

Frequently Asked Questions – Little Athletics NSW new registration platform GameDay.

How can I learn more about other GameDay features?

GameDay currently has an Online Learning Academy, which you can complete for free to learn about the fundamentals of all GameDay features.

Registration for the Online Learning Academy can be completed [here](#).

Once you have an account, you can log in to the Online Learning Academy [here](#). The help centre can also be accessed [here](#) for written help articles for any aspect of the platform.

How can I recap the GameDay Membership & Events webinars?

The three GameDay webinars below will be recorded and available via the Little Athletics NSW Youtube page.

Monday 19 July 2021 - GameDay Overview with Cam O’Riordan

Wednesday 21 July 2021 - GameDay Registrations with Rory Stewart

Friday 23 July 2021 - GameDay Events with Rory Stewart

You can access these recordings [here](#).

Please note the GameDay webinar recording for Friday 23rd July will be made available by Monday 26 July.

What values can I search in the Global Search function?

The Global Search function has the ability to search for Members, Products and Events. The search function will recognise any part of the Member First Name, Member Last Name, Product Title or Event Title. Partial entry of any of these values will also be recognised, and search results will reflect automatically as you type.

Will administrator access details be the same as on the previous platform?

No. New access details will be provided using an email address and a password self-managed by each administrator. Please contact admin@lansw.com.au to request access. Each individual who requires access to GameDay will require their own individual access details.

Will Athlete login details be the same as on the previous platform?

No. Registrants will need to create a GameDay account upon registration, where they can use an email address and a self-managed password. This can then be used by that individual for any GameDay registration form or event form.

Will centres need to create their own registration forms?

No. The membership registration form has been created from the Little Athletics NSW level and shared with each Centre. Centres will, however, be required to add their own fee component to the form, and if necessary, add additional questions and messaging to the form where this has not been covered by LANSW.

Will the registration process be the same for Athletics NSW athletes?

No. Athletics NSW registrations are not handled through GameDay. However, the registration form will include information about Dual Registration processes on the LANSW GameDay form.

When adding Centre products to the form, should we add the total registration price or only the Centre component of the fee?

Only add the **Centre Fee** when you are adding products to the form, as the \$70 State Fee has been added and locked onto the form.

How should we separate our products?

More information and learning resources on this process will be provided in the coming days. However, it is recommended that a product be created for each Age Group, using the [Age Validation](#) settings to validate when members are to be shown specific products based on their Date of Birth.

Can I separate my products by Gender?

This can be done. However, it may not be necessary unless the product price, availability dates or season dates vary between the member's Assigned Gender.

How is the fee displayed to the registrant?

Registrants will see the state and Centre fees individually when registering through the form and will be shown a total cumulative fee for each member being registered prior to completing a payment.

Will the data from the previous membership database be available in GameDay?

Yes. Data migration has been completed, and the data from the previous platform will be available for each Centre.

Does GameDay support the use of Active Kids vouchers?

Yes. Active Kids vouchers can be redeemed as part of the registration process. This will appear on the form automatically as part of the Payment Summary page.

Is there a quicker way to create Products and add them to the registration form?

Once you have created one product from scratch, you are able to quickly [Clone the product](#) as many times as you require. Once a product is cloned, you will be able to change individual settings of the product, such as the title, age validation rules and availability/membership dates where necessary. You can then add these cloned products to the form through the Add Existing Products option on the form builder.

Will member information be auto-populated on the registration form?

In the first instance, each member will need to complete their details from scratch, and on subsequent registrations, members will be able to select their name and auto-populate standard information through the registration process.

Can family discounts be offered as part of the registration?

Yes, this can be done using additional Member Types and Products. More information on this process will be sent out in the coming days.

Can I include additional questions in the form?

Yes. As a Centre administrator, you can add any question to the existing form through the *Questions & Layout* tab in the form builder.

Can I add additional Ts&Cs or Policies to the form?

Yes. As a Centre administrator, you can add additional *Terms or Privacy Policy* questions through the *Questions & Layout* tab in the form builder.

Can we enforce a member to only select one Member Type?

Currently, members are able to select multiple Member Types. However, more options around setting Member Type selection rules are being reviewed by the GameDay team as a potential improvement to the platform.

How can we see the information submitted by a member, like contact details, transaction history and uploaded documents?

All member information can be found in the Membership section of GameDay, and each individual membership record can be viewed to see submitted details.

Can we export the information collected through forms?

Yes. There are multiple reporting options available through GameDay. For more information, click [here](#) or refer to the Online Learning Academy at the top of this document.

Can we delete data that we don't want in the database?

LANSW and GameDay will identify any unnecessary data work through a data cleansing process.

Can I pass on the processing fee to the members?

No. Processing fees are unable to be configured to pass on to registrants through the registration process.

Will new registrations create duplicates with the existing data?

Members registering for the new season will automatically attach to their existing record if their First Name, Last Name and Date of Birth matches a record from the database.

Will registrants need different login details for Membership and Events?

No. The same login details will be used to record both membership and event registrations through GameDay.

Can I add a message to tell members what they need to have prior to registering?

Yes. In the form builder, you can add a custom message to pop up on the first page of the registration form using the *Messages & Notifications > Form Welcome Message* section.

Can we allow discount codes through registrations?

Outside of the Active Kids Vouchers, discount codes are not currently available through GameDay. However, this is a feature that is currently in development and will be available at a later date.

How can I find out about changes and improvements to GameDay as they release?

By signing up to [GameDay Community](#), you can stay up to date and be informed of any new updates, enhancements, events or changes within GameDay.

Where can I find the registration numbers for each member?

More information on ID Number Management will be distributed in the coming days.