

How do I send a message to my participants?

21/01/2026 7:51 am AEDT

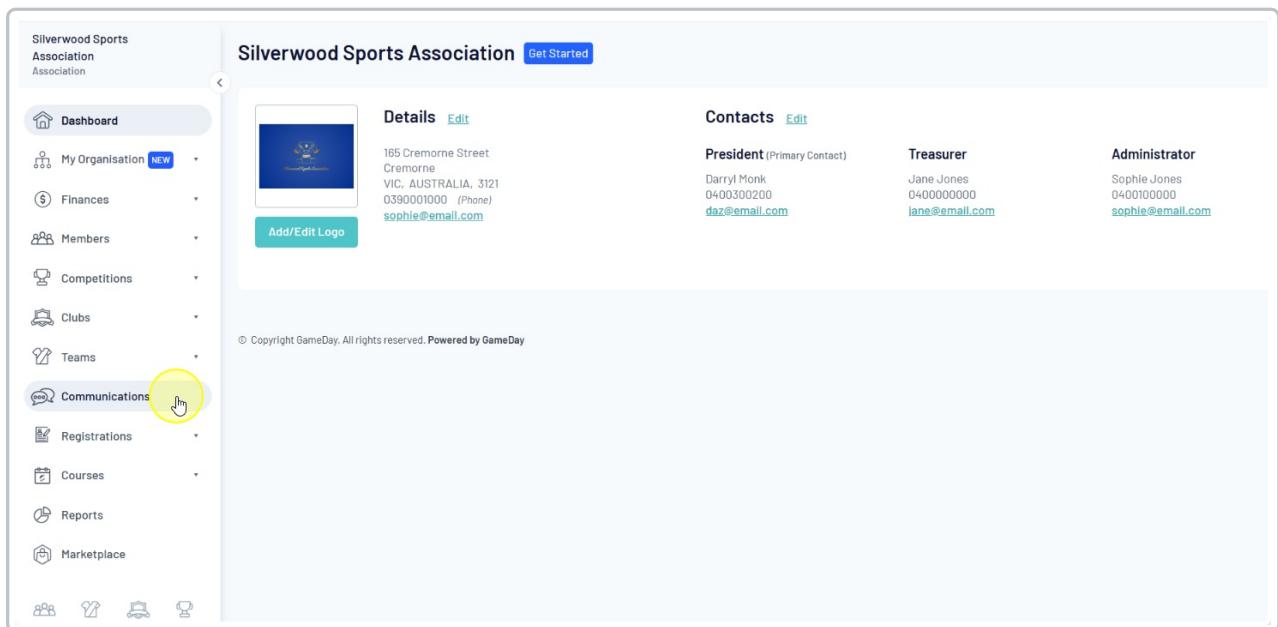
Overview

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



The screenshot shows the GameDay Passport interface for the Silverwood Sports Association. The left sidebar has a 'Communications' icon with a yellow circle and a hand cursor over it, indicating it is the active module. The main content area shows the 'Details' and 'Contacts' sections for the association, and a 'Send a Message' button at the bottom.

Silverwood Sports Association

Details [Edit](#)

165 Cremorne Street
Cremorne
VIC. AUSTRALIA. 3121
0390001000 (Phone)
sophie@email.com

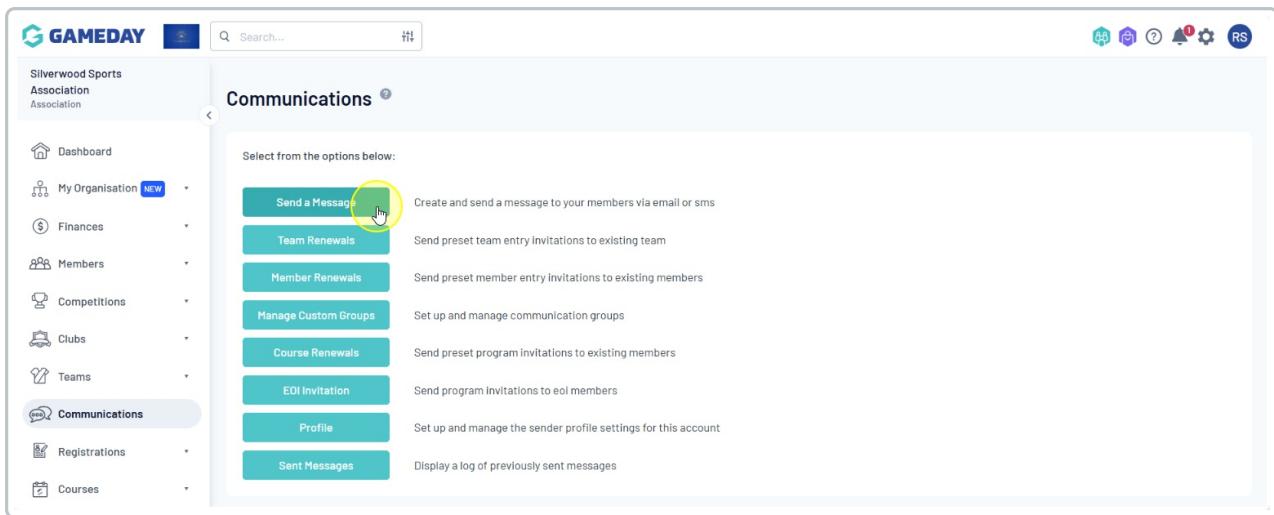
Add/Edit Logo

Contacts [Edit](#)

President (Primary Contact)	Treasurer	Administrator
Darryl Monk 0400300200 daz@email.com	Jane Jones 0400000000 jane@email.com	Sophie Jones 0400100000 sophie@email.com

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Then, click **SEND A MESSAGE**

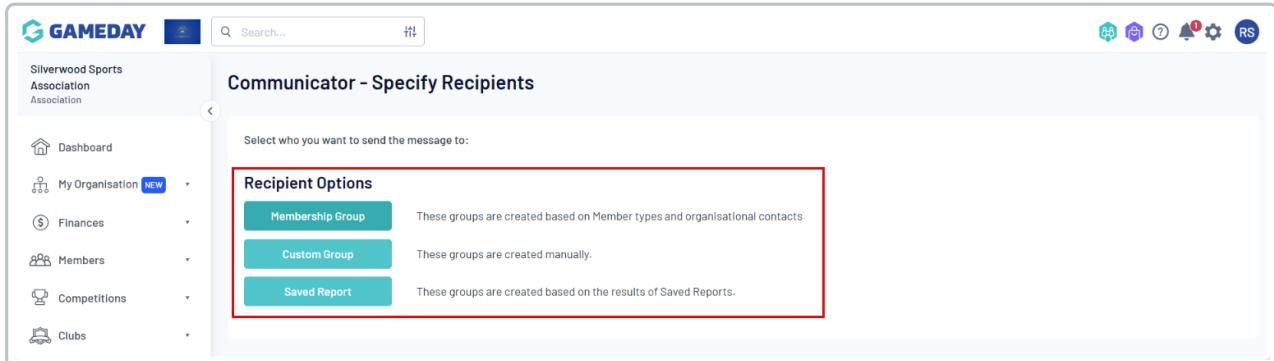


The screenshot shows the GAMEDAY platform's 'Communications' section. On the left, a sidebar menu includes 'Dashboard', 'My Organisation', 'Finances', 'Members', 'Competitions', 'Clubs', 'Teams', 'Communications' (which is selected and highlighted in grey), 'Registrations', and 'Courses'. The main content area is titled 'Communications' and contains a list of options: 'Send a Message' (highlighted with a yellow circle), 'Team Renewals', 'Member Renewals', 'Manage Custom Groups', 'Course Renewals', 'EOI Invitation', 'Profile', and 'Sent Messages'. Each option is accompanied by a brief description.

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



The screenshot shows the 'Communicator - Specify Recipients' page. The sidebar is identical to the previous screenshot. The main content area is titled 'Communicator - Specify Recipients' and contains the instruction 'Select who you want to send the message to:'. Below this is a box titled 'Recipient Options' containing three buttons: 'Membership Group', 'Custom Group', and 'Saved Report'. The 'Saved Report' button is highlighted with a red box.

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 umps 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**.

Silverwood Sports Association

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.

Custom Group

Choose which Custom Group you want to send to. When complete press the "Continue" button.

Groups:

Wednesday Night Training

Continue

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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

Silverwood Sports Association

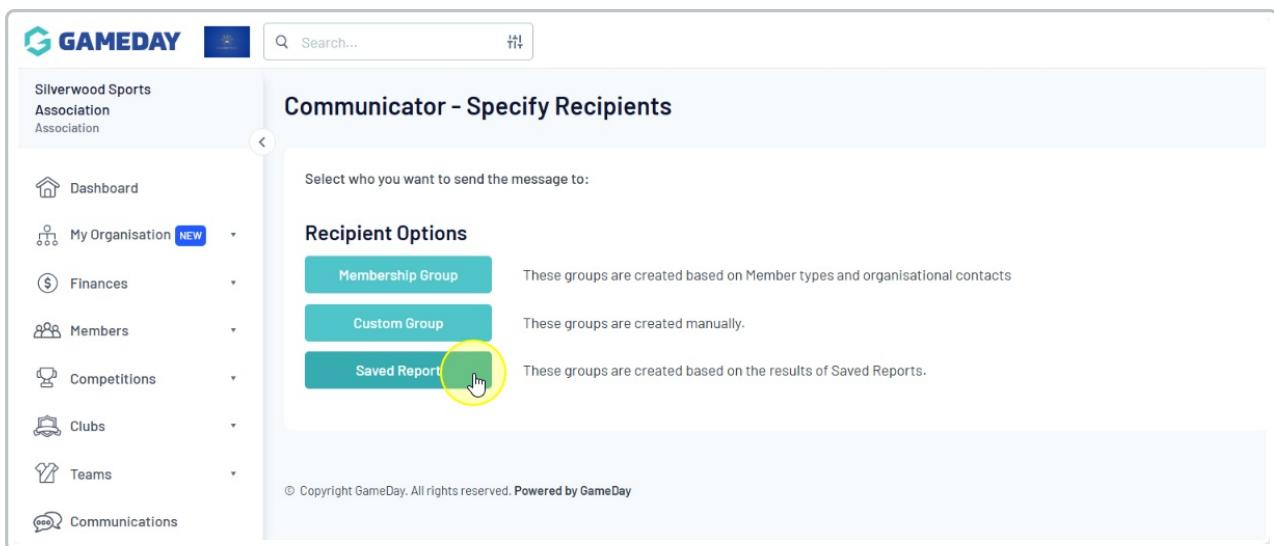
Communications

Select from the options below:

- Send a Message
- Create and send a message to your members via email or sms
- Team Renewals
- Send preset team entry invitations to existing team
- Member Renewals
- Send preset member entry invitations to existing members
- Manage Custom Groups
- Set up and manage communication groups
- Course Renewals
- Send preset program invitations to existing members
- EOI Invitation
- Send program invitations to eoi members
- Profile
- Set up and manage the sender profile settings for this account
- Sent Messages
- Display a log of previously sent messages

Saved Report

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



Silverwood Sports Association

Communicator - Specify Recipients

Select who you want to send the message to:

Recipient Options

- Membership Group
- Custom Group
- Saved Report** 

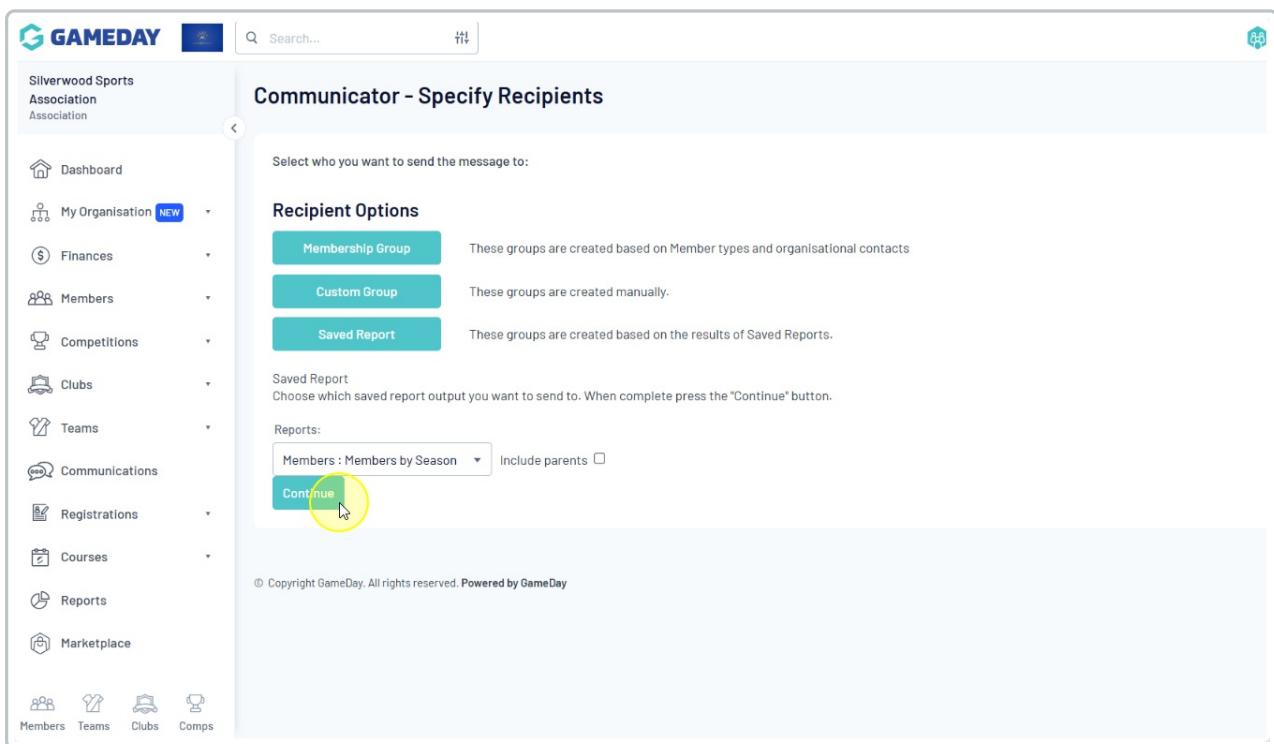
These groups are created based on Member types and organisational contacts

These groups are created manually.

These groups are created based on the results of Saved Reports.

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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](#)



Silverwood Sports Association

Communicator - Specify Recipients

Select who you want to send the message to:

Recipient Options

- Membership Group
- Custom Group
- Saved Report

These groups are created based on Member types and organisational contacts

These groups are created manually.

These groups are created based on the results of Saved Reports.

Saved Report
Choose which saved report output you want to send to. When complete press the "Continue" button.

Reports:

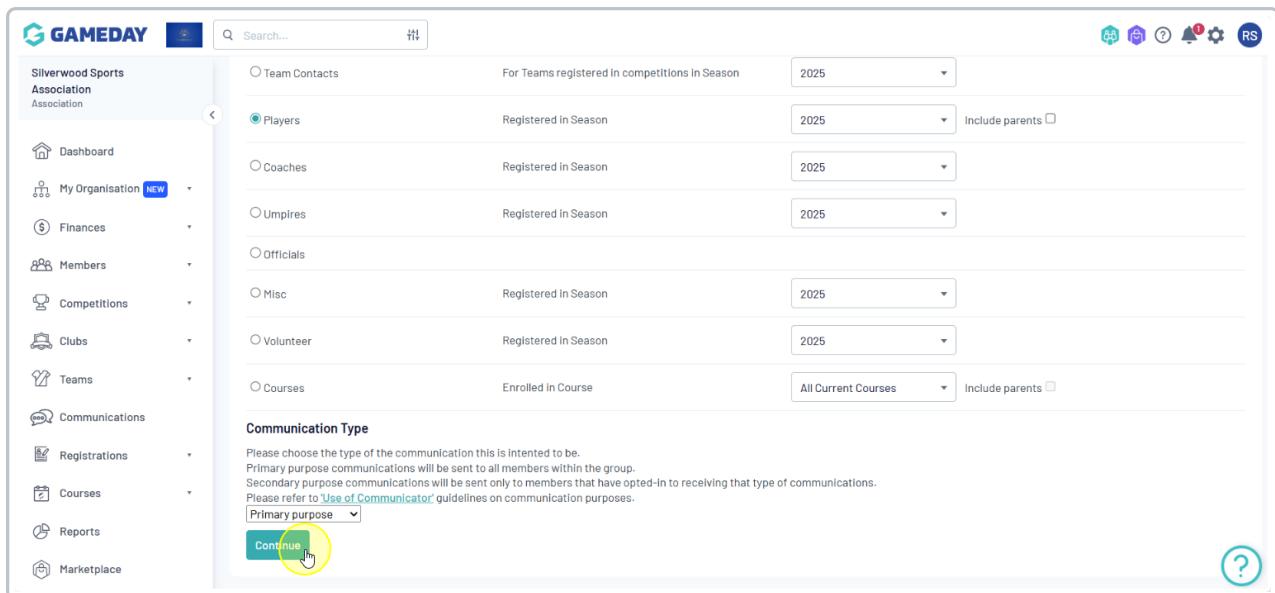
Members : Members by Season Include parents

Continue 

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Step 3: Confirm Recipients and Select Communication Method

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

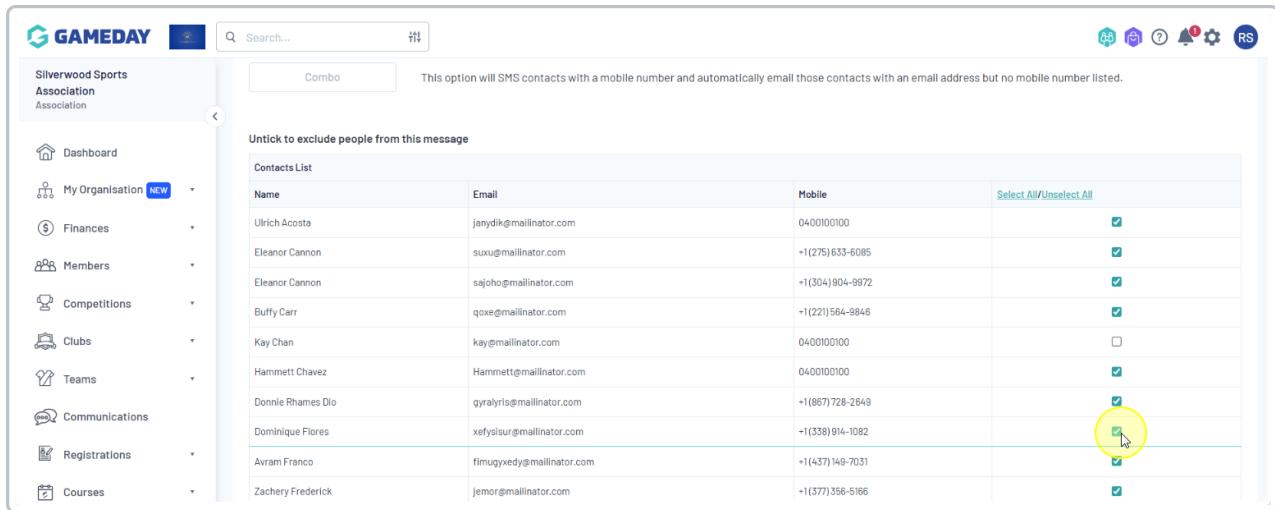


The 'Communication Type' section allows you to choose the type of communication. Primary purpose communications will be sent to all members within the group. Secondary purpose communications will be sent only to members that have opted-in to receiving that type of communications. Please refer to [Use 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



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

Contacts List

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)584-9846	<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	flmugxedy@mailinator.com	+1(437)149-7031	<input checked="" type="checkbox"/>
Zachery Frederick	jemor@mailinator.com	+1(377)356-5166	<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

Step 4: Compose Message

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