



## Troubleshooting Schedula

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**How do I know when our officials will be notified of their appointment times?**

*You can find this under: Schedula Profile > Manage Your Profile > Active Memberships.*

**I can't seem to find a particular official in Schedula**

- *First check that they're registered in the current season as a match official in your GameDay database.*
- *If they also officiate in another league their email address might already be used by that account. They'll need to be marked/resolved as a duplicate in your Gameday database, then email support@mygameday.app and we can merge the two records in Schedula (we'll need to know their first name, surname, DOB and the name of the leagues they officiate in)*

**Can we use Schedula for practice games?**

*Yes, you should create a new competition for this in your GameDay database. Make sure that you edit the practise game and click 'Hide in Stats' so the game doesn't contribute to player career stats.*

**I'm not receiving the decline notifications, why is this?**

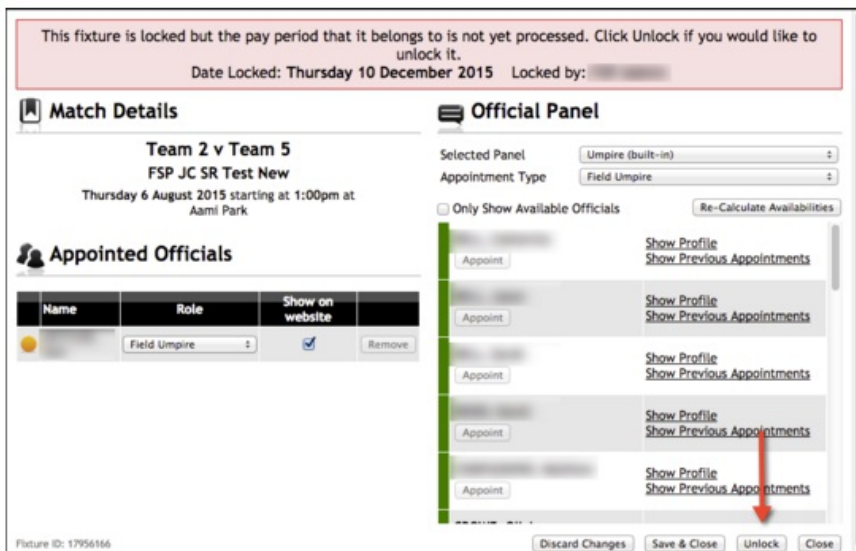
*Decline notifications are only sent to the administrator that made the appointment.*

**Our officials aren't receiving their appointment notifications.**

*Why is this? Confirm that the emails are not going to their spam folder.*

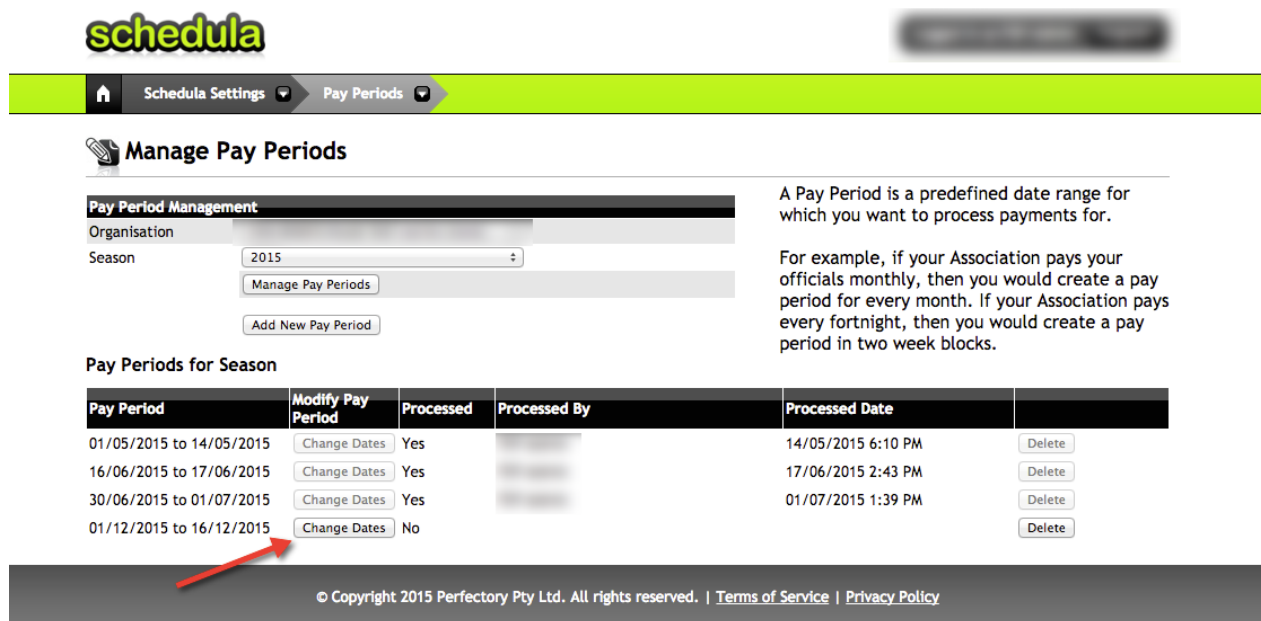
**How do I unlock a fixture?**

*To unlock a fixture, simply hit 'Unlock' on the bottom right of your screen.*



How can I edit the dates on existing unprocessed pay periods?

Click change Date, just to the left of the Pay Period dates.



I cannot Login or reset my password for Schedula - what should I do?

GameDay support will need to do this for you. Please contact us via [support@mygameday.app](mailto:support@mygameday.app) with your a request to reset your password.

An error message is telling a member my email address is already in use - what should I do?

This means that the member is a duplicate. GameDay support will need to merge the member's record. To do this please contact us via [support@mygameday.app](mailto:support@mygameday.app) with the member's details.

On the pay advice, it states 'Make sure your bank account details are up to date in Schedula.' How do I add the bank account details?

*Please check out this article - [Adding Bank Account Details](#). This article provides instructions on how to add your bank account details.*

**I have renewed my membership but Schedula will not update, (24 hours later) still saying it has expired. I am unable to receive my appointments.**

*This will have occurred because you did not select a member type, eg. Umpire. Once selected, this will then copy to Schedula within the hour.*

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