

# Little Athletics NSW

## Registrar's Guide to GameDay



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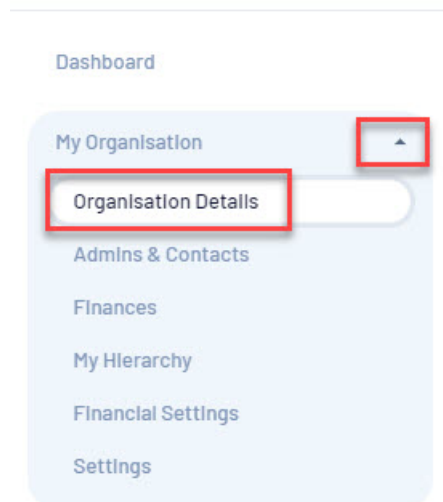




## How do I edit my organisation details?

Last Modified on 10/12/2021 5:57 am AEDT

Click the arrow against My Organisation and select Organisation Details:




Click the field you would like to edit. This makes the field editable.

### Organisation Details

Active

Overview Documents



Edit Image

Name \* Baseball Australia

#### Physical Address

Country \* Australia ✕ ▾

Street address \*

Suburb \* Westwest

State/Province \* Australian Capital Territory ▾

Postal Code \* 4254

#### Mailing Address

Same as Physical Address

Make the required change within the field/s and click **Save**.

The types of organisation fields that can be managed & viewed are:

- Physical & Mailing Address
- Contact Details
- Organisation Type & Status
- Business, Incorporation & Tax Identification Numbers
- Timezone
- Customer Plan (View Only)

NOTE: Any field marked with a red asterisk is mandatory.

## Related Articles

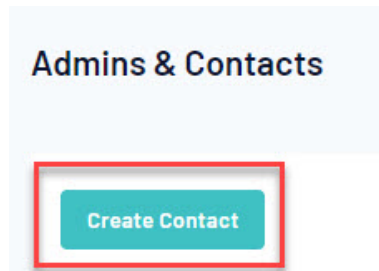
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## How do I grant someone admin access to my organisation?

Last Modified on 14/04/2021 3:32 pm AEST

1. Click arrow against My Organisation and click Admins & Contacts.
2. Click create contact.



3. Input all relevant information and the clicksave.

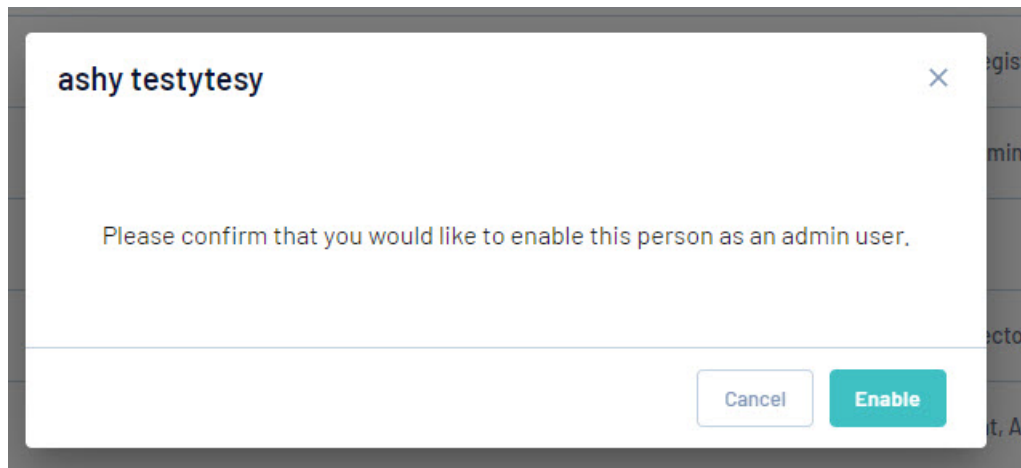
- **IS PRIMARY checkbox:** by checking this box the user will become the primary contact for this organisations and receive emails relation to registrations, clearances etc.
- **ROLE:** select the relevant role that this user will have.

**NOTE:** Only an admin with the **TREASURER** role will be able to add/edit bank account details.

4. The user will currently be listed as **inactive** in the list until you enable them as a user.
5. Click the arrow next to the users name and click **enable admin**.

testytesy	[blurred]	[blurred]	VicePresident, Administrator, Registrar	<input type="checkbox"/>	Inactive	Enable Admin
ccc	j [blurred]	[blurred]	Administrator, Treasurer, Secretary	<input type="checkbox"/>	Active	Edit

- 5a. A pop up will appear asking you to confirm that you want to make this user an admin; click enable.



6. You will see a notification in the top left hand corner confirming that this user has been granted access and for them to check their email.

Be sure to let your admin know to check their inbox/spam folders for this email as this activation is required before they can set a password and log in.

## Related Articles

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## How do I disable admin access?

Last Modified on 15/04/2021 9:28 am AEST

Other admins have the ability to disable admins if they are no longer part of the organisation or if they no longer have access to that email address.

Note: this will be the same process if you need to disable an admin for an organisation within your heirarchy. Just log into that organisation and follow this process.

To disable an admins access:

1. Click on the arrow against **My Organisation** and click **Admins & Contacts**.
2. Click the **Drop Down Arrow** across from the admins name, then click **Disable Admin**.

First Name	Last Name	Email	Mobile Phone	Role(s)	Is Primary	Admin Status	Action(s)
Andrew			+61400100200		<input type="checkbox"/>	Active	Edit
Arran			+61400100200	Administrator, Treasurer	<input type="checkbox"/>	Active	Disable Admin

3. You will then be asked to confirm if you would like to disable this admin, click **Disable**.

002s asdf

Please confirm that you would like to disable this person as an admin user.

Cancel **Disable**

4. This member has now had their account disabled.

**An admin no longer has access to the email address that their access is linked to, how do I update this to reflect the new email address?**

If an admin no longer has access to the email address they have their admin access linked to, then you will need to disable the admin and then create a new admin user with the new email address- unfortunately you cannot update the email address within the current access they have.

To disable the admin, use the steps above, then [create a new admin](#) with the new email address the user now has.

## Related Articles

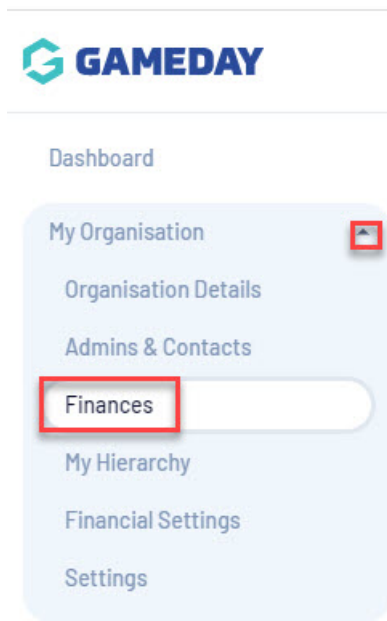
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## How do I view order and settlement information?

Last Modified on 08/06/2022 3:46 pm AEST

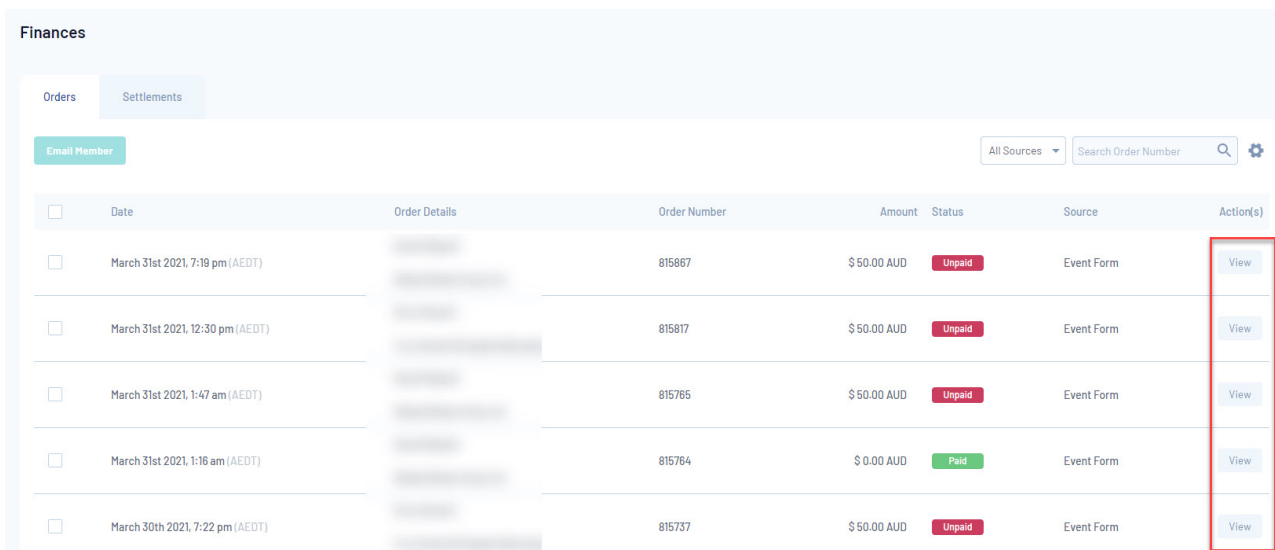
As an admin I want to view an order or a settlement to see the relevant information about that transactions were processed.

1. Click on the drop down arrow against My Organisation, click on Finances.



### VIEW AN ORDER DETAILS PAGE

2. From the Orders tab, click **view** on an order number. This will take you to the order details page.



The screenshot shows the 'Finances' page with the 'Orders' tab selected. There is a search bar and a filter dropdown set to 'All Sources'. Below is a table with columns: Date, Order Details, Order Number, Amount, Status, Source, and Action(s). The 'Action(s)' column contains 'View' buttons for each row, which are highlighted with a red box.

<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	March 31st 2021, 7:19 pm (AEDT)		815867	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 12:30 pm (AEDT)		815817	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:47 am (AEDT)		815765	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:16 am (AEDT)		815764	\$ 0.00 AUD	Paid	Event Form	View
<input type="checkbox"/>	March 30th 2021, 7:22 pm (AEDT)		815737	\$ 50.00 AUD	Unpaid	Event Form	View

2. The **order details** tab will list the information related to the member who paid for this order (email), the date, amount and status of this order.

**Order - 782511**

Order Details    Order Items    Transactions

**Orderer Details**

Login Account Email [Redacted]

---

**Order Details**

Amount                      \$ 155.00 AUD

---

Date                              April 8th 2021, 11:21 am (AEST)

---

Status                              **Unpaid**

---

3. The **order items** tab will list the specific product purchased and which members it belongs to (if registering multiple people more than one product/member will show).

**Order - 808224**

Order Details    Order Items    Transactions

Type to Search [Search Icon] [Settings Icon]

Order Item Number	Product Name	Status	Quantity	Unit Price	Total Price
1158933	Open Registration Fee	<b>Unpaid</b>	1	\$ 0.00 AUD	\$ 60.00 AUD

Member Name	Organisation	Start Date	End Date	Status
Maxwell	GameDay Training	31 December 2018 (AEDT)	31 December 2020 (AEDT)	<b>Pending</b>

Show 50 [Dropdown Arrow] [Page Navigation: 1 of 1]

4. The **transactions** tab will list the payment specifics of the order as well as the individual transactions related to the order.



## Order - 808224

Order Details   Order Items   **Transactions**

Below represents a payment that has been made for this order.

Type to Search

Date	Order Number	Transaction Type	Payment Type	Payment Method	Status
11/02/2021 12:04 PM (AEDT)	808224	Payment	Online		<input type="button" value="New"/>

Show 50   
Showing rows 1-1 of 1

Below is the breakdown of Individual Items included in transactions.

Type to Search

Transaction	Order Item	Amount
816191	Open Registration Fee	\$ 60.00 AUD

Show 50   
Showing rows 1-1 of 1

## VIEW A SETTLEMENT DETAIL PAGE:

1. From the Settlements tab, click on **view** next to a settlement number.

Finances

Orders   **Settlements**

Search

Settlement Number	Paid to Account	Start Date	End Date	Settlement Date	Amount	Status	Action(s)
7839		3 April 2021 (AEDT)	9 April 2021 (AEST)	12 April 2021 (AEST)	\$ 3,226.12 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7798		27 March 2021 (AEDT)	2 April 2021 (AEDT)	5 April 2021 (AEST)	\$ 891.75 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7761		20 March 2021 (AEDT)	26 March 2021 (AEDT)	29 March 2021 (AEDT)	\$ 2,277.11 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7721		13 March 2021 (AEDT)	19 March 2021 (AEDT)	23 March 2021 (AEDT)	\$ 978.67 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7688		6 March 2021 (AEDT)	12 March 2021 (AEDT)	16 March 2021 (AEDT)	\$ 3,529.78 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7647		27 February 2021 (AEDT)	5 March 2021 (AEDT)	10 March 2021 (AEDT)	\$ 3,072.98 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7613		13 February 2021 (AEDT)	26 February 2021 (AEDT)	2 March 2021 (AEDT)	\$ 3,200.91 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7535		7 February 2021 (AEDT)	11 February 2021 (AEDT)	16 February 2021 (AEDT)	\$ 5,211.29 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7494		30 January 2021 (AEDT)	6 February 2021 (AEDT)	10 February 2021 (AEDT)	\$ 8,389.49 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>
7461		23 January 2021 (AEDT)	29 January 2021 (AEDT)	2 February 2021 (AEDT)	\$ 8,068.03 AUD	Settled	<input type="button" value="View"/> <input type="button" value="v"/>

2. This will take you to the list of transactions that were processed for this particular settlement as well as what date these transactions were within and when the funds were settled to the organisations account.

Payments

Paid To Account	Start Date	End Date	Settlement Date	Currency	Total Amount	Status
	3 April 2021 (AEDT)	9 April 2021 (AEST)	12 April 2021 (AEST)	AUD	\$ 3,226.12 AUD	Settled

All Grouped

Type to search

Payment Date	Member	Detail	Product Type	Product Quantity	Amount	Total Gateway Charge	Surcharge	Transaction Type
April 6th 2021, 5:14 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 23.90 AUD	\$ 1.00 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 12:18 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 24.86 AUD	\$ 1.04 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 12:17 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 24.86 AUD	\$ 1.04 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 12:17 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 24.86 AUD	\$ 1.04 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 12:16 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 24.86 AUD	\$ 1.04 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 12:13 pm (AEST)		2021 Attendance at Single Squad	Membership	1	\$ 24.86 AUD	\$ 1.04 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 11:05 am (AEST)		2021 or Affiliation	Membership	1	\$ 122.37 AUD	\$ 5.12 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 9:52 am (AEST)		2021 b/School Membership	Membership	1	\$ 30.59 AUD	\$ 1.28 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 9:52 am (AEST)		2021 or Affiliation	Membership	1	\$ 122.37 AUD	\$ 5.12 AUD	\$ 0.00 AUD	Payment
April 6th 2021, 9:19 am (AEST)		2021	Membership	1	\$ 28.68 AUD	\$ 1.20 AUD	\$ 0.00 AUD	Payment

3. You can also download a **tax invoice** (in a PDF file) for these settlements that you can send to your finance team to reconcile funds.

It can be done via selecting the **tax invoice** option within the **settlement detail page** itself.

← Back Tax Invoice

Settlement - 7839

Payments

Paid To Account	Start Date	End Date	Settlement Date	Currency	Total Amount	Status
	3 April 2021 (AEDT)	9 April 2021 (AEST)	12 April 2021 (AEST)	AUD	\$ 3,226.12 AUD	Settled

All Grouped

Type to search

Payment Date	Member	Detail	Product Type	Product Quantity	Amount	Total Gateway Charge	Surcharge	Transaction Type

4. You can also export your settlements to a CSV file by scrolling to the bottom of the page and selecting the **Export CSV** button.

Show 50  
Showing rows 1-50 of 639

1 2 3 4 5 ... 13 > >>

Export CSV

## Related Articles

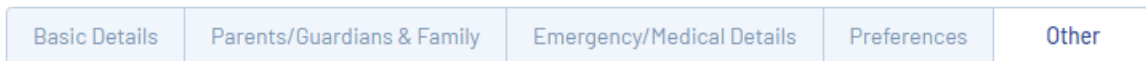


## How do I mark a member's proof of age sighted?

Last Modified on 08/06/2022 3:56 pm AEST

Administrators have the ability to manually mark a member's record to indicate that they have sighted their proof of age, if this process is being done offline.

1. Log into the organisation
2. Click the drop down arrow against **MEMBERSHIPS**.
3. Click **MEMBERS**.
4. Search for the **members name** within the member list and the click **VIEW**.
5. In the **MEMBER DETAILS** section, click the **OTHER** tab



6. Tick the checkbox for **PROOF OF AGE SIGHTED?**

Proof of age  
sighted?



### Related Articles

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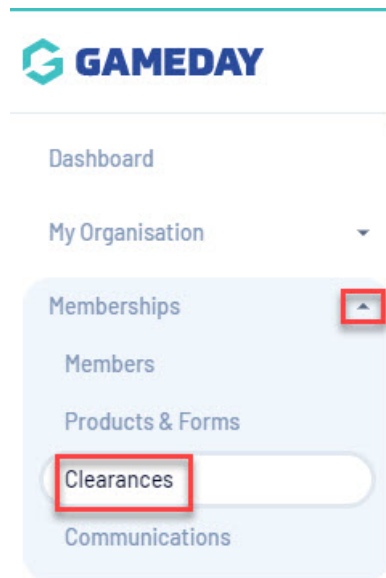
## How do I request a clearance for a member?

Last Modified on 20/04/2021 10:47 am AEST

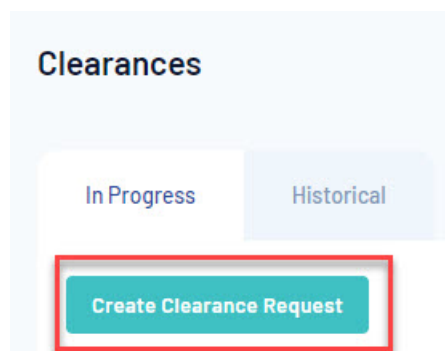
NOTE: Only clubs can request clearances as well as approve/deny clearances. If you are at a higher level you will need to drill down to the club to request or approve/deny clearances.

NOTE: Clearances should be requested from the club that member wishes to transfer to.

1. Click the arrow against Memberships, and click on Clearances.



2. From the In Progress tab, click Create Clearance Request.



3. Input the first name, last name and date of birth of the member and click search.

- The members first name and last name match that to what is currently listed for them within their club, otherwise the member won't be found, so please check this before

requesting and get their club to change if needed.

### Search for a participant to transfer

First Name *	Participant
Last Name *	Grimes
Birth Date *	29/07/1994
<input type="button" value="Search"/>	<input type="button" value="Clear"/>

4. After searching, the member should appear in the list.

- A member can appear multiple times if they have been at a different club throughout their playing history so be sure to select their current primary club.

Search for a participant to transfer

First Name *	Participant
Last Name *	Grimes
Birth Date *	29/07/1994
<input type="button" value="Search"/>	<input type="button" value="Clear"/>

2 Participants found

#ID	First Name	Last Name	Current Club	Age	Action(s)
Participant		Grimes	PVT National Body	26 years (29/07/1994)	<a href="#">Request Transfer</a>
Participant		Grimes	GameDay Training	26 years (29/07/1994)	<a href="#">Request Transfer</a>

Show 5  
Showing rows 1-2 of 2

<< < 1 > >>

5. Click **request transfer** for the relevant club- this will be the club they are coming from.

Search for a participant to transfer

First Name *	Participant
Last Name *	Grimes
Birth Date *	29/07/1994
<input type="button" value="Search"/>	<input type="button" value="Clear"/>

2 Participants found

#ID	First Name	Last Name	Current Club	Age	Action(s)
Participant		Grimes	PVT National Body	26 years (29/07/1994)	<a href="#">Request Transfer</a>
Participant		Grimes	GameDay Training	26 years (29/07/1994)	<a href="#">Request Transfer</a>

Show 5  
Showing rows 1-2 of 2

<< < 1 > >>

6. Input a **description** related to the transfer- why the member wants to transfer, then **click continue**.

- This is not mandatory so you can leave this blank if you prefer.

## Clearance Request Description

Description

moved states

7. A **summary page** will appear for you to look over the clearance request details. If happy click **save** to confirm the request.

Please review the details before you lodge the application

From	PVT National Body
To	Ash test
Type	Clearance
Member Name	Participant Grimes
Date of Birth	29/07/1994
Description	moved states

9. This clearance has now been successfully requested and you should be taken to the request page where it will now display as pending.

### Clearance

Details

Date April 20th 2021, 7:59 am (AWST)

Member \* Participant Grimes

Date of Birth \* 29/07/1994

From \* PVT National Body

To \* Ash test

Type \* clearance

Status \* **In Progress**

Description moved states



**NOTE:** a clearance request email will be sent to the admin that requests the clearance, along

with the member themselves to confirm this has been requested successfully, while as the primary contact for the club they are requesting the transfer from will be notified they have a pending transfer request.

## Related Articles

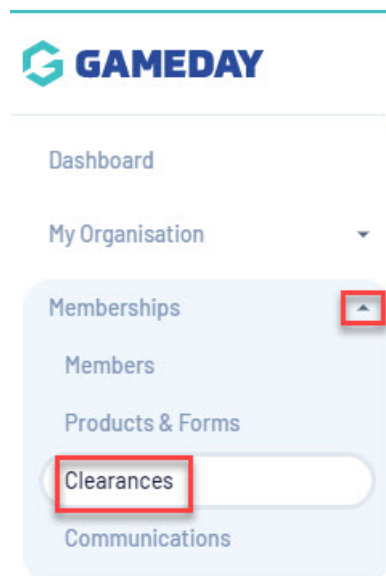
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## How do I approve/reject a clearance?

Last Modified on 20/04/2021 10:54 am AEST

NOTE: Only clubs can request clearances as well as approve/deny clearances. If you are at a higher level you will need to drill down to the club to approve/reject clearances. The clearance needs to be approved/rejected by the primary club of the member.

1. Click the arrow against Memberships, and click on Clearances.



2. From the In Progress tab, click on view next to the relevant clearance record.

Clearances

In Progress Historical

Create Clearance Request

Type to search

Date	Description	Member	Date of Birth	From	To	Type	Status	Action(s)
April 20th 2021, 7:59 am (AWST)	moved states	Participant Grimes	29/07/1994	PVT National Body	Ash test	clearance	In Progress	View

Show 10  
Showing rows 1-1 of 1

< 1 >

3. In the clearance record, click approve or reject.



← Back Approve Reject

### Clearance

Details

Date: April 20th 2021, 9:59 am (AEST)

Member \*: Participant Grimes

Date of Birth \*: 29/07/1994

From \*: PVT National Body

To \*: Ash test

Type \*: clearance

Status \*: In Progress

Description: moved states

4. A pop up box will appear to confirm that you want to do this and to input any reasons why to approve/deny if you wish, otherwise click **yes**.

5. Record has been updated successfully and this member has now been approved or denied.

**NOTE:** the member and admin approving/rejecting the transfer will receive a confirmation email related to whether or not this clearance has been confirmed or denied.

The member profile at both clubs will reflect accordingly.

Create + Search...

National PVT National Body

**Basic Details** | Parents/Guardian & Family | Emergency/Medical Details | Preferences | Documents | Other

Status: Active 🔒

Legal Name \*: Participant Grimes

Age \*: 26 years (29/07/1994)

Gender \*: F

Email \*: [Redacted]

Mobile Phone \*: A [Redacted]

Phone: A [Redacted]

Home Address: E [Redacted] Q, Austria

Postal Address: [Redacted]

Organisation	Financial Status								Status	
✓ Ash test	N ✗	S ✗	A ✗	C ✗	A ✗	B ✗	C ✗	C ✗	Active	<b>NEW CLUB</b>
✓ GameDay Training	N ✗	S ✓	A ✗	C ✗	A ✗	B ✗	C ✗	C ✗	Active	
✓ Jade Test Club	N ✗	S ✗	A ✗	C ✗	A ✗	B ✗	C ✗	C ✗	Active	
✓ PVT National Body	N ✗	S ✗	A ✗	C ✗	A ✗	B ✗	C ✗	C ✗	Transferred Out	<b>OLD CLUB</b>

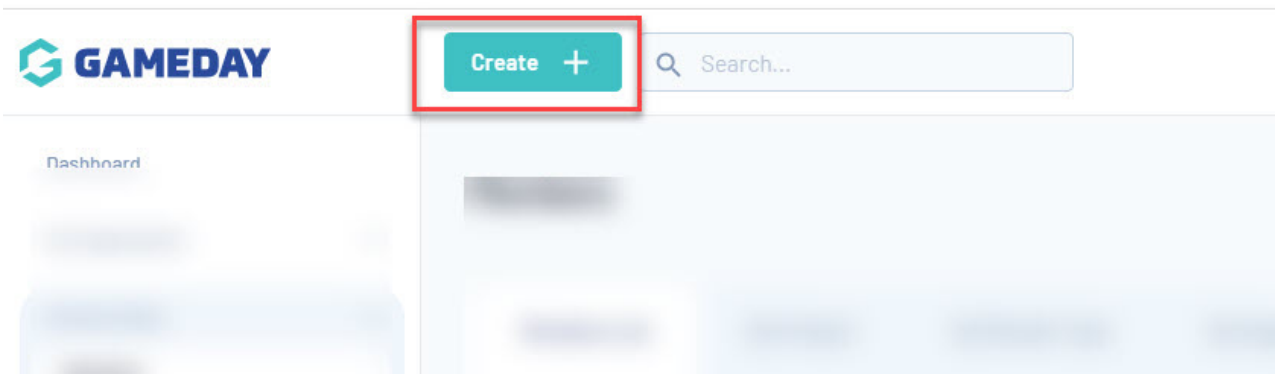
### Related Articles

## How do I create an email template?

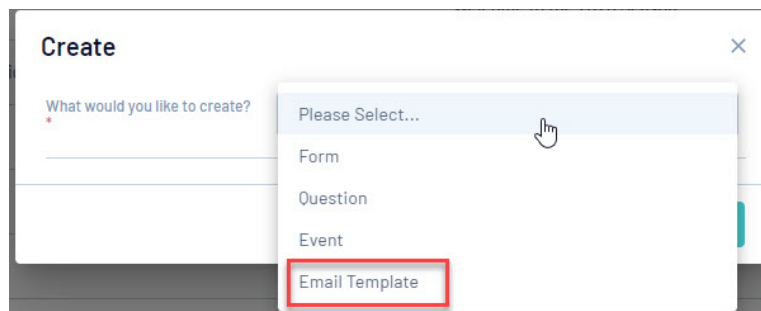
Last Modified on 21/04/2021 11:14 am AEST

You have the ability to create an email template in which has a pre-existing information already within the email that you can use when sending to members.

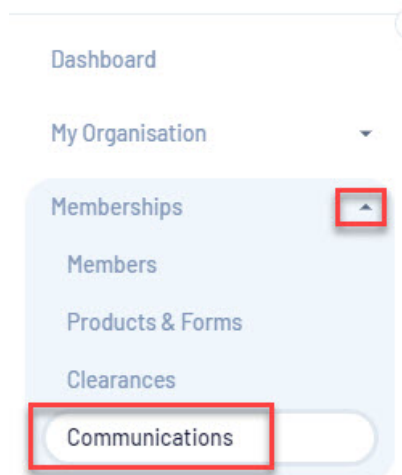
1. Click the **CREATE** button from the page you are on.



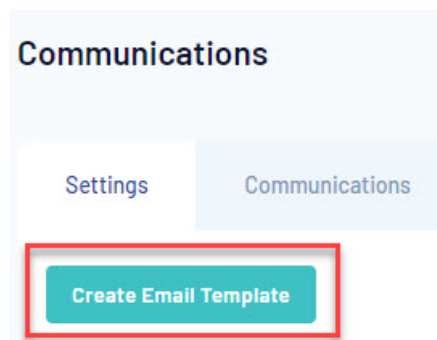
2. Select **EMAIL TEMPLATE** from the list of options.



Or click the arrow against **Memberships**, and click on **Communications**.



3. Under the Settings tab, select **Create Email Template**.



4. Input the **Email Template Name** - this is the name of the template that will only be shown internally so you know what this email template is about, when you go to email members.

Email Template Name \*

Membership about to expire

5. Input the **Subject**- this is the subject line that will appear as the "title" when this email is sent to members.

Subject

Your upcoming membership is about to expire

6. Input a **description** if you wish- this is not compulsory and will only show internally - this is basically used if you need extra information about what/who this email template is for.

7. Input the your information as **Message Plain Text** or **Message Rich Text** - this is the information that members will see in the email.

- **Message Plain Text** doesn't support bold, italic, colored fonts, or other text formats. It also doesn't support pictures that are displayed directly in the message body. Users sometimes

put information is as plain text as some email accounts do not allow for fancy fonts and formatting.

- **Message Rich Text** allows you to inout fancy fonts and formatting, like bolds, italics, etc.

**NOTE: currently we do not have the functionality to upload images or documents to templates. Our team is looking at allowing this in future.**

Message Plain Text

Your upcoming membership is about to expire. Please view the following registration form to purchase your new season prod

Message Rich Text

Choose heading ▾ **B** *I* 🔗 ⋮ ⋮ “ ↶ ↷

**Your upcoming membership is about to expire.**

Please view the following registration form to purchase your new season membership:

[Registration Form](#)

If you have any questions you can contact us via

- ahjsdfjashdf
- 04213241443

Please make sure you mention the following:

1. *Your name*
2. *Email address*

8. Once happy, click **Save**.

## **HOW TO I USE ATTACH THIS EMAIL TEMPLATE WHEN I EMAIL MEMBERS?**

Follow the steps listed in [sending an email to members](#).

Select the email template you created from the left hand side which will then populate the email based on the template, then continue through with the steps.

## Compose your mail

### Choose Email Template

Test Email

Membership about to expire

COVID Safe Guidelines

2019 Season Welcome

Member Payment Request

Training Reminder

Member Renewal Email Template

Welcome

Welcome

Subject \*

Your upcoming membership is about to expire

Message \*

Heading 1

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**Your upcoming membership is about to expire.**

Please view the following registration form to purchase your new season membership:

[Registration Form](#)

If you have any questions you can contact us via

- ahjsdfjashdf
- 04213241443

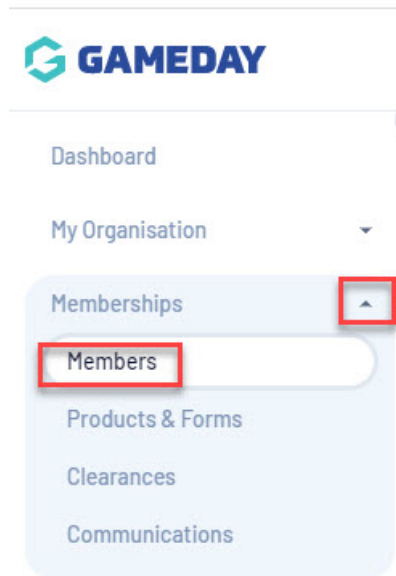
Please make sure you mention the following:

## Related Articles

## How do I send an email to members?

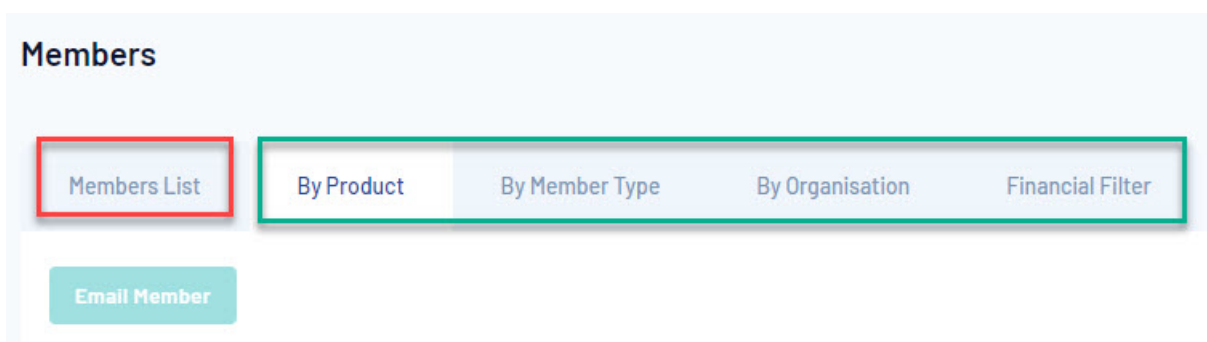
Last Modified on 21/04/2021 11:13 am AEST

1. Click the arrow against **Memberships**, click on **Members**.



2. Select the filter that best applies to the group of members you want to email. For example, if you want to email members who are inactive, you would select Financial Filter tab.

**NOTE:** you cannot email members from the MEMBER LIST tab however you can do so via any of the others listed tabs.



3. Filter the member list accordingly on what members you need to email.

4. Click the **checkbox** at the beginning of each line to select the member(s) you wish to email.

**NOTE: To send an email to everyone listed on the page, check the box in the header row.**

**Members**

Members List | By Product | By Member Type | By Organisation | **Financial Filter**

**Email 3 Members** | National - All | State - All | Association - All | Club without Branches - All | All Member Status | Select Organisation | Search Member Name | [Settings]

<input type="checkbox"/>	Member Name	Gender	Address	Mobile	Email	Financial Status				Status	Action(s)
<input checked="" type="checkbox"/>	Andrew Gowling	Male				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View
<input checked="" type="checkbox"/>	Chris Guest	Male				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View
<input checked="" type="checkbox"/>	Coach Smithy	Female				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View

5. Click **Email Members**.

**Members**

Members List | By Product | By Member Type | By Organisation | **Financial Filter**



**Email 3 Members** | National - All | State - All | Association - All | Club without Branches - All | All Member Status | Select Organisation | Search Member Name | [Settings]

<input type="checkbox"/>	Member Name	Gender	Address	Mobile	Email	Financial Status				Status	Action(s)
<input checked="" type="checkbox"/>	Andrew Gowling	Male				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View
<input checked="" type="checkbox"/>	Chris Guest	Male				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View
<input checked="" type="checkbox"/>	Coach Smithy	Female				N <input checked="" type="checkbox"/>	S <input checked="" type="checkbox"/>	A <input checked="" type="checkbox"/>	C <input checked="" type="checkbox"/>	Active	View

6. Confirm the recipients you want to send to or feel free to add another recipient/s. Click **continue**.

## Emailing 2 members

Your email will be sent to

Name	Email	Action(s)
Andrew		
Chris		

Show 5  
Showing rows 1-2 of 2

⏪ < 1 > ⏩

[Add another recipient](#)

7. You can create the email you want to send here or choose an existing email template from the left hand side(if you have one created). Once composed, click **continue**.

NOTE: the "I confirm there is no marketing material in this email" is locked off my SportsTG. This just helps with making sure that emails are received into a members inboxes rather than their spam/junk folders.

NOTE: if the email is not in their spam/junk folder or inbox; if it is just for one or two members, it may be an issue with the members email provider, so get the member to check with them, alternatively if this is the case for all members, please contact us directly as it may be a system related issue.



## Compose your mail

### Choose Email Template

Test Email

Membership about to expire

COVID Safe Guidelines

2019 Season Welcome

Member Payment Request

Training Reminder

Member Renewal Email Template

Welcome

Welcome

Subject \*

Your upcoming membership is about to expire

Message \*

Heading 1

**B**

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**Your upcoming membership is about to expire.**

Please view the following registration form to purchase your new season membership:

[Registration Form](#)

If you have any questions you can contact us via

- ahjsdfjashdf
- 04213241443

Please make sure you mention the following:

8. Review the recipients and email itself. Once happy, click confirm and send.

Emailing 2 recipients

Name	Email
Andrew Gowling	[Redacted]
Chris Guest	[Redacted]

Show 5  
Showing rows 1-2 of 2

⏪ < 1 > ⏩

Subject

Your upcoming membership is about to expire

Message

Heading 1 **B** *I* @ :≡ ≡≡ “ ↶ ↷

## Your upcoming membership is about to expire.

Please view the following registration form to purchase your new season membership:

[Registration Form](#)

If you have any questions you can contact us via

- ahjsdfjashdf
- 04213241443

Please make sure you mention the following:

1. *Your name*
2. *Email address*

Confirm Not Marketing

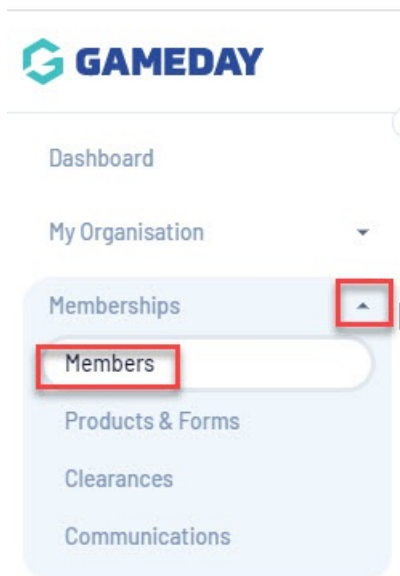
9. You should get a message about your email request has been queued> click OK. This means that the email has been sent to those members.

## Related Articles

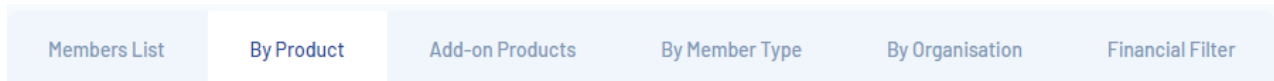
## How do I target my communication to specific member groups?

Last Modified on 09/06/2022 3:42 pm AEST

1. Click the arrow against **Memberships**, click on **Members**.



2. Select the filter that best applies to the group of members you want to email. You can choose to filter your list by the following categories:



**By Product:** This will allow you to filter your member list by a specific product that has been purchased by your members.

**By Add-on Product:** This will allow you to filter your member list by a specific Add-on Product that has been purchase by your members, such as a merchandise item or service offered as part of your registration process.

**By Member Type:** This will allow you to filter your members by a specific Member Type that has been assigned to member's through your registration process. Click [here](#) for more information on creating [Member Types](#).

**NOTE:** if you are not able to see the member types tab, this means member types are locked off at a **NATIONAL** or **STATE** level, so you will need to speak to your parent body regarding this.

**By Organisation:** This will allow you to filter your member list by the organisation they are registered to.

**NOTE:** If you do not have any organisations below you in your sport hierarchy, the By Organisation option will not apply to you.

**Financial Filter:** This will allow you to filter your member list based on the financial status at each applicable level of your hierarchy.

3. Once you have applied a filter, use the checkbox in the header row to send an email to all members of the filtered group and click the **Email Members** button.

Members List									
By Product									
Add-on Products									
By Member Type									
By Organisation									
Financial Filter									
<b>Email 3 Members</b>									
Active									
Select Organisation									
2022 Participant Fee									
All Assigned Genders									
All Gender Identities									
Search Member Name									
Settings									
<input checked="" type="checkbox"/>	Name	First Name	Last Name	Organisation	Product	Start Date	End Date	Status	Action(s)
<input checked="" type="checkbox"/>	Aaron Ferguson	Aaron	Ferguson	GameDay Training	2022 Participant Fee	1 January 2021 (AEDT)	9 June 2022 (AEST)	Active	View
<input checked="" type="checkbox"/>	Ross Wilson	Ross	Wilson	GameDay Training	2022 Participant Fee	1 January 2021 (AEDT)	9 June 2022 (AEST)	Active	View
<input checked="" type="checkbox"/>	Demo One	Demo	One	GameDay - Demo Association 2	2022 Participant Fee	19 April 2022 (AEST)	9 June 2022 (AEST)	Active	View
Show 25									
Showing rows 1-3 of 3									
1									
Export CSV									

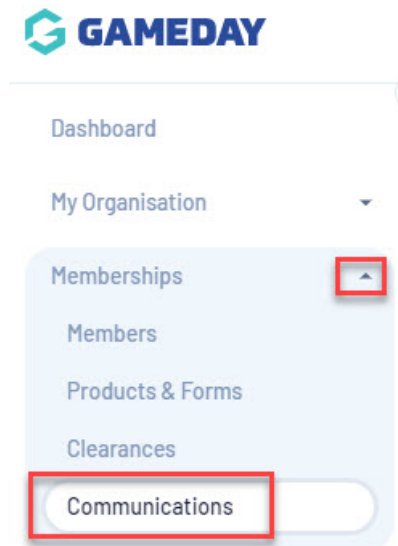
**NOTE:** Members with email addresses that appear in your list more than once will only receive ONE email.

## Related Articles

## How do I view sent emails?

Last Modified on 21/04/2021 11:23 am AEST

1. Click the arrow against Memberships, click Communications.



2. Click on the Communications tab. Previously send emails can be viewed here.

Recipients	Subject	Message (Rich Text)	Sent Date/Time	Status	Action(s)
Participant Grimes (1)	Your upcoming membership is about to expire	<p><b>Your upcoming membership is about to expire.</b></p> <p>Please view the following registration form to purchase your new season membership:</p> <p><a href="#">Registration Form</a></p> <p>If you have any questions you can contact us via</p> <ul style="list-style-type: none"> <li>• ahjedfjashdf</li> <li>• 04213241443</li> </ul> <p>Please make sure you mention the following:</p> <ol style="list-style-type: none"> <li>1. Your name</li> <li>2. Email address</li> </ol>	April 21st 2021, 11:13 am (AEST)	Sent	View
(1)	2020 Season	<b>Welcome to the 2020 season!</b>	May 13th 2020, 9:53 am (AEST)	Sent	View
(1)	2020 Season	<b>Welcome to the 2020 season!</b>	May 13th 2020, 9:52 am (AEST)	Sent	View

If you click **view** against the email, you will be able to see more detailed information about when it was sent out to members.

Message (Rich Text)

## Your upcoming membership is about to expire.

Please view the following registration form to purchase your new season membership:

[Registration Form](#)

If you have any questions you can contact us via

- ahjsdfjashdf
- 04213241443

Please make sure you mention the following:

1. *Your name*
2. *Email address*

Confirm Not Marketing



## Send Details

Sent By	GameDay Training
Status	<span>Sent</span>
Created Date Time	April 21st 2021, 11:13 am (AEST)
Outbox Date Time	April 21st 2021, 11:13 am (AEST)
Queued Date Time	April 21st 2021, 11:13 am (AEST)
Sent Date Time	April 21st 2021, 11:13 am (AEST)
Email Template	Membership about to expire

## Related Articles

## How do I create a memberID rule?

Last Modified on 18/08/2021 8:14 am AEST

Organisations have the ability to set a specific type of rule to apply for when generating memberIDs. These rules can be based on two sub rule types:

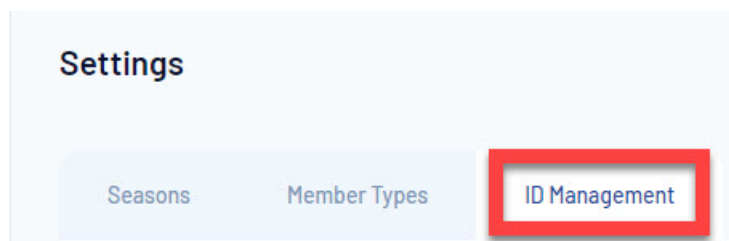
**Lifelong** - This means that the member ID for a member won't change regardless of what season/year they register into. This one is the most common used by sports as most sports have the one season per year and so it is easier to identify them based off this.

**Season based** - this will be the ID a member will get for that particular season. If your organisation works off seasons (eg. a winter and a summer season) throughout the year and your organisation would like two different IDs for each of these different seasons then this is the option you would use.

**NOTE:** if you are unable to see the following within your organisation, it will mean your sport/national body has not enabled you to manage this as your level, so please speak to them directly if you would like to manage your own memberIDs.

How to create and apply a memberID rule can be done via the following:

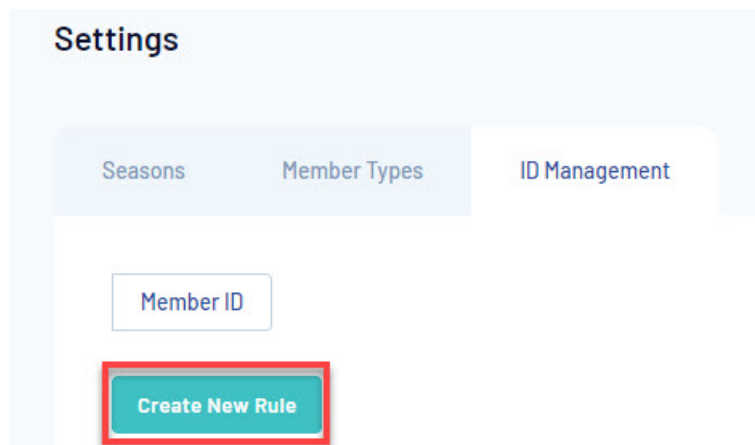
1. Log into your organisation.
2. Click the drop down arrow against **MY ORGANISATION** and click **SETTINGS**.
3. Click the **ID MANAGEMENT** tab.



4. The **MEMBER ID** tab should already be defaulted.

*If you can see Organisation ID and Event ID, please ignore these tabs for this particular set up-articles on how to set these up can be found within the support centre under the relevant menus.*

5. Click **CREATE NEW RULE**.



6. A pop up box will appear where you can enter parameters for this rule.

**NOTE:** as you input the following values the bottom of this screen will provide an example of what your IDs will look like if you choose those certain values, you can chop and change as you wish.

6a. Input a name for this rule.

**Create New Rule** ×

Rule Name \*

6b. Select the **rule sub-type** you wish to base this rule off.

Rule Sub Type \*

Please select

Season based

Lifelong

If you select **SEASON BASED**, you will be asked to select the relevant season you want to base this rule off.

6c. **PREFIX/SUFIX (optional)** - here you can choose if you want a prefix or suffix for your rule - these fields are optional and can be used if you want to more easily identify what level of rule this is.

(For example; say if you want this memberID to reflect that it is a national ID then you can input NAT or some sort of acronym for your sport before or after the ID so when the ID is created this is reflected and more easily identified.)



---

Prefix

---

Suffix

6d. Input a **starting number** you wish to have for these IDs to start at.

Most organisations choose to start with 1 however you can choose whatever value you wish to start with.

(Starting number cannot be more digits than maximum number)

---

Starting Number \* ?

6e. Input a **max number** for how long your ID will be (can be between 2-10 digits long).

---

Max Number ?

If you are a big organisation like a national sporting body and have quite a few thousand members register throughout the year then you would most likely want to set the max number to be at least 10 digits long. Whereas if you are an organisation that only gets a couple of hundred members register throughout the year then you'd maybe only want the max number to be 3 or 4 digits long.

You will notice based on the values you have inputted above there is an example provided of what your IDs will look like based on the values, so feel free to chop and change until they are set as how you want.

Rule Name \*

---

Rule Sub Type \*

---

Prefix

---

Suffix

---

Starting Number \*

---

Max Number

---

ID Min <b>NAT1</b>	ID Max <b>NAT9999</b>
Random ID Example: <a href="#">Generate a random ID</a> <b>NAT3615</b>	

7. Once happy with values selected, click **CREATE NEW RULE**.

ID Min <b>NAT01</b>	ID Max <b>NAT9999</b>
Random ID Example: <a href="#">Generate a random ID</a> <b>NAT9790</b>	

8, This rule will now be active and automatically applied as the rule for IDs when members register manually or via a form.

## Related Articles

---



# GAMEDAY

## Can I manually change a memberID?

Last Modified on 04/11/2021 10:17 am AEDT

Yes, admins do have the ability to manually edit a members ID depending on the set up of their sport. Admins at higher levels have the ability to edit lower level memberIDs (if enabled) however lower level organisations do not have the ability to edit higher level member IDs.

**NOTE: if the ID was not created at your level (e.g a state or national ID) please contact the relevant organisation who can change this for you.**

To manually change a member ID:

1. Click on the drop down arrow against **MEMBERSHIPS** > click on **MEMBERS**.
2. Search for the relevant member.
3. Click **VIEW** against their name within the member list.
4. Scroll down to the **MEMBER ORGANISATION INFORMATION** heading > click the drop down arrow against their organisation.
5. The memberID field will be visible under the **MEMBER IDS** heading section of the profile.

**NOTE: if enabled, one or more memberID fields may be visible within the profile depending on the set up of your sport.**

## Member Organisation Information

Active History

Logo Organisation Financial Status

GameDay Training N S A

Member IDs

National ID

State ID 0000023

View Historical IDs

6. To edit the memberID click the **EDIT (PEN) ICON** against the relevant memberID.

### Member IDs

National ID

State ID 0000023

View Historical IDs

**NOTE:** An unique ID cannot assigned if it is already assigned to someone else. You need to "free it up" before assigning this ID.

7. Input the manual ID you wish this member to have, then click **UPDATE**.

Edit ID Number

Member ID\* 0023

Cancel Update

8. This new ID will be reflected within the members profile.

## Member IDs

National ID



State ID

0000345



### I can see the edit (pen) icon however when I click on it I cannot edit this field?

If you can see the edit icon against the member profile but it will not allow you to edit this field it will mean that memberIDs are not manageable at your level so you will need to speak to your sporting body and they will be able to edit this field for you or make changes so your level can make this change (if the ID is for your level).

### I am getting an error when I try to input a unique memberID how can I fix this?

If you are getting an error message (like the below) about the "ID is already in use", this means that another member within the sport/organisation already has this specific ID, so you will need to search for this member ID within the search bar > change that memberID for that member to something else > then go back to your original member and update their record to reflect this memberID.

The screenshot shows a modal dialog titled "Edit ID Number" with a close button (X) in the top right corner. A red error message box at the top contains a red exclamation mark icon and the text "This ID is already in use, please try again." Below the error message is a text input field labeled "Member ID\*" containing the value "000011". At the bottom right of the dialog are two buttons: "Cancel" and "Update".

## Related Articles



## Step 1: How do I create an event?

Last Modified on 17/11/2021 3:44 pm AEDT

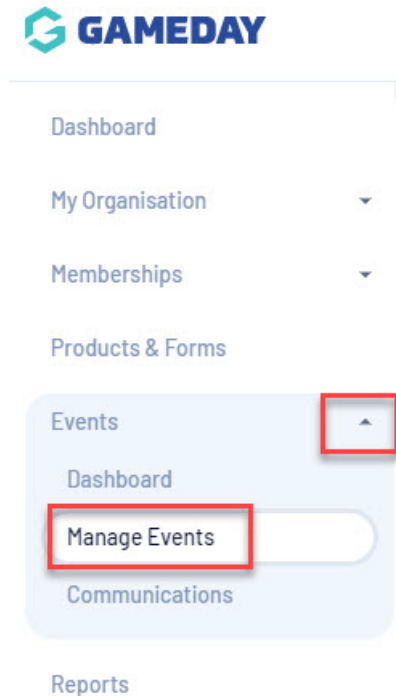
Events can be created from scratch or if your via an event template. To see how to create an event via the events template please [click here](#).

If you have multiple events for multiple age groups, you will need to create each age group event separately.

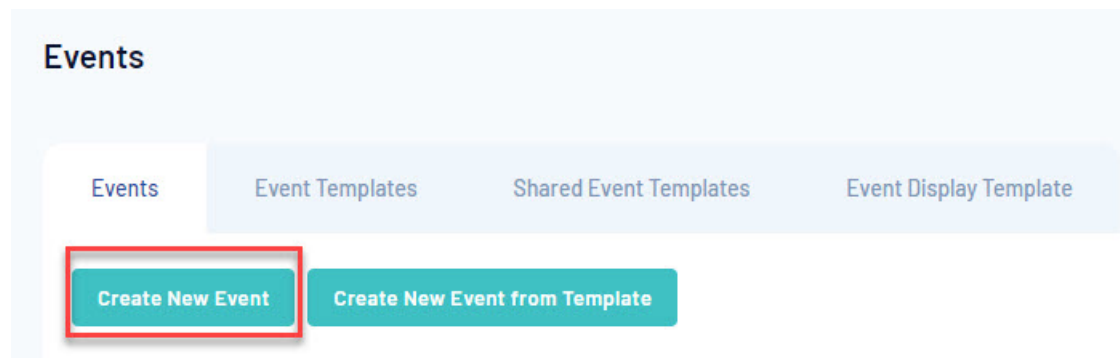
**NOTE:** the events module will need to be enabled for your organisation first. Please contact our support team for more information on how to get this enabled.

To create an event from scratch please see the following:

1. Log into your organisation
2. Click the arrow against **EVENTS** tab and click **MANAGE EVENTS**.



3. Under the **EVENTS** tab, click on **CREATE NEW EVENT**.



4. Input the event name

Events can be created one of two ways, via a ticketing event or an event entry event. A ticketing event is used for most events, while an event entry event is used for athletic events like marathons etc. More information on how to create an event entry event can be found [here](#).

5. Keep the **TICKETING** button selected.

6. Input an event timezone and start date/time and end date/time.

The form is titled 'Create New Event' and includes a close button (X). It contains several fields: 'Event Name \*' with the value 'test'; 'Event Type \*' with two buttons, 'Ticketing' (highlighted with a red box) and 'Event Entry'; 'Event Timezone \*' with a dropdown menu showing 'GMT(+11:00) Australia/Melbourne'; 'Event Start Date/Time \*' with a date dropdown set to '01/11/2021' and a time input set to '12:00 am'; and 'Event End Date/Time \*' with a date dropdown set to '31/12/2021' and a time input set to '12:00 am'. At the bottom right, there are 'Cancel' and 'Save' buttons.

You will then be taken to a screen where you can put in the rest of the event information.

NOTE: you won't be able to save this page until you fill out all the required fields.

5. Add in the *Event Logo*. Click **ADD LOGO** to add an image.

- If the event does not have a particular logo input the logo of your organisation instead.
- Recommended image size is 320pixels x 180pixels in *png* or *jpeg* form.

### Event Details

Event Logo \*



Recommended maximum image size is 320px x 180px. png is preferred.

Add Logo

6. Check and confirm the event name and start and end dates- change if needed.
7. Input the **maximum number** of products that can purchased for this event.
  - If the event can have an unlimited amount of products purchased tick the **NO LIMIT** checkbox.

Total Product Limit \*

15

No Limit

8. Select the **GENDER** the event will allow.

- If the event only allows a specific gender select the relevent gender.
- If the event allows all genders then click the **ANY** option.

Gender \*

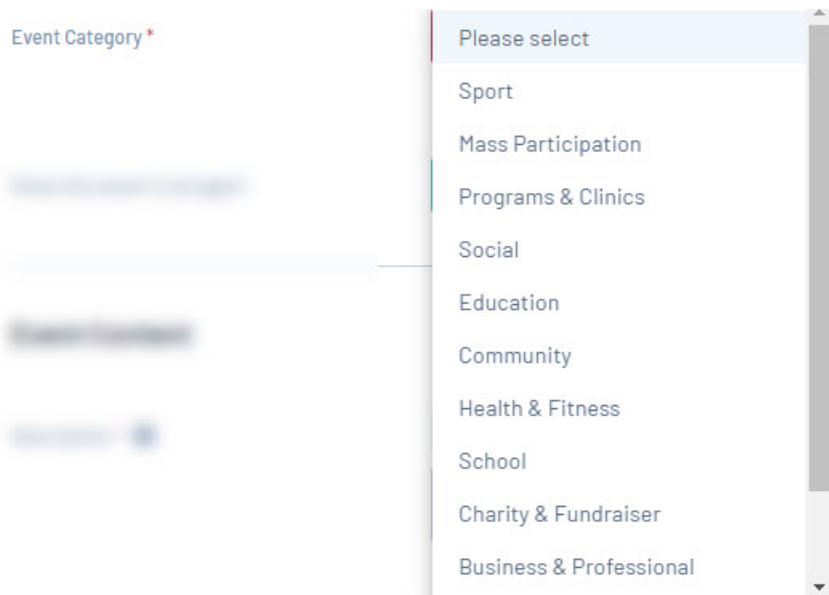
Any

Male

Female

9. Select the **EVENT CATEGORY**.





10. Select if the event will be available for all age groups or only certain age groups.

- If the event is open to all age groups, select **YES**.

Show this event to all ages?

 Yes  No

- If the event is only open to certain age groups, click **NO** and input the **relevant age group** and select an option based on how the age group is calculated. You can choose from the following:
  - Season Start Date
  - Season End Date
  - Specific Date
  - Registration Date (the day they register to the event).
- If the event does not have a minimum or maximum you can leave one of these blank.

Show this event to all ages?  Yes  No

Please select a minimum and/or maximum age for participants

Minimum age  Maximum age  (One of these can be left blank)

on

11. Select at least one **MEMBER TYPE** that will be used for entrants. Click **add member types** button to select from the list of event member types.

You have the ability to choose from the following member types when setting up.

- Default Event Participant Member type - this is the default member type available for all organisations if your events are not related around entrants having a specific member type once registered.
- Create your own event member types - this option allows you to use your own event member types if entrants need specific member types when registering (e.g junior sprinter, senior shotput). You can create these [here](#).

11a. You can also choose whether or not you want entrants only having the one member type selected when registered or multiple.

If you wish for entrants to *only select the one member type* when registering (e.g only be a junior sprinter) then tick the checkbox against "allow only one member type to be selected".

If you wish for entrants to be able to *select more than one member type* when registering (e.g they can register as a junior kicker and a junior sprinter) then leave this checkbox unticked.

12. Input a **DESCRIPTION** for the event. This will include general information, items to bring etc.

- You have the ability to bold certain information and add in dot points.
- If you wish to include an external URL that links to another website please make sure to input <http://www>. or [\\_](#) before the URL as this will enable the website to be viewed when registering or on the event landing page. If you do not put this before the URL then it will not be able to be viewed properly if a user clicks on the URL.

### Event Content

Description \* ?

13. Input the **CONTACT INFORMATION** for the event- this will be who entrants will contact if they have any questions about the event.

- In regards to the phone number please ensure the correct **COUNTRY CODE** is selected based on the country of the event (if not already pre-selected).



A screenshot of a form with three input fields. The first field is labeled 'Contact Name \*' and contains the text 'test person'. The second field is labeled 'Contact Phone \*' and contains a dropdown menu with 'AU +61' selected and the number '412314567'. The third field is labeled 'Contact Email \*' and contains the email address 'test@test.com'.

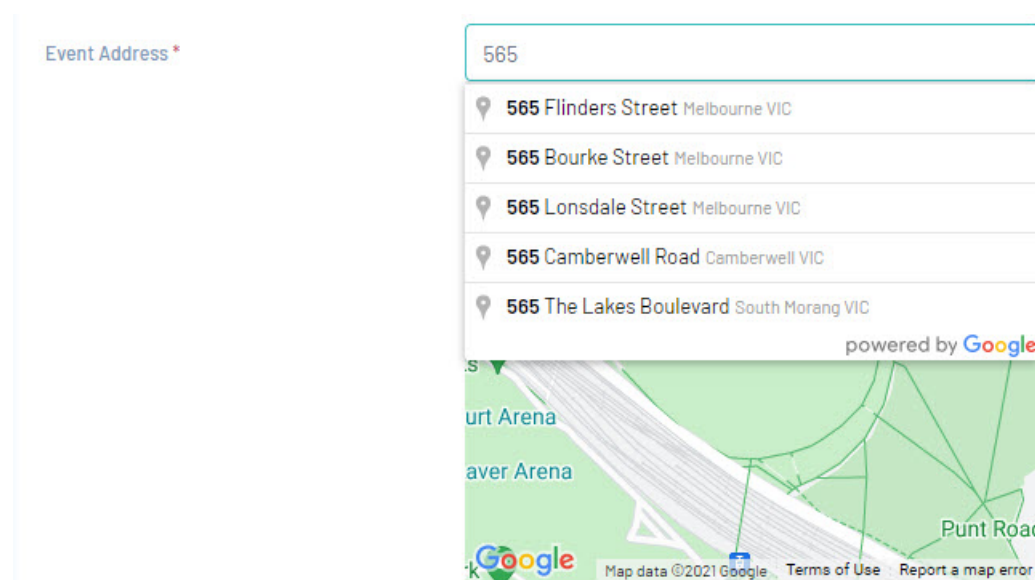
14. Input a link to the **WEBSITE** where this form can be found or the relevant website to where more information can be found on the event. This will be usually your club website or an external website.



A screenshot of a form with one input field labeled 'Website Address \*' containing the text 'testevent.com.au'.

15. Input **ADDRESS** of where this event is being held. If the venue has a specific name you can also put this in there (venue name is optional).

- As you input the address of the event, it will pick it up so you can easily select it.
- Input the venue name if the address doesn't include the name of the venue (e.g if it is a local named footy oval)



A screenshot of a form with one input field labeled 'Event Address \*' containing the text '565'. Below the input field is a list of suggestions, each with a location pin icon and text: '565 Flinders Street Melbourne VIC', '565 Bourke Street Melbourne VIC', '565 Lonsdale Street Melbourne VIC', '565 Camberwell Road Camberwell VIC', and '565 The Lakes Boulevard South Morang VIC'. Below the suggestions is a map showing a street layout with labels for 'Purt Arena', 'aver Arena', and 'Punt Road'. The map is powered by Google and includes copyright information for 2021.

16. If you have any **sponsors** that are sponsoring your event, these can be uploaded here. Click on **CHOOSE FILES** to upload your images. This is optional.

*Recommended image size is 320px x 180px, with a MAX of 18 sponsors.*

**Sponsors**

Recommended maximum image size is 320px x 180px. png is preferred and maximum of 18 sponsor logos are recommended.

Drop your document here or [choose file\(s\)](#) to upload

Under **USER PERMISSIONS** you can select where or not this event is open to everyone or just members.

17. Select if the event is open to everyone (members and non-members) or just members.

- If the event is open to **JUST MEMBERS** who are currently registered or have been previously registered to your organisation then click **YES** on the **RESTRICT THIS EVENT TO MEMBERS ONLY WITHIN THIS ORGANISATION**.

**User Permissions**

Restrict this event to members only within this organisation  No  Yes

Allow guest registration  No  Yes

- If the event is open to **EVERYONE** then keep the option set to **NO** for **RESTRICT THIS EVENT TO MEMBERS ONLY** and select **YES** to allow **GUEST REGISTRATIONS** (those that are currently not members of your organisation).

**User Permissions**

Restrict this event to members only within this organisation  No  Yes

Allow guest registration  No  Yes

18. Once happy with all the information input related to your event, click **SAVE**.

To add products to the event, please see [Step 2: How do I add products to the event?](#)

## Related Articles



## Step 2: How do I add products to the event?

Last Modified on 13/12/2021 10:52 am AEDT

Following on from Step 1: Creating an event you will now be able to add in event product/s for the event. In this section you will also have the ability to add a product group to your event if you have multiple products that apply to the one group, this will also be explained here.

1. Click on the **PRODUCTS & PRODUCT GROUPS** tab.

**Affiliate Conference**

Active

① Event Details   **② Event Products & Groups**   ③ Questions & Layout   ④ Messaging And Notifications   ⑤ Publish

Add Existing Event Products to Form   Add New Event Product   Add Product Group

Here you can either **ADD AN EXISTING PRODUCT** to the form or **ADD A NEW PRODUCT**.

**NOTE:** only EVENT type products can be added to an event form.

### ADD A NEW PRODUCT

1. Click on **ADD NEW EVENT PRODUCT**.

**Affiliate Conference**

Active

① Event Details   **② Event Products & Groups**   ③ Questions & Layout   ④ Messaging And Notifications   ⑤ Publish

Add Existing Event Products to Form   **Add New Event Product**   Add Product Group

2. Input the **NAME** of the product.
3. *OPTIONAL*: Input a description for the product if needed.
4. Input the **PRICE** for the product and tick whether or not the product price will include GST or not.
5. Select the **PAYMENT OPTION** for this product.

- **Payment Gateway Only** - means the entrants **MUST** pay online within the form
- **Payment Gateway or Manually set Product as Paid**- means the entrant doesn't need to pay online if they don't want/need to - if the entrant can pay via cash, etc and then you manually mark this as paid when they have paid for the product.

6. Input the dates that this product will be **AVAILABLE FROM** and **TO** on the form. This would be set to dates before the event starts.

7. Select the member types a member will be granted when purchasing this event product.

8. Input the **QUANTITY LIMIT** for this product. Most event products will only be able to purchase once, so feel free to leave this blank or input this to 1.

If an entrant can purchase this as many times as they want click the **NO LIMIT** option.

9. Select whether or not you want an entrant to select this more than once. If you only want to allow the entrant to select this one, then leave this as **NO**.

---

Allow users to purchase a product multiple times \*

No	Yes
----	-----

If you want an entrant to purchase this more than once, then change this to yes, and then input the limit on how many of this product an entrant can purchase.

10. Select the **STATUS** for this product - for this to be visible on the form set this to **ACTIVE**.

Click **CONTINUE**

11. Select if you want to show this product to all **GENDERS** or just a specific gender.

If the product you are creating is only for males to see then set this to male and vice versa. If all genders can view this product keep this set to **ALL**.

12. Select the **AGE GROUP** you want this product to display for.

If you want it shown for **ALL** ages, then keep this as **YES**.

If you want this shown for only a certain age, click **NO** and input an **age range** and how the age range will be calculated.

13. **OPTIONAL**: select if this product requires another product to be selected or purchased before this product can be purchased than assign a **DEPENDENT PRODUCT**.

If this product can be purchased on it's own, keep this set to **NO**.

Click **CONTINUE**.

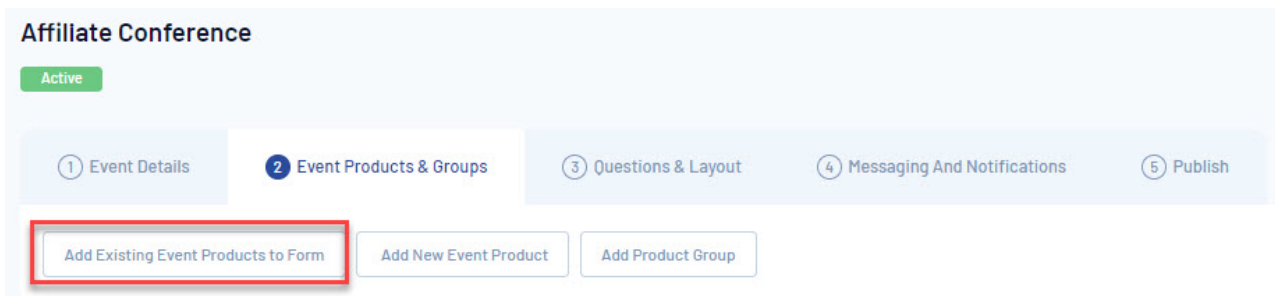
14. Please review the information you have put for this product and go **BACK** if you need to update information. If you are happy with the information click **CONFIRM** and **SAVE**.

15. This product has now been added to the form.

### **ADD AN EXISTING PRODUCT TO FORM**

If you select this option this will mean that you have already created your event product outside the form via the **PRODUCTS & FORMS > PRODUCTS** page in which you will pre-select and add this to the form.

1. Click on **ADD EXISTING EVENT PRODUCTS TO FORM**.



2. Search or scroll through the pages to find the relevant event product/s you want to add to the form.

3. Tick the checkboxes against the products you can add to the form, then click **ADD**.

4. Click **SAVE** to save these products to the form.

### **HOW TO MARK A PRODUCT MANDATORY**

To mark a product within the event form as mandatory:

1. Click the drop down arrow against the product name

2. Click the **MARK AS MANDATORY**.

3. Click Save.

### **HOW TO REMOVE A PRODUCT FROM THE EVENT FORM**

To remove a product from the event form, this is the same as per a normal form:

1. Click the drop down arrow against the product name

2. Click the **REMOVE FROM FORM**.

3. Click Save.

For instructions on how to add a product group, [click here](#).

Once done, move onto [Step 3: adding questions](#).

## Related Articles

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# GAMEDAY

## Step 3: Add Questions

Last Modified on 28/04/2021 9:42 am AEST

Once you have completed [Step 2: Add products to form](#), you can now add questions to the form that you would like entrants to answer.

This is the same as a normal form set up when adding questions. Please see the following instructions on how to [add questions to the form](#).

### Related Articles

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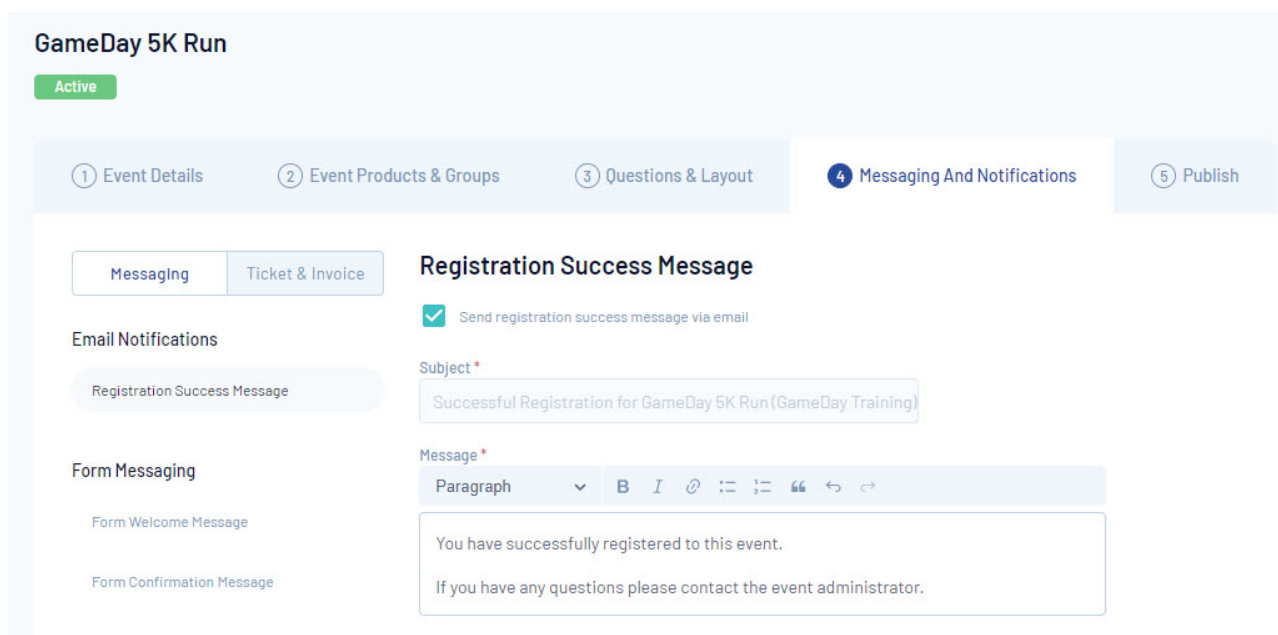
## Step 4: Creating a Registration Success Message

Last Modified on 02/02/2022 11:25 pm AEDT

Once you have completed Step 3: Add questions, admins can create a successful registration message for the event form. This will be slightly different to the message on your general registration form, it will be best to customise it related to the event itself.

1. Click on **MESSAGING AND NOTIFICATIONS**.
2. Input a subject line for the successful registration message - one will already be defaulted, feel free to change this.
3. Input information for the message.

There is no specific wording needed here, you can put whatever you want to in the message - but make sure it relates to the event. An example is here:



The screenshot shows the 'GameDay 5K Run' configuration page. The 'Active' status is shown in a green box. The navigation tabs are: 1 Event Details, 2 Event Products & Groups, 3 Questions & Layout, 4 Messaging And Notifications (selected), and 5 Publish. On the left, there are tabs for 'Messaging' and 'Ticket & Invoice'. Under 'Email Notifications', 'Registration Success Message' is selected. Under 'Form Messaging', 'Form Welcome Message' and 'Form Confirmation Message' are listed. The main area is titled 'Registration Success Message' and contains a checked checkbox for 'Send registration success message via email'. The 'Subject' field is 'Successful Registration for GameDay 5K Run (GameDay Training)'. The 'Message' field contains the text: 'You have successfully registered to this event. If you have any questions please contact the event administrator.'

You will see a checkbox within this section, where you can choose whether or not you want to send the registration success email to members or not. Tick the box if you wish to send this email to members upon successful registration. Unticking this box means that members will not receive a successful registration email after completing registration.

If you wish to add a form welcome or confirmation message, please [click here](#) on how to do this.

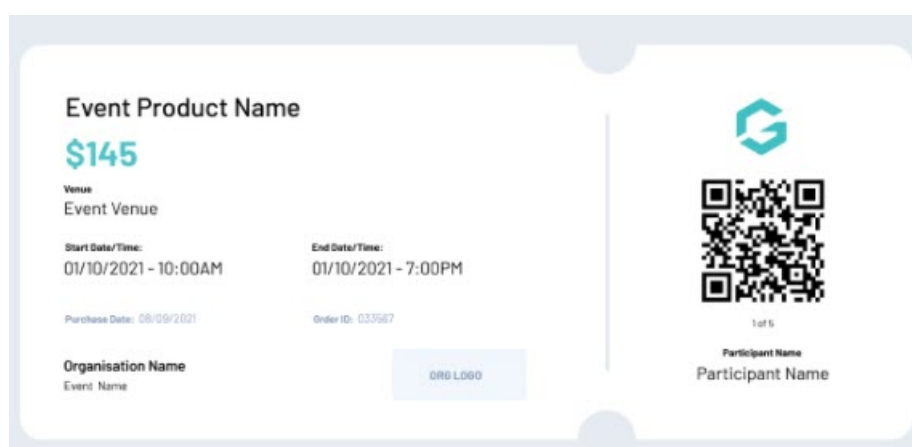
### TICKETS AND PAYMENT RECEIPT EMAIL

The information in the ticket and Payment Receipt Email will be **hardcoded and cannot be customised**, however the information will be pre-filled out with the information related to the registration and products purchased.

This is defaulted to generate when an entrant registers so if you wish.

The ticket aspect of the registration will have information related to that specific product purchased and it will have its own unique QR code that admins can scan this for the member at the event upon entry. If an entrant purchases more than one product each ticket will have its own unique QR code.

The entrant can view this QR code within the GameDay app and admins have the ability to scan these codes within the app as well.



Move onto [Step 5: Publish](#).

## Related Articles

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## Step 5: Publish

Last Modified on 28/04/2021 9:50 am AEST

After completing Step 4: Messaging and Notification, admins now decide when this form will go active and the links that entrants use to register.

1. Click on **PUBLISH**.

2. Input a name for the **SUB DOMAIN LINK** (aka the landing page/home page for the event) refers to the name you want to show for the event link. The sub domain can be the name of the actual event or something else.

**NOTE:** Please make sure this subdomain is the one you want before saving as once it has been saved you cannot change it. If you need to change this sub domain you will need to create a new event from scratch.

*If the event will only be used once, you can just name the sub domain the event name- doesn't have to be the event name, it can be whatever you choose.*

*If the event will be used more than once (annually etc), you can name the event something specific (e.g Charity Run 2020) but then set the sub domain to be just the event name itself (e.g charityrun) so that way you can use the same form and have the same sub domain every year- just adjust the products and dates.*

Once you have input the the sub domain for the event, the **FORM LINK** (the entrants will use to register) will adjust to include that subdomain when you save.

A screenshot of the Gameday 5K Run event configuration page, specifically the 'Publish' step. The page title is 'GameDay 5K Run' and it is marked as 'Active'. A progress bar at the top shows five steps: 1. Event Details, 2. Event Products & Groups, 3. Questions & Layout, 4. Messaging And Notifications, and 5. Publish (which is currently selected). Under the 'Links' section, there are two input fields. The first is 'Sub Domain \*' with the value 'stackrun' entered. Below it is a 'View Landing Page' button. The second is 'Landing Page Link' with the value 'https://stackrun.events.mygameday.app' entered. Below it is a 'View Form' button. The 'Form Link' field is also visible, showing 'https://events.mygameday.app/#/event/registration-form/stackrun'.

3. Change the **FORM STATUS** to **ACTIVE**.

4. Input an **ACTIVATION START** and **END DATE** for the form (e.g when you want the form to go live and finish).

The **FORM LINK** will automatically create when you save the form.

To see an example of how the subdomain link looks on the landing page of a form please [click here](#).

### **Related Articles**

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## How do I create an event entry event with sub events?

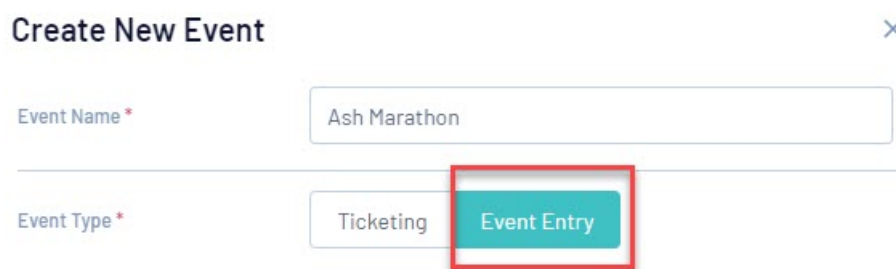
Last Modified on 19/11/2021 10:27 am AEDT

This article outlines how to set up an event entry event that has sub events. This type of event is used for athletic or marathon type events. The set up is pretty similar to a normal event set up, just with a few extra fields.

If you wish to create an event with no sub events, please click [here](#).

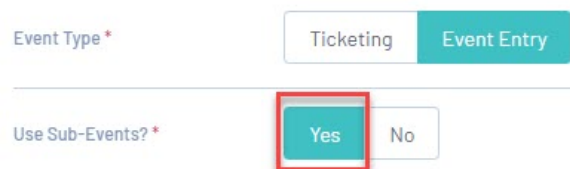
*In the following example we are going to be creating a marathon event that has a 5km and 10km run that entrants can register into.*

1. Click the drop down arrow against **EVENTS > MANAGE EVENTS**.
2. Under the **EVENTS** tab click **CREATE NEW EVENT**.
3. Input the event name.
4. Select the **EVENT ENTRY** event type.



The screenshot shows a 'Create New Event' modal window. The 'Event Name' field contains 'Ash Marathon'. The 'Event Type' field has two options: 'Ticketing' and 'Event Entry'. The 'Event Entry' option is highlighted with a red box, indicating it is the selected choice.

5. Select **YES** against use sub events.



This screenshot shows a close-up of the 'Event Type' and 'Use Sub-Events?' fields. The 'Event Type' field has 'Event Entry' selected. The 'Use Sub-Events?' field has 'Yes' selected, which is highlighted with a red box.

6. Select a timezone for the event and a start and end date/time > click **SAVE**.

The event wizard will open up for you to continue through.

7. Fill out the event details.

7a. In regards to member types you can either use the default member type enabled for all organisations or you can [create your own member types](#) for the event.

*In this example we have created a generic marathon runner event member type that everyone will select as this will be related to products that are available for everyone in the parent event. Sub event entrants will then be determined via the product they purchase. Admins can also create specific member types for each sub event rather than the one specific one if they prefer.*

**Member Types**

Which Member type(s) can register via this form?

Marathon Runner

[Add Member Types](#)

Allow only one member type to be selected?

7b. Select whether or not you only want entrants to select one member type or your are fine with more than one. If you only want entrants to register to one sub event then make sure this box is ticked, however if you are okay with entrants registering to more than one sub event then leave this box unticked.

*In this example the box is unticked as there is only one member type anyway but you can tick this if you have more than one.*

**Member Types**

Which Member type(s) can register via this form?

Marathon Runner

[Add Member Types](#)

Allow only one member type to be selected?

8. Fill in all other event details > click**SAVE**.

Move onto Step 2: Event Products & Groups.

The parent event (which is the marthon event itself) needs to have at least one product added, so this is where you would charge a participation fee, merchandise products etc related to the event that's available for everyone. This also where you will set up the sub events and the products needed for those sub event.

10. Create or add existing event products that is available for all entrants when registering.

*In this case we are charging a registration fee (mandatory) and an option to purchase a t-shirt.*

- If you are not charging a fee etc for the event itself, you will need to add one regardless, just put a \$0 price to the product.
- Here you can choose to add an event entry type product or a ticketing type product.

- We recommend creating a generic event member type or using the default member type available when creating these products, as these products will be available for everyone rather than a specific type of runner (if using more than one member type).

2 Event Products & Groups    3 Questions & Layout    4 Messaging And Notifications    5 Publish

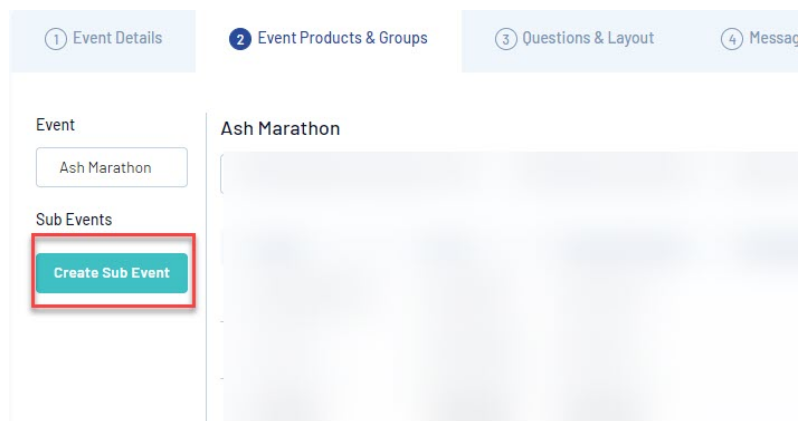
Ash Marathon

Add Existing Event Products to Form    Create New Event Product    Create Product Group

Name	Price	Product Sub Type	Mandatory	Available from	Available to	Quantity Limit	Status	Action(s)
:: Registration Fee	\$ 5.00 AUD	Event Entry		15 November 2021(AEDT)	30 November 2021(AEDT)	120	Active	Edit ↓
:: T-shirt	\$ 20.00 AUD	Ticketing		15 November 2021(AEDT)	30 November 2021(AEDT)	120	Active	Edit ↓

Now you can create the sub events and add the relevant products for these events.

11. On the right hand side of the event product page, click **CREATE SUB EVENT**.



12. Input the name of the first sub event and add a description (optional).

*In this example it will be the 5km Run.*

**Create New Sub Event** ×

Name \*

---

Description

13. Select the generic/mandatory product that will appear for that entrant registering to this sub event.

*In this example it will be the registration as that is mandatory.*



Name \* 5km Run

Description Please enter...

Related Event Product \* Please enter...  
Registration Fee

14. Click **SAVE**.

15. Repeat steps 11-14 for any other sub events needed.

Once all sub events have been added your event will appear similar to the below.

Event  
Ash Marathon

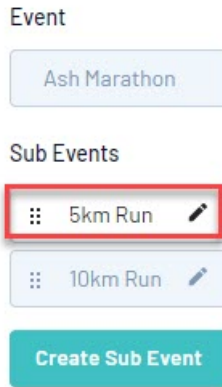
Sub Events

- 5km Run
- 10km Run

Create Sub Event

Now you can add the relevant sub event products to these events. These can be created within the event itself or pre-created and then added.

16. Click into the first sub event.



17. Create a new event product for this sub event or add an existing one that you created previously > click **SAVE**.



18. Repeat for all other sub events.

19. Move onto Step 3: Questions & Layout.

20. Move onto Step 4: Messaging & Notifications.

20a. Under the **MESSAGING** tab Input any messaging you would like for when the entrant registers (this is based on the parent event, not each sub event so make this generic).

20b. Under the **TICKET & INVOICE** tab, you also have the option on whether or not you would like to generate an event ticket and event entry pass for the participant based on their registration- this is automatically defaulted to YES, so untick this box if you wish to not have one generated for entrants. More information on event tickets can be found here (insert link).

21. Move onto Step 5: Publish.

Input the relevant sub domain and form status for this event as per a normal event set up.

## Related Articles



## Subdomain, Landing Pages and Event Registration Form Display

Last Modified on 28/04/2021 9:34 am AEST

After you have input a sub domain link within the event registration form in Step 5: Publish, below is an example of where you can see where this sub domain displays, the landing page for the event (where entrants can access the event form and see information related to the event) and how the even registration form appears when it is taking online registrations and when it is currently offline.

### LANDING PAGE:

To view the landing page:

Within the event you created click on **PUBLISH** > then click the **VIEW LANDING PAGE** button.

A screenshot of the GameDay 5K Run event management interface. The page title is 'GameDay 5K Run' with an 'Active' status indicator. A navigation bar at the top shows five steps: 1 Event Details, 2 Event Products & Groups, 3 Questions & Layout, 4 Messaging And Notifications, and 5 Publish (highlighted with a red box). Below the navigation bar, there are three input fields: 'Sub Domain' with the value 'stackrun', 'Landing Page Link' with the value 'https://stackrun.events.mygameday.app', and 'Form Link' with the value 'https://events.mygameday.app/#/event/registration-form/stackrun'. A 'View Landing Page' button (highlighted with a red box) is located below the Sub Domain field, and a 'View Form' button is located below the Form Link field.

The landing page can be viewed at any point by members regardless of whether the event form itself is taking registrations or not.

### SUB DOMAIN

The subdomain that you created for the event displays like the following when viewing the event landing page or the event registration form.

You can send this URL out to entrants who can view this landing page that shows dates, sponsors, products, venue etc.

### LANDING PAGE:

← BACK

**GameDay 5K Run**

Active

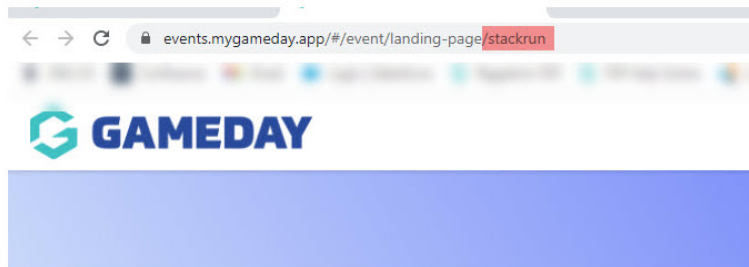
① Event Details   ② Event Products & Groups   ③ Questions & Layout   ④ Messaging And Notifications   ⑤ Publish

Links

Sub Domain \*   Landing Page Link

stackrun   https://stackrun.events.mygameday.app

View Landing Page



**EVENT REGISTRATION FORM:**

GameDay 5K Run

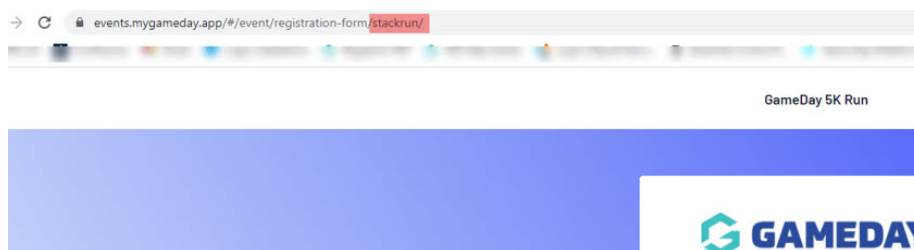
Active

① Event Details   ② Event Products & Groups   ③ Questions & Layout   ④ Messaging And Notifications   ⑤ Publish

Form Link

https://events.mygameday.app/#/event/registration-form/stackrun

View Form



**EVENT REGISTRATION FORM STATUS:**

The following displays are based on what dates you have set as the **FORM ACTIVATION** and **FORM EXPIRY DATE** within the event itself.

## Publish

Form Status \*

Form Activation Date/Time \*

27/04/2021

12:00 am

AEST

Form Expiry Date/Time \*

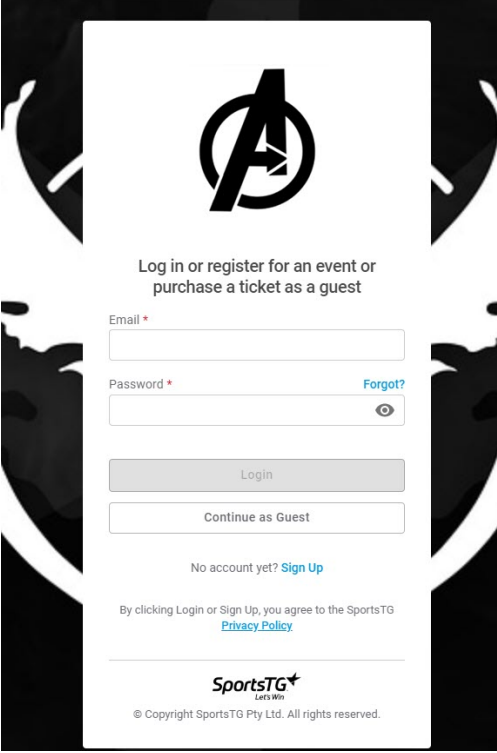
31/12/2021

11:00 pm

AEDT

If an event is **currently taking online registrations**, the event registration form will appear like the below, where they are able to register.

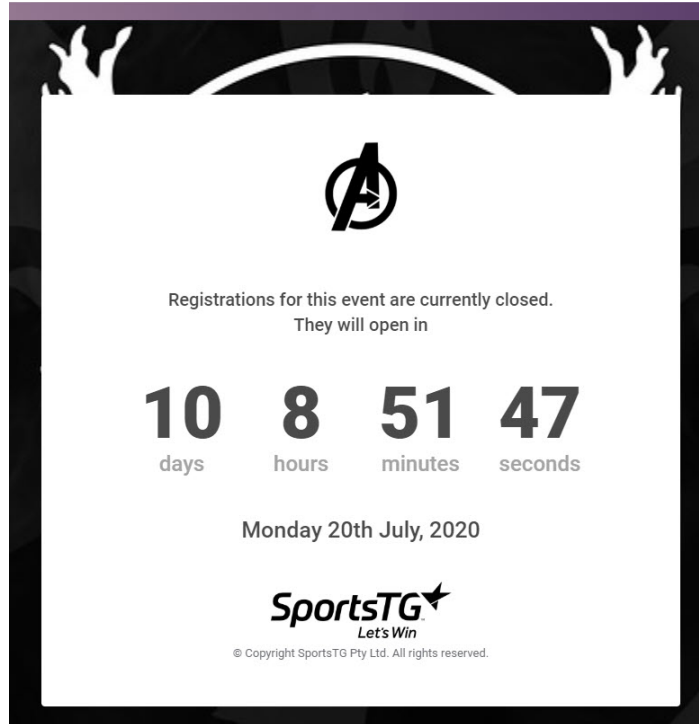
Test Event Ash  
Test Event Ash



The screenshot shows a mobile-style registration form. At the top, the event name 'Test Event Ash' is displayed twice. Below this is the SportsTG logo, a stylized 'A' with a play button icon. The main heading reads 'Log in or register for an event or purchase a ticket as a guest'. There are two input fields: 'Email \*' and 'Password \*'. The password field has a 'Forgot?' link and a visibility toggle icon. Below the fields are two buttons: 'Login' (disabled) and 'Continue as Guest'. A link 'No account yet? Sign Up' is positioned below the buttons. At the bottom, there is a disclaimer: 'By clicking Login or Sign Up, you agree to the SportsTG Privacy Policy' with a link to the policy. The SportsTG logo and tagline 'Lets Win' are at the very bottom, along with the copyright notice: '© Copyright SportsTG Pty Ltd. All rights reserved.'

If an event is **not currently taking online registrations**, the event registration form will appear like the below where they are not able to register at all. It will show a countdown timer to when registrations are available.

Ash Future Event  
Ash Future Event



The graphic features a stylized 'A' logo with a cricket ball and bat inside a circle at the top center. Below it, the text reads 'Registrations for this event are currently closed. They will open in'. A large digital countdown shows '10 days', '8 hours', '51 minutes', and '47 seconds'. The date 'Monday 20th July, 2020' is displayed below the countdown. At the bottom, the 'SportsTG' logo with the tagline 'Let's Win' is shown, along with a small copyright notice: '© Copyright SportsTG Pty Ltd. All rights reserved.' The entire graphic is framed by a black border with white decorative elements at the top.

**10** days   **8** hours   **51** minutes   **47** seconds

Monday 20th July, 2020

**SportsTG**  
Let's Win

© Copyright SportsTG Pty Ltd. All rights reserved.

## Related Articles

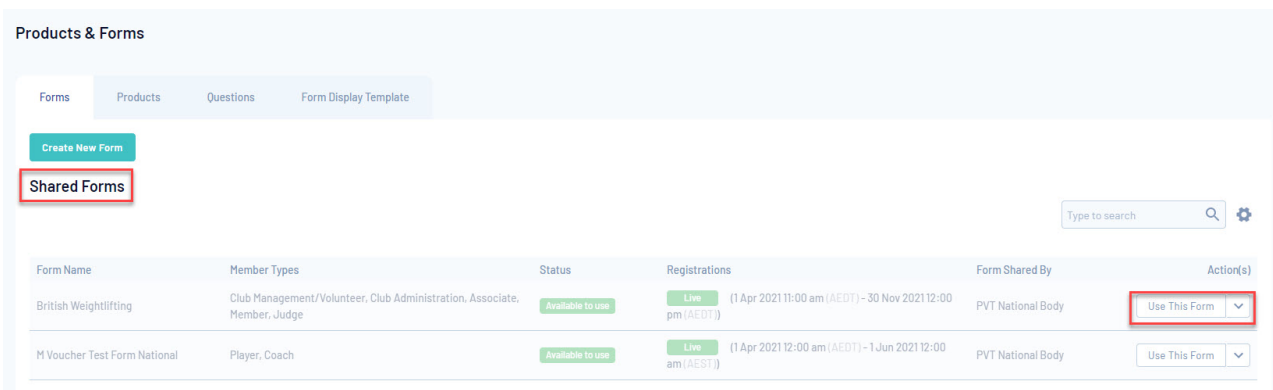
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## How do I view and edit a shared form?

Last Modified on 22/04/2021 9:03 am AEST

A higher level organisation, like a national or state body may have made their registration form available to your level (club). You have the ability to edit this form, to add your club's own questions, products and messaging.

1. Click on the **Products & Forms**.
2. On the **Forms** tab, you will see that there is a **Shared Forms** and **My Forms** option.
  - **Shared Forms:** this is a list of all the forms that the higher level organisation has made available for you to use.
  - **My Forms:** this is a list of all the forms you have created at your level.
3. Under the **Shared Forms** heading, click **Use This Form** next to form the higher level organisation has made available to you.



The screenshot shows the 'Products & Forms' interface. At the top, there are tabs for 'Forms', 'Products', 'Questions', and 'Form Display Template'. Below the tabs is a 'Create New Form' button and a 'Shared Forms' section. A search bar is present with the placeholder text 'Type to search'. Below the search bar is a table with the following columns: Form Name, Member Types, Status, Registrations, Form Shared By, and Action(s). The table contains two rows of data. The first row is for 'British Weightlifting' with status 'Available to use' and a 'Use This Form' button. The second row is for 'M Voucher Test Form National' with status 'Available to use' and a 'Use This Form' button. Both 'Use This Form' buttons are highlighted with a red box.

Form Name	Member Types	Status	Registrations	Form Shared By	Action(s)
British Weightlifting	Club Management/Volunteer, Club Administration, Associate, Member, Judge	Available to use	Live (1 Apr 2021 11:00 am (AEDT) - 30 Nov 2021 12:00 pm (AEDT))	PVT National Body	Use This Form
M Voucher Test Form National	Player, Coach	Available to use	Live (1 Apr 2021 12:00 am (AEDT) - 1 Jun 2021 12:00 am (AEST))	PVT National Body	Use This Form

4. This will open up the form in edit mode, in which you can then add in your own club questions, fees and messaging.

**NOTE:** You will not be able to change higher level questions and products already in the form. These will be greyed/blued out.

### Related Articles

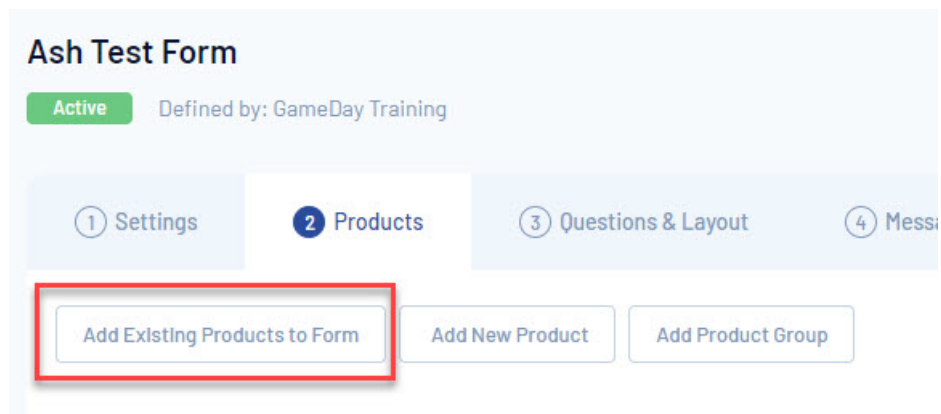


## How do I add or remove an existing product to a registration form?

Last Modified on 22/04/2021 9:17 am AEST

### ADDING AN EXISTING PRODUCT

1. Click **edit** next to the registration form name.
2. On the **Products** tab, click **Add Existing Product to Form**.



3. A list of existing products will display. Select the checkbox next to the product you want to add. Products that have already been added to the form will show as a greyed out tick. Once all products have been added, click **add**.



### Search ×

	Name	Price	Owner
<input checked="" type="checkbox"/>	Merch 2	\$ 0.00 AUD	GameDay Training
<input checked="" type="checkbox"/>	Ash Product 2	\$ 0.00 AUD	GameDay Training
<input checked="" type="checkbox"/>	Merchandise Ash	\$ 0.00 AUD	GameDay Training
<input checked="" type="checkbox"/>	Ash Test Product 1	\$ 0.00 AUD	GameDay Training
<input checked="" type="checkbox"/>	dsfasdfasd	\$ 123.00 AUD	GameDay Training

Show 5 Showing rows 1-5 of 30(3 selected)

1 2 3 4 5 6

Cancel Clear Add

**NOTE:** If you can't find a product you are looking for, use the **search bar** on the top.

**NOTE:** only those products created at your level can be added via the form. If you need a higher level product added to your form, please speak to your higher level body as you will require a shared form to be able to do this.

### REMOVE AN EXISTING PRODUCT

1. To remove a product from the form, click the drop down arrow next to the product and click **Remove from Form**.

Name	Price	Mandatory	Available To	Grant Member Types	Owner	Status	Actions
⋮ Ash Test Product 1	\$ 0.00 AUD		Associate, Member	Associate, Member	GameDay Training	Active	⋮ Mark as Mandatory Remove from Form
⋮ Merchandise Ash	\$ 0.00 AUD		Member, Associate	Associate, Member	GameDay Training	Active	⋮ Edit

1a. This product will then highlight red, click **SAVE**.

⋮ Merch 2	\$ 0.00 AUD	Member, Associate		Associate, Member	GameDay Training	Active	⋮ Edit
⋮ dsfasdfasd	\$ 123.00 AUD	Participant, Member, Match Day Volunteer		Club Administration, Associate	GameDay Training	Active	⋮ Edit

## Related Articles

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## Can I create new and existing custom questions within form?

Last Modified on 22/04/2021 9:00 am AEST

When setting up the registration form, you have the ability to add in new custom questions as well as add in existing questions.

**NOTE:** this section saves automatically once a question/s is added to the form.

### ADD AN EXISTING QUESTION TO THE FORM

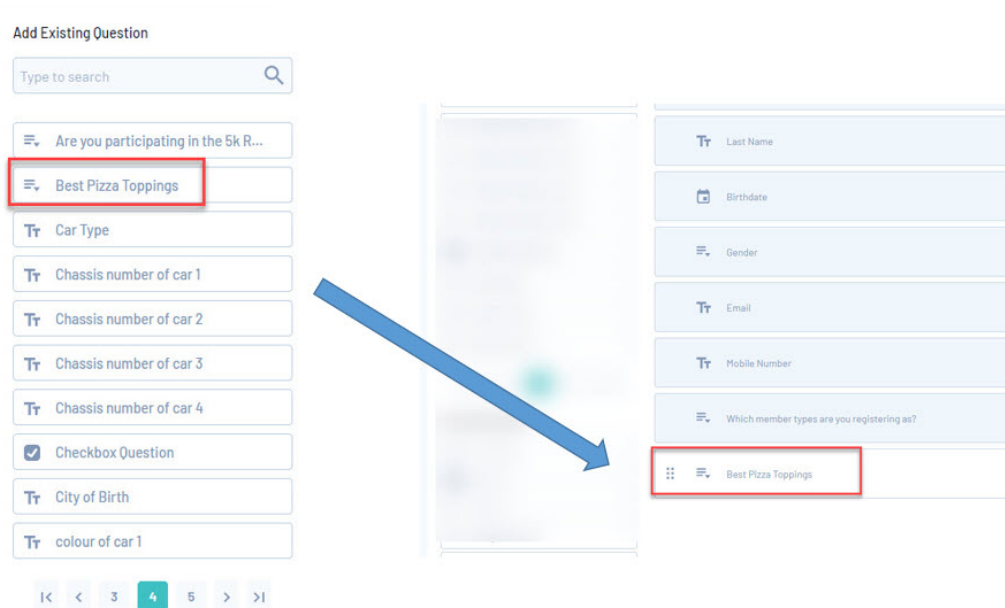
1. Edit the registration form.
2. On the **Questions** and **Layout** tab, use the **search bar** or view click on the **page numbers** to find the relevant existing questions.

Add Existing Question

- 2 Cars | Car Type 1
- 2 Cars | Car Type 2
- 2 cars: chassis of car 1
- 2 cars: colour of car 1
- 2 cars: engine number of car 1
- 2 cars: model and makeof car 1
- 2 cars: please list type of car
- 2 cars: please list type of car 2
- 2 Cars: rego of car 1
- 2 cars: type of car 1

1 2 3 > >|

3. Once you have found the question, click on the **question name** to add it to the form.



## CREATE NEW QUESTION AND ADD IT TO THE FORM

1. Edit the registration form.
2. On the **Questions and Layout** tab, select one of the types you would like your question to be.
  - **Text field:** where a member will input some sort of sentence or words related to the question.
  - **Number:** this is a question that requires a specific number to be input.
  - **Picklist:** this is a question where they need to select from a drop down list of different options.
  - **Multiple Choice:** this is a question where they can select one or more answers.
  - **Date:** a question where a specific date needs to be input as an answer.
  - **Checkbox:** a question where a person can check the box to confirm/deny a question.
  - **Terms or Privacy Policy:** a question where users are required to read Terms and Conditions or a Privacy Policy for the organisation.
  - **Document upload:** enables a user to upload a document or image.

You also have the ability to add a custom **Header Text and Paragraph Block** which allows you to put a heading and information on your form if a question on your forms needs a little more information or you just want to make a note that people can read while going through the form.

3. Input the question name, question text, whether or not the question is mandatory and any other relevant information, then click **Save**.
  - For those questions that are of the picklist and multiple choice type, you can edit the answers to these once you have create the question itself. Please see the [adding answers](#)

article on how to edit these.

4. Question has now been added to the form.
5. Repeat steps 2 and 3 to add more questions to the form.

NOTE: both existing and new questions after being added to the form are automatically saved, so you can then continue through the form. You will be asked to save any changes if you edit any of the questions now on the form.

## Related Articles

---



## How do I get the registration form link?

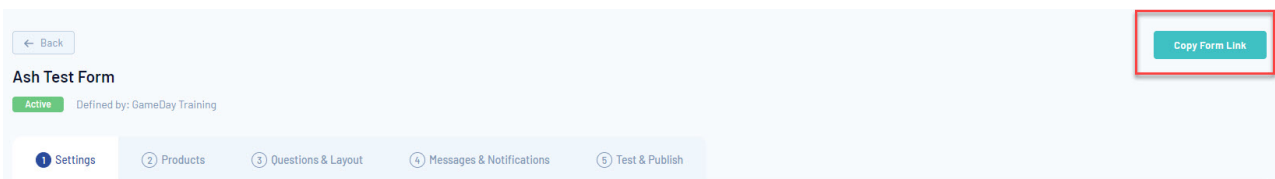
Last Modified on 23/04/2021 9:15 am AEST

The registration form URL is the website link that members can use to register to the club.

NOTE: a registration form link will only appear when the form is set to active and is not expired.

### GET THE REGISTRATION FORM LINK FROM WITHIN THE FORM

1. Edit the registration form.
2. Click the **Copy Form Link**.



3. Paste into a web browser or within a page or widget on your website/social media.

Alternatively you can go to the **Test & Publish** tab within the form.

From here you can click **Copy Form Link** or **VIEW FORM**, which will take you straight to the registration form. From here you can also copy the form URL and post it to wherever you need to.

← Back Copy Form Link

### Ash Test Form

Active Defined by: GameDay Training

① Settings ② Products ③ Questions & Layout ④ Messages & Notifications ⑤ Test & Publish

**Publish**

Form Status: Draft **Active** Inactive

Activation Date\*: 01/04/2021 Expiry Date\*: 30/06/2021

10:00 am 09:00 pm

AEDT AEST

**Form Link**

Form Link: <https://regoform.mygameday.app/#/00101000023J5cEQAS/4JGJGHPJBUSB7kVYY>

**View Form**

NOTE: this Copy Form Link is visible within all of the tabs within the form, so you can copy the URL any point in time.

## GET THE REGISTRATION FORM LINK FROM THE FORM LISTING PAGE

1. Go to Products and Forms.
2. Under the Forms tab, click the drop down arrow against the form name.
3. Click Copy Form Link.

Or click Open Form URL to view the form in a new tab and copy it from there.

Form Name	Member Types	Status	Registrations	Last Modified Date	Action(s)
Rory's Demo	Player	Active	Live (1 Jan 2021 12:00 am (AEDT) - 31 Dec 2021 12:00 am (AEDT))	April 22nd 2021, 9:57 am (AEST)	Edit
Ash Test Form	Associate, Member	Active	Live (1 Apr 2021 10:00 am (AEDT) - 30 Jun 2021 09:00 pm (AEST))	April 21st 2021, 3:53 pm (AEST)	Open Form URL Copy Form URL

4. Paste into a web browser or within a page or widget on your website/social media.

## Related Articles



## Successful Registration Email Message

Last Modified on 02/02/2022 11:02 pm AEDT

Admins have the ability to input information relevant to the organisation for members to view after they have successfully registered; this is called a **Registration Success Email**.

Once a member has registered successfully via the form, they will receive this information in an email.

**NOTE:** this registration success email will be sent to the email address listed on the basic information page when filling out the registration form so please make sure members use the same email address as the one on their account so they receive the Payment Receipt as well as this email - if they have two different emails listed, one will get sent to one email and one will get sent to the other.

1. Go to **Products & Forms**.
2. **Edit** the relevant registration form.
3. Go to the **Messaging & Notifications** tab.
4. Within the **Registration Success Email**, input the information that you would like members to receive once they have registered.

You can include information about who is the primary contact at the organisation, season start and end dates or any other generic information you would like members to be made aware of once registered.

You have the ability to choose if you want this email to send to member upon successful completion of the registration form. Tick this checkbox if you want this email to be sent to members.



## Email Notifications

Registration Success Email

Invoice Email

## Form Messaging

Form Welcome Message

Form Confirmation Message

## Registration Success Email

 Send registration success message via email

## Subject \*

Successful Registration for GameDay Training

## Message

Paragraph

**B** *I* @ := ;= “ ← →**Success Rego to GameDay Training.**

For more information regarding registrations or our rules and regulations please contact:

- Test Person
- Email: test@test.com

5. Once happy click **save**.

**NOTE:** the Payment Receipt uses a standard template, however the organisation details will be reflected based on your organisation when a member successfully registers. This Order Confirmation email containing the Payment Receipt will be sent to the email address of the login account holder. If a member record has a different email, the registration success email will be received by the member, but the login account holder email will receive both the registration success email and the order confirmation email containing the payment receipt

## Related Articles



## Form welcome and confirmation messaging

Last Modified on 10/12/2021 9:57 am AEDT

Admins now have the ability to create messages to appear before a member registers and after a member registers.

Form welcome messaging can be used to welcome the member to the form, provide information they need to know before registering or just general information. Form confirmation messaging can be used to provide information to a member after they have completed their registration, it can be a thanks for registering or the next steps needed from a member after registering or just general information.

Admins can choose to have one set of messaging appear on the form, or both. These section can be added to a membership form as well as an events form.

To add in form messaging please see the steps below:

1. Go to **PRODUCTS AND FORMS > FORMS**.
2. **EDIT** the relevant registration form.
3. Go to the **MESSAGES AND NOTIFICATIONS** tab.

To add a welcome message, select the **FORM WELCOME MESSAGE** section and input your information.

The screenshot shows the 'Ash Test Form' configuration interface. At the top, it says 'Active' and 'Defined by: GameDay Training'. Below this is a navigation bar with five tabs: 1 Settings, 2 Products, 3 Questions & Layout, 4 Messages & Notifications (selected), and 5 Test & Publish. The main content area is divided into two columns. The left column has 'Email Notifications' (with 'Registration Success Email' and 'Invoice Email' options) and 'Form Messaging' (with 'Form Welcome Message' highlighted by a red box and 'Form Confirmation Message' below it). The right column is titled 'Form Welcome Message' and contains a 'Message' editor with a 'Paragraph' dropdown, bold/italic/underline/align/indent/quote/undo/redo icons, and a text area containing the text: 'Welcome to GameDay Training registration. Please complete the registration form so you can play this season.'

This section appears on the form, after the member logs into the form and before they select a

new/existing member. These messages are expanded by default however you have the ability to collapse these messages when progressing through the form.

If the form has been shared down to your organisation or is being shared down to lower level organisations, and other organisations also have messages set to show as well, members have the ability to collapse or expand these as needed.

1. Basic Info 2. Products 3. Questions 4. Summary 5. Payment 6. Success

**Messages From:**

**Baseball Australia** [collapse icon]

**Baseball Victoria** [expand icon]

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae.

**Who would you like to register?**

Linked Participant  
John Smith

New Participant  
New Participant

Continue

GAMEDAY PayPal Braintree

To add a confirmation message, select the **FORM CONFIRMATION MESSAGE** section and input your information.

1 Settings 2 Products 3 Questions & Layout 4 Messages & Notifications 5 Test & Publish

**Email Notifications**

- Registration Success Email
- Invoice Email

**Form Messaging**

- Form Welcome Message
- Form Confirmation Message**

**Form Confirmation Message**

Message

Paragraph [bold] [italic] [link] [list] [ul] [quote] [undo] [redo]

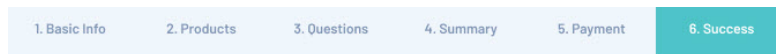
Thanks for registering to GameDay Training.

Please come down to the club during the week to meet fellow members.

This section appears on the form, after the member completes their registration. These messages

are expanded by default however you have the ability to collapse these messages when progressing through the form.

If the form has been shared down to your organisation or is being shared down to lower level organisations, and other organisations also have messages set to show as well, members have the ability to collapse or expand these as needed.



### Thanks for Registering!

#### Payment Confirmation

Order ID number: 614014  
Amount paid: \$250.16  
Payment method: Credit Card  
Date: 4th September 2020, 11:45 PM

[New Registration](#)

#### Messages From:

**Baseball Australia**

---

**Baseball Victoria**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae.

## Related Articles

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## Full Membership Form Data Export to CSV

Last Modified on 06/05/2021 5:10 pm AEST

Admins have the ability to export all data collected via a registration form whether this is a Membership or Event form.

From this export (into an excel/csv) you can determine which members/participants have completed that form, the questions they filled out and related order information.

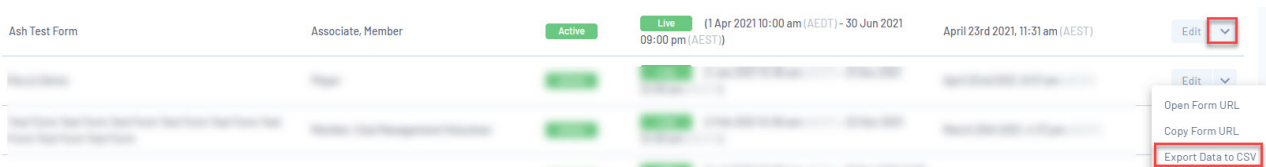
More information related to this export:

- at least one member/participant needs to have completed an order via the form otherwise it will return no data
- form data will only be returned for an organisation running this report if data has been collected via the form link generated by that organisation
- each form has to be exported separately - multiple forms cannot be exported in bulk
- TRUE means a checkbox has been selected and FALSE means a checkbox remained unselected
- committed refers to *Unpaid* orders
- for document upload questions, if a document has been uploaded the column will display *YES*, if not uploaded it will display *NO*
- previously deleted questions and products will still be exported

form_name	first_name	last_name	dob	email	mobile	user_file	Associate	Family - C	Family - P	Family - S	Player	Open Reg	Expin	Reg	Expin	Registrati	Which Ch	order_id	order_dat	order_sta	order_e	order_amount
Rory's Me Participant	donotrep				6.14E+10	334533	FALSE	FALSE	FALSE	FALSE	TRUE	1						793050	#####	Committe	r.stewart	60
Rory's Me Pending	r.stewart				6.14E+10	336925	FALSE	FALSE	FALSE	FALSE	TRUE	1						795168	#####	Committe	r.stewart	60
Rory's Me Rory	rory.stewi				6.14E+10	337011	FALSE	FALSE	FALSE	FALSE	TRUE	1						795241	#####	Paid	r.stewart	60
Rory's Me Jade	jmaxwell				6.14E+10	350988	FALSE	FALSE	FALSE	FALSE	TRUE	1						808224	#####	Committe	jmaxwell	60
Rory's Me Rory	rory.stewi				6.14E+10	352705	FALSE	FALSE	FALSE	FALSE	TRUE	1						809931	#####	Committe	r.stewart	60
Rory's Me Rory	rstewart.2				6.14E+10	356824	FALSE	FALSE	FALSE	FALSE	TRUE	1						813984	#####	Paid	r.stewart	0
Rory's Me Rory	rory.stewi				6.14E+10	356825	FALSE	FALSE	FALSE	FALSE	TRUE	1						813984	#####	Paid	r.stewart	0
Rory's Me Rory	rstewart.2				6.14E+10	356826	FALSE	FALSE	FALSE	FALSE	TRUE	1						813985	#####	Paid	r.stewart	0
Rory's Me Rory	T				6.14E+10	356827	FALSE	FALSE	FALSE	FALSE	TRUE	1						813985	#####	Paid	r.stewart	0

### HOW TO EXPORT DATA FOR MEMBERSHIP FORMS

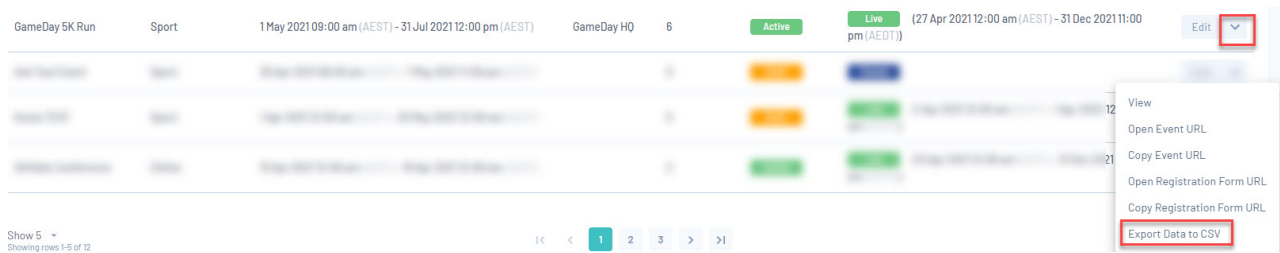
1. Log into your organisation
2. Go to PRODUCTS & FORMS
3. Click the drop down arrow against the relevant form and click **EXPORT DATA TO CSV**



4. Once downloaded this export will appear in your downloads folder on your device with the form name and date as the filename

## **HOW TO EXPORT DATA FOR EVENT FORMS**

1. Log into your organisation
2. Click the drop down arrow against EVENTS and select **MANAGE EVENTS**
3. Click the drop down arrow against the registration form and click **EXPORT DATA TO CSV**



4. Once downloaded this export will appear in your downloads folder on your device with the form name and date as the filename

## **Related Articles**



## How do I set age ranges for my product?

Last Modified on 26/04/2021 10:13 am AEST

If you would like your product to only be visible for members of a particular age or age range, you will need to set this within the product itself.

Admins have the ability to set the following when it comes to age ranges:

1. **Only a minimum age** - they need to be at least a certain age before they can purchase this product based on the four options
2. **Only a maximum age** - they can be no older than a certain age before they can purchase this product based on the four options
3. **Both a maximum and minimum age** - they need to be an age between those two ages in order for them to purchase this product based on the four options.

When setting the age groups you have four options in which you can set the date or how old a member has to be to count within that age group:

- **Specific date:** you will set this to the date for members that will be that particular age, based on their date of birth.
  - *In this example, these dates would be at-least 18 on 01 Jan 2019 and no older than 13 on 01 Jan 2019.*
- **Season start date:** will be the age of the member based on the date that the season starts.
  - *In this example, if our season starts on the 01 Jan 2019, a member would need to be at-least 18 on 01 Jan 2019.*
- **Season end date:** will be the age of the member based on the date the season ends.
  - *In this example, if our season ends on the 31 Dec 2019, a member would need to be no younger than 18 on 31 Dec 2019.*
- **Registration date:** will be the age of the member based on the day they are registering

### Example for setting up Age Display Rules for Specific Date:

*For this example, we will want to set the age group so that this product only shows for members that are seniors as of the season start date, so the age range would 18+.*

1. Set the age group display rule to **No**.

Show this product to all ages?

 Yes  No

2. Under **Please select a minimum and/or maximum age for participants**, input **18** within the

**minimum age box** and select **Specific Date**, then select the relevant **date**.

*In this example, you would leave the maximum age blank as you are allowing anyone over the age of 18 to register- if you want to limit this to a maximum age of 60 then you can add 60 into the maximum age box.*

Please select a minimum and/or maximum age for participants

Minimum age  Maximum age  (One of these can be left blank)

3. Select one of the four options, in this case it will be **season start date**, and then select the relevant **season**.

on

This product has now been set up to display for those over the age of 18 based on the start of the 2019 Spring season.

NOTE: once you have set these age display rules it will be best to give this a test run by inputting different dates of births on within the registration form to ensure this filters to the correct age.

### Related Articles

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## How do I edit a product?

Last Modified on 26/04/2021 11:13 am AEST

1. Go to Products & Forms.
2. Go to the Products tab.
3. Click **edit** next to the product.

Products & Forms

Forms Products Questions Form Display Template

Create New Product

All Product Types All Status Type to search

Product Name	Product Type	Price	Payment	Owner	Status	Action(s)
2020 Junior rego fee	Membership	\$ 85.00 AUD		GameDay Training	Active	Edit
2021 Fee	Membership	\$ 30.00 AUD	Payment Gateway Only	GameDay Training	Active	Edit
2 day product	Membership	\$ 0.00 AUD	Payment Gateway Only	GameDay Training	Active	Edit
2 day product dependant	Membership	\$ 0.00 AUD	Payment Gateway Only	GameDay Training	Active	Edit
a	Membership	\$ 0.00 AUD	Payment Gateway or Manually set Product as Paid	GameDay Training	Active	Edit

4. Make any relevant changes.
5. Click **save**.

### **EDIT PRODUCT ON A FORM:**

1. Go to Products & Forms
2. Click edit against the relevant form.
3. Go to the products tab.
4. Click edit against the relevant product.
5. Make any relevant changes.
6. Click save.

### **Related Articles**



# GAMEDAY

## How do I copy/clone a product?

Last Modified on 26/04/2021 11:15 am AEST

Please see the below on how to clone (copy) a product.

NOTE: products can only be cloned one at a time and cannot be cloned within the registration form itself.

1. Go to **PRODUCTS AND FORMS**.
2. Click on the **PRODUCTS** tab.
3. Search for the product you want to clone.
4. Click the **DROP DOWN** arrow against the product > Click **CLONE PRODUCT**.
5. A message will appear confirming you want to clone this product > click **CLONE**.

This process automatically saves the product as a copy. You now just need to adjust the relevant fields you need to. If the original product was connected to a particular form, this is the only part of the product that is not cloned.

6. The product name automatically gets called *Copy Of (product name)*- be sure to change this to the name needed.
7. Adjust any relevant details.
8. Save.
9. Go back to the form listing to find this cloned product or assign it to the relevant form.

### Related Articles

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## How do I create an add-on product?

Last Modified on 13/12/2021 10:59 am AEDT

Admins have the ability to create "add-on products" to add to their forms, both in membership and events. These product types are mainly used for merchandise type products, like shirts, shorts etc. Although these can be created as normal products, these add-on products allow more options like product attributes; e.g colour and size options as well as delivery options, among others.

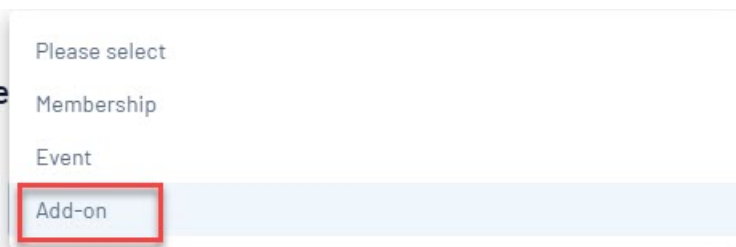
These products are basically created as normal products with some extra field options to select from. Below outlines how you can set up add-on products.

### WITHIN THE PRODUCTS & FORMS SECTION

1. Go to **PRODUCTS & FORMS**.
2. Click on the **PRODUCTS** tab > **CREATE NEW PRODUCT**.
3. Against **PRODUCT TYPE** select **ADD ON**.

Lets add the basic settings for a ne

Product Type \*

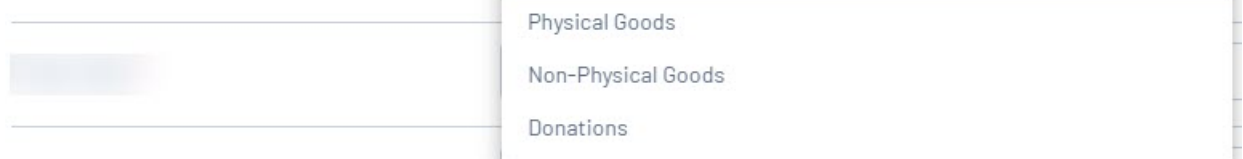


A screenshot of a dropdown menu for the 'Product Type' field. The menu is open, showing four options: 'Please select', 'Membership', 'Event', and 'Add-on'. The 'Add-on' option is highlighted with a red rectangular border.

4. Select the relevant **PRODUCT SUB TYPE**.

- Physical Goods - this is an item that a member will physically receive, like an item of clothing, book etc. The set up for this type of product is a little different so please [click here](#) to see how to set this up.
- Non Physical Goods
- Donations

Product Sub Type \*



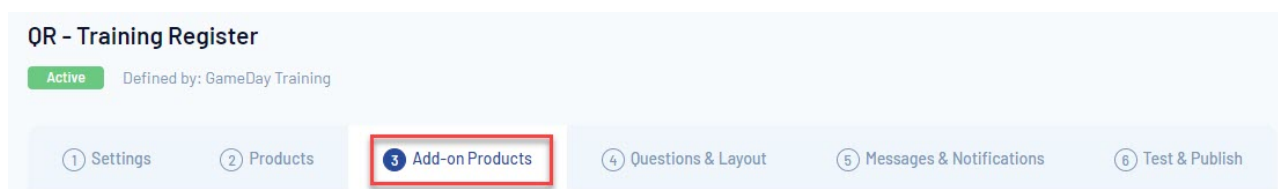
A screenshot of a dropdown menu for the 'Product Sub Type' field. The menu is open, showing four options: 'Please select', 'Physical Goods', 'Non-Physical Goods', and 'Donations'.

5. Input a product name and product description (if needed).
6. Add a product image (optional).
7. Fill in the rest of the product set up as per normal and save.

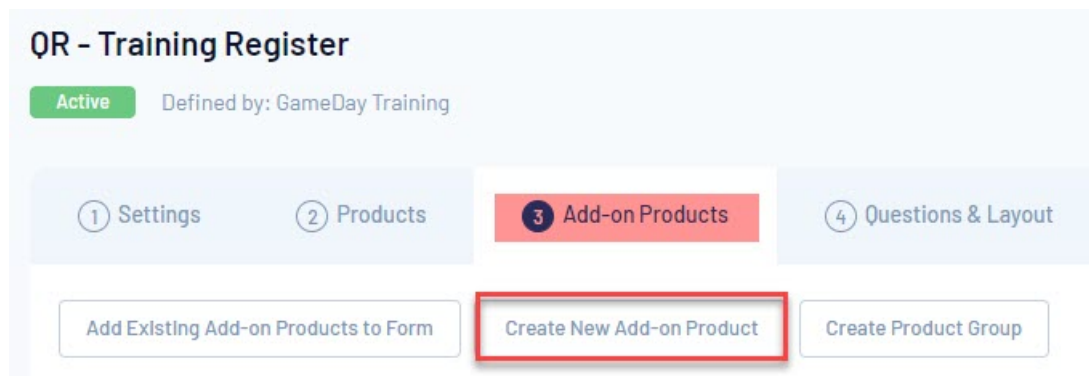
### **WITHIN A MEMBERSHIP OR EVENT REGISTRATION FORM**

The set up is basically if you were creating a product via a form, however, the forms now display an add-on product tab where these products can be created and added to the form automatically.

1. Click **EDIT** against the relevant membership or event form.
2. Click into the **ADD-ON PRODUCT** tab.



3. Click on **CREATE NEW ADD-ON PRODUCT** button.



4. Select a **PRODUCT SUB TYPE**.

- Physical Goods - this is an item that a member will physically receive, like an item of clothing, book etc. The set up for this type of product is a little different so please [click here](#) to see how to set this up.
- Non Physical Goods
- Donations

---

Product Sub Type \*

Please select

- Physical Goods
- Non-Physical Goods
- Donations

---

5. Input a product name and product description (if needed).
6. Add a product image (optional).
7. Fill in the rest of the product set up as per normal and save.

This product is now automatically added to the form as well.

### Related Articles

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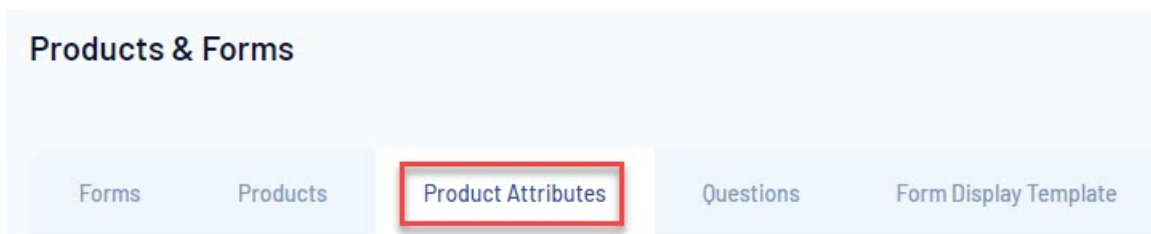
## What is a product attribute?

Last Modified on 13/12/2021 10:42 am AEDT

Admins have the ability to add attributes to certain products. A product attribute is used when an organisation wishes to sell a physical good type item, like water bottles, merchandise, clothing, etc and the product needs to have a colour, size etc listed so an organisation can report on this and provide to members as requested.

Admins can set up product attributes via the following:

1. Click on **PRODUCTS & FORMS**.
2. Click on the **PRODUCT ATTRIBUTES** tab.



You may see that there are default attributes listed, *size* and *colour*. These are default as these are the main ones that most organisations will use. You can use these or create your own if the some of the sizes or colours in the default ones are not what is available for your organisation.

3. Click **CREATE PRODUCT ATTRIBUTE**.



A pop up box will appear to create this attribute.

4. Input the **product attribute name** (e.g size, colour etc)
5. Input the **attribute items** - this is the different options available for that attribute (e.g xl, small, red, blue etc). To delete an item, just click the **trash** icon.

You need at least one attribute item listed to create it, however there is no maximum number of items you can list here.

---

## Create Product Attribute



Product Attribute Name \*

Attribute Items \*



1



2



Add

Cancel

Create

### 6. Click **CREATE**.

This will now appear in the list. Once items have been created, they cannot be deleted.

Product attributes can only be assigned to physical good products, [click here](#) to see how to do this.

### Related Articles

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## How do I add a product attribute to a product?

Last Modified on 13/12/2021 10:42 am AEDT

Once you have created the product attribute it can be added when creating an add-on product. These can only be added to add-on products that have the **PHYSICAL GOODS** sub type.

[Click here](#) to see where to add these product attributes to an add on product (step 8).

### Related Articles

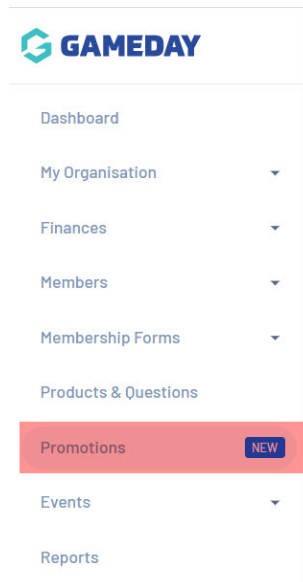
---



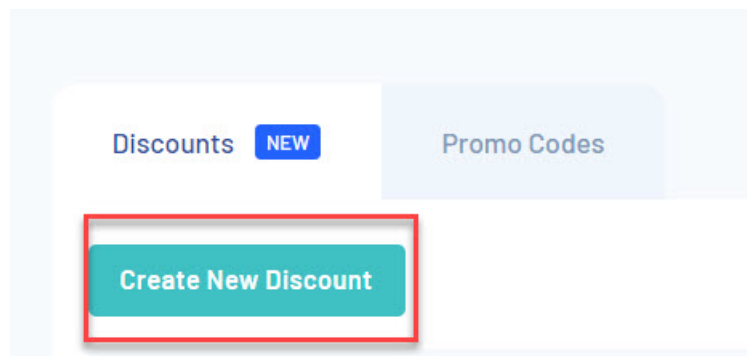
## How to create a discount?

Last Modified on 23/05/2022 12:36 pm AEST

1. Click on the **PROMOTIONS** menu on the left hand side menu.



2. Click **CREATE NEW DISCOUNT**.



For an explanation on the types of discounts and discount sub types, please [click here](#).

3. Select the type of discount you want to create.
4. Select the sub type for the discount (single or multiple).
5. Input a name for the discount and add a description (optional).
6. Input an available from and to date in relation to how long this discount will be available for.
7. Keep as active.

### Discount Details

Discount Type *	Standard Discount
Discount Sub Type *	Single Quantity
Name *	Ash Test Discount
Description	Please enter...
Available from *	3 April 2022 (AEST)
Available to *	31 May 2022 (AEST)
Status *	Active

8. Click CONTINUE.

9. Select the relevant product/s that you want this discount to apply to.

9a. **APPLY TO ALL ACTIVE PRODUCTS:** this option will mean that this discount will apply to every product listed within your product list.

### Products & Groups

Products to discount \*

Apply to all active products  Apply to product type  Apply to specific products

9b. **APPLY TO PRODUCT TYPE:** this option will mean that this discount will apply to ALL products within that specific product type (e.g if membership is selected this discount will apply to ALL membership created products).

Products & Groups

Products to discount \*

Apply to all active products  Apply to product type  Apply to specific products

Product Type \*

Please select

- Membership
- Event
- Add-on

9c. **APPLY TO SPECIFIC PRODUCTS:** this option will mean that this discount will apply specific products that you select that require this discount (e.g the discount applies to a junior volunteer and a senior volunteer fee).

## Products & Groups

Products to discount \*



Apply to all active products

Apply to product type

Apply to specific products

Discount Products \*

Select Product(s)

Product Name	Price	Action(s)
MAddon	10.00	
M Test Mar Product	50.00	

Show 5  
Showing rows 1-2 of 2

<< < 1 > >>

10. Click CONTINUE.

11. Input the relevant discount type. Here you can input a specific amount (\$) or percentage (%).

Here you can also add a subsequent discount if a person was to purchase more than one of the option you chose for the discount.

### Discount Amounts

Discount Type \*

Percentage

Amount

#### Discount(s)

1 Product Purchased

\$ 10

#### Subsequent purchase discount

All subsequent purchase discount

\$ 10

12. Click CONTINUE.

13. Review your information and go back and change if needed.

14. Once happy, click CONFIRM AND SAVE.

This discount has now been applied to the relevant product/s selected.

**HOW DO I TELL IF A PRODUCT HAS A DISCOUNT ATTACHED TO IT?**

You can tell if a product has a discount applied to it via a red "SALE" icon listed next to it. Those that don't will not have one listed.

t-shirt	Add-on	Physical Goods	\$ 10.00 AUD	Payment Gateway Only	PVT National Body	Active	Edit
MAddon	Add-on	Physical Goods	\$ 10.00 AUD <b>SALE</b>	Payment Gateway Only	PVT National Body	Active	Edit
April National Membership Product	Membership	N/A	\$ 50.00 AUD <b>SALE</b>	Payment Gateway Only	PVT National Body	Active	Edit
M Test Mar Product	Event	Ticketing	\$ 50.00 AUD	Payment Gateway Only	PVT National Body	Active	Edit
MC April Addon	Add-on	Physical Goods	\$ 100.00 AUD	Payment Gateway Only	PVT National Body	Active	Edit

## Related Articles



## How to create a bundle discount?

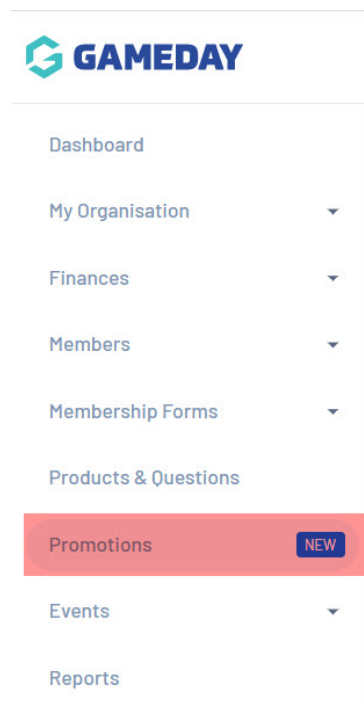
Last Modified on 23/05/2022 12:24 pm AEST

More information on bundle discounts can be found [here](#).

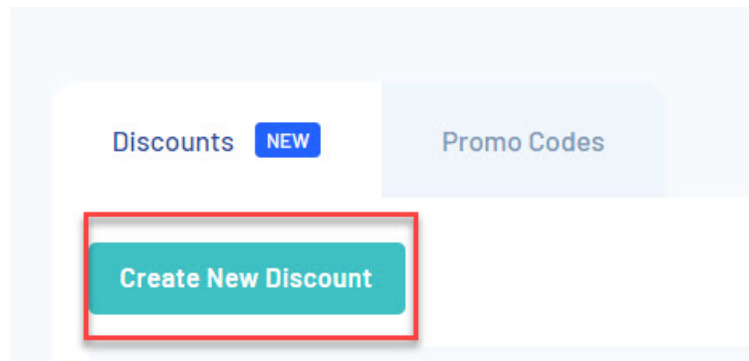
**NOTE:** the products/product groups wanting to apply for this type of discount must be added to the relevant form/s before you can set this up.

Below outlines how to create a bundle discount:

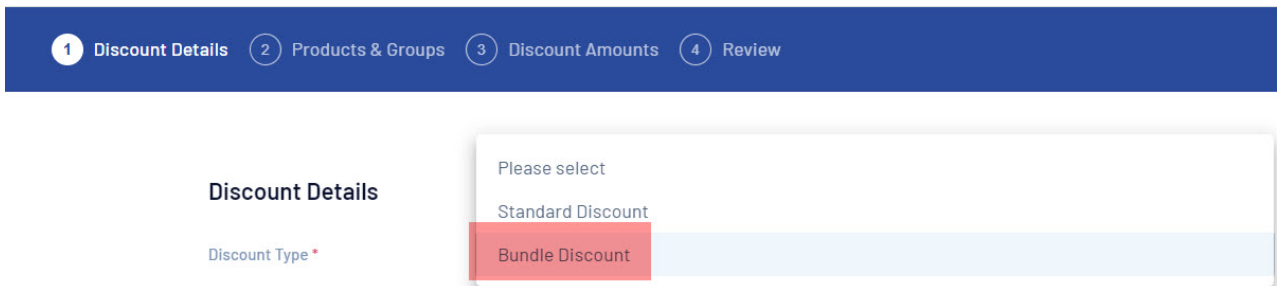
1. Log into your organisation.
2. Click on **PROMOTIONS** from the left hand side menu.



3. Click on **CREATE NEW DISCOUNT**.

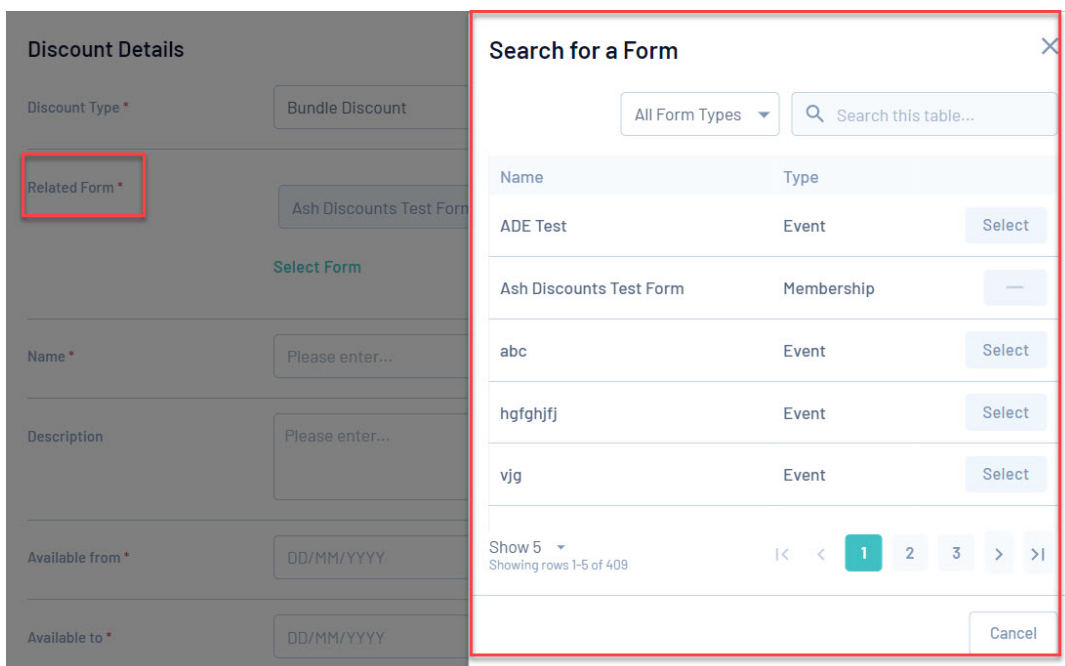


4. Against Discount Type select **BUNDLE DISCOUNT**.



5. Select the relevant **FORM/S** you wish to apply this bundle discount to.

You can choose more than one form here if you wish.



6. Input a name for the bundle discount and input a description (optional).

7. Add in an available to and available from date.

8. Keep status as ACTIVE > click CONTINUE.

9. Select what products/product groups you wish to apply this bundle to and select a minimum number of these a member can select.

If you are using a product group, make sure the group is set up with products listed within it before selecting.

#### Included Products or Groups

Related Form: Discount Ash

Apply to Products or Product Group(s) \*  
 Products  Product Group(s)

Add specific Products

Select Product 1	Minimum Purchase Quantity *
<input type="text" value="Ash Discount Product 1"/>	<input type="text" value="1"/>
Select Product 2	Minimum Purchase Quantity *
<input type="text" value="Select Product"/>	<input type="text"/>

Product is required Minimum Purchase Quantity is required

Click CONTINUE.

10. Select what type of discount you want to apply and input the value you want to apply.

You can choose between:

- Percentage
- Amount
- Price Cap

More information related to each of these can be found [here](#).

#### Discount Amounts

Discount Type \*

Discount(s)

1 Product Purchased

Click CONTINUE.

11. Review what you have set and change if needed.

12. Confirm and save.

This discount will now be applied and displayed within the form you selected:

## Discount Ash

Active Defined by: PVT National Body

- 1 Settings
- 2 Products
- 3 Add-on Products
- 4 Bundle Discounts**
- 5 Questions & Layout
- 6 Messages & Notifications
- 7 Test >

Discounts will be applied to a product based on the following prioritisation model (if there are multiple eligible discounts for that product):  
1. Bundle Discount, 2. Multi-Quantity Discount, 3. Standard Discount  
A Product can only be part of one discount type as part of an order. Where a Product is part of multiple discounts of the same discount type, the discount with the highest amount will be applied.

Discount Name	Discount Type	Available From	Available To	Status	Action(s)
Test Bundle	Bundle	May 1st 2022, 12:00 am (AEST)	June 30th 2022, 11:59 pm (AEST)	<span>Active</span>	<span>Edit</span>

### Can I adjust the type of discount for my bundle?

Yes, if you want to change the type of discount applied for your discount bundle (e.g percentage to amount) then you can do so via clicking EDIT against the bundle discount via the PROMOTIONS page.

## Promotions

Discounts NEW Promo Codes

Create New Discount

All Status

All Discount Types

Type to search



Discount Name	Discount Type	Available From	Available To	Status	Action(s)
Bundle-Price Cap	Bundle	22 April 2022 (AEST)	31 July 2022 (AEST)	<span>Active</span>	<span>Edit</span>
Standard-Single	Standard	22 April 2022 (AEST)	31 July 2022 (AEST)	<span>Active</span>	<span>Edit</span>
sdsd	Bundle	1 April 2022 (AEDT)	30 April 2022 (AEST)	<span>Inactive</span>	<span>Edit</span>
test discount123	Standard	3 April 2022 (AEDT)	31 May 2022 (AEST)	<span>Inactive</span>	<span>Edit</span>
BundleProduct-PriceCap	Bundle	22 April 2022 (AEST)	31 July 2022 (AEST)	<span>Active</span>	<span>Edit</span>

## Related Articles





## How can I set up a series of Family Discounts?

Last Modified on 16/06/2022 11:06 am AEST

Family Discounts are a common registration scenario for junior sports and are a great way to incentivise participation across a group of siblings or large families.

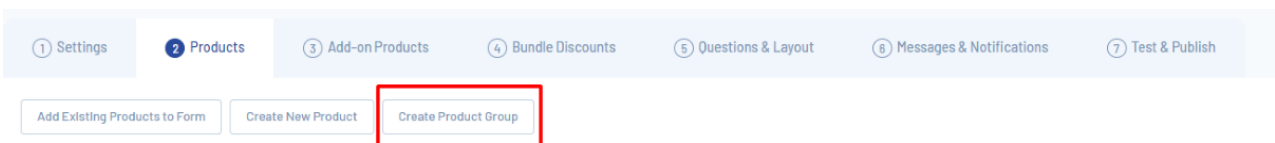
An example of a family discount structure could be:

- > If 3 members are registered as part of the same transaction, the registrant receives a 10% discount on their total fee.
- > If 4 members are registered as part of the same transaction, the registrant receives a 15% discount on their total fee.
- > If 5 members are registered as part of the same transaction, the registrant receives a 20% discount on their total fee.

Using this fee structure, you can set up a series of family discounts on your registration form using the below process.

1. Create a Product Group on your Membership Form to bundle all of your membership products.

Navigate to **Membership Forms** > **Edit your chosen form** > **Products** > **Create Product Group** > **Give your Product Group a name** > **Save**

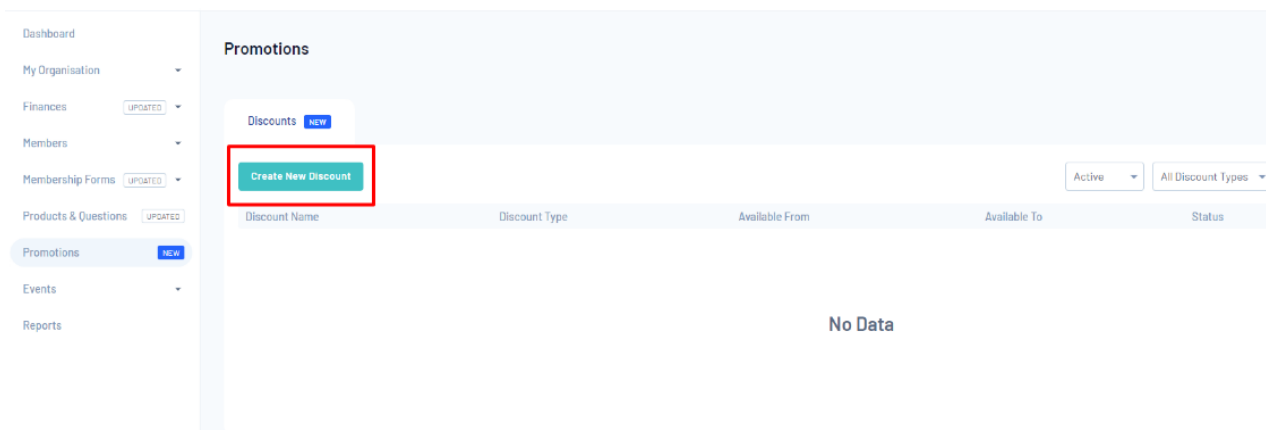


2. Drag and drop all of your membership products into your new product group.

Centre Fees (10)		No minimum		Edit	Delete
Under 6 Fee	\$ 50.00 AUD	Under 6	Under 6	GameDay Training	Active
Under 7 Fee	\$ 50.00 AUD	Under 7	Under 7	GameDay Training	Active
Under 8 Fee	\$ 50.00 AUD	Under 8	Under 8	GameDay Training	Active
Under 9 Fee	\$ 50.00 AUD	Under 9	Under 9	GameDay Training	Active
Under 10 Fee	\$ 50.00 AUD	Under 10	Under 10	GameDay Training	Active
Under 11 Fee	\$ 50.00 AUD	Under 11	Under 11	GameDay Training	Active
Under 13 Fee	\$ 50.00 AUD	Under 13	Under 13	GameDay Training	Active
Under 14 Fee	\$ 50.00 AUD	Under 14	Under 14	GameDay Training	Active
Under 15 Fee	\$ 50.00 AUD	Under 15	Under 15	GameDay Training	Active
Under 17 Fee	\$ 50.00 AUD	Under 17	Under 17	GameDay Training	Active

### 3. Create your family discounts

On the left-hand menu navigate to **Promotions > Create New Discount**



4. Next, we'll create three discounts to reflect the scenario at the top of this article. These discounts would be configured as below:

## Discount 1

### Discount Details

**Discount Type:** Bundle Discount

**Related Form:** Select the form to which you wish to apply your discounts.

**Name:** Family Discount - 3 Registrations

**Available From/Available To:** Consider how long you want to offer this discount for and apply a date range accordingly.

### Products & Groups

**Apply to:** Product Group > Select the Product Group you created in step 1-2

**Minimum Purchase Quantity: 3**

**Discount Amounts**

**Percentage: 10%**

## **Discount 2**

**Discount Details**

**Discount Type:** Bundle Discount

**Related Form:** Select the form to which you wish to apply your discounts.

**Name:** Family Discount - 4 Registrations

**Available From/Available To:** Consider how long you want to offer this discount for and apply a date range accordingly.

**Products & Groups**

**Apply to:** Product Group > Select the Product Group you created in step 1-2

**Minimum Purchase Quantity:**4

**Discount Amounts**

**Percentage: 15%**

## **Discount 3**

**Discount Details**

**Discount Type:** Bundle Discount

**Related Form:** Select the form to which you wish to apply your discounts.

**Name:** Family Discount - 5 Registrations

**Available From/Available To:** Consider how long you want to offer this discount for and apply a date range accordingly.

### Products & Groups

**Apply to:** Product Group > Select the Product Group you created in step 1-2

**Minimum Purchase Quantity:** 5

### Discount Amounts

**Percentage:** 20%

Once created, these discounts will automatically apply to your selected Membership Form, and the discounts will be calculated at checkout!

### **Related Articles**

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## Types of Discounts?

Last Modified on 23/05/2022 12:24 pm AEST

Below provides a detailed explanation of the type of discounts that can be created/managed.

Discounts are calculated via **AMOUNT** or **PERCENTAGE** and they can be applied to all active products within your product listing, a specific product type (e.g membership and/or events) or applied to a specific product/s. Some discounts will apply.

### STANDARD DISCOUNTS

Standard discounts are those that are applied to one specific product/set of products and no other ones (e.g \$10 discount on all products for Black Friday Sale).

This type of discount is only applied to specific products.

#### **STANDARD - SINGLE QUANTITY**

A standard single quantity discount is one that is applied to a specific product if more than one of it is purchased (e.g 15% discount if one jersey is bought, or all products are bought once on a black friday sale).

You can create this one of two ways. You can create this as a normal product (where you can't select more than one quantity) or if a member can select more than one quantity of the product then you'd create the product as an **ADD ON product** to allow multiple quantities to be purchased. When selecting multiple quantities of the product/s that are using the standard discount, this discount will only apply to the one purchase of this product.

#### **STANDARD - MULTIPLE QUANTITY**

A standard multiply quantity discount is one that is applied to multiple of the same product.

You would create a product for this type of discount as an **add on product**, so it allows multiple to be selected. When selecting multiple quantities of this product/s then the discount will apply to however many quantities the discount allows.

If a member gets a bigger discount when purchasing more than one of a product, make sure when creating the discount, the percentage/amount is lower for one quantity purchased and higher for the second quantity of the product purchased and so on.

*For example, you get a 5% discount on purchasing one jersey but if you purchase two jerseys you get a bigger discount of 10% so you would have it created like the below.*

**Multi Discount Ash**

Discount Details    Products & Groups    Discount Amounts

Discount Type \*    Percentage    Amount

Discount(s)

1 Product Purchased    2 Products Purchased

% 5    % 10

Add Purchase Discount

Subsequent purchase discount

All subsequent purchase discount

% 2

- Multi-quantity discount calculates against the original price and takes priority over any standard discount within the same purchase order
  - if there are 2 or more multi-quantity discounts applicable for the same product, the highest discount amount would apply
  - if both are equal, the most recently created discount would apply

## **BUNDLE DISCOUNT**

A bundle discount is one where there are multiple products that get discounted by a certain percentage or price.

These types of discounts are applied to both a form/s as well as products or product groups.

For example if a member purchases Product A, Product B and Product C, they receive a 15% discount of the total price.

Bundle discounts rely on having all products within the bundle selected in order for the discount to apply. So if you select only one product from within the bundle discount the discount will become void and not apply, so if any of those products, if they can be purchased separately but still have discounted price, then these also need to have standard discounts applied to them, themselves.

Bundle discounts have an additional Price Cap option for the discount amounts. This means the bundle can have a set limit on how much it will cost per product set or group which limits the overall price of these products. For example if a product group containing 4 products has a price cap of \$200 and each product is worth \$75, then each product will have \$25 deducted from its price decreasing the collective amount for these products from \$300 to \$200.

## Related Articles

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# GAMEDAY

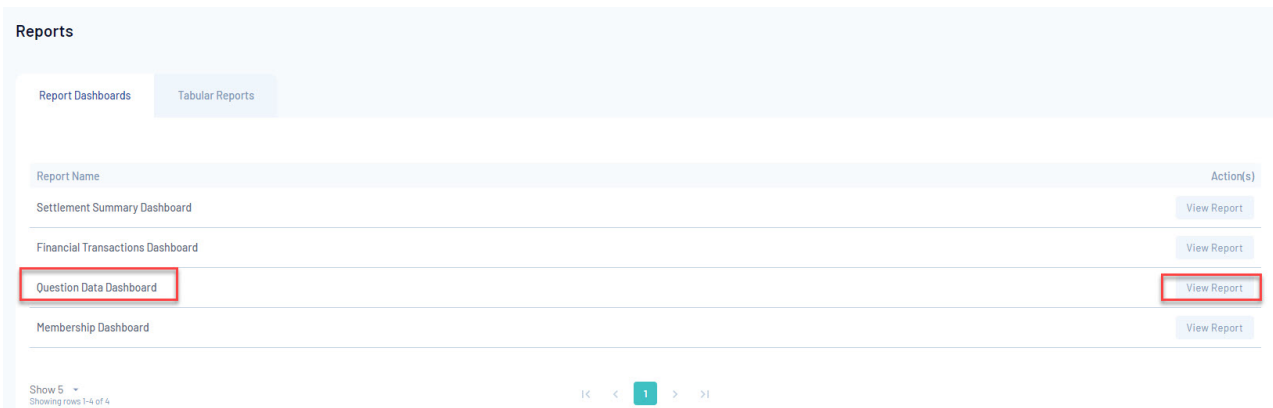
## Question Data Dashboard Report

Last Modified on 27/04/2021 10:24 am AEST

The Question Data Dashboard Report will display information within individual graphs in which you can then export as individual graphs or one large graph. This dashboard report is available to all Organisations.

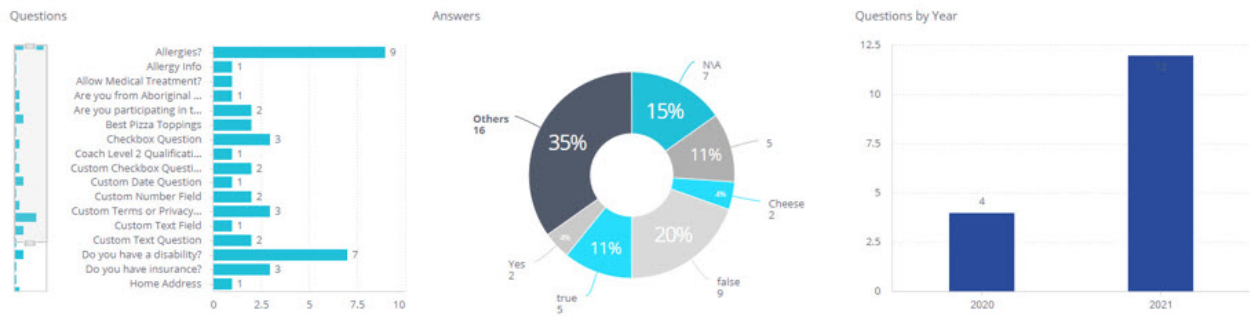
The custom questions answered by members within the form will automatically be pulled into these graphs so there is no need for you to customise a report to gather this information. The column graph and table graph will be the main ones to view if you need information related to the custom questions answered within a form.

1. Go to **Reports**.
2. On the **Reports Dashboard** tab, click **View Report** against the Question Data Dashboard.



3. This may take a moment or two to load so please be patient.
4. You will then be displayed with different graphs related to the questions members answered via the registration form.





Organisation	Org State	Last Name	First Name	Gender	Question	Answer
GameDay Training	Victoria	[Redacted]	[Redacted]	Male	Allergies?	false
					Are you participating in the 5k Run?	Yes
					Custom Terms or Privacy Policy Question	true
					Do you have a disability?	false
					Home Address	Jersey Street Greater Manchester United Kingdom M4 6JG
					Custom Checkbox Question	true
		Custom Date Question	2019-12-04			
		Custom Number Field	12			
		Custom Terms or Privacy Policy Question	true			
		Allergies?	false			
		Allow Medical Treatment?	true			
		Are you from Aboriginal and/or Torres Strait Islander origin?	Do Not Wish to Disclose			

This report shows graphs related to:

- How many members answered what questions
- How many people from each organisation within your heirarchy had members answer these questions
- Full list that shows the member name, organisation, gender and answer to the questions asked within the registration form.
- The percentage of members that answered these questions.

When initially viewing the report, this report should display all the questions that have been answered within the registration forms, so the bar graph should appear similar to the above.

If you need to adjust what questions you want displayed in this bar graph, all you need to do is adjust the filter on the left hand side to what you want to display. Please see below:

### How to adjust the report to view/export multiple questions at once?

If you want to report on one or more questions within the report, all you need to do is click the graph of your first question that you want listed. Then on the right hand side, click the EDIT button, in which you can select or search more questions to report on. Once happy click OK and the report will adjust to display those questions and answers in the report:

Your browser does not support HTML5 video.

If certain questions have been used through different years/seasons then you will need to filter the specific year these were answered in otherwise the report will base it off all years. To filter via specific years please see the following:

Your browser does not support HTML5 video.

To clear any specific filters for any of the graphs, to where the graphs display all the information, all you need to do is click CLEAR SELECTION on each of the graphs:



**NOTE:** for those organisations that have the *events* module enabled this report will display slightly different. To only report on the questions answered within a registration form adjust the filter on the right hand side to only include the **MEMBERSHIP** product type and the relevant registration **FORM NAME**. All others parts of this report will remain the same.

## Related Articles

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## Advanced Member Report

Last Modified on 27/04/2021 10:33 am AEST

1. Go to Reports, click on Tabular Reports.
2. Next to the Advanced Member Report, click View Report.

A screenshot of the 'Reports' section in a web application. The interface has a light blue header with 'Reports' and two tabs: 'Report Dashboards' and 'Tabular Reports'. Below the tabs is a table with two columns: 'Report Name' and 'Action(s)'. The first row is 'Advanced Member Report' with a 'View Report' button. The second row is 'Advanced Clearance Report - Transferred Out' with a 'View Report' button. The third row is 'Admins and Contacts Report' with a 'View Report' button. The fourth row is 'Advanced Clearance Report - Transferred In' with a 'View Report' button. The fifth row is 'Organisation Detail Report' with a 'View Report' button. A gear icon is in the top right corner. Red boxes highlight the 'Advanced Member Report' text and its 'View Report' button.

The **Advanced Member Report** will display the information for members related to:

- contact details
- selected member types
- national number (if the sport uses this)
- financial status at each level and the start and end date for those registrations.
- member status

## Advanced Member Report

Member Status ▼      Organisation ▼      Member Types ▼

National Number	First Name	Last Name	DOB	Gender	Email	Mobile	Organisation	Member Status
NVA			07/15/1...	Female		+61 400100200	GameDay Training	Active
NVA			04/04/1...	Female		+61 400100200	GameDay Training	Active
NVA			07/01/2...	Female		+61 400100200	GameDay Training	Active
NVA			04/01/2...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			10/14/1...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			04/04/1...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			04/01/2...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			07/29/1...	Female		+61 400100200	GameDay Training	Active
NVA			01/01/2...	Female		+61 400100200	GameDay Training	Active
NVA			04/05/2...	Female		+61 400100200	Transfer Club A	Active
NVA	Jade	Maxwell	10/14/1...	Female		+61 400100200	GameDay Training	Active

Use the scroll bar at the bottom of the report to scroll through the table. You can filter this report to display based on a member status, organisation (if you are higher in the heirarchy) and member types.

Note: true refers to yes or active, while false refers to no or inactive.

## Related Articles



## Transaction Report (Basic Details)

Last Modified on 03/05/2021 11:03 am AEST

1. Go to Reports, click on Tabular Reports.
2. Next to the Transaction Report (Basic Details), click View Report.

This Member Transaction report, provides basic details into the transactions that have occurred for your organisation. It provides information related to:

- organisation
- member type selected
- financial status
- order details
- transaction details
- product details
- settlement details

Transaction Type	Payment Method	Payment Type	Order Status	Transaction ID	Product Name	Product Type	Product Price	Product Status	Quantity	Item #
Payment	Braintree - Credit ...	Online	Paid	763116	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763117	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763119	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763120	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763124	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763125	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763126	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763127	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763161	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763162	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763163	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763179	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763180	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763181	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763187	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763188	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763198	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763199	active	Membership	\$30	Active	1	1
Payment	Braintree - Credit ...	Online	Paid	763200	active	Membership	\$30	Active	1	1

**NOTE: true refers to active, while false refers to inactive. Committed refers to unpaid.**

### **IF YOUR ORGANISATION IS SET UP AS AN ACTIVE KIDS VOUCHER PROVIDER:**

If your organisation is set up to take Active Kids vouchers, you will also be able to see the voucher code used and the voucher amount when running this report.

You will see two fields related to the vouchers:

- Voucher Code
- Voucher Amount

These two columns will display the voucher code that the member used and the amount of the voucher. This will be either \$100 or less (depending on the price of your products and what products the member purchased).

*If the columns shows N/A or \$0 it means that member didn't use an Active Kids Voucher to purchase products.*

		Voucher Code	Voucher Amount
		N/A	\$0
		N/A	\$0

### Related Articles

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## Tabular Report: Exporting Reports

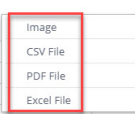
Last Modified on 21/06/2022 1:54 pm AEST

Exporting the Tabular Reports is slightly different than exporting the reports from the Reports Dashboard. The reports can be exported into a PDF, Image or CSV file.

To export these reports, click on the **second set of three dots** in the top right hand corner of the report.

The hover over the **download** menu and select your **export type**.

Organisation	Org State	Last Name	First Name	Gender	Question	Answer
GameDay Training	Victoria	Bignell	Daniel	Male	Allergies?	false
					Are you participating in the 5k Run?	Yes
					Custom Terms or Privacy Policy Question	true
					Do you have a disability?	false
					Home Address	Jersey Street Greater Manchester United Kingdom M4 6JG
	Brady	Participant	Male	Custom Checkbox Question	true	
				Custom Date Question	2019-12-04	
				Custom Number Field	12	
				Custom Terms or Privacy Policy Question	true	
	Dokolas	Kosta	Male	Allergies?	false	
				Allow Medical Treatment?	true	
				Are you from Aboriginal and/or Torres Strait Islander origin?	Do Not Wish to Disclose	
				Are you participating in the 5k Run?	Yes	
	Ferguson	D'Brickshaw	Male	Allergies?	false	




### Related Articles





## Tabular Reports: Filtering

Last Modified on 27/04/2021 11:08 am AEST

There has been some changes to the way the Tabular reports can be filtered- previously they could only be filtered by certain fields however now admins are able to filter via a variety of different fields depending on what they want out of the report. This filtering option is available in all the Tabular reports.

The fields in each of the reports will vary so the steps below are more of a guide on how the filters work in general rather than specifically how to filter every generic field. Use this as a guide on how to filter the reports - if you are still unsure how to best filter your report based on the process below please email the support team who can provide further assistance.

These new filtering options will mainly be used for the transactions reports and filtering the *order year* down even further.

**NOTE: only the generic drop down fields at the top of the report can be filtered, so if you require anything more specific for your report then it will be best to export based on the current filters and then filter further within a excel/CSV.**

The reports now enable an admin to report via one of two ways:

1. By **generic filter**; like specific organisation, order year, status, member type etc.
2. By **specific fields** within each generic filter; like only one or two member types, within the last 60 days etc. This type of filter will appear once you select a generic filter.

### Transaction Report (Basic Details)

The screenshot shows a web interface for a Transaction Report. At the top, there are several filter dropdowns: Organisation, Member Types, Order Year, Order Status, Product Name, and Product Type. Below these is a table with columns: National Number, First Name, Last Name, Gender, Birth Date, Email, Mobile Phone, Organisation, MemberTypes Groups, and Financial Status. To the right of the table is a 'Filters' sidebar with expandable sections for 'Order Year' (showing 2021) and 'Member Types' (showing Associate.Member).

National Number	First Name	Last Name	Gender	Birth Date	Email	Mobile Phone	Organisation	MemberTypes Groups	Financial Status
N/A	Hope	Mikaelson	Female	01 Apr 2003	ash.black@mygamed...	+61412345678	GameDay Training	Associate.Member	True
N/A	Hope	Mikaelson	Female	01 Apr 2003	ash.black@mygamed...	+61412345678	GameDay Training	Associate.Member	True
N/A	ash	transfer	Female	04 Apr 1992	ablack+23@sportstg.c...	+61412345678	GameDay Training	Associate.Member	True
N/A	ash	transfer	Female	04 Apr 1992	ablack+23@sportstg.c...	+61412345678	GameDay Training	Associate.Member	True
N/A	ash	transfer	Female	04 Apr 1992	ablack+23@sportstg.c...	+61412345678	GameDay Training	Associate.Member	True

When you view a report you may notice that there are no filter options on the left hand side and this is because the report is currently filtering all the information related to all the **generic** fields.

### Transaction Report (Basic Details)

National Number	First Name	Last Name	Gender	Birth Date	Email	Mobile Phone	Organisation	MemberTypes Groups	Financial Status
NVA	Participant	Grimes	Female	29 Jul 1994	...	061 40010000	GameDay Training	Athlete	True
NVA	Participant	Phillips	Male	29 Jul 2008	...	0	GameDay Training	Athlete	True
NVA	Coach	Stewart	Male	29 Jul 1994	...	0	GameDay Training	Admin,Coach,Official,Vo...	True
NVA	Coach	Stewart	Male	29 Jul 1994	...	0	GameDay Training	Admin,Coach,Official,Vo...	True
NVA	Coach	Smithy	Female	29 Jul 1993	...	0	GameDay Training	Admin,Coach,Official,Vo...	True
NVA	Coach	Stewart	Male	29 Jul 1994	...	0	GameDay Training	Admin,Coach,Official,Vo...	True
NVA	Participant	Grimes	Female	29 Jul 1994	...	0	GameDay Training	Athlete	True
NVA	Participant	Grimes	Female	29 Jul 1994	...	0	GameDay Training	Athlete	True
NVA	Participant	Brady	Male	29 Jul 1994	...	0	GameDay Training	Participant	True
NVA	Participant	Grimes	Female	29 Jul 1994	...	0	GameDay Training	Participant	True
NVA	Participant	Maxwell	Female	15 Jul 1982	...	0	GameDay Training	Admin,Coach,Official,Vo...	True
NVA	Coach	Smithy	Female	29 Jul 1993	...	0	GameDay Training	Member	True
NVA	Coach	Smithy	Female	29 Jul 1993	...	0	GameDay Training	Coach	True
NVA	Participant	Brady	Male	29 Jul 1994	...	0	GameDay Training	Participant	True
NVA	Coach	Stewart	Male	29 Jul 1994	...	0	GameDay Training	Coach	True
NVA	Participant	Brady	Male	29 Jul 1994	donotreply@mygame...	...	GameDay Training	Participant	True

Once you start filtering based off those generic fields this will then display those specific fields on the right hand side of the screen in which you can then filter even more. Some filters will also have a search bar to make it easier.

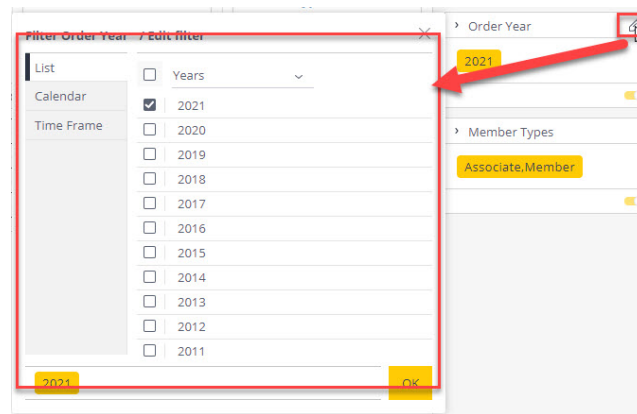
*In this example we will use the Order Year as the main filter as this has quite a few options to it.*

### Transaction Report (Basic Details)

National Number	First Name	Last Name	Gender	Birth Date	Email	Mobile Phone	Organisation	MemberTypes Groups	Financial Status
NVA	Hope	Mikaelson	Female	01 Apr 2003	...	+61412345678	GameDay Training	Associate,Member	True
NVA	Hope	Mikaelson	Female	01 Apr 2003	...	+61412345678	GameDay Training	Associate,Member	True
NVA	ash	transfer	Female	04 Apr 1992	...	+61412345678	GameDay Training	Associate,Member	True
NVA	ash	transfer	Female	04 Apr 1992	...	+61412345678	GameDay Training	Associate,Member	True
NVA	ash	transfer	Female	04 Apr 1992	...	+61412345678	GameDay Training	Associate,Member	True

To edit these filters or see more specific filters click on the pencil icon when hovering over the right hand corner of these boxes.

Once you click on this pencil icon, this will display another branch pop up which allows the admin to select further options to select for this filter field.

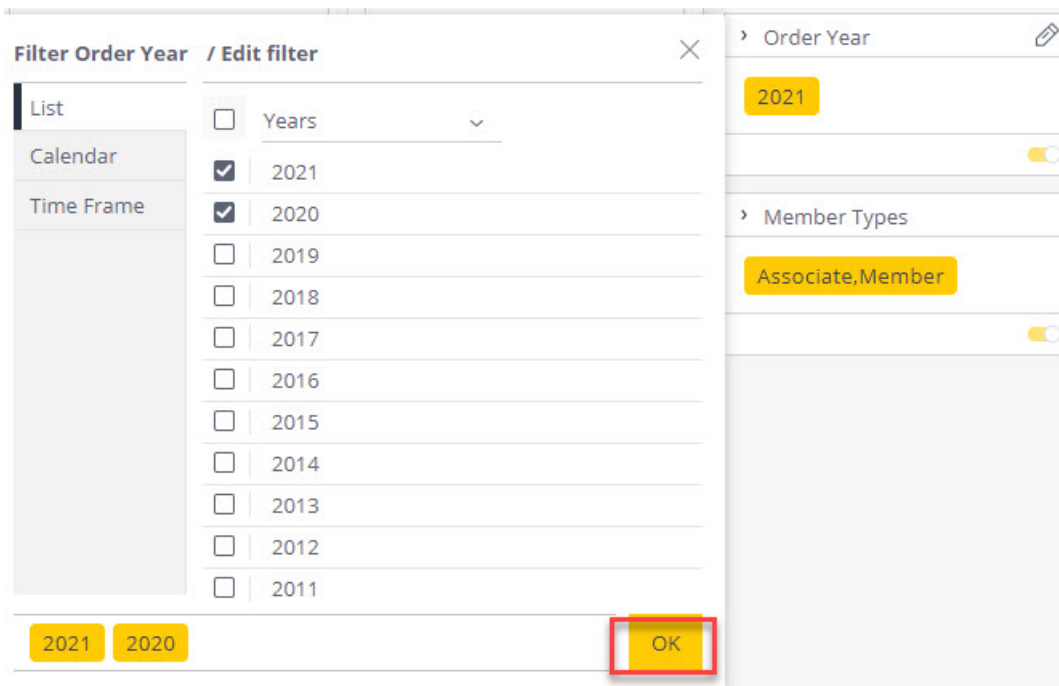


This particular filter provides the admin with the option to filter the report more specifically by a list, calendar and timeframe in relation to the order year selected.

The order year can be filtered several ways:

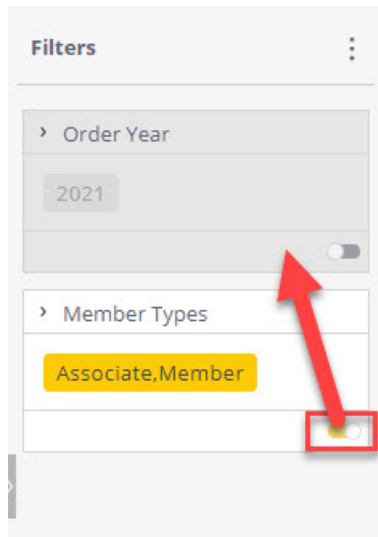
- **BY LIST** - this allows you filter by different time periods, like years, months, days etc- just click the arrow on the drop down list
- **BY CALENDAR** - this allows you to filter by selecting a certain period within a calendar view, selecting a particular quarter via the drop down list, or manually inputting a from-to date.
- **BY TIMEFRAME** - this allows the user to filter by selecting a specific timeframe, in terms of years, months, days etc.

Once you are happy with filters click the **OK** button at the bottom of that filter to apply those changes. The report may take a couple of seconds to render the changes so please be patient.



If you have applied filters but would like to revert the report back to show all the information,

just click the **switch button** which will disable these filters (will be greyed out) and render the report back to the generic filters. Make sure you also adjust the generic filters at the top back to no selection in order to get all information.



**NOTE:** if you filtered the report and then leave the report, the filters will remain on the report the next time you view it - to change this, remove the filters or adjust the filters like in the steps above.

## Related Articles

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