

# My Account | FAQs

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## My Account

### How do I update my admin account details?

You can update your basic GameDay account details - such as your name, date of birth and gender identity - through the [Account Menu](#) > [My Account](#) section - [Learn More](#)

### Why can't I update my account email address?

Once you've been granted access to GameDay as an administrator to any database, your email address serves as your username to login to the platform. To maintain a high level of security in our administrator access model, we do not allow administrators to manually change the email address associated with a GameDay account. If you are a Super User and need to legitimately grant access for another email address, you will need to add them as a new user using the [User Management](#) functionality.

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## Daily Admin Update Emails

### What are Daily Admin Update Emails?

Daily Admin Update Emails provide a summary of newly created paid and unpaid membership and event orders within your organization over the past 24 hours. These emails are sent between 6:00 am and 6:59 am in your organization's local timezone.

### When will I receive the Daily Update Email?

If you've opted in, you'll receive the email between 6:00 am and 6:59 am in your organization's local timezone. The email contains order data from the previous 24 hours (from 6am yesterday to 6am today).

### Will I receive an email if there are no new orders?

No. The system will not send an email if there are no new orders created in the past 24 hours.

### What information is included in the Daily Update Email?

The email provides a summary of:

- Paid membership orders
- Unpaid membership orders
- Paid event orders
- Unpaid event orders

### Can I receive Daily Update Emails for multiple organisations?

No. The Daily Update Email subscription is tied to your primary organization only to prevent preference conflicts.

### Will I continue to receive emails if my admin account is deactivated?

No. When your admin account is deactivated, you will automatically be unsubscribed from Daily Update Emails.

**How do I know if I'm already subscribed to Daily Update Emails?**

You can check your subscription status by navigating to your **Account Menu** in the top-right corner, selecting **My Account**, and looking at the 'Opt-ins' section. If the checkbox for Daily Updates is selected, you are subscribed.

**Can I customize the time when I receive the Daily Update Email?**

No. The system is configured to send emails between 6:00 am and 6:59 am in your organization's local time zone only.

**Can I customize which order types are included in the Daily Update Email?**

No. Currently, the email includes a summary of all four order types (paid/unpaid membership and event orders) without customization options.

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