

Registrations | FAQs (Administrators)

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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 Stripe Know Your Customer (KYC) application form within your membership database. This can be found under the Finances tab by selecting Financial Settings.

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 accept registrations for multiple seasons at a time?

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?

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](#)

Why are there fields on my form layout that are locked?

If you are part of a hierarchy, fields that have been added from a higher level on a form that has been shared down to your organisation will be locked, meaning you will be unable to remove those fields or update the layout order.

How do I update the social media and website links in the form footer?

You can update any of the information that displays on your form footer by going to your **Dashboard**, editing the **Details** section, then updating the social media fields with your URL

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?

The destination club involved in the transfer will need to complete a clearance request within their Passport database.

More information on this process can be found [here](#).

What is the 'compulsory payments' setting on my form?

Compulsory Payments is a feature that 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 found [here](#)

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.

Club Affiliation Registrations

What is a Club Affiliation Form?

A Club Affiliation Form is a registration form that Association administrators create in Passport to allow potential clubs to affiliate with their organization. This form enables clubs to sign up, provide essential contact details and other information, and, if applicable, pay an affiliation fee. Once a club registers through this form, the Association can then approve or decline their affiliation in the Passport database. If approved, the club will be listed in the Association's database, and the individual who registered the club will gain access to the club-level database - [Learn More](#)

How can I collect club contacts through a club affiliation form?

As an Association administrator, when setting up a club affiliation form, you can include a "Club Contacts" section. This section provides pre-defined fields for clubs to fill out with the details of their key contacts. Once a club's affiliation registration is approved, this contact information is automatically stored in their club database under "My Organisation" > "Contacts" and can be used to set up automated notification triggers to their email addresses.

To enable this, navigate to your Registration Forms list, create or edit a Club to Association form, go to the "FIELDS" tab, find the "CLUB CONTACTS" option, and set its display status to either "Editable" (optional) or "Compulsory" (mandatory) before saving the form - [Learn More](#)

What is a Club Affiliation Product and why is it needed?

A Club Affiliation Product is a specific type of product created within the Passport system that allows Associations to set up and collect affiliation fees from clubs. If an affiliation fee is part of your registration process, you must create this 'organisation product' first. It can then be added to the checkout stage of the club affiliation form, enabling the collection of payments from affiliating clubs - [Learn More](#)

How do I link products to a Club Affiliation Form?

The "Products" tab in the registration form editor allows you to associate previously created products, such as a Club Affiliation Product, with your form. You can use the "ADD PRODUCTS TO FORM" button to attach any existing product. By checking the "Mandatory" checkbox, you can ensure that certain products are pre-selected for clubs during their registration.

How can I track payments made through club affiliation forms?

You can track payments for club affiliations by navigating to the "Manage Finances" section within "My Organisation" in the left-hand menu from the club-level database. From there, select the "Club Transactions" tab. This section provides a detailed list of all transactions generated by your organization from Club to Association registrations. You can view the status, amount, and payment method for each transaction by clicking the "View" icon next to the Payment Reference Number, which opens the detailed "Transaction Record" page - [Learn More](#)
