



## **GameDay Platform**

### **Membership & Registration**

#### ***Frequently Asked Questions***

**Q. Members are trying to register and get the following error message:  
'SOME FORM FIELDS ARE NOT VALID!!'  
How can they complete their registration?**

**A.** This issue is occurring sporadically and randomly across the country, affecting some but not all members.

In most cases, the error message appears when trying to complete registrations for more than one person in the same transaction. SportsTG are working on a resolution for this issue and it does appear that occurrences of the error message have been significantly reduced in recent days.

To complete multiple registrations, please register ONE member at a time and complete payment before registering subsequent members.

If the member is registering only themselves and experience the error message, please advise them to contact the HQ Office by phone for assistance as can assist directly.

**Q. A player has moved to our Club and registered online but I cannot complete a clearance through the system. How do I obtain a clearance?**

**A.** Before a player registers online to their new club, they should have had their member record transferred through the system by way of a 'Player Clearance' (initiated by the player's NEW club). Once the clearance request is made and approved by the player's previous club, the player's record will be moved into the new club system in preparation for the player to complete the online registration.

If the player has already registered online to the new club BEFORE a clearance request and transfer of member record has been completed, the system cannot be used to complete the clearance. The player will need to obtain a written clearance from their previous club and provide this to the new club.

Clubs should NOT allow any player in this situation to take the field until a clearance has been received by their previous club.

**Q. A member has advised they are no longer able to participate in the 2019 season and has requested a refund. How does a player request a refund of Hockey Queensland and Hockey Australia fees?**

**A.** Members seeking a refund of state and national fees need to complete the 'Refund Request' Form managed by Hockey Australia through the following link:

<https://form.jotform.co/HockeyAustralia/registration-fee-refund-request>

All refund requests MUST be submitted to Hockey Australia in first instance as they are managing this process nationally.

- Q. A member has changed email addresses in the off-season and has requested this be updated so they can register for 2019. How do we manage this?**
- A. Advise the member to register for the 2019 season by creating a 'new account' with their new email address. Email addresses currently cannot be edited in the system prior to the member registering. Whilst registering as a new account will create duplicate records, this will be able to be merged down the track.
- Q. I have duplicate member records in our Club system, how do we merge these records?**
- A. The 'Merge Function' has not yet been released into the GameDay Platform. This functionality will be available later in the season. As such, whilst not ideal, duplicate records will need to remain in the system for now. As only one of these records will contain active financial data, only one record will appear in reports (depending on how results are filtered).
- Q. How can a member use the Get Started Vouchers for payment of registration fees?**
- A. Get Started Vouchers can only be used for Club or Association fees. These vouchers cannot be used to pay state and national fees. If the club accepts these vouchers, the club will need to manage this process directly.
- Q. There are members in our Club system with 'red' lights at National level. Why is this?**
- A. This is the result of a system display glitch. As a player cannot complete the registration process without paying the National fee, please be assured that these members are financial at National level. Their financial status will be manually changed to 'green' by SportsTG. These updates are currently being processed and will be done regularly until the problem is resolved. Providing their status at State level is green, these members are considered financial for the 2019 season (from a state and national perspective).
- Q. Players who attended U15 and U18 Queensland Trials are showing as unfinancial at state and national level in our system (red lights) but have advised they have already paid the state and national fees prior to trials. Why are their state and national lights not green?**
- A. As these members had to complete the registration and payment of the state and national fees prior to trials and at the time, clubs were not taking registrations, these players had to register via a unique link provided by HQ. Unfortunately, at Club and Association level, the member's lights did not reflect this payment following their registration through the club link. To ensure financial status is accurate and reflects the payment of the state and national fees, SportsTG are manually updating the state and national level lights for all of these players.
- This manual process can only be done once the player has completed their registration through their Club. As such, Hockey Qld are regularly monitoring the registration status of these players and are advising SportsTG on when their records can be updated at club level.
- Q. Why are the lights red for members at Club and Association level when these players have registered?**
- A. The colour of the lights reflect the financial status of a member at that particular level. If a member's light is red at club/association level, this means that the club/association product they 'purchased' when registering is no longer active. The length of time a product is active depends on how the product was set up. If the club are utilising the \$0.00 products set up for them by Hockey Qld, these products are only active for a period of 7 days after the player registers – this is because the player hasn't actually paid the club any money through the system so the financial status is reflected accordingly.
- If you are not taking fees through the system, it will not matter if a player's light is red at Association and Club level.

**Q. How can I easily see who is registered and therefore eligible to participate in the 2019 season?**

**A.** To be eligible to participate in hockey in Queensland, every member must have registered through GameDay and paid the relevant National and State fees (as a minimum).

Clubs and Association administrators can easily see who has completed these requirements and is therefore able to take part in the season. To do this, go into the GameDay system > Membership > Members > Financial Filter. From here, using the filter options above the table, set the State filter to 'FINANCIAL'. This will give you a list of every player within your Club/Association that has registered for 2019.

**Q. When I log into our Club/Association system, I have no menu items at the top of my page so I cannot access any information. How do I fix this?**

**A.** This is the result of a system display glitch which is currently being investigated by SportsTG.

Please email Jeff ([jwilliams@hockeyqld.com.au](mailto:jwilliams@hockeyqld.com.au)) and provide your name and the Club/Association system you are trying to access so we can have your system manually fixed by SportsTG Support.

**Q. Members are reporting that they are being prompted to pay the state and national fees again when registering to another Club (i.e. Dual Registration). How can they complete their registration without paying again?**

**A.** This issue is currently being investigated by SportsTG and is being given the highest priority. This is not occurring for all people so is sporadic and random. There are two options for players who experience this issue:

1. Do not proceed with the registration. Club or player to contact Jeff ([jwilliams@hockeyqld.com.au](mailto:jwilliams@hockeyqld.com.au)) so we can advise Hockey Australia and SportsTG. If your registration is not time sensitive, we would recommend this option; or
2. Proceed with the registration and complete payment again. Email the HQ Office ([hqoffice@hockeyqld.com.au](mailto:hqoffice@hockeyqld.com.au)) and request a refund of the duplicate payment amount. Hockey Qld will direct deposit the refund amount into your bank account. If your registration is time sensitive, we would recommend this option as a refund can be processed quickly.