# How do I set a reply-to email address?

28/08/2025 11:58 am AEST

## Overview

Organisations have the ability to set a specific 'reply-to' email address. This ensures that when members reply to emails sent from a given GameDay database, the replies are directed to your chosen inbox rather than a default, unmonitored address.

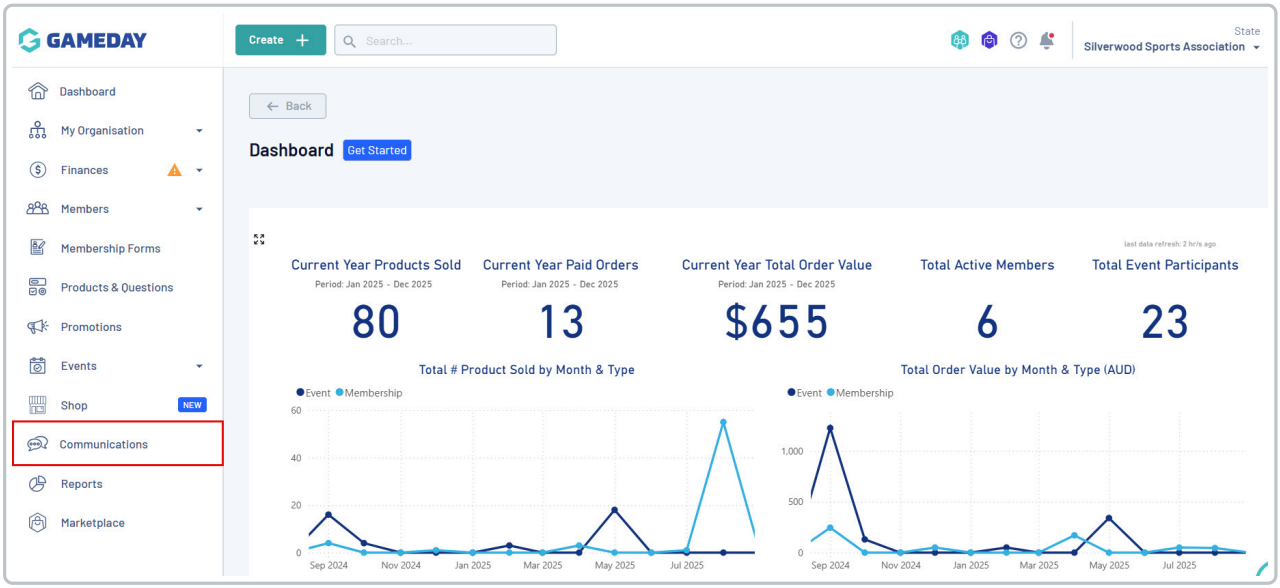
> **Note:** A verification code will be sent to the email address entered, so you must have access to the email inbox in order to set it as the reply email. This verification code is time-sensitive and will expire after a few minutes.

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## Step-by-Step

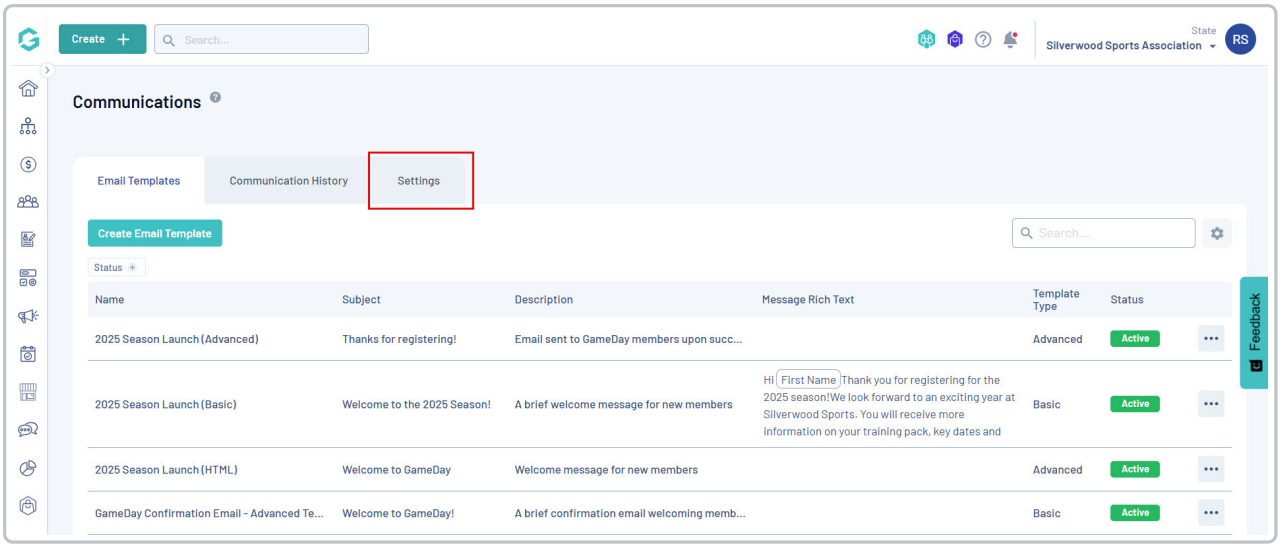
### Step 1: Navigate to the Communications screen

In the left-hand menu, click **COMMUNICATIONS**



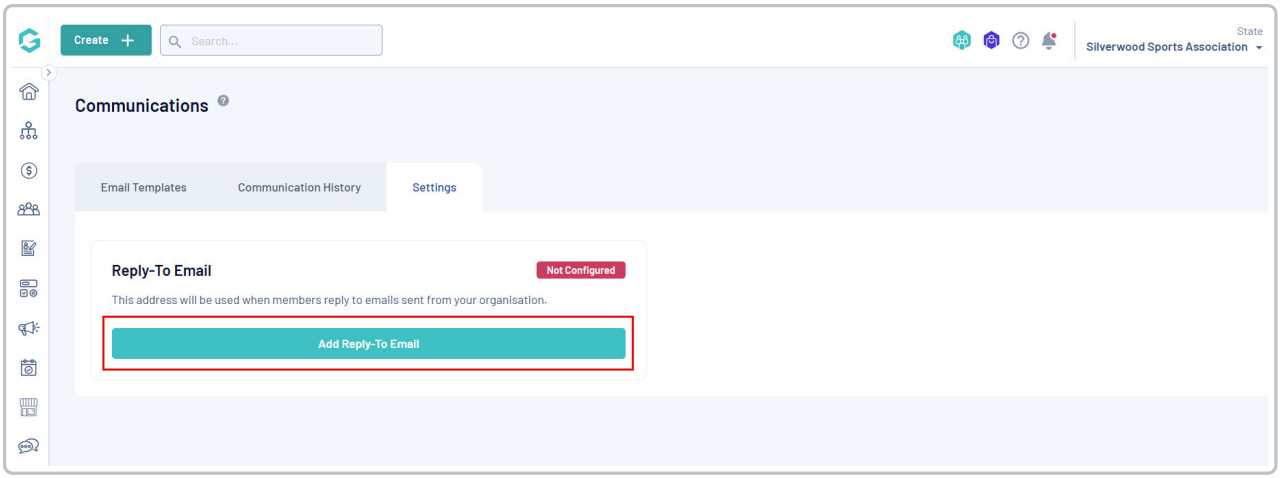

### Step 2: Navigate to the Settings tab

On the Communications screen, click the **SETTINGS** tab

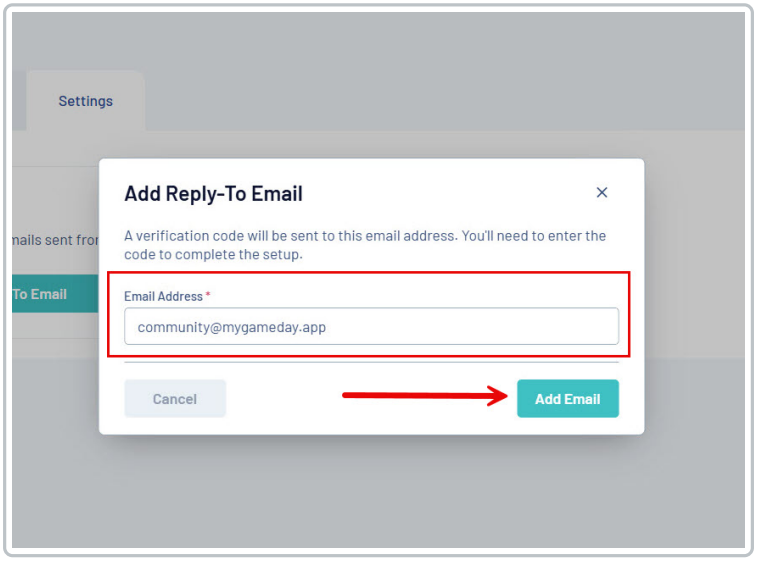



### Step 3: Add the reply-to email address

Click the **ADD REPLY-TO EMAIL** button. In the pop-up box

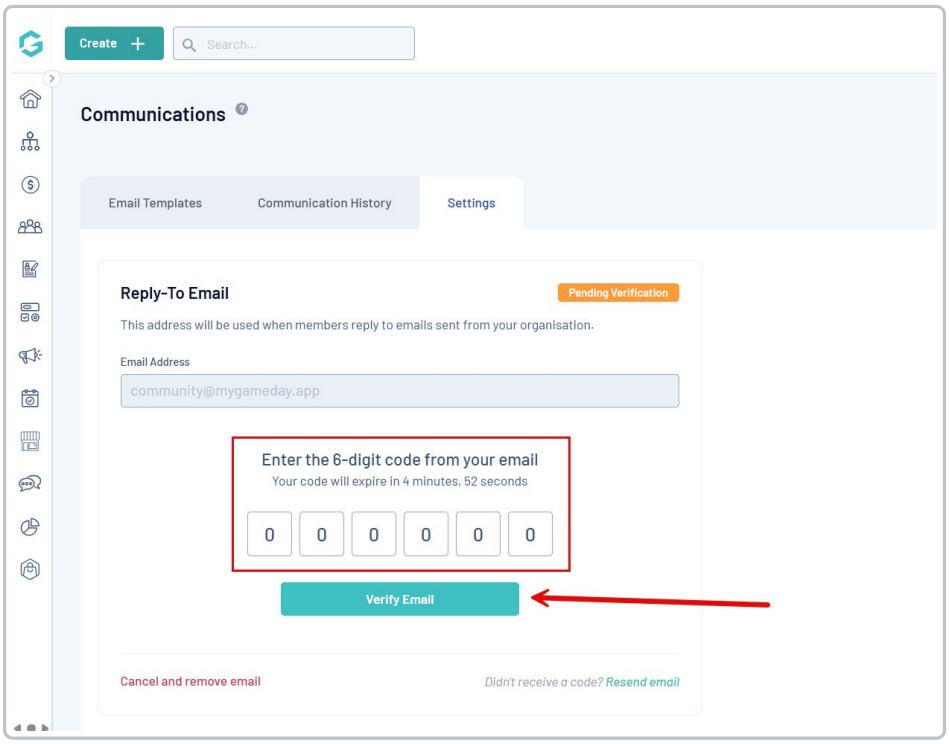



Then enter the desired email address and click **ADD EMAIL**

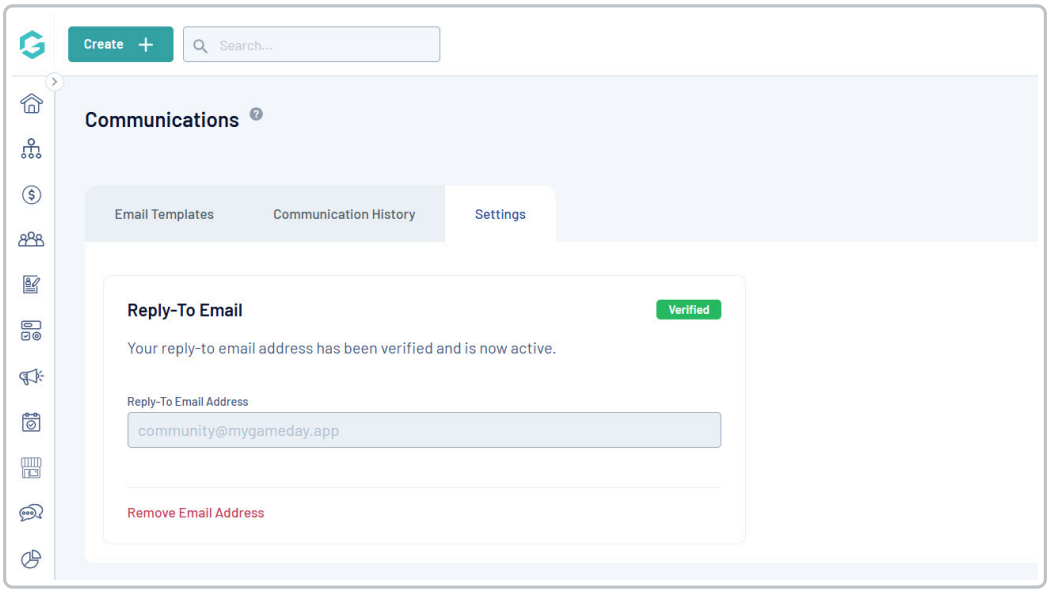


### Step 4: Verify the email address

Check your inbox for an email containing a 6-digit verification code. Enter this code into the boxes provided and click **VERIFY EMAIL.**




A confirmation message will appear if your email was verified successfully, and the status will change to 'Verified'.




With this option configured, members who receive emails you sent through GameDay will be able to automatically reply to your chosen email address.

The email itself will note the following information:

- **Sender Name**: This will be in the convention of *[Organisation Name] via GameDay*
- **Reply-To Email**: Your custom reply-to email address will be visible in the footer of the email content, in the

'reply-to' field when viewing sender metadata, and in the 'To' field when clicking the reply button

## Watch

Your browser does not support HTML5 video.