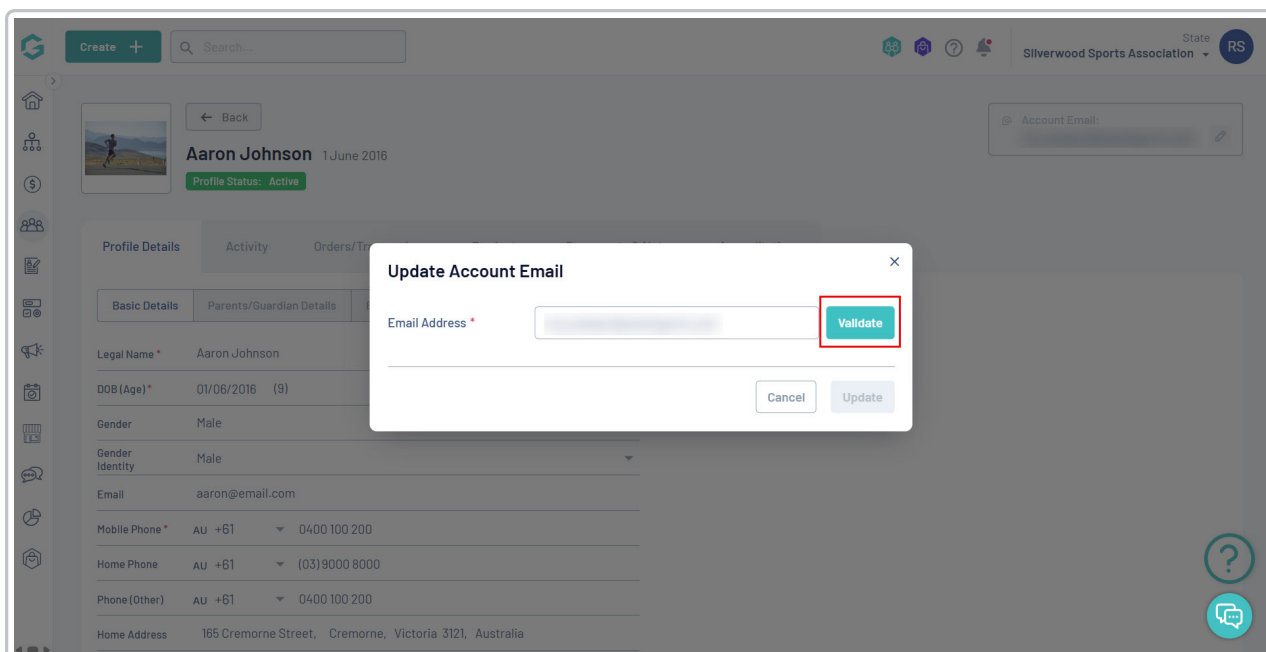
aaron@email.com

Step 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



Step 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

Watch

Your browser does not support HTML5 video.

