

How do I send a message to my participants?

04/12/2025 9:07 am AEDT

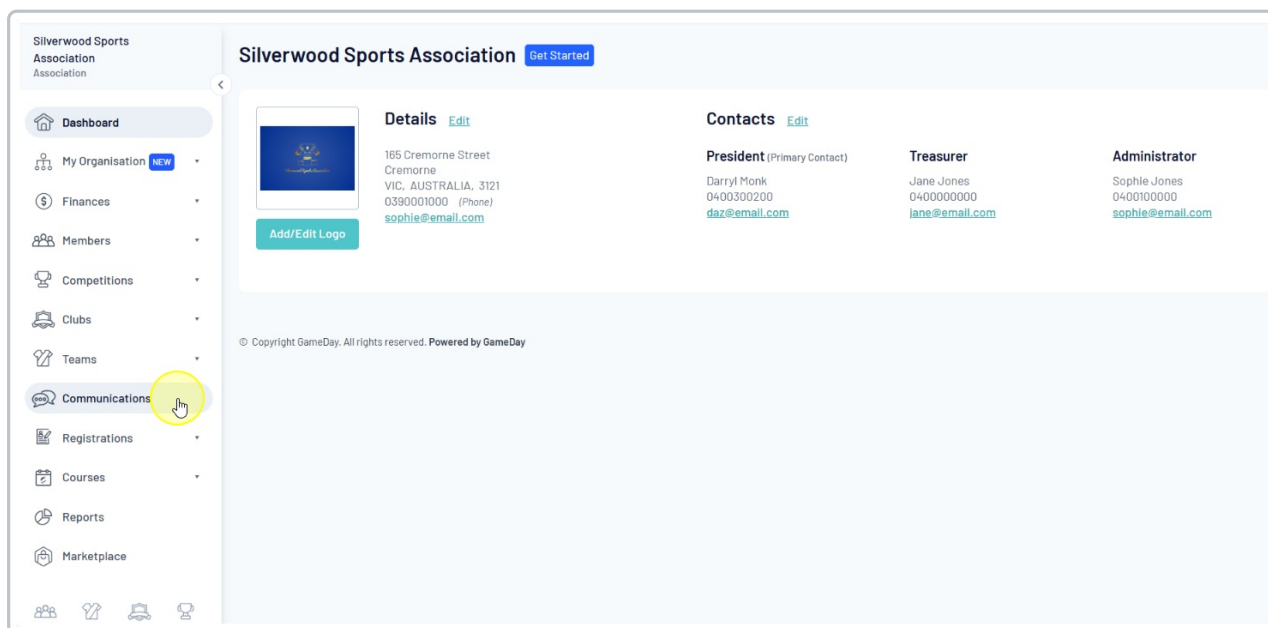
Overview

The process for sending a message to your participants in the **GameDay Passport** system consists of three main steps: specifying recipients, selecting a mode of communication, and composing the message.

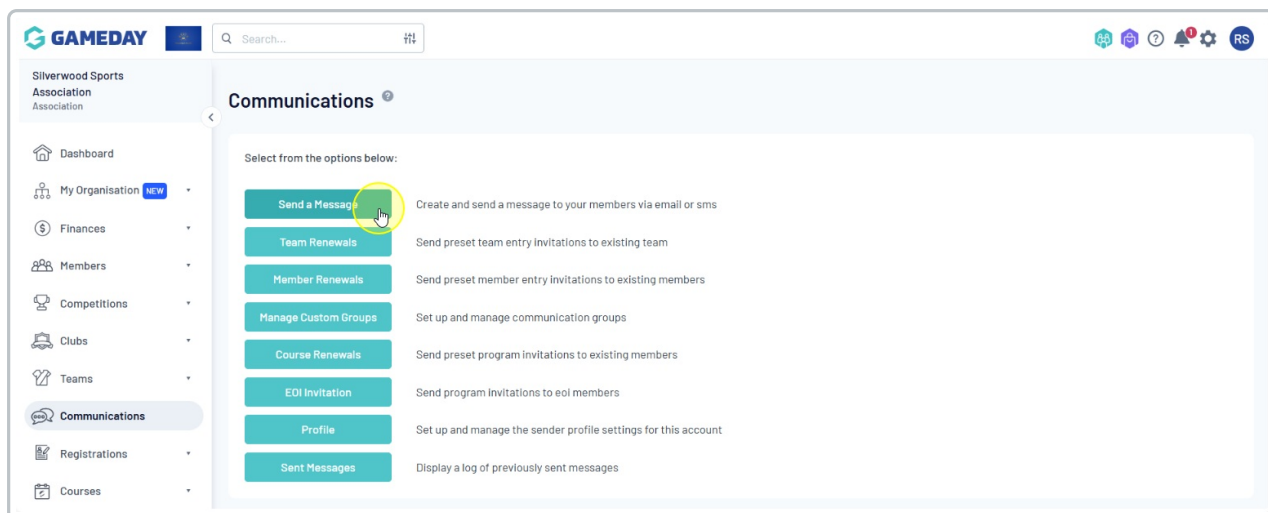
Step-by-Step

Step 1: Navigate to your Communications module

First, click on **COMMUNICATIONS** in the menu



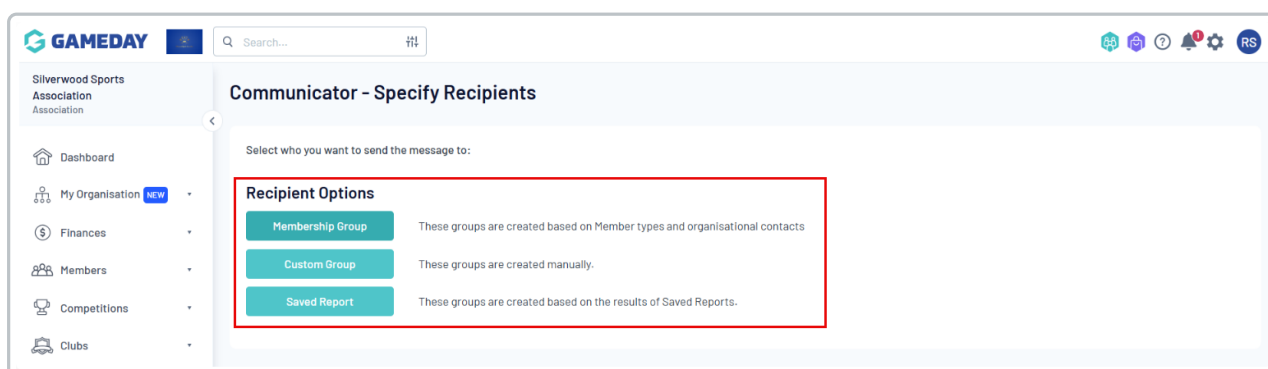
Then, click **SEND A MESSAGE**



Step 2: Select a Recipient Group

You will be prompted to select who you want to send the message to using one of the three 'Recipient Options': **Membership Group**, **Custom Group**, or **Saved Report**

- **Membership Group**: Select members based on their member type (players, coaches, umpires, officials), administrators from the club contacts, and/or team contacts
- **Saved Report**: Select a saved member report that you have previously set up



Membership Group

When you choose this option, you select from predefined lists using radio buttons

- **Club Contacts**: Click on the **Contact Type** drop-down list and select the type of club contacts you want to message.
- **Team Contacts**: Click on the **For Teams registered in competitions in Season** drop-down list and select a season. This sends the message to teams participating in that season.
- **Players**: Click on the **Registered in Season** drop-down list and select a season. This sends the message to players registered in that season. You can click the **Include parents** check box to include players' parents
- **Coaches**: Click on the **Registered in Season** drop-down list and select a season. This sends the message to coaches registered in that season

- **Umpires:** Click on the **Registered in Season** drop-down list and select a season. This sends the message to umpires registered in that season
- **Officials:** This sends the message to all officials in your database

Membership Group

Choose which predefined list you want to send to. When complete press the "Continue" button.

<input type="radio"/> Club Contacts	Contact Type	All Contacts	
<input type="radio"/> Team Contacts	For Teams registered in competitions in Season	2025	
<input type="radio"/> Players	Registered in Season	2025	Include parents <input type="checkbox"/>
<input type="radio"/> Coaches	Registered in Season	2025	
<input type="radio"/> Umpires	Registered in Season	2025	
<input type="radio"/> Officials			
<input type="radio"/> Misc	Registered in Season	2025	
<input type="radio"/> Volunteer	Registered in Season	2025	
<input type="radio"/> Courses	Enrolled in Course	All Current Courses	Include parents <input type="checkbox"/>

[Continue](#)

Custom Group

Custom Groups allow you to select a custom group of recipients that you have previously set up

Communicator - Specify Recipients

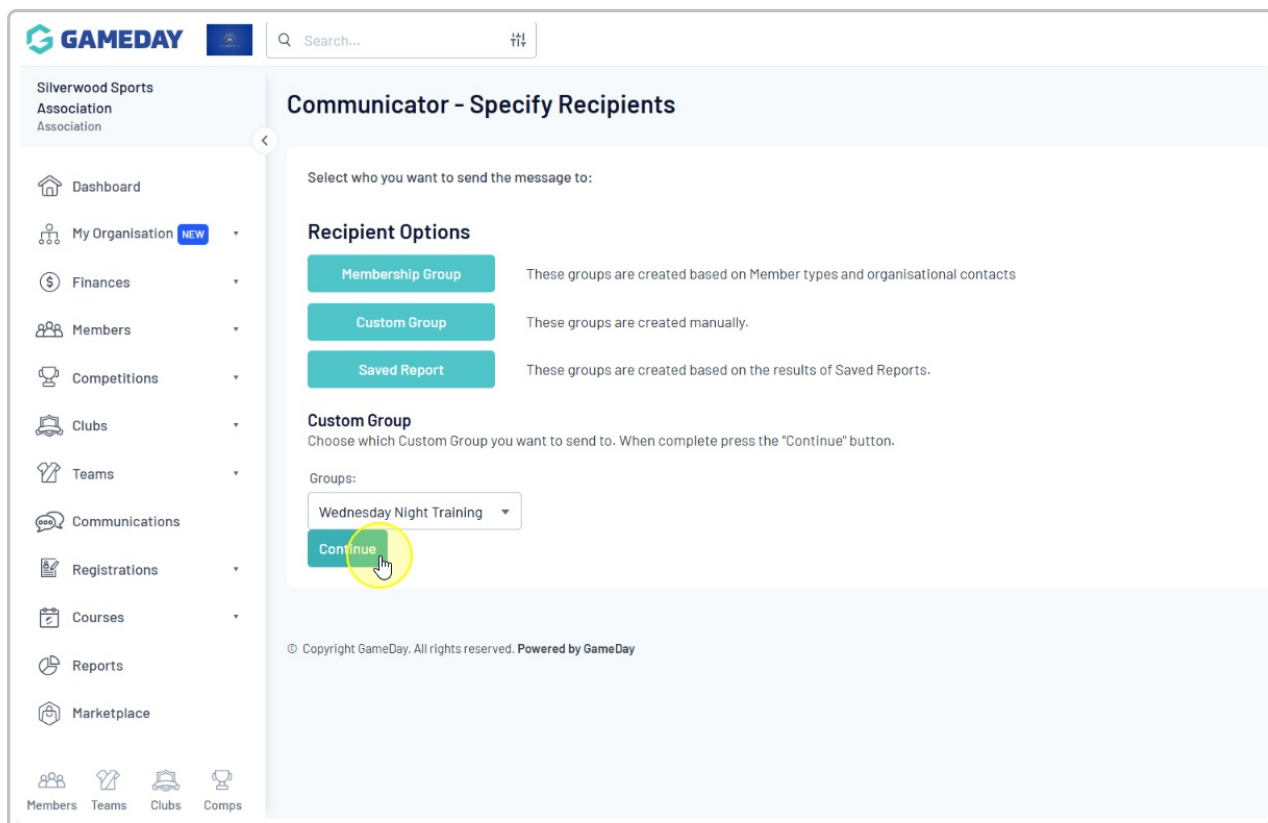
Select who you want to send the message to:

Recipient Options

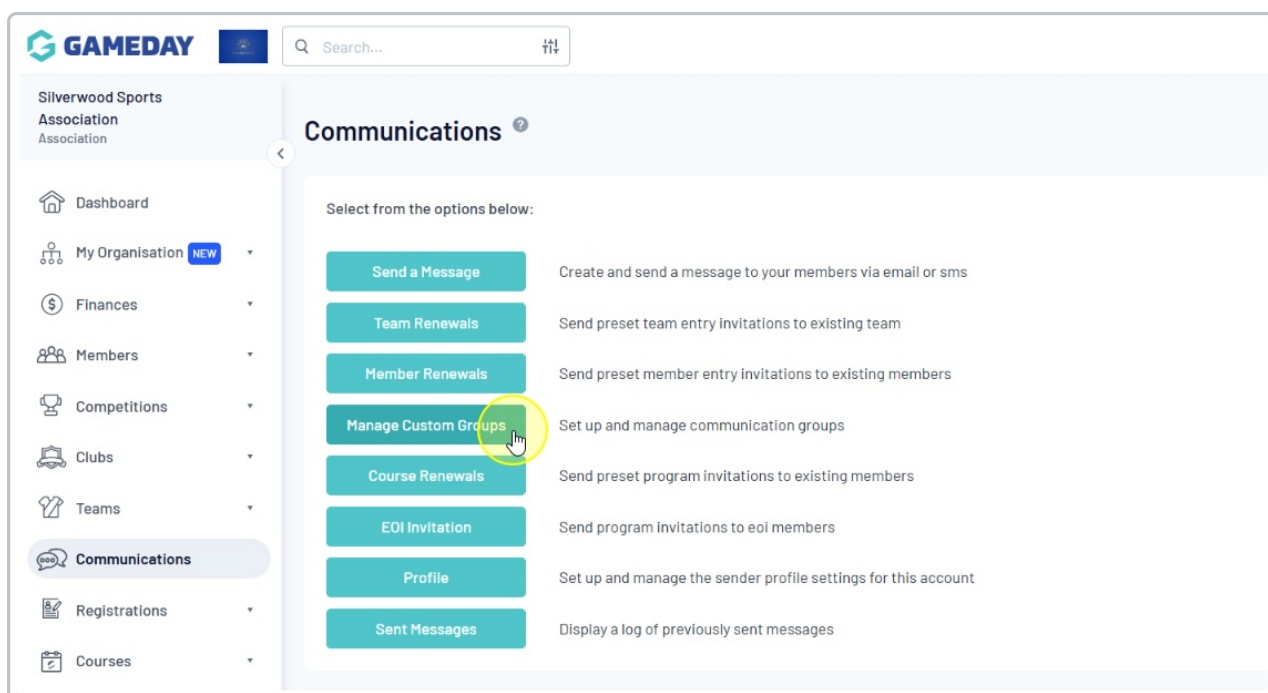
Membership Group	These groups are created based on Member types and organisational contacts
Custom Group	These groups are created manually.
Saved Report	These groups are created based on the results of Saved Reports.

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Click on the **Groups** drop-down list and select the group you want to send the message to, then click **CONTINUE**.

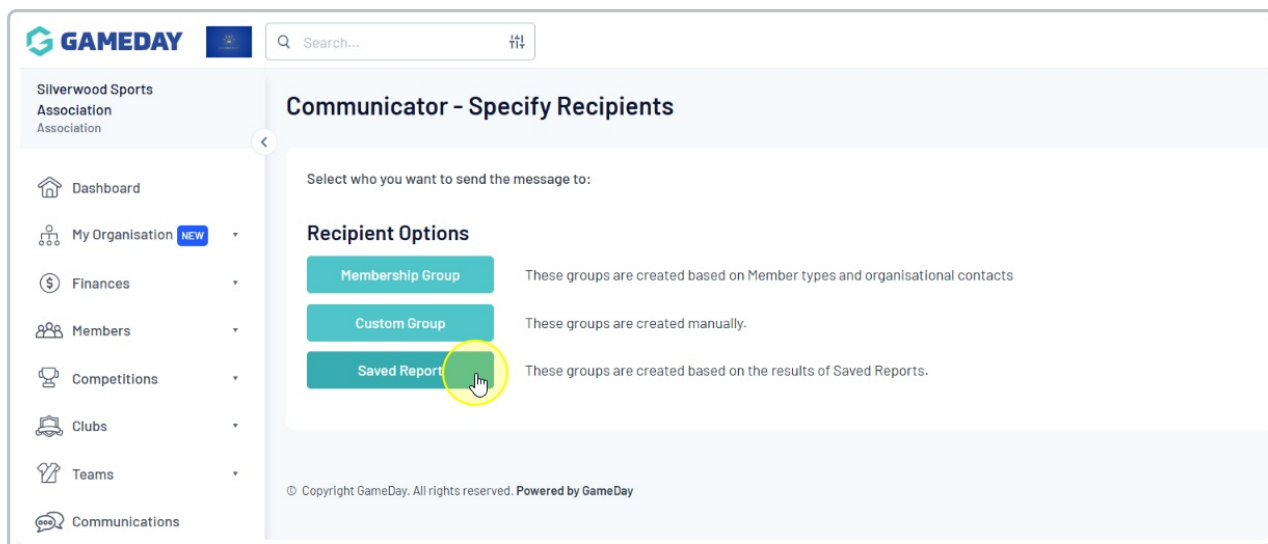


If you don't have a group listed, you can create new custom groups by selecting the **MANAGE CUSTOM GROUPS** option on the **Communications** page

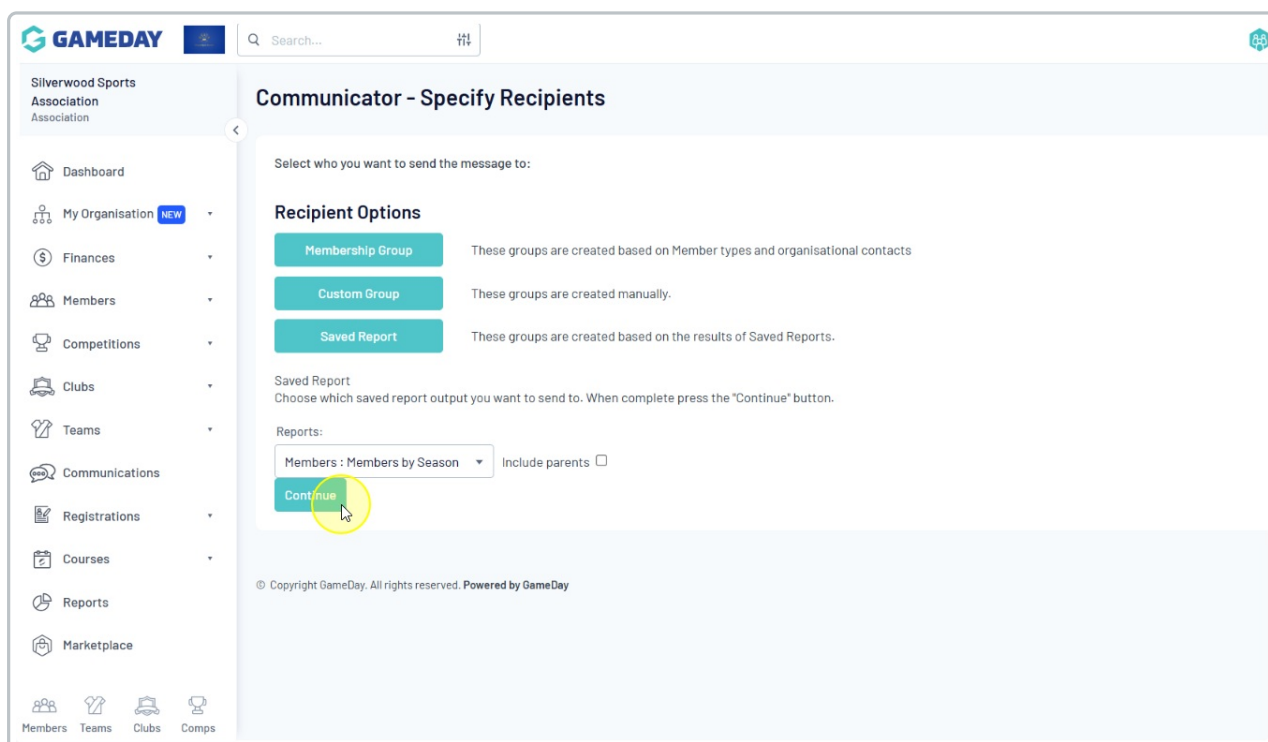


Saved Report

You can also select a saved member report that you have previously set up



Click on the **Reports** drop-down list and select the saved member report that contains the recipients you want to message. For more information on saving reports, [click here](#)



Step 3: Confirm Recipients and Select Communication Method

Once the recipient option and settings are selected, click **CONTINUE**

Silverwood Sports Association

Search...

Team Contacts For Teams registered in competitions in Season 2025

Players Registered in Season 2025 Include parents ☐

Coaches Registered in Season 2025

Umpires Registered in Season 2025

Officials

Misc Registered in Season 2025

Volunteer Registered in Season 2025

Courses Enrolled in Course All Current Courses Include parents ☐

Communication Type

Please choose the type of the communication this is intended to be.
 Primary purpose communications will be sent to all members within the group.
 Secondary purpose communications will be sent only to members that have opted-in to receiving that type of communications.
 Please refer to 'Use of Communicator' guidelines on communication purposes.

Primary purpose

Continue

The 'Confirm Recipients' screen will appear. All members in the chosen group are selected by default, but you can untick the box next to a recipient's name to exclude them from the message

Silverwood Sports Association

Search...

Combo This option will SMS contacts with a mobile number and automatically email those contacts with an email address but no mobile number listed.

Untick to exclude people from this message

Name	Email	Mobile	Select All/Unselect All
Ulrich Acosta	janydik@mailinator.com	0400100100	<input checked="" type="checkbox"/>
Eleanor Cannon	suxu@mailinator.com	+1(275) 633-6085	<input checked="" type="checkbox"/>
Eleanor Cannon	sajoho@mailinator.com	+1(304) 904-9972	<input checked="" type="checkbox"/>
Buffy Carr	qoxe@mailinator.com	+1(221) 564-9846	<input checked="" type="checkbox"/>
Kay Chan	kay@mailinator.com	0400100100	<input type="checkbox"/>
Hammett Chavez	Hammett@mailinator.com	0400100100	<input checked="" type="checkbox"/>
Donnie Rhames Dio	gyralyris@mailinator.com	+1(867) 728-2849	<input checked="" type="checkbox"/>
Dominique Flores	xefysisur@mailinator.com	+1(338) 914-1082	<input checked="" type="checkbox"/>
Avram Franco	fimugyedy@mailinator.com	+1(437) 149-7031	<input checked="" type="checkbox"/>
Zachery Frederick	jemor@mailinator.com	+1(377) 356-5186	<input checked="" type="checkbox"/>

Choose the type of message you would like to send: **SMS**, **Email**, or **Combo**, which sends an **SMS** to all recipients with a mobile number and an **Email** to recipients with an email address but no mobile number.

Click on the communication method you wish to use

Search...

Silverwood Sports Association

Association

Dashboard

My Organisation NEW

Finances

Members

Competitions

Clubs

Teams

Communications

Registrations

Courses

Reports

Communicator - Confirm Recipients

You have chosen to send a message to Predefined List Players.

Choose the type of message(s) you would like to send.

SMS

Email

Combo

To send an SMS you require sufficient credits. You have 0 SMS credits available. You are not logged in to send an SMS

Send a longer less urgent message

This option will SMS contacts with a mobile number and automatically email those contacts with an email address but no mobile number listed.

Untick to exclude people from this message

Name	Email	Mobile	Select All/Unselect All
Ulrich Acosta	janydik@mailinator.com	0400100100	<input checked="" type="checkbox"/>
Eleanor Cannon	suxu@mailinator.com	+1 (276) 633-6085	<input checked="" type="checkbox"/>
Eleanor Cannon	sajoho@mailinator.com	+1 (304) 904-9972	<input checked="" type="checkbox"/>

Step 4: Compose Message

Proceed with composing your message based on the communication method selected, then click **SEND MESSAGE**

Search...

Silverwood Sports Association

Association

Dashboard

My Organisation NEW

Finances

Members

Competitions

Clubs

Teams

Communications

Registrations

Courses

Reports

Marketplace

Message

format

font

2 (10 pt)

Welcome to Silverwood Sports Association!

Attachment(s):

(Total max size: 1 MB)

Add Files

Type of Message:

News

Acceptable Use Policy:

GameDay provides the Communicator to Associations, Clubs and Teams for legitimate communication between these entities and their members. Users who use this system to send SPAM (electronic junk mail) will be immediately banned from further use. GameDay monitors the level of communication (not the content of the messages) to ensure that there is no excessive and or unnecessary use of the system by individuals or entities.

Send Message