How do I send a message to my participants?

21/01/2026 7:51 am AEDT

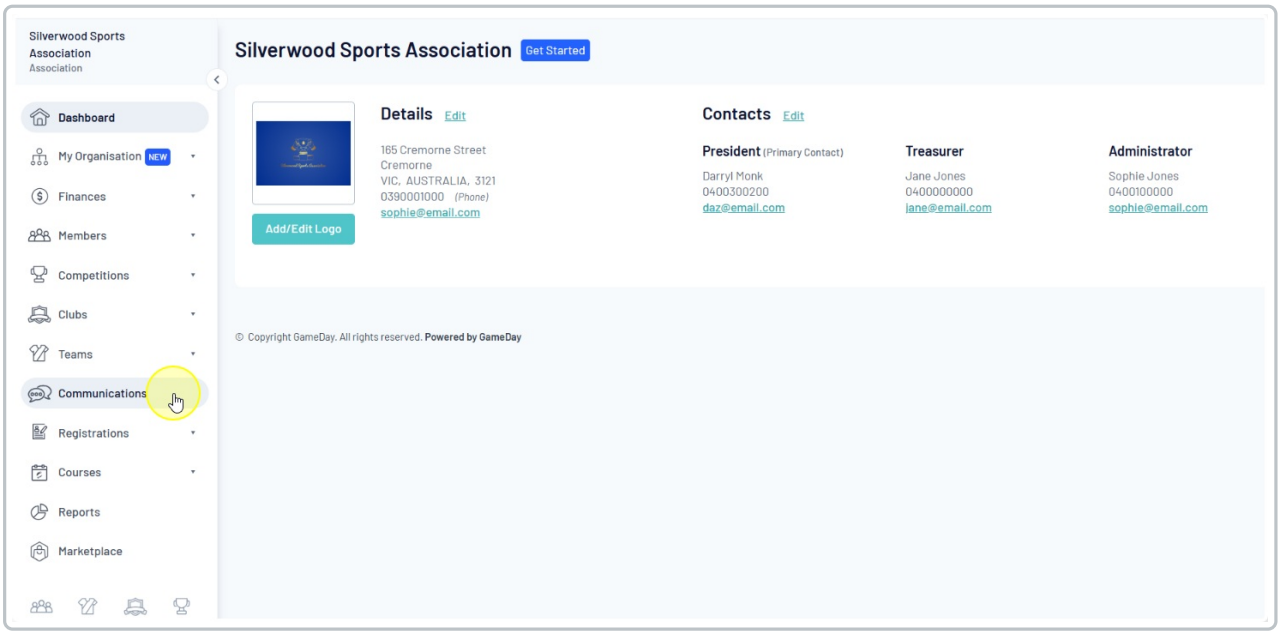
Overview

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.

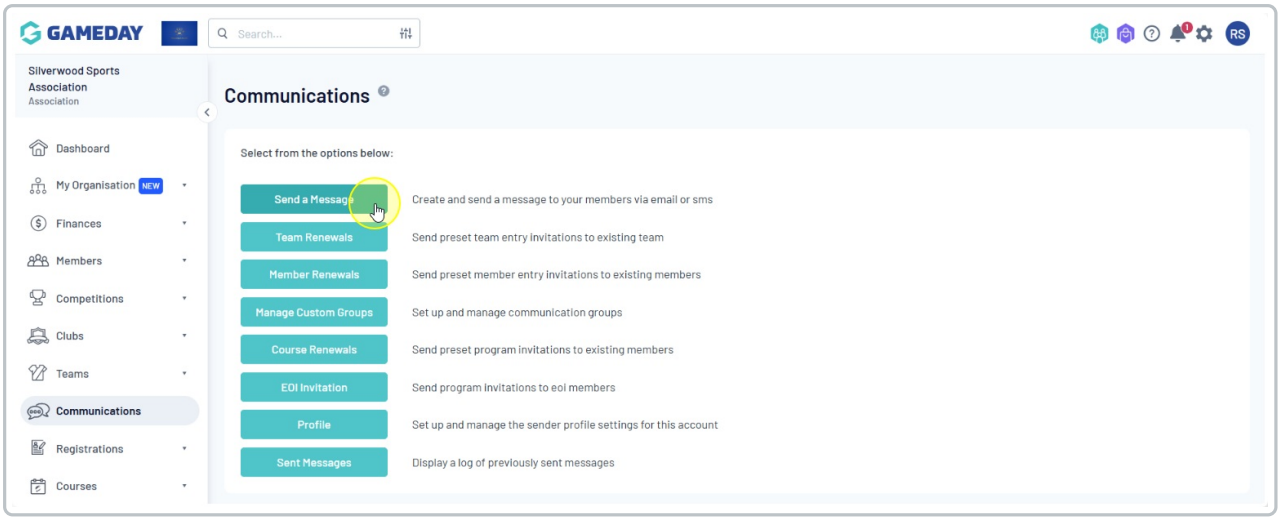
Step-by-Step

Step 1: Navigate to your Communications module

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



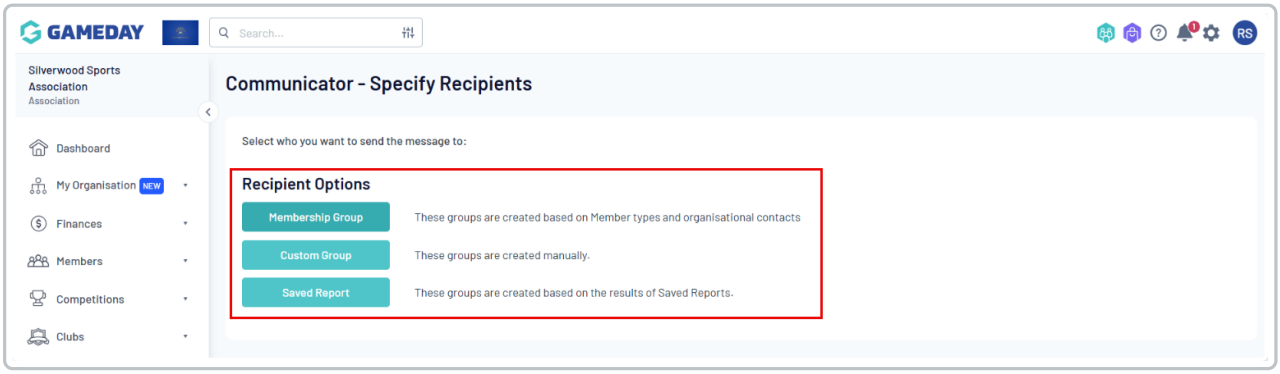
Then, click **SEND A MESSAGE**



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

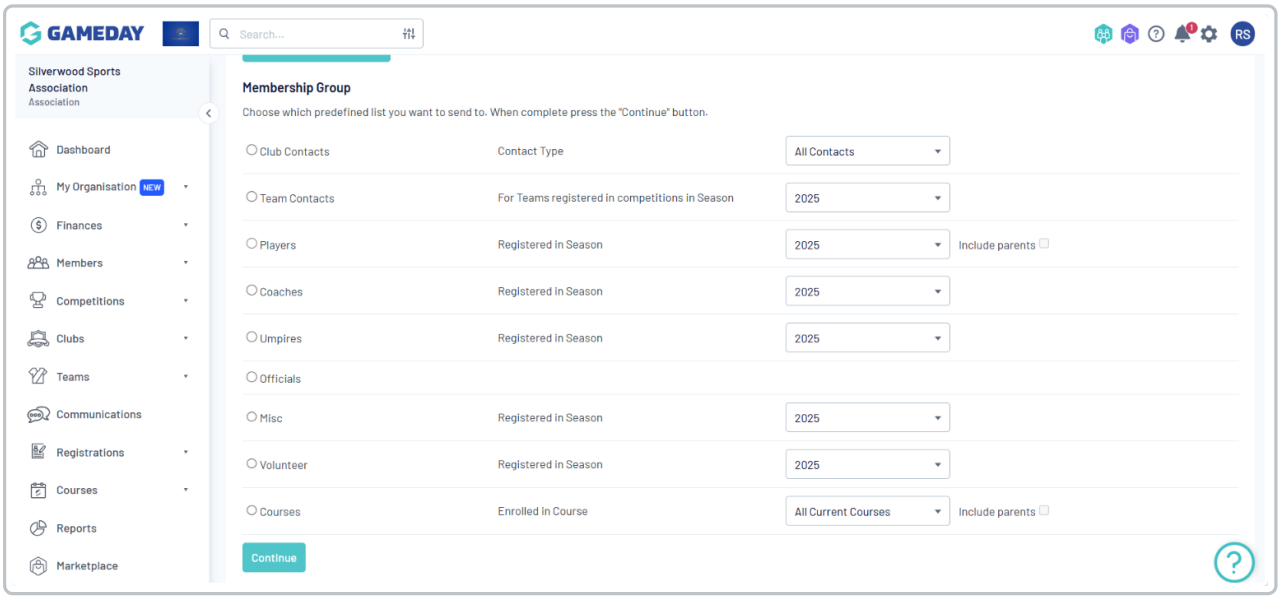


Membership Group

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

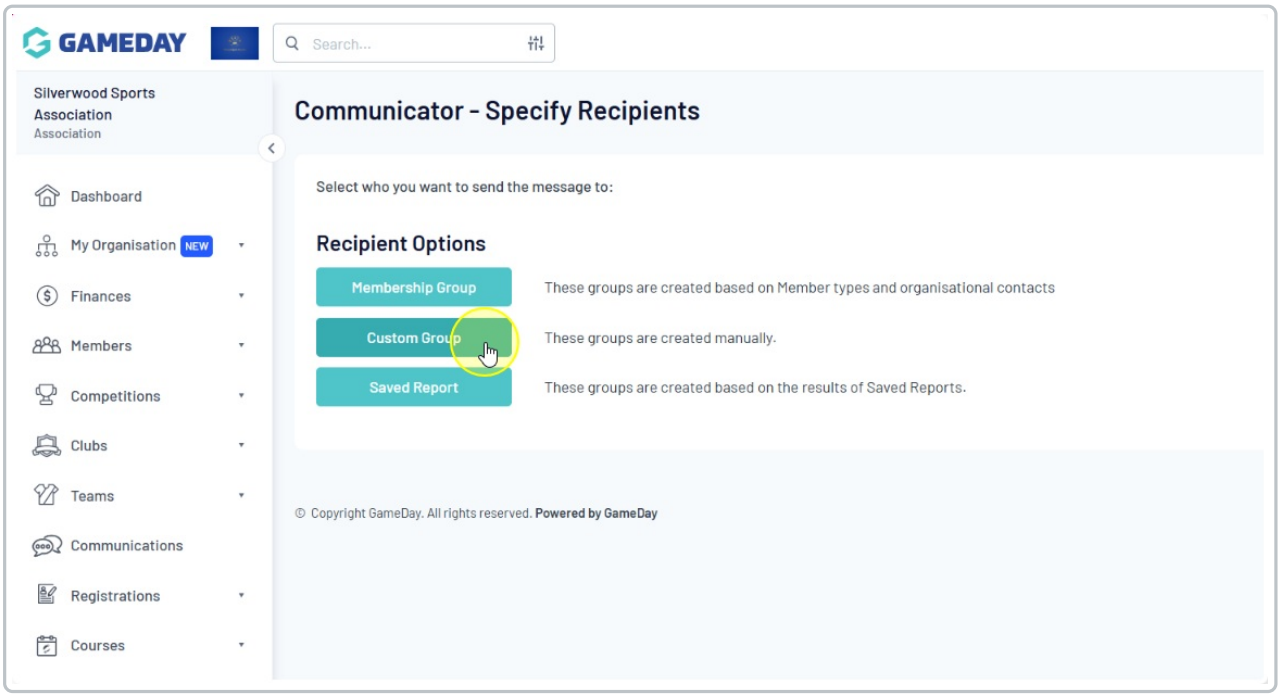
- **Club Contacts:** Click on the **Contact Type** drop-down list and select the type of club contacts you want to message.
- **Team Contacts:** Click on the **For Teams registered in competitions in Season** drop-down list and select a season. This sends the message to teams participating in that season.
- **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

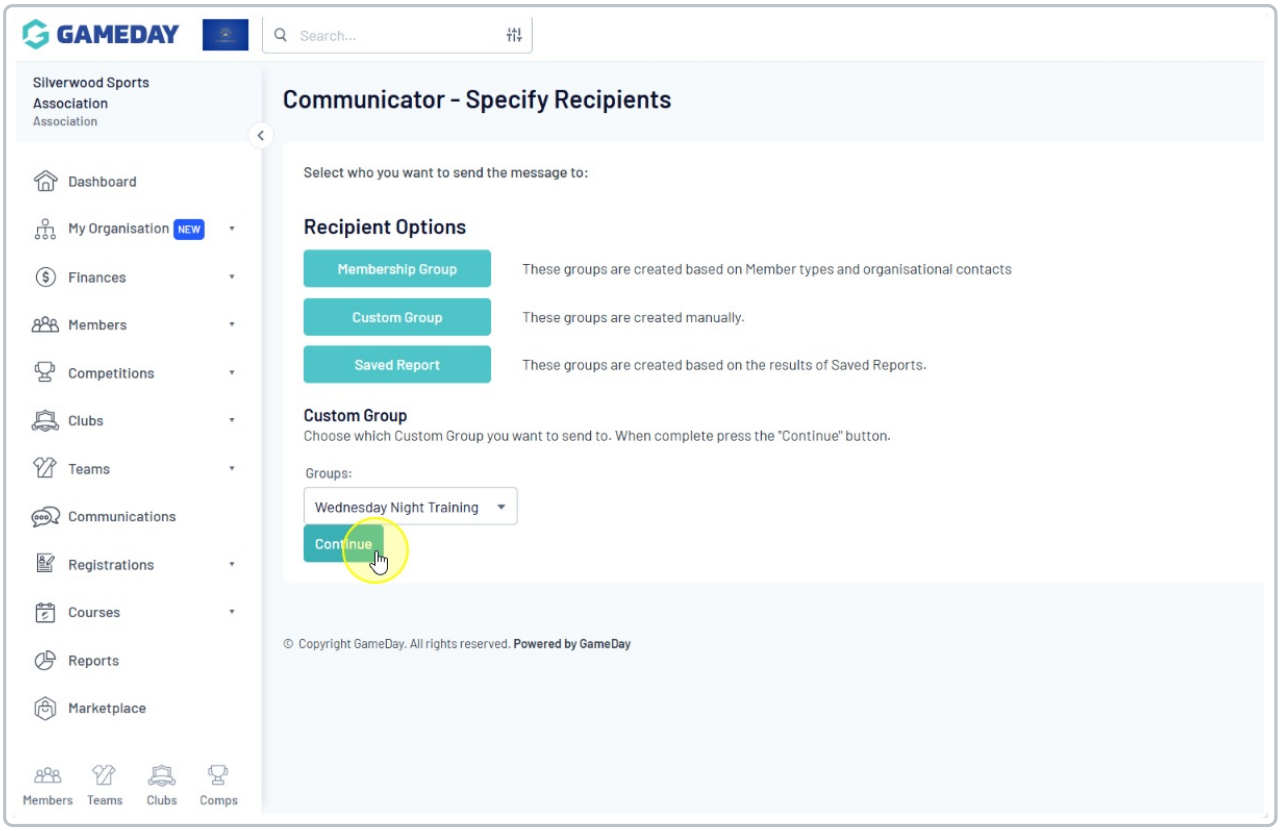


Custom Group

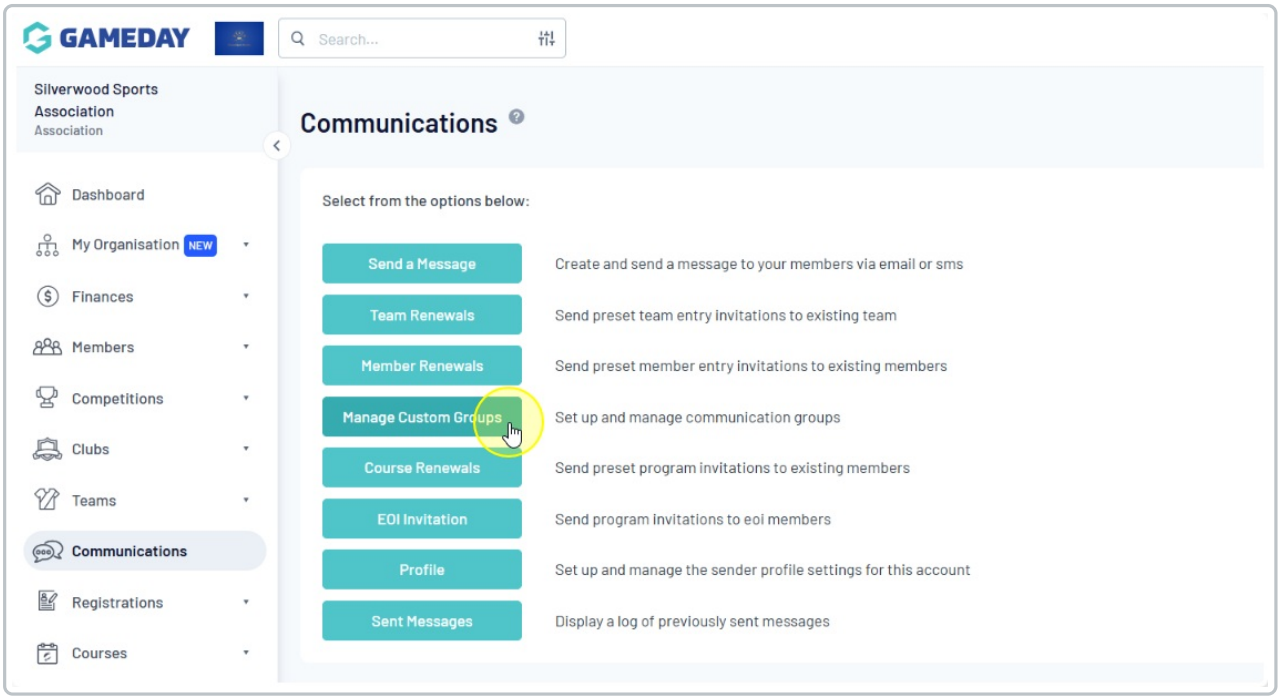
Custom Groups allow you to select a custom group of recipients that you have previously set up



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

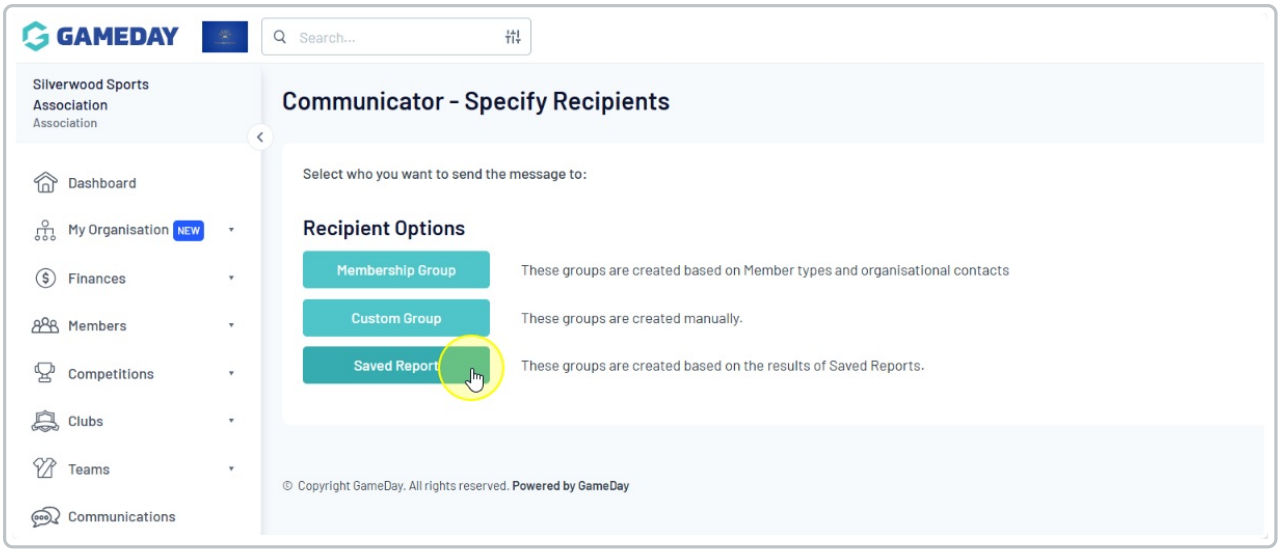


If you don't have a group listed, you can create new custom groups by selecting the **MANAGE CUSTOM GROUPS** option on the **Communications** page

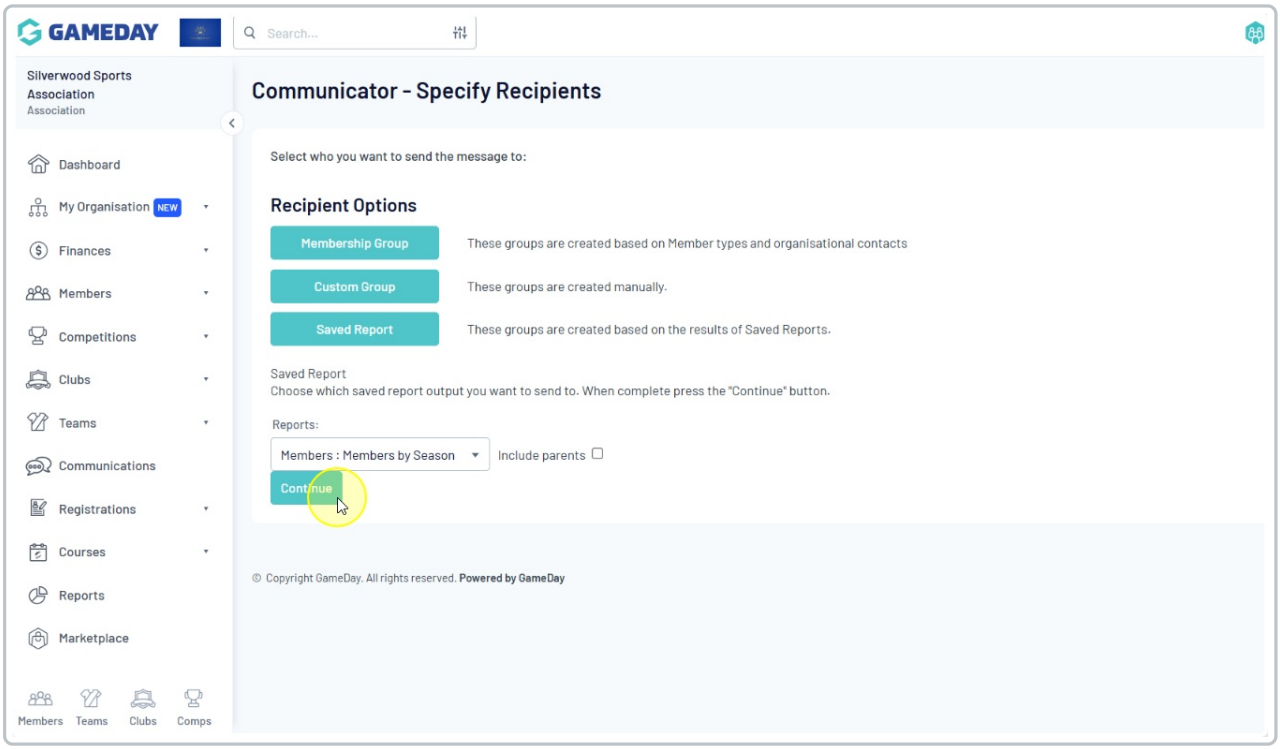


Saved Report

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

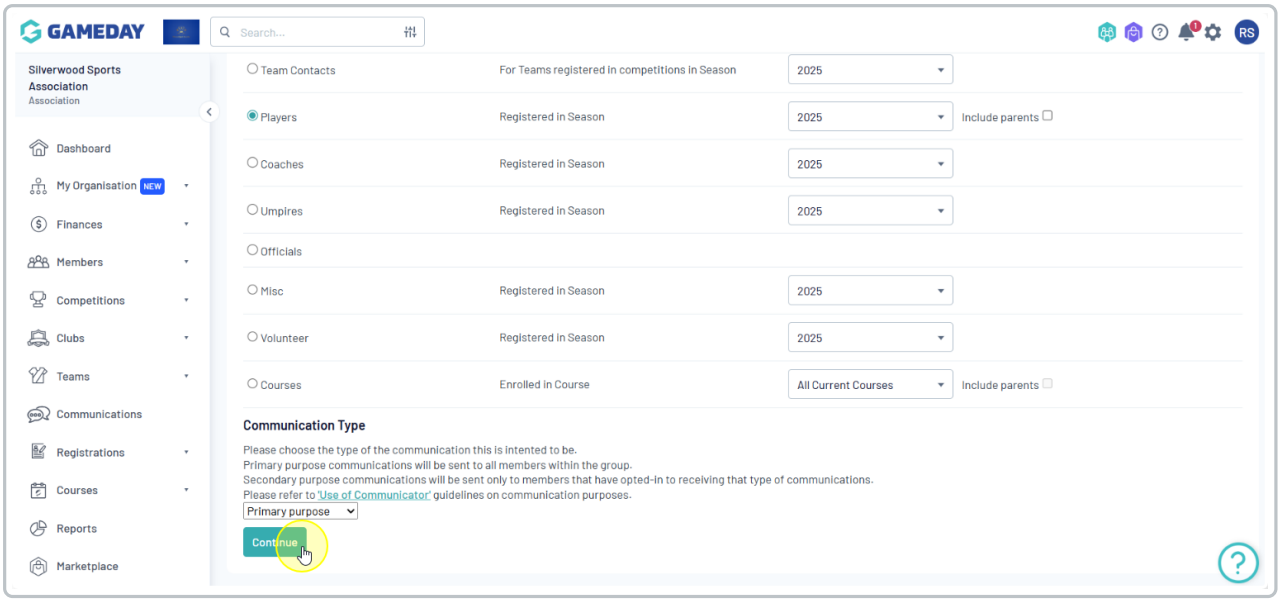


Click on the **Reports** drop-down list and select the saved member report that contains the recipients you want to message. For more information on saving reports, click here

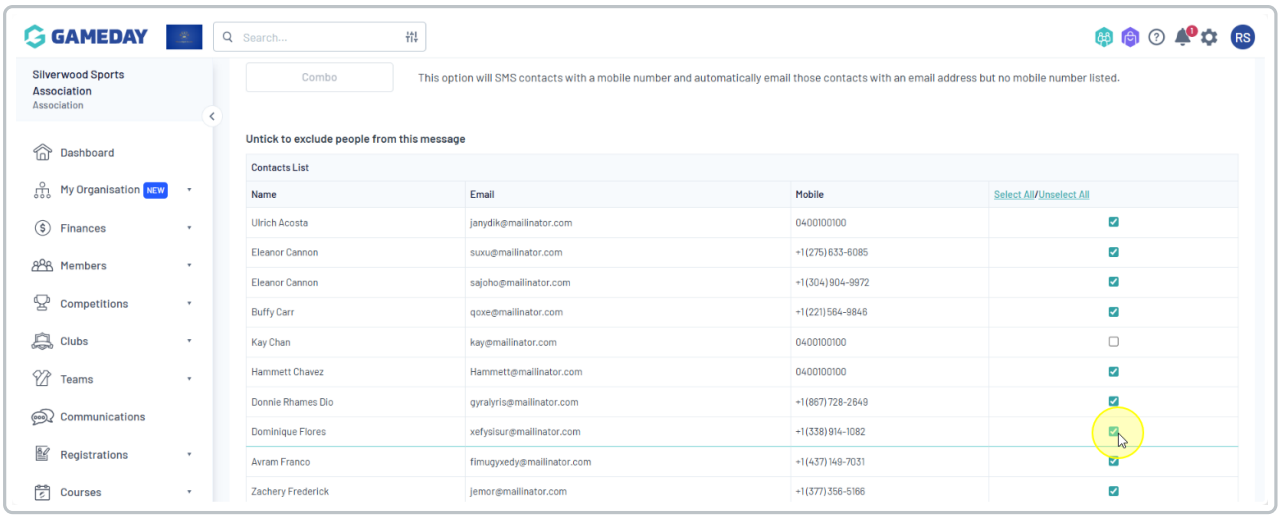


Step 3: Confirm Recipients and Select Communication Method

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

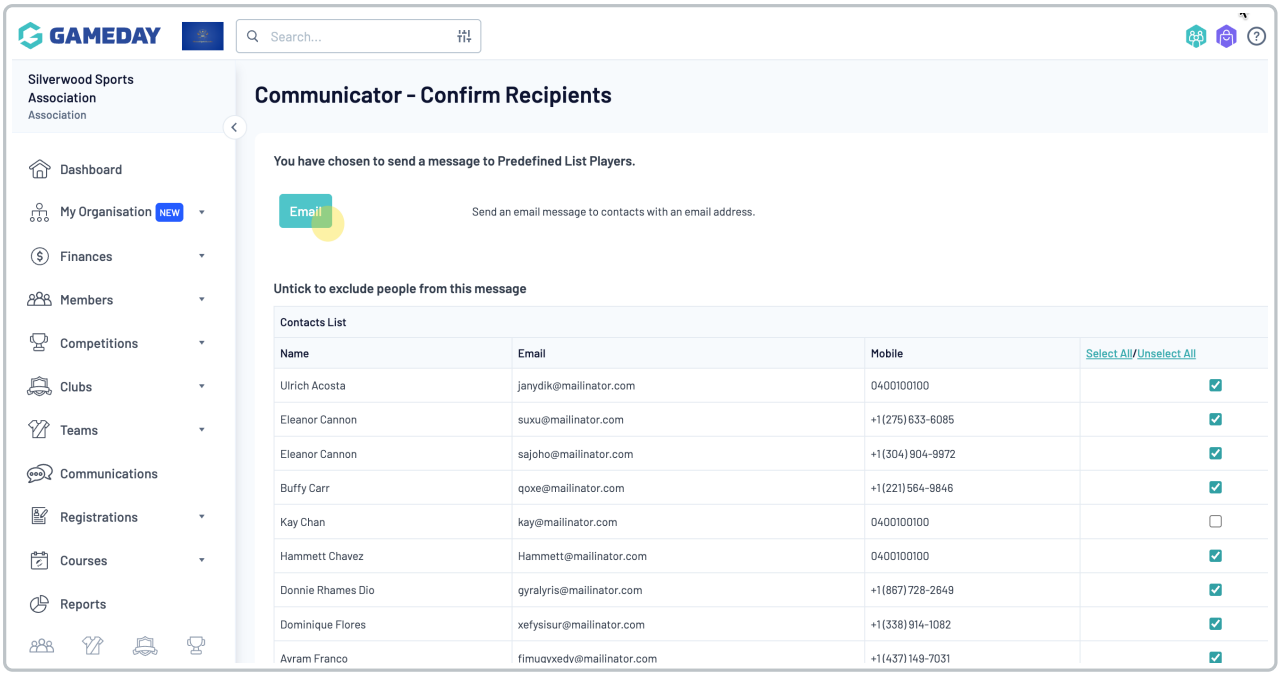


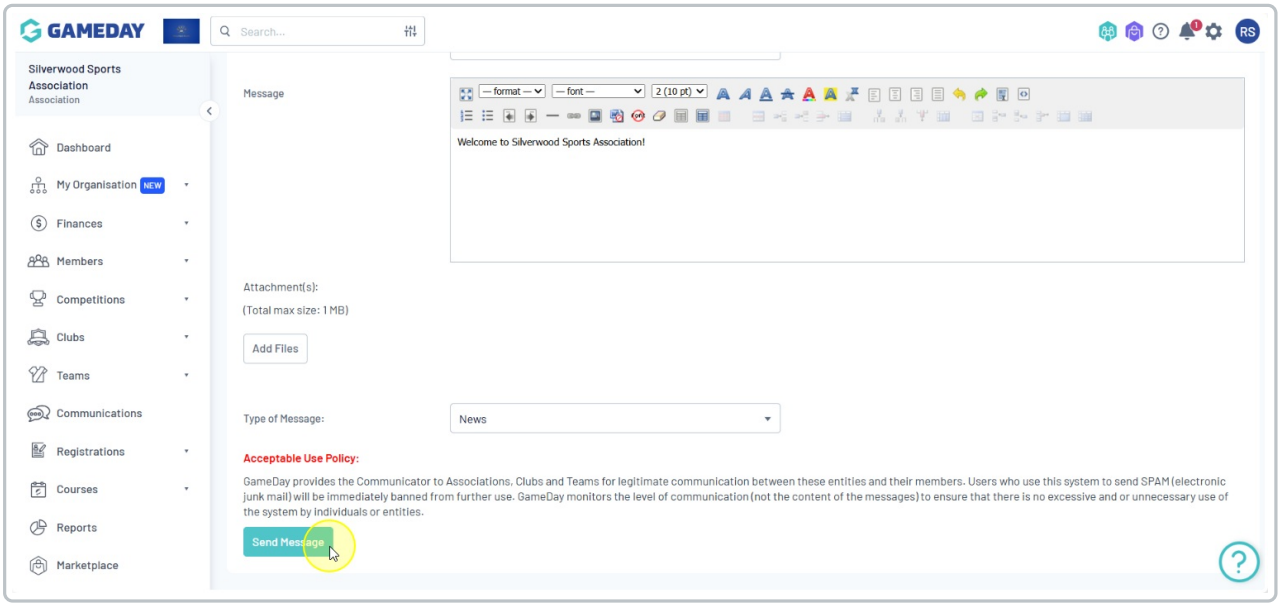
The 'Confirm Recipients' screen will appear. All members in the chosen group are selected by default, but you can untick the box next to a recipient's name to exclude them from the message



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



Step 4: Compose Message

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