

My Account | Troubleshooting

12/08/2025 1:11 pm AEST

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. 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
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