GAMEDAY

Registrations | FAQs (Administrators)

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This article seeks to answer some of the common questions received by sports administrators.

Setting Up Registrations

What is the first thing I need to do at the start of a new Registration Season?

Please view our New Season Checklist article, to ensure you are ready to accept Online Registrations & Payments ahead of your new season.

I would like to accept Online Payments, how do I apply for this?

You will need to complete the bank details application from within your membership database. This can be found under the Registrations tab and selecting Payment Configuration.

Please contact GameDay Support if you require assistance in setting up your payment gateway.

What are the processing fees that GameDay take out?

GameDay have a processing fee for every transaction processed through the system. If more than one item is purchased within the one transaction the processing fee will be taken out based on the total amount of this transaction.

- For Polipay payments (direct debit), GameDay take out 2.7%
- For the credit card/paypal payment method, GameDay take out 3.9%

It is recommended that the club adjust the price of their products to include this processing fee.

Our Bank Account details have been changed, how do I update this?

To update your Bank Account details, go to the Registrations tab and selecting Payment Configuration and update the relevant details and be sure to provide an updated bank statement.

Can I use the same Registration Form as last season?

Yes, you are able to reuse forms season to season. Ensure you update any wording used in the form to reflect the new season.

Can I use a registration form for multiple seasons?

No, the database only allows one season to be run at time - which is called a default season - so the form used will only ever register the member to the season you have assigned. Multiple

seasons cannot be run at once/ cannot register members to multiple seasons at once.

Can I use the same Products as last season?

No. Products cannot be reused, and must be copied and/or created each year.

Information on Copying Products can be seen - https://support.mygameday.app/help/registrations-copying-products

I would like to open Registrations for my members, how do I do this?

Ensure your Payment Gateway, Products and Registration Forms are configured and Active.

To distribute your Registration Form to your members, you will need to View your Registration Form and copy your Form URL.

To learn more about linking a Registration Form to your standard Passport Website, click here

To learn more about linking a Registration Form to your sport's Locator, click here

What is the maximum file size for documents uploaded to a registration form?

The maximum file size for documents uploaded by registrants on a registration form is 5MB

Accepting Registrations

A member has contacted me saying they are required to complete a clearance/transfer, what do I do?

You will need to work with your member and your League/Association to guide them through this process.

An overview can be seen http://support.sportstg.com/help/membership-clearancepermit-process

What are compulsory payments?

Compulsory Payments are a feature that Club/League administrators can use to ensure they receive their registration fees up front.

Compulsory Payments ensure that members who register online will pay their fees at the time of registration.

Further information on Compulsory Payments can be seen - http://support.sportstg.com/help/how-to-set-compulsory-payments

Members are contacting me saying they are unable to see a product on a form, what do I do?

Please ensure your Products are active on your registration form and that your Product Filers are setup correctly.

Please contact GameDay Support if you require assistance.

How does a member use a voucher?

There is a capability to pay using either the NSW or South Australian Vouchers. More information is available in the following articles:

NSW Vouchers - Registration Process
SA Vouchers - registration Form Process

Post Registration

My members have begun to pay online, how do I report on the funds I have received?

We recommend using our detailed Financial Reports to obtain this data.

An instructional video can be found HERE

We recommend you save this report for easy access in the future.

My members are registering and paying online, but they are not being marked as financial?

Please ensure your product is marked to "Set Player Financial" on successful payment.

This can be done via the Actions tab when editing a Product.

A member has contacted me saying they have been double charged, what do I do?

We recommend firstly running a Financial Report to see if two lots of funds have been deposited to your clubs bank account. If so, you can arrange a refund with your member.

If you are unable to locate a second payment, please contact GameDay Support for assistance with duplicate payments.

I would like to close Registrations, how do I do this?

Depending on your sport, you will be able to specify your Start and End date when setting up your Registration Form.

If you do not have this option, you can Edit your form and uncheck the Active checkbox.

After registering, I have had a member say that a $1.00 transaction come out of their account and they are unsure what it is for?

Our payment gateway verifies a new credit card by running either a $0 or $1 authorisation and then automatically voiding it. For most processors and card brands, transactions are initially tried with a $0 authorisation. If $0 authorisations are not supported, a $1 authorisation will be performed automatically.

In any instance where a $1.00 authorisation returns a successful result, we immediately follow up with an automatic void request to ensure that the transaction does not settle and that it disappears from the cardholder's statement as soon as possible.

Note: Some banks don't recognise void requests immediately. It's possible that after the void is issued, your customer will still see the pending charge. If this happens, have your customer call their bank; the bank should be able to see the void request and update your customer's bank statement accordingly.