



World Handicap System Club FAQs

Missing Scores

Members may have noticed that not all scores present on their club record have transferred to the WHS platform. Only scores previously transferred by clubs/ISVs to the old CONGU/CDH system have been transferred across. Where such an issue is flagged by a member, clubs have the ability to manually enter these scores on the WHS platform.

For further information, please review the [club help guide](#).

Missing Players

If a member does not appear on the new WHS system, this is caused by the status of that individual on the old CONGU/CDH system when details were transferred across.

There are several ways for clubs to check for a solution and update the system:

- (a) Clubs should first check the list of resigned players. If player is listed, reinstate.
- (b) Under 'Add new members', input a member's ID/CDH number and begin a search. If found, add as a member.
- (c) If not found, complete member's details and a list of possible matches will appear. If a member's ID/CDH number is shown, merge record and player will be added with previous CDH number.
- (d) If a member is still not visible on the system, clubs can contact us using our dedicated WHS Support Inbox



Creating new users/resigning members

You are able to create new users once you have accessed the system. Details on how to do this can be found in the [Club Help guide](#).

This guide also contains details of how to make a handicap adjustment, and how to add, amend or delete home or away scores.

Tee mapping and changes

Where tees do not map to the correct WHS rating, due to data from the old CDH system not matching correctly to data inputted by clubs onto the WHS platform, England Golf will carry out a manual correction on the WHS platform as clubs report this issue.

You can request changes to your course data using the forms on our [club resource page](#).

If you require further support, your county advisor should be your first contact point. If your county advisor requires further support, they, in turn, should contact your regional advisor.





Adding a social score on the MyEG app

Members can enter social scores via the My England Golf app by clicking on the 'Enter Score' function at the foot of the dashboard screen and following the instructions.

In order to protect the integrity of the handicap system:

- Geo-location technology will ensure pre-registering the intent to post a score can only be done in close proximity to the course where the round will take place
- A time lag will be in operation from the point where intent to play a round is registered to the stage when a score can be accepted
- A golfer's final score must be verified by a playing partner who has witnessed the round and who holds a World Handicap System handicap index

If a member notifies the club of failure to submit a score via the app, the steps above should be checked first to ensure the correct protocol has been followed.

Tournament Scores

Players may see tournament scores in their records run by organisations such as counties, England Golf or other event providers. Due to the way these scores were stored in the old CONGU/CDH system, they have been transferred over with a standard Slope Rating of 125 and the Course Rating that equates to the Competition Scratch Score (CSS) of the day.

In most cases it is not possible to identify the course/tee used in the competition and to ensure consistency and fairness to all players who took part, we have applied a standard rating value. These historical scores should remain unchanged.



Changing ISV/Club Software?

To enable England Golf to support any changes to the WHS portal please follow this link: <https://www.Englandgolf.org/handicapping/club-resources/#changerequest>.

The form you require is CR004 – please ensure the documentation is completed in full by referring to the [guidance document](#).

Historical 9-hole scores

9-hole scores played under the previous CONGU system were recorded against 18-hole Standard Scratch Scores (SSS) with an adjusted 18-hole Gross Differential. In order to ensure these scores have been included as part of the WHS, they have been recorded against an 18-hole Course and Slope Rating. This process has been applied consistently against all players and only affects historical scores.

No returns

Any NR scores prior to launch on 2nd November did not get transferred to WHS. From the launch of WHS on 2nd November NR are treated differently, please refer to the [Rules of Handicapping](#)

These were scores returned under the previous CONGU system where a gross differential was not and could not be calculated. These have been left out of a member's WHS record as an adjusted gross score could not be carried over to the WHS Platform.

Adding Professional players

The WHS system offers golf professionals the opportunity to hold a handicap index. The club need to add the participant as a new member, and ensure they



tick the 'professional' box within the 'basic' tab. The participant will need to submit a minimum of 54 holes worth of scores before an initial handicap index value is calculated. They follow the same handicapping rules as amateurs.

Adding players with Welsh/Irish CDH ids

Please refer to the 'New Members: Adding a Member' section of the [club guide](#).

Handicap – Annual Review

The WHS Annual Review Report is not yet available and is something that England Golf are working on with the IT development team.

However, we are advising Golf Clubs to hold off carrying out their Annual Reviews at present time, so that golfers can get used to the new WHS Index system.

Please also be aware, should the handicap committee make the decision to adjust a member/s handicap index this should be done via the WHS portal directly.

Useful links

- Club WHS platform guide: <https://www.Englandgolf.org/download/whs-golf-club-platform-guide/>
- Club FAQs for WHS: <https://www.Englandgolf.org/download/golf-club-world-handicap-system-faqs/>
- Rules of handicapping: <https://www.Englandgolf.org/download/England-golf-rules-of-handicapping/>
- WHS Toolkit: <https://www.Englandgolf.org/download/whs-toolkit-2-0/>