

How do I set a reply-to email address?

21/08/2025 1:22 pm 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.

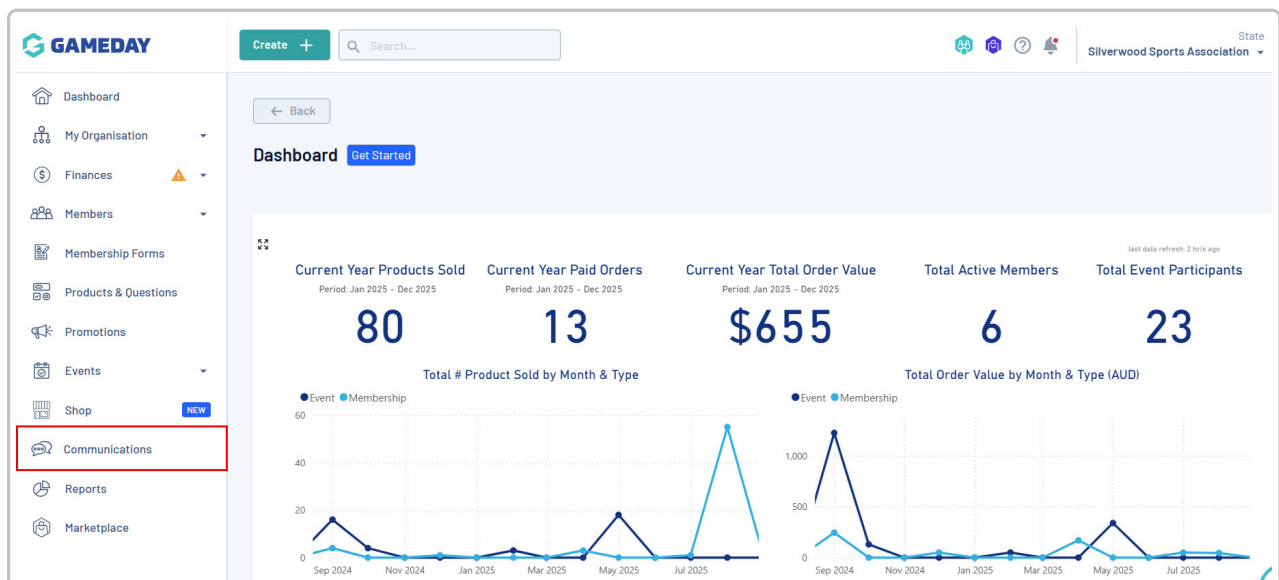


Note: A verification code will be sent to the email address entered, so you must have access to the email inbox in order to set it as the reply email. This verification code is time-sensitive and will expire after a few minutes.

Step-by-Step

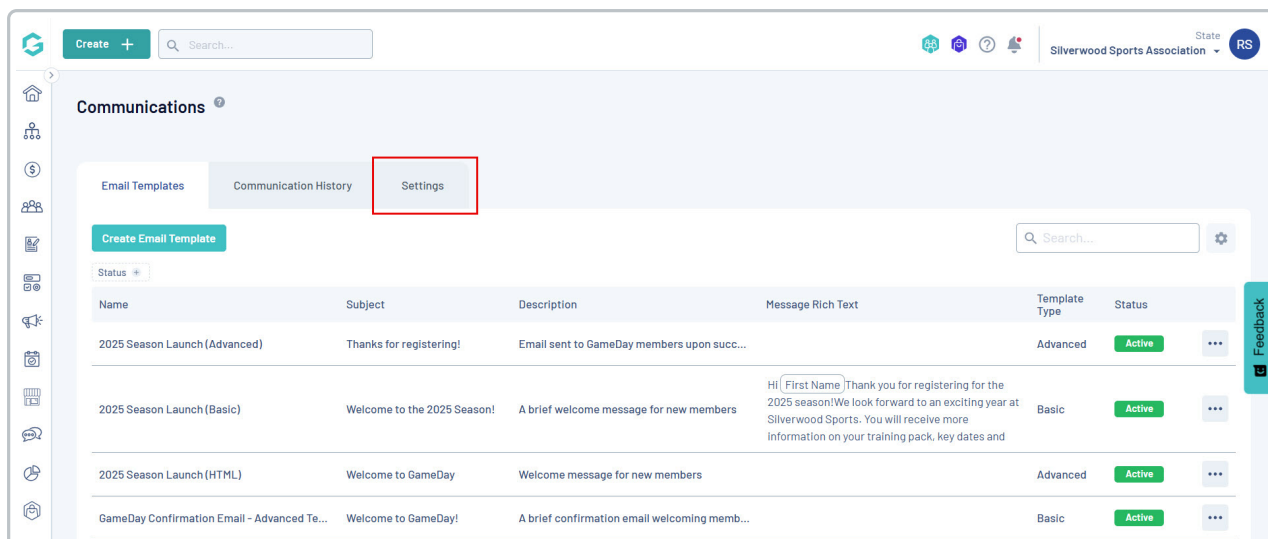
Step 1: Navigate to the Communications screen

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



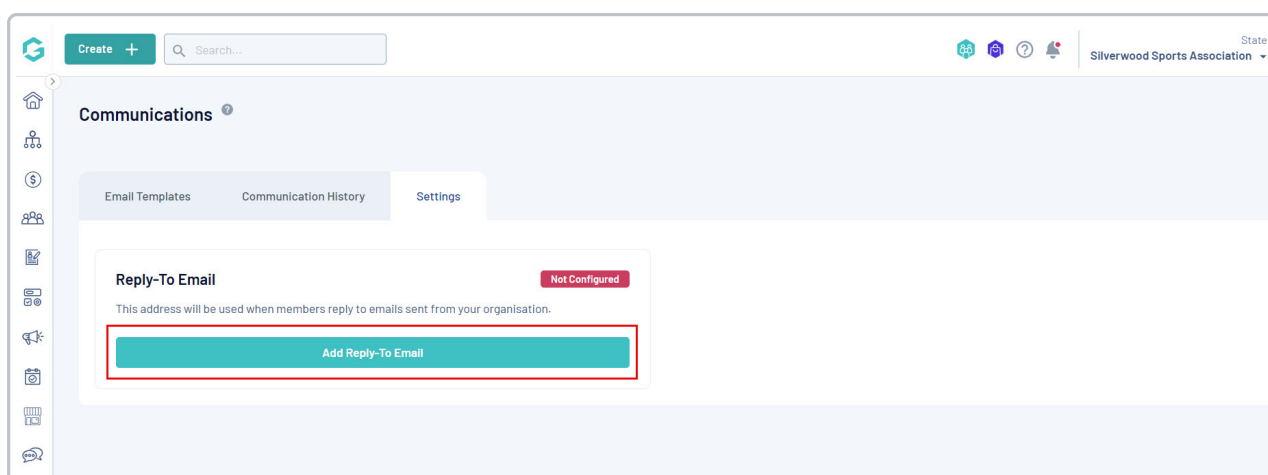
Step 2: Navigate to the Settings tab

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

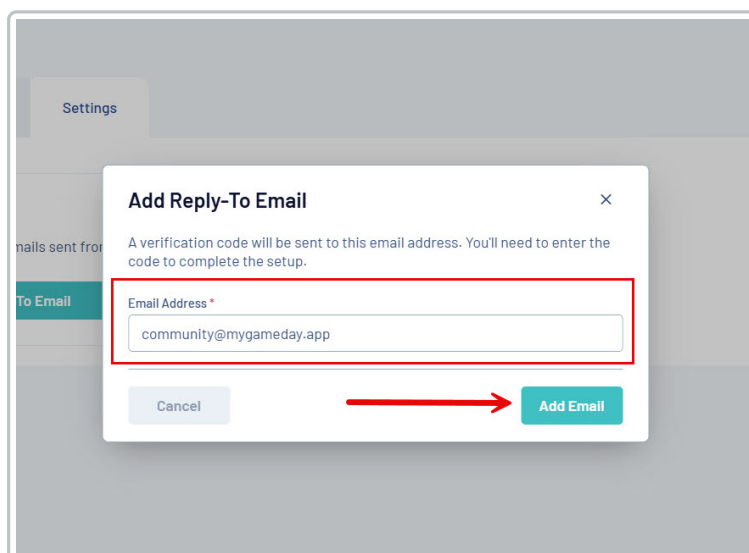


Step 3: Add the reply-to email address

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**.

The screenshot shows the 'Communications' settings page. Under the 'Settings' tab, the 'Reply-To Email' section is active. It displays the email address 'community@mygameday.app' and a status of 'Pending Verification'. Below the email address, there is a prompt to 'Enter the 6-digit code from your email' with a timer indicating 'Your code will expire in 4 minutes, 52 seconds'. The code input field consists of six boxes, each containing a '0'. A red box highlights this input area, and a red arrow points to the 'Verify Email' button. At the bottom, there are links for 'Cancel and remove email' and 'Didn't receive a code? Resend email'.

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

The screenshot shows the 'Communications' settings page after successful verification. The 'Reply-To Email' section now shows a status of 'Verified' in a green box. The message states: 'Your reply-to email address has been verified and is now active.' The email address 'community@mygameday.app' remains the same. Below the email address, there is a 'Remove Email Address' link.

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

Watch

Your browser does not support HTML5 video.
