



Golf Canada
Suite 1 – 1333 Dorval Drive
Oakville ON
Canada L6M 4X7

T 905.849.9700
1.800.263.0009
F 905.845.7040
E info@golfcanada.ca



FAQ – Golf Canada Score Centre

Customer Support

Golf Canada is dedicated to offering the best customer support possible. Our goal is to respond to all requests within 24 hours. To receive customer support, please call **1.800.263.0009 ext. 399** or e-mail members@golfcanada.ca.

Please note: If you are a member of the GAO, please call 905-852-1101 or e-mail administration@gao.ca. If your club belongs to the BCGA, please call 888-833-2242 or e-mail info@bcga.org.

Logging into golfcanada.ca

To take advantage of member benefits, please visit www.golfcanada.ca to log in to your account. If you do not remember your password, you can use the password retrieval tool located underneath the log in entry field. Alternatively, your golf club can assist you with retrieving your username and password. If you still require assistance, please contact Golf Canada.

Activating your Golf Canada/Provincial Association Membership Card

To activate your Golf Canada Membership Card, please go to www.golfcanada.ca/2012 and follow the three simple steps. Your member card must be activated in order to take advantage of the many exclusive offers that Golf Canada members are entitled to receive. Benefits include discounts on Golf Canada merchandise, discounts on RBC Canadian Open and CN Canadian Open tickets, SCAN-dicap, group rates at RBC Insurance and discount rates at Holiday Inn and other IHG hotels. Card activation is also required in order to participate in Golf Canada tournaments. If you are a member at a golf club and have not yet received your 2012 member card, please contact your pro shop. If you are a public player, go to www.golfcanada.ca/shop to purchase or renew your membership.

SCAN-dicap

Find your personal QR Code on the back of your 2012 membership card and see your real-time Golf Canada Handicap Factor. A QR code (short for "Quick Response") is a square barcode image that when scanned by a device such as a smartphone triggers an action. In the case of SCAN-dicap, when you scan the code on the back of your Golf Canada member card, your device will display your current Golf Canada Handicap Factor. For more information on how to scan your card, please follow this link: <http://www.golfcanada.ca/about-us/why-join/scandicap/>

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Love the game.
Grow the game.

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Pour l'amour du golf.
Pour l'avenir du golf.

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**Your Profile on golfcanada.ca**

Your profile is where you can update information about yourself, including preferred tee times, lowest score, hole-in-ones and your favourite golf course. Update your home and e-mail addresses and sign up to receive free home delivery of Golf Canada Magazine published four times a year and to receive the latest golf news with our eGolf newsletters.

Changing your Username and Password

A member can change their Username and/or Password by:

1. Going to “Profile” and clicking on the “Edit Profile” button.
2. Click on the “Account Settings” tab button.
3. Enter your desired Username and Password and click “Save”.

Update your Communication and Privacy Settings

1. Go to “Profile” and click on the “Edit Profile” button.
2. Click on the “Account Settings” tab button.

Privacy Settings:

3. Choose “Private” or “Public.” Public means that a person can verify your handicap on our “Verify a Golf Canada Handicap Factor” tool.

Communication:

4. Check or un-check the desired communication box. To opt in to receive Golf Canada Magazine, check the “Printed Newsletter” box and hit “Save.”

How do I post a picture?

Posting a picture is a great way to get to know members and put a face to a name.

To post a picture:

1. Click on the “My Profile” button.
2. Click on the “Edit Personal Info” button.
3. Click on the “Browse” button and find your desired profile picture.
4. Click on the “Save” button and your picture will be uploaded onto your profile.

We recommend that the picture size be between 200-300 KB.

Setting Default Course / Tees

Members are able to select the course that appears on their homepage and Score Centre.

To do so:

1. Go to “Profile.”
2. Click on “Edit Profile.”
3. Click on the “Account Settings Tab.”
4. Scroll down to the box titled “Edit Courses and Default Tees.” Using the dropdown menu or the “Search Course Directory” link, select your desired course and tee. This will be the course and tee that will automatically appear when you enter a score.
5. Once finished, click on the “Save Changes” button.

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**Posting Scores on golfcanada.ca**

We encourage members to post hole-by-hole entries in order to ensure the correct Equitable Stroke Control adjustment. By posting hole-by-hole result or entries, the system will automatically make the necessary adjustments based on your current Golf Canada Handicap Factor.

To post hole-by-hole, please do the following:

1. Go to “Score Centre” and click on the “Enter Hole-By-Hole Score” button to enter your score hole-by-hole. **NOTE:** In order to use the Game Tracker feature, scores must be entered using hole-by-hole scoring.
2. If it is an **Away Score**, find the appropriate course by clicking on the “Away Score: Course Finder” button and use the dropdown menus for each field. **NOTE:** Once you posted a score from a course in the directory, that course will be added to your Course List. This will enable you to find the course more quickly in the future.
3. After ensuring all listed information is correct, click on the “Go To Scorecard” button. Enter your hole scores and stats (if applicable) for each 9 and click on the “Continue” button.
4. Ensuring all the inputted data is correct, click on the “Confirm Score” button and your score will be posted to your Scoring Record.

To post a gross score, please do the following:

1. Go to “Score Centre” and click on the “Enter Score” button to enter your score. **NOTE:** In order to use the Game Tracker feature, scores must be entered using hole-by-hole scoring.
2. If it is an **Away Score**, find the appropriate course by clicking on the “Away Score: Course Finder” button and use the dropdown menus for each field. **NOTE:** Once you posted a score from a course in the directory, that course will be added to your Course List. This will enable you to find the course more quickly in the future.
3. After ensuring all the listed information is correct, enter your *Adjusted Gross Score* and click on the “Post Score” button. An “Adjusted Gross Score” is a player’s gross score adjusted under Handicap System procedures for unfinished holes, conceded strokes, holes not played or not played under The Rules of Golf, or Equitable Stroke Control. If you are unsure of how to proceed with this, you can post your scores hole-by-hole for automatic adjustments.
4. Ensuring all the inputted data is correct, click on the “Confirm Score” button and your score will be posted to your Scoring Record.

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Delete / Edit a Score

Members have the ability to edit their scores at any time, but can only delete a score within 24 hours from the time the score was posted. After this 24 hour period, only the club administrator or a Golf Canada support representative can delete the score. Scores that are edited will be denoted by a “#” beside the score in the scoring record. To inquire about having a score deleted, please contact your pro shop.

To delete/edit a score :

1. Go to your Scoring Record.
2. Click on the pencil icon to the right of the appropriate score.
3. Click either “Edit Score” or “Delete Round.”

What if the course I played is not in the Course Directory?

Sometimes you may play at a course that is not listed on the Golf Canada Score Centre’s Course Directory. **Clubs that are not members of Golf Canada, or clubs in the United States that are not members of the USGA, do not have a certified course and slope rating and as a result, scores at these courses cannot be entered or used in the calculation of a Golf Canada Handicap Factor.** If the course is outside of North America, it is acceptable for a player to enter the information manually. For this, the player will need the name of the course and its slope and course rating for the tees played.

1. Go to “Score Centre” and click on “Enter Score”.
2. On the Course List dropdown menu, click on >>Manual Entry<<.
3. Enter the course’s information for each field and enter the score.

Proof of Handicap

Often players need to verify their Handicap Factor for tournaments or to access some courses (e.g. St. Andrews). In many cases within Canada an activated Golf Canada card provides access to this through the QR code or handicap verification tool on the website where activated numbers can be entered and searched. Where a printed record of handicap and membership is required, the Golf Canada Score Centre allows members to retrieve a handicap score card from anywhere with a computer and Internet access.

1. Go to “Score Centre” and click on “Print Hcp Card” button.
2. You can choose your printing preferences, either on a label, or just by printing out the full page. Both are acceptable for Handicap Factor verification.

How do I get a club roster list?

The club roster allows you to view the Handicap Factor of every member of your club. It also offers you a quick link to each member’s profile, simply by clicking on the individual’s name.

1. Go to “Club & Members.”
2. Click on “My Club Roster.”

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**Game Tracker**

Game Tracker allows members to enter their statistics for each game and maintain a continuous record of their golf game's strengths and weaknesses. **In order to utilize this application, members must enter their scores at golfcanada.ca and use the “Hole-by-Hole” score entry option.** Members can select which stats they wish to maintain such as: Fairways (FIR), Greens (GIR), Putts, Sand Saves, Up & Downs, Penalty Strokes, and Driving Distance.

1. Click on the “Enter Hole-By-Hole Score” button.
2. **Click on “Yes” where it asks if you want to track stats.**
3. Select the statistical fields you wish to track.
4. Click on the “Scorecard” button.
5. Fill out your scoring information and click “Continue”
6. Click on the “Confirm Score” button and your score and statistics will be uploaded into the system.

To view your Game Tracker statistics, click on the “Game Tracker” button on your homepage.

List

Golf Canada Score Centre allows you to create and develop a quick link to other members and courses: view a friend's profile, send a message, access a course's information, or facilitate entering an away score at a regularly played golf course.

To add a member to your Member List:

1. Go to “Club & Members.”
2. Click on “My Player List.”
3. Click on the “Add” button.
4. Enter the required information and click “Search.”
5. Click on the “add” link beside the desired member and that individual will be added to your Member List.

To add a course to your Course List:

1. Go to “Club & Members.”
2. Click on “My Player List.”
3. Click on the dropdown menu and select “My Courses”.
4. Click on the “Add” button.
5. Type in the name of the course, select its State/Province from the dropdown menu, and click “Submit”
6. Click on the “add” link beside the desired course and that course will be added to your Course List.

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Messages

By joining Golf Canada Score Centre, you will receive Golf Canada updates and e-Golf Canada e-newsletters. These messages will appear directly on your homepage and can be viewed by clicking the “Subject” link of the message.

To view your entire ‘Inbox,’ click on the “Messages” button.

To send a message:

1. Click on the “Messages” button.
2. Click on the “Compose” button.
3. In the box on the left, click on the individuals to whom you wish to send a message and click on the “>>” button. The individual’s name will appear in the box on the right. Only those whose names appears in the box on the right will receive the message.
4. **If the individual(s) is not part of your Member List**, use the “Search Member Directory” link located just above the box to find the member.
5. Click on the “Send Message” button.

Are you a member at more than one club?

If you are a member at more than one club, you are required to post a score to both clubs’ handicap roster in order for your Handicap Factor to be valid. If both of your clubs utilize Golf Canada Score Centre, you are able to merge your accounts allowing you to enter a single score and have it automatically posted to both club’s handicap rosters. When merging accounts, you must specify a “primary club” and a “secondary club” of your choosing (for system purposes), but you would still appear on both clubs’ rosters.

In order to merge accounts, you must contact your Golf Canada support representative and ask them to merge the accounts. **If you are a member at a golf course in British Columbia or Ontario, you must contact your provincial association.**

Are you changing clubs?

New members of a club are often former members of another club. If you are transferring from a club that is using Golf Canada Score Centre, the program allows your files to be easily transferred from your former club to your new club. This allows you to maintain your scoring records, statistics and profile information without having to re-enter them manually. Please inform your club that you have an existing account that needs to be transferred, and have them contact a Golf Canada support representative. **If you are a member at a golf course in British Columbia or Ontario, you must contact your provincial association.**

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