

How do I define clearance reason/denial options?

22/04/2025 4:52 pm AEST

Overview

If your organisation will have specific reasons why members can be approved and denied for clearances, you can set these up as options so that they can be selected when approving and denying clearances. For example, specific Associations may have reasons that aren't generally followed sport-wide, such as:

- Player is cleared has moved interstate
- Clearance is denied because a player has outstanding fees needing to be paid first
- Player is cleared due to personal/family changes
- Clearance is denied because there are too many players in their age group



Note: Only associations can set up approval/denial reasons

Step-by-Step

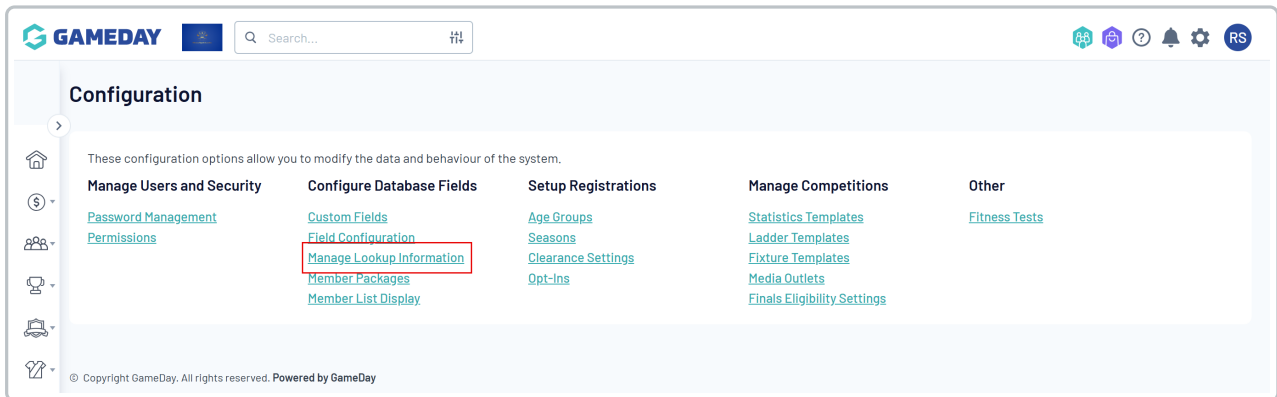
Step 1: Open the Settings page

From an Association level database, select the **Settings Cog** from the top right hand corner, then click **SETTINGS**

The screenshot shows the GAMEDAY interface for the Silverwood Sports Association. The top navigation bar includes the GAMEDAY logo, a search bar, and several utility icons. The left sidebar lists various dashboard sections: Dashboard, Finances, Members, Competitions, Clubs, Teams, Communications, Registrations, Courses, Reports, and Marketplace. The main content area displays the association's details, including its logo, address (165 Cremorne Street, Cremorne, VIC, AUSTRALIA, 3121), and contact information for the President (Darryl Monk) and Administrator (Sophie Jones). A settings menu is open in the top right corner, showing options like Settings, User Management, Process Log, Audit Log, and Dark Mode. The bottom section of the dashboard features a 'Stats' section with several charts and tables, including 'Members', 'Players by Gender', 'New Members', and 'Members registered via forms'.












Step 2: Open the Lookup Information options

Under the **Configure Database Fields** heading, select **MANAGE LOOKUP INFORMATION**



Step 3: Find the Clearance options

Scroll towards the bottom of the list and find **REASON FOR CLEARANCE** (clearance approval reasons) and **REASON FOR DENIAL**.

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Step 4: Set your options

Click on the name of the field to open the list of field options, then click **ADD NEW OPTION** to add a new custom option

Manage Lookup Information - Reason for Clearance

Choose a value from the list below to edit. Some options may be locked by your national/international body and cannot be edited.
Reorder the options by dragging them to position. The new order is saved automatically.

No Records could be found

[ADD A NEW OPTION](#)

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Enter your options, then click **UPDATE**

Manage Lookup Information - Reason for Clearance

Choose a value from the list below to edit. Some options may be locked by your national/international body and cannot be edited.
Reorder the options by dragging them to position. The new order is saved automatically.

Name

Moved Interstate

[Update](#)

Step 5: Repeat

Repeat this process for any other reasons. These will appear in a list and you can drag and drop the reasons depending on where you want them in this list

Manage Lookup Information - Reason for Clearance

Choose a value from the list below to edit. Some options may be locked by your national/international body and cannot be edited.
Reorder the options by dragging them to position. The new order is saved automatically.

At member's request [Edit](#) [Delete](#)

Family changes [Edit](#) [Delete](#)

Moved Interstate [Edit](#) [Delete](#)

Personal reasons [Edit](#) [Delete](#)

[ADD A NEW OPTION](#)

The reasons for clearance will appear on the [Request a Clearance](#) screen, and the reasons for denial will appear on the [Approve/ Deny a Clearance](#) screen.

Watch

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