



GAMEDAY

Schedula for Administrators | FAQs

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How do I unlock a match?

- The process to unlock a match can be found [here](#).

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**

How do I change the notification time?

- Please contact support@mygameday.app and we can do this for you.

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 primary GameDay Passport Umpire Club.
- 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 primary GameDay Passport Club, 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)
- For AFL users, check that they aren't listed in the Pending Registrations section.

How can I see a report on my adjustments?

- Contact support@mygameday.app and we can send this to you.

Can we use Schedula for practise games?

- Yes, you should create a new competition for this in your primary GameDay Passport club. 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 aren't going to their spam folder

- If they aren't, please contact support@mygameday.app and we'll look into this for you

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 or 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 Passport database. Make sure that you edit the practice game and click 'Hide in Stats' so the game doesn't contribute to player career stats.

I'm not receiving decline notifications; why is this?

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

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 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. I am unable to receive my appointments.

This will have occurred because you did not select a member type, e.g., Umpire. Once selected, this will then be copied to Schedula within the hour.
