

# How do I re-send a clearance email to a member?

23/04/2025 11:36 am AEST

## Overview

If a member did not receive or has lost the email notification to complete their registration as part of a clearance, destination clubs have the ability to re-send the clearance approval email to the email address linked to the members profile.

## Step-by-Step

### Step 1: Open the Clearance list

In the left-hand menu, open the **Members** option, then select **MANAGE CLEARANCES & PERMITS**

The screenshot displays the GAMEDAY interface for the Cyclones Sports Club. The left-hand menu is expanded, showing the 'Members' section with a red box highlighting 'Manage Clearances & Permits'. The main content area shows the club's details, including a logo, address (51 Fabien Freeway, Melbourne, Victoria, AUSTRALIA, 3000), and contact information for the President (Craig Ayala), Vice President (Ezra Burke), Treasurer (Gregory Randall), and Secretary (Connor Hays). Below this, there are three empty charts labeled 'Members', 'Players by Gender', and 'Players by Gender'. The bottom of the screen shows navigation icons for Members, Teams, Clubs, and Comps.

### Step 2: View the relevant clearance

Find the clearance that you want to re-send to the member, then click the **VIEW** icon on the left

### List of Clearances & Permits

LIST OFFLINE/MANUAL CLEARANCES

	Name	Date of Birth	From Association	From Club	To Association	To Club	This level's status	Status	Type	Application Date	Ref. No.	Year
	Chan, Kay	04/10/1975	Silverwood Spor...	Cyclones Sports ...	Silverwood Spor...	Jetstream Sport...		Cancelled	Clearance	22/04/2025	2482363	2025
	Allison, Sylvester	06/01/2019	Silverwood Spor...	Tigers SC	Silverwood Spor...	Cyclones Sports ...	Approved	Awaiting comple...	Clearance	22/04/2025	2482358	2025

### Step 3: Re-trigger the email

Scroll down to the bottom of the page to the **Clearance Approval Details** section, then click the **APPROVED** hyperlink next to your club name. This will re-trigger the email notifying the member of their approved clearance with a prompts to register for the destination club.

Clear as Volunteer Active ?

No

Overall Clearance Status

Pending

Reason for Clearance

Additional Information

#### Clearance Approval Details

Name	Clearance Status	Approved By	Denial Reason	Additional Information	Time Updated
Tigers SC	Approved	RS			23/04/2025
Silverwood Sports Association	Approved	RS			23/04/2025
Cyclones Sports Club	Approved	RS			23/04/2025
Sylvester Allison	Pending				

Watch

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