

Registrations | Troubleshooting (Participants)

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Issue: Your name and DOB already exists when trying to register

Solution: When you encounter the error message below upon registration:

A member with the same name and date of birth already exists. Your registration cannot be processed because:

- 1. The email address associated with your profile is not the same email address you are using to register and will require your club administrator to amend this for you*
- 2. You have played previously for another club and require a clearance.*

This is typically because the system has a record of someone with the same name and date of birth as the one you've entered for your new registration. This could be due to a prior registration made using your details but using a separate email address.

To resolve this, GameDay advises users to try the following steps:

1. Check your email accounts to see if you have had a previous registration with GameDay. If you search for the sender donotreply@mygameday.app in your email inbox, this should return any previous registration emails. If you find an email from GameDay, use the email account to which it was sent to log into the registration form again. This should bring up any previous profiles attached to the email address, allowing you to re-register with the existing member record.
 2. If this does not work, you may need to log out of the registration form. The 'Sign Out' box in the top right corner of the screen will sign you out and start a new session in the registration form.
 3. If neither of these options work, then you can try relaunching the registration form using an incognito or private browser session to clear any cookies in the system.
 4. If none of these options are successful, please contact your sport's admin team directly. You can ask them if they have any previous records for you in their system. The admin team can then send you details of your previous record(s) and use these to assist with your registration.
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