# GameDay App | FAQ's

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The following article seeks to address the common questions raised when using the new version of the GameDay App. If your question does not appear below, please contact us via: support@mygameday.app

To download GameDay, please visit the App Store (iPhone) or Play Store (Android). Detailed instructions can be found via our Downloading GameDay Article.

**What devices does GameDay support (last updated Feb 2025)?**

GameDay App is optimized for mobile devices. GameDay App uses our latest technology to access the GameDay network, and supports the following operating systems:

- **iOS 13.0** and above on Apple devices
- **Android 11.0** and above on Android devices

For optimum performance, please ensure your mobile operating software is up-to-date with the latest version.

**Can I use the app to edit teamsheets or input results?**

The GameDay app is not used to input teamsheets/results if you are a team admin- the app is only used for viewing fixures/results. If you need team admin access please speak to your club so they can grant you access and you will need to log in via passport.mygameday.app where you can do this.

**Do I need to register a new account?**

If you have never used the Game Day app before, you will need to register for an account, if you have used the Game Day app previously you will need to log in. If you do not remember your password, you can reset it from the homepage.

**How do I login?**

Accessing GameDay is via a unique login, that is separate from other logins you may have with Gameday Passport. Your Passport, Member Profile, or Player Registration details will not log you in to the GameDay App.

**Why can't I reset my password from my computer/tablet?**

If you are attempting to open the password reset email on a computer or laptop it will display an error message asking for you to open this up within your mobile. This is due to the fact that the password reset link requires the Game Day app to be opened in order to create your new password, which cannot be done if you are viewing this on a computer or laptop, so please be sure to view this password reset link via your mobile phone.

To do this you can either download a mail app and access the email that way by logging in with your account or open up a browser (like Safari or Chrome) on your phone and log into your email account that way - sort as if you would when logging in via a computer.

**Can I signup/login via social media?**

Currently the new version of the app does not have the functionality to log in or sign up via social media channels, so you will need to create an account with your email address if you have not already done so.

**When updating to the new version, will my teams come across?**

Yes, any saved teams will come across, you can view these via the **teams** tab.

**How do I find my team?**

You can find your team via thesearch functionality from within the GameDay App.

If you are still unable to find your team, please check the following:

- Make sure that your fixtures and results are up to date on your association's Gameday fixtures and results website. If they are not please speak to the association directly who will need to update these before they can be viewed on the app.

- Check with the association to make sure they are not hiding any rounds as if matches are hidden the app will not display them.

- Check the competition the team plays within as this can vary each season.

**Why can't I see new season/competition information for a team I am following?**

If you are following a team from previous seasons and there is no information for new season competitions, please search for the team again in the GameDay App, or search for the competition to find a list of participating teams. In some cases, competition administrators create new teams each season, which breaks the link between existing teams if they have participated in historical competitions.

**Why can't I find my team's fixtures?**

If your association/league are using the GameDay Competition and Management system , please search for your Team again to ensure you have saved your Team for the Current season, and not a Previous season.

If you still can't find your current fixtures,your League or Association may not have created their fixtures for the coming season. Please contact your League/Association directly if this is the case.

**Why can't I see Ladders/Results?**

If you are unable to see any Results/Ladder when viewing your Teams this may be due to the following:

- Your association has yet to input and/or publish Results for the Season/Match. Cross check this with the associations website. Please contact your association directly if this is the case.

- Results and/or Ladders are being hidden by your Association/League. Please contact your Association/League directly if this is the case.

**How can I request my account and associated data to be deleted from GameDay App?**

Upon your request, Stack Sports (GameDay), when acting as Data Controller, will deactivate your account or delete your Personal Information. Please note that we may still use any aggregated and de-identified Personal Information that does not identify any individual, and may also retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

You may send a request for account deletion to support@mygameday.app with the username (email) and name of the account that you request to be deleted.

Upon deletion, your account and any preferences will be removed subject to the GameDay Privacy Policy.

More information is available in the GameDay Privacy Policy available here: https://mygameday.app/privacy-policy/