

GAMEDAY

Member Management System

Presented by Kim John
Ecommerce & Technology Manager
Little Athletics Victoria



GAMEDAY Member Management System



Overview of presentation

- Member console (Family / Centre Admin)
- Maintaining Centre administrators
- Season Rollover (Completed by LAVic)
- Season preparation (Fee Templates, Declarations & Custom fields, Payment Options)
- Trial Athlete Registrations
- Extras (merchandise / Open Days- Championship days - \$ fee)
- Emailing members primary & secondary contacts
- Moving ahead – GAMEDAY MEMBERSHIP
- Ongoing video resource kit

Console access - <https://console.sportstg.com/>
<https://helpdesk.mygameday.app/help/classic>



Member Console

GAMEDAY Classic



- Login screens:
 1. Member

A screenshot of the Member Login screen. At the top is the GAMEDAY logo (teal 'G' icon and blue text 'GAMEDAY powered by stacksports'). Below the logo is the heading 'Login to Classic'. There are two input fields: 'Username: *' and 'Password: *'. Below the password field is a black 'Login' button. A link for 'Forgot Your Password?' is located below the login button. At the bottom, there are links for 'New Registration' and 'Privacy Statement', both with 'Click here' text. The footer contains 'POWERED BY GAMEDAY' and 'Powered By GameDay'.

2. Centre Admin

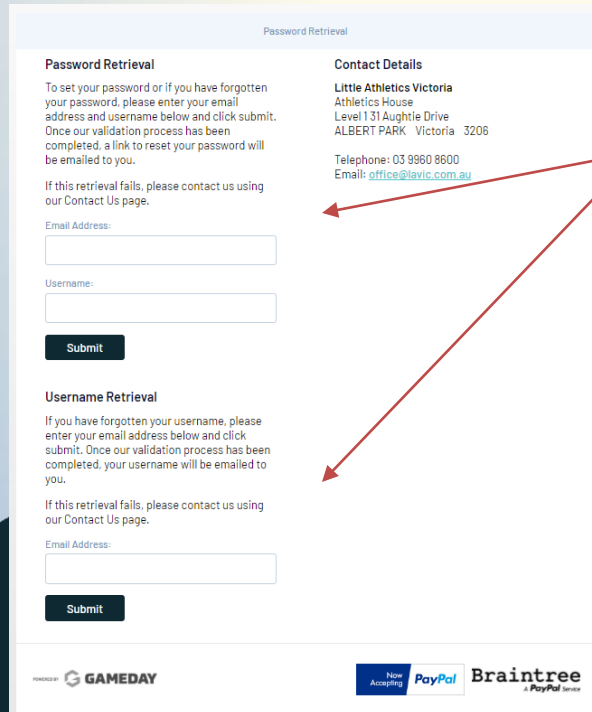
A screenshot of the Centre Admin Login screen. At the top is the GAMEDAY logo (teal 'G' icon and blue text 'GAMEDAY powered by stacksports'). Below the logo is the heading 'Login to GameDay Classic'. There are two input fields: 'Username' and 'Password'. Below the password field is a teal 'Login' button. A link for 'Forgot password?' is located at the bottom right. The entire form is set against a dark blue background.

Find more information and resources on our Centre
<https://ourcentre.com.au>

Updates to member console

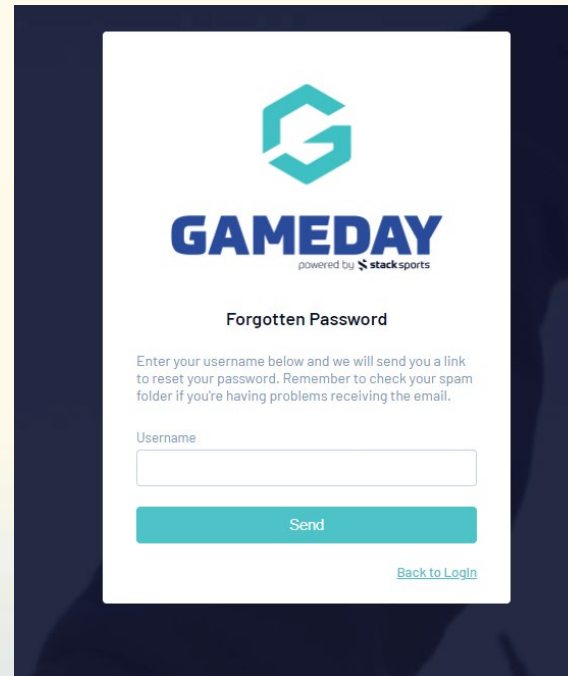
GAMEDAY Classic (formally SportsTG)

- Password security



Member

- **Complete 1 of the two options**
- Password retrieval requires both the username* & email to be sent.
- Username retrieval requires email only



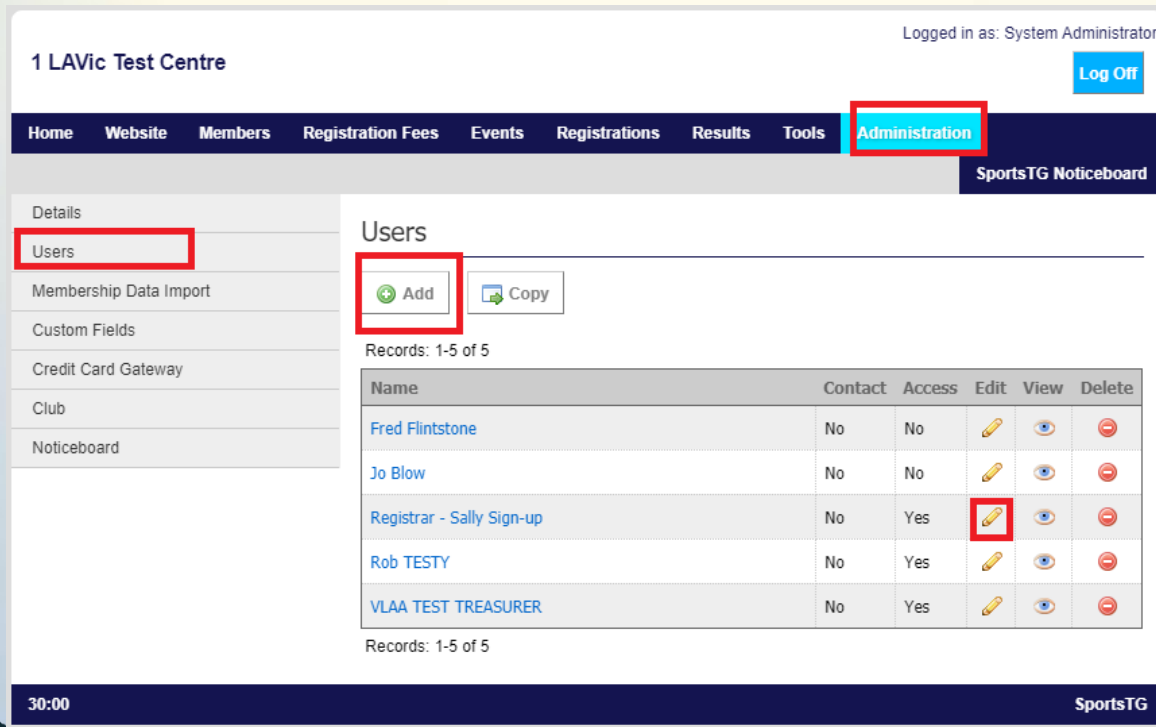
Admin

- Must have email assigned in GAMEDAY to user profile
- Username is case sensitive

***Usernames are always best copied and pasted to avoid text / numeric confusion**



Maintaining Centre administrators



1 LAVic Test Centre

Logged in as: System Administrator

Log Off

Home Website Members Registration Fees Events Registrations Results Tools **Administration**

SportsTG Noticeboard

Details

Users

Membership Data Import

Custom Fields

Credit Card Gateway

Club

Noticeboard

Records: 1-5 of 5

Name	Contact	Access	Edit	View	Delete
Fred Flintstone	No	No			
Jo Blow	No	No			
Registrar - Sally Sign-up	No	Yes			
Rob TESTY	No	Yes			
VLAA TEST TREASURER	No	Yes			

Records: 1-5 of 5

30:00 SportsTG

Account / User details – Who should have access?

1. Remove old committee members
2. Update current committee members – email is mandatory
3. Add new committee members

Primary users: Secretary, Registrar, Treasurer. (less is best)

- Each profile can be customised specifically to their role
- Items to collect in set up include name, email, title / position.
- Usernames can be created

***Credentials should not be shared**



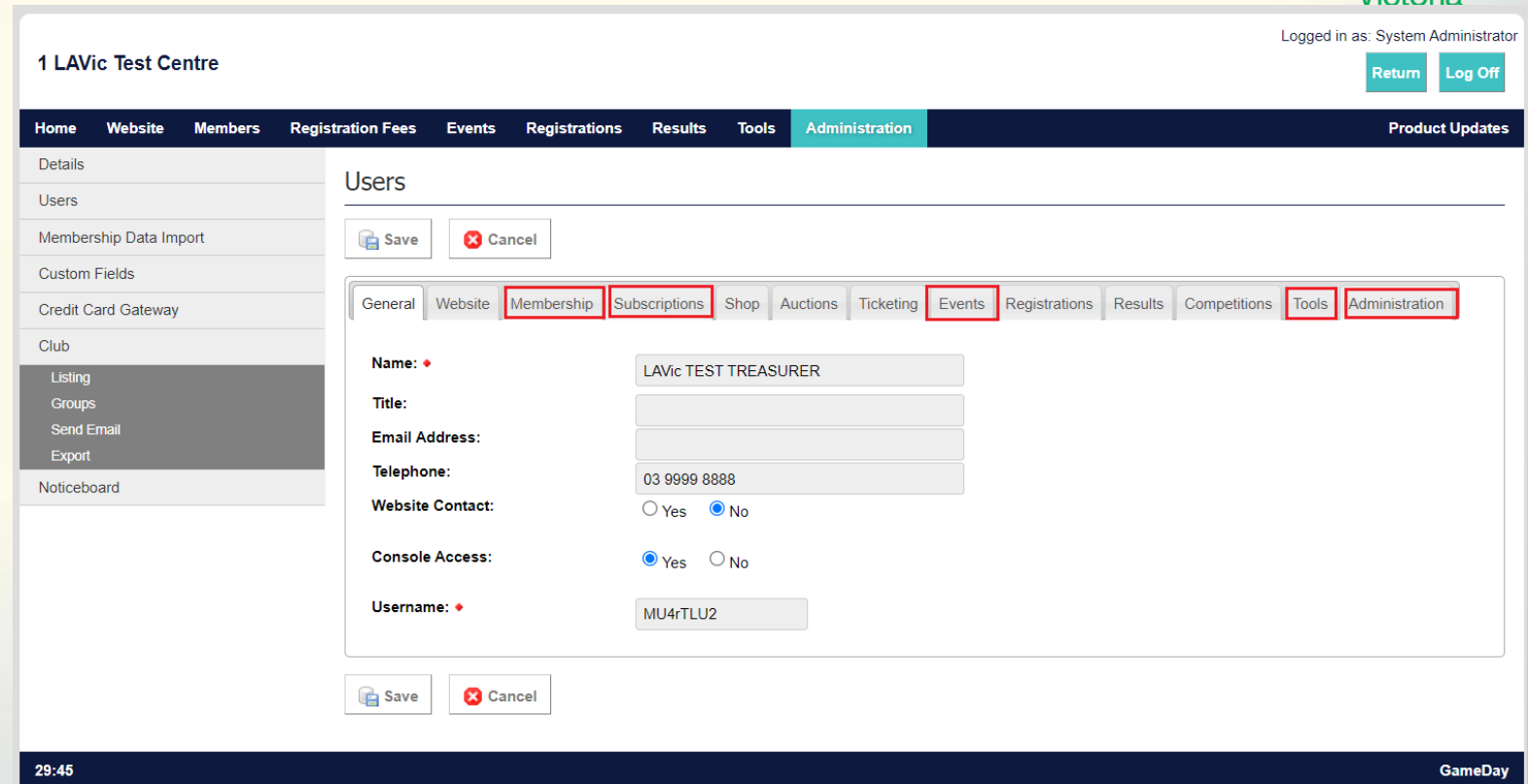
Help Menu Link: <https://help.sportstg.com/help/classic-adding-users>

Setting up administrators

Customising the User profile

Once an admin profile has been created, customisation of access can be set up. Menu options include:

- Membership – Members
- Subscriptions – Transactions / Payments
- Tools – document/image library, email templates / secondary database creation
- Admin – Custom fields & Club login direct link access



The screenshot shows the '1 LAvic Test Centre' administration interface. The user is logged in as 'System Administrator'. The navigation menu includes Home, Website, Members, Registration Fees, Events, Registrations, Results, Tools, Administration, and Product Updates. The 'Administration' menu is expanded, showing options like Details, Users, Membership Data Import, Custom Fields, Credit Card Gateway, Club, Listing, Groups, Send Email, Export, and Noticeboard. The 'Users' page is active, displaying a form for editing a user profile. The form fields include Name (LAVic TEST TREASURER), Title, Email Address, Telephone (03 9999 8888), Website Contact (No), Console Access (Yes), and Username (MU4rTLU2). The 'Membership' and 'Subscriptions' menu items are highlighted with red boxes. The interface also shows 'Save' and 'Cancel' buttons at the top and bottom of the form.

Video Link: <https://ourcentre.com.au/webinars/setting-up-administrators/>

Help Menu Link: <https://help.sportstg.com/help/classic-adding-users>



Rollover

Member updates / age group promotion

- Fee Templates are available online <https://ourcentre.com.au/centre-affiliation/step-three/>
- Age groups will be rolled up by LAVic
- Registration defaults will be aligned to age groups by LAVic
- U17 members will become inactive
- U17 Primary member reassignment (families with more than 2 children)
- Association fees will be aligned into the system \$89 LAVic Fee (unchanged for 3 seasons)
- Unique invoices / receipts will be prepared by LAVic
- Duty roster links can be added into registration receipts upon request
- Unfinancial members for 5 + years become inactive



LAVic Fee Templates 23/24



Season Preparation

Registration Declarations

A Registration Declaration = Customised summary of registration requirements that members must agree to in order to proceed to the next step.

Declarations (Association) – not visible from back end @ Centre/club level

An example is provided prior to registrations going live, to avoid duplication of content. This is generally published in OurCentre and available in the administration console of GAMEDAY.

Declarations (Centre/Club) – visible at the level they are created

Items are specific to the Centre or club. Eg: duty requirements / rosters links, Centre rules, refund policies, proof of birth not shown / no tag / no points

- *Up to 3 separate declarations can be created per entity (Association / Centre / Club)*
- *Each declaration is required to be ticked in order to proceed*



Video Link: <https://ourcentre.com.au/webinars/declarations/>



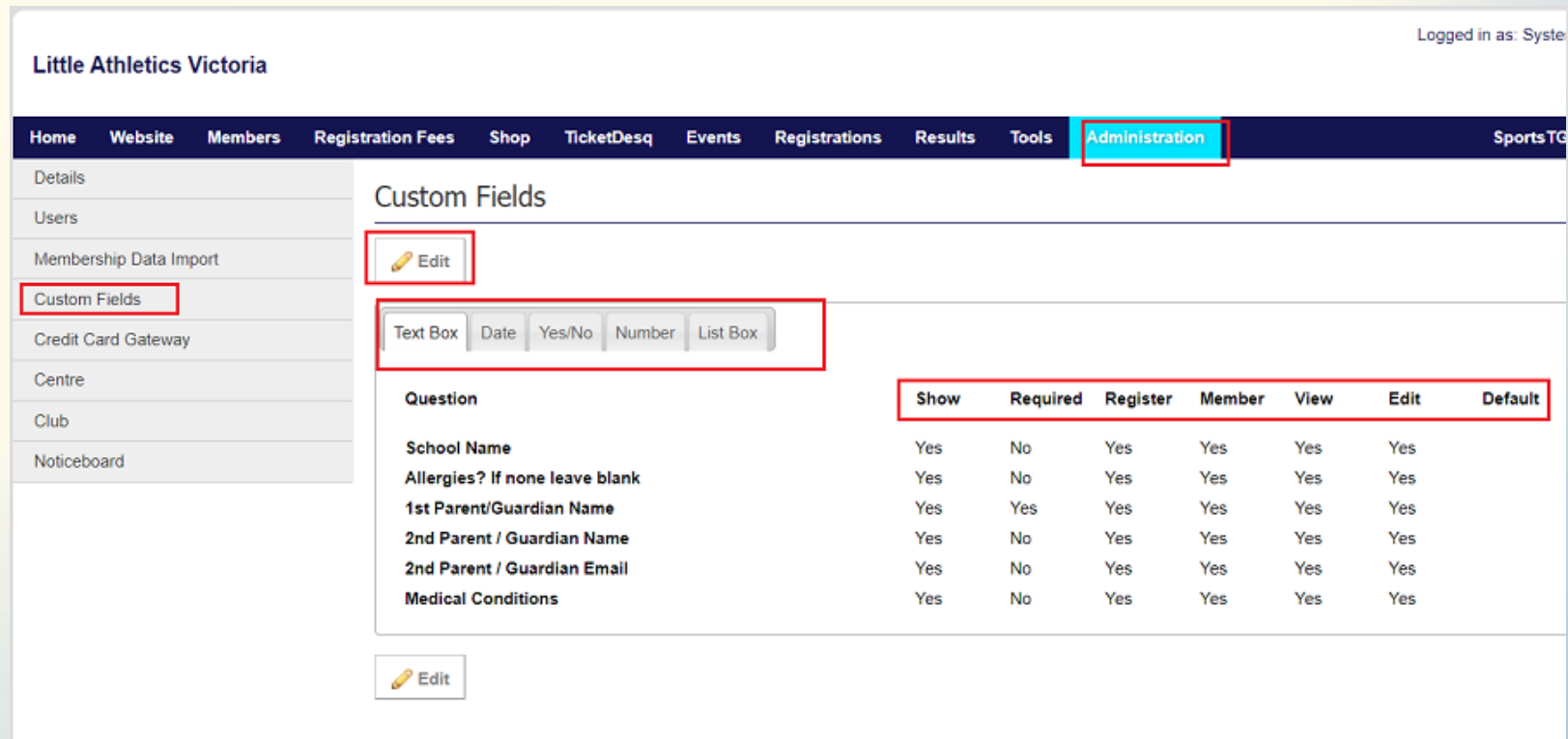
Season Preparation

Custom Fields

Each organisation has the following options available to them:

- 6 Text Box Fields,
- 4 Date Fields,
- 4 Yes/No Fields,
- 2 Number Fields
- 4 List Box Fields.

These Fields will display in that order on the Registration Form



The screenshot shows the 'Administration' section of the Little Athletics Victoria website. The 'Custom Fields' page is active, displaying a list of fields and their configuration options. The 'Administration' menu item is highlighted in the top navigation bar. The 'Custom Fields' page has an 'Edit' button at the top. Below it, there are tabs for 'Text Box', 'Date', 'Yes/No', 'Number', and 'List Box'. The 'Text Box' tab is selected. A table lists the following fields:

Question	Show	Required	Register	Member	View	Edit	Default
School Name	Yes	No	Yes	Yes	Yes	Yes	
Allergies? If none leave blank	Yes	No	Yes	Yes	Yes	Yes	
1st Parent/Guardian Name	Yes	Yes	Yes	Yes	Yes	Yes	
2nd Parent / Guardian Name	Yes	No	Yes	Yes	Yes	Yes	
2nd Parent / Guardian Email	Yes	No	Yes	Yes	Yes	Yes	
Medical Conditions	Yes	No	Yes	Yes	Yes	Yes	



Video Link: <https://ourcentre.com.au/webinars/custom-fields/>

SportsTG Link: <https://help.sportstg.com/help/classic-adding-custom-fields>



Find more information and resources on ourCentre
<https://ourcentre.com.au>

Payment Options

GAMEDAY Classic

Apple Pay & Google Pay now accompany PayPal, Credit card & debit card

Additional Payment options:

- Active Kids Vouchers – NSW Season 23/24 \$50 voucher * conditions apply
- Get Active Kids – VIC – awaiting announcement of program & dates



Trial Athletes



A trial athlete is someone that have not previously registered as Competitive Members of any Little Athletics Member Association; and who are 5 years of age or older, and who are 16 years of age or younger.

Season 23/24 is our 4th season using the LAVic Trial Athlete Offer it has been deemed successful in the conversion of new athletes as a full financial LAVic Competitive member.

The Trial Athlete offer is supported by a policy which covers obligations for all Athletes / Centres / Association

Trial Athletes are fully covered by the national insurance program entered into by Little Athletics Australia Ltd ('LAA') for the 28-day period of the Trial Athlete Offer



Trial Athlete Website Link & Policy



Find more information and resources on ourCentre
<https://ourcentre.com.au>

Trial Athletes

- *The conditions of the Trial Athlete Offer are:*

- Online application – free no charge applies
- Includes the opportunity to trial – free of charge on 2 competition days;
- Trials are to be completed within a 28 day period, commencing on a date agreed with by the host Centre;
- Events trialled will be determined by the host Centre;
- Trial Athletes may attend sanctioned Centre training activities by agreement with the host Centre during the term of the Trial Athlete Offer.
- A Trial Athlete can register as a full financial LAVic Competitive Member at any time.



Trial Athlete Website Link & Policy



Trial Athletes

Responsibilities



- *New athlete / family responsibilities*

Athlete completed trial application (basic information collected in order to participate in the trial)

Receives receipt with printable template patch to be worn at trial. Contact/view online Centre details for more information on when they can attend the trial.

Commence and complete the trial within a 28-day period as agreed to by the Centre. Parents/guardians of Trial Athletes may be required to volunteer from time to time and are required to comply with the child safety provisions set out in the National Child Protection Policy and Working with Children Check Policy. They must also abide by the behavioral standards set out in the LAVic Code of conduct.

Trial Athlete Bib Sample



Trial Athletes

Responsibilities continued

- *Centre responsibilities*

To assist with the administration of the Trial Athlete Offer, and to maximise new membership registrations from the program by:

Promoting the Trial Athlete Offer including via their communication channels.

Attracting the maximum number of Trial Athletes & providing them with the best experience

Appoint an individual dedicated to the task ('**Trial Athlete Official**') of coordinating the Trial Athlete Offer' program who:

- Manages the relationship of new athletes/families, from beginning to end.
- Keeps record of registrations & attendance of Trial Athletes on competition days.
- Maintaining a supply of blank Trial Athlete bibs and pins.
- Discusses / encourages Trial Athletes and families to take up full financial LAVic Competitive Membership. Educating Trial Athletes and families about the benefits, costs, time commitment, training times, parental responsibilities,



Trial Athletes

Responsibilities continued



- *Association responsibilities*

Provides event registration to host online trial applications. Posts secure reports and updates to GAMEDAY noticeboard for Centres Admins to download. Report includes name, Centre for trial, date of application, email contact, age group, gender, contact number. Make available resource kit includes manual forms & patches for walk ups found and available to download in GAMEDAY Association Noticeboard.

Send out on weekly basis a Trial Information pack to trial athletes identifying the next steps to become a member.

To provide advice and support to Centres to manage their Trial Athletes where required and requested.

To promote the Trial Athlete process via all communication channels.



Trial Athletes

Resource Kit – How does it work

Available in GAMEDAY (Administration Noticeboard) - <https://console.sportstg.com/>

- Link to download trial athletes
- Link to Policy
- Includes manual trial forms / manual patch templates
- Instructions on management of manual trial follow ups
- Summary of reminder emails – including date range of entry
- Summary of live registered members (name / Centre only)
- Centre requirement to confirm converted members



- Frees up unpaid listing
- Defines more clearly 2 types of competitors: financial = member, athlete = trial
- Clearly identifies a new member – provides them with a unique experience prior to becoming competitive
- Collects brief but important information without prospective members creating an entire registration profile.



Extras

Merchandise & Open Days / Championship Days with \$ fee

Merchandise / Shop

- Sell merchandise or uniforms with registrations
- Sell merchandise or uniforms via website (not linked to membership)
- Removes cash handling
- Aligns to members profile for purchase history
- Stock control can be managed through GAMEDAY



**Contact the office to have the shop menu enabled in your console*

Open Days / Championship Days with a \$ fee value

- Managed through Events in GAMEDAY
- Allows members from other Centres to register (open days)
- Works the same as LAVic Championship events based on entries
- Eliminates paper entry forms
- Entries can be exported for Timing Solutions - ResultsHQ
- Funds are settled into the Centre bank account – no cash
- Only Championship days or Open Days that do not carry an entry fee can be created straight into results HQ.



Find more information and resources on ourCentre
<https://ourcentre.com.au>

Emailing Members

Primary & Secondary Contacts

- The GAMEDAY portal enables both Primary and Secondary contacts to be emailed.
- Must observe mail preferences – Mailing yes / no
- Members have 1 primary email address linked to their account and an optional secondary is collected during the registration process or can be updated in the members account.
- Family email options available – removing duplicates
- HTML / Plain text versions available
- Templates available on request



Primary email – receives all correspondence from LAVic or Centre when using the 'send email option. GAMEDAY keeps a history of sent mail collected, includes open rates

Secondary emails – can be used to replicate member newsletters & provide important information. (created & sent from the tools > distribution list menu)



Video Resource Kits

<https://ourcentre.com.au/centre-resource-guide/centre-management/affiliation-and-membership/membership-management/>

- Activating Online Members
- Attach remove group members
- Viewing paid transactions or Unpaid transactions
- User profile template (Secretary, Treasurer, Registrar)
- Countdown timer
- Email templates
- Member Statuses
- Setting up administrators

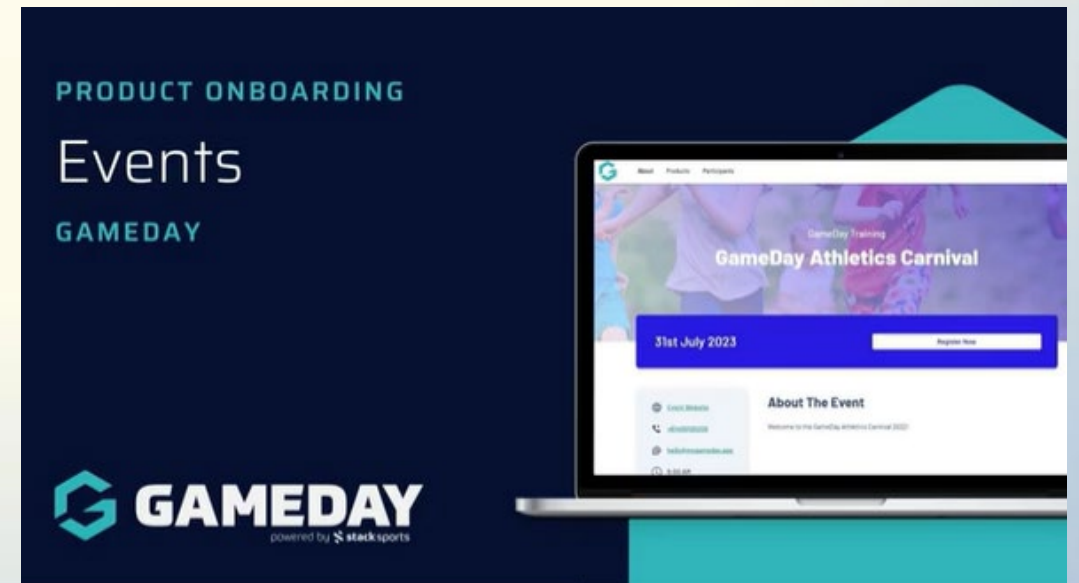


- Settlement reports
- Transactions dashboard
- Sending Emails
- Query Builder
- Distribution lists (for emails)
- Declarations
- Custom fields
- Campaign Management



Looking Ahead – Future development

LAVic's Migration to GAMEDAY console from CLASSIC console in drawing very close – below are two videos to provide an insight to the new platform Little Athletics Victoria will be using.



Need more help?

Console access - <https://console.sportstg.com/>

Ourcentre - <https://ourcentre.com.au/>

GAMEDAY LAVic Resources – <https://ourcentre.com.au/centre-resource-guide/centre-management/affiliation-and-membership/membership-management/>

Help - <https://helpdesk.mygameday.app/help> * (GAMEDAY Classic)

Kim John – kim.john@lavic.com.au

**new link*



Thanks for watching!
Feel free to join me for a live Q & A on Zoom

