



# GAMEDAY

## My Account | Troubleshooting

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### Daily Admin Update Emails

#### Issue #1: I'm not receiving my Daily Update Emails

##### Check your subscription status:

1. In GameDay, navigate to your Account Menu > My Account
2. Scroll to the Opt-ins section
3. Verify that the Daily Updates checkbox is checked
4. If not checked, select it and save your preferences

##### Check if you have orders in the past 24 hours:

Daily Update Emails are only sent if there is at least one order (paid or unpaid, membership or event) in the past 24 hours; if no orders were created, no email will be sent

##### Check your admin status:

Only active admins receive Daily Update Emails; if your account has been deactivated or removed from admin status, you won't receive updates

##### Check your email spam/junk folder:

The emails come from [notification@mygameday.app](mailto:notification@mygameday.app). Add this address to your safe senders list

##### Check if the email was already delivered today:

The system is designed to send only one summary per day; if today's summary was already delivered, you won't receive another one

#### Issue #2: The order counts in my Daily Update Email seem incorrect

##### Understand the time window:

The email includes orders from 6:00 am yesterday to 6:00 am today in your organization's local timezone. Orders created after 6:00 am today will appear in tomorrow's update

##### Verify the order status:

Only orders that were created (not modified) in the time window are counted. Cancelled orders may still appear in the counts if they were initially created during the time window

### **Check across multiple admins:**

If multiple admins receive the Daily Update Email, compare the counts. All admins should receive identical count information for the same organisation

### **Issue #3: The "Save" button doesn't work after toggling the Daily Updates checkbox**

#### **Check for other unsaved changes:**

Make sure you haven't made other changes to your account that need to be saved first

#### **Browser issues:**

Try using a different browser or clearing your browser cache, and ensure JavaScript is enabled in your browser settings

## **Contacting Support**

If you've tried the troubleshooting steps above and are still experiencing issues, please contact GameDay Support directly by [clicking here](#). When contacting support, please provide the following information to ensure your issue can be rectified as quickly as possible:

- Your organization name
- Your admin username/email
- Description of the issue you're experiencing
- Any relevant screenshots or videos capturing the issue
- Any error messages you've received

### **Related Articles**

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