



# World Handicap System App FAQs

## For the MyEG app

### How do I find my membership ID

Members should be aware that when asked to input their Membership ID during login, this refers to their CDH number. Golfers who do not know their CDH number can request this from their club. Golfers should take extra care when inputting this 10-digit number to reduce chance of user error.

Please ensure you have registered via the [My England Golf Account web portal](#) prior to accessing the app.

### I want to change my details

You can review/update your personal details via the ['My Profile' area](#).

Any other details should be changed at your club. Information for your My England Golf page is pulled directly from your club's systems.

### I have forgotten my password

You can reset your password for your My England Golf account via the [Forgotten Password link](#).

Your password reset email will be from the email address `no-reply@golf.co.nz`.

If you have not received your password reset email in your inbox, be sure to check your spam/junk folder.

### I have no email address / can I use a shared email address



For the new World Handicap System (WHS), it would be preferable for each individual to provide a unique email address along with their date of birth. Without both an email and DOB then a WHS handicap index will not be received.

In such circumstances where an individual does not have an email address and does not intend to obtain one, then it is acceptable to share an email address with a family member or friend. Please ensure your golf club has your correct email address in their club system (which will automatically update the WHS portal).

Further information is available [here](#).

### Problems logging in or registering

Please ensure the following things have been checked at your club:

- Your membership number is correct
- Your club has the correct email for you within the WHS portal
- Your club has the correct DOB for yourself
- You have checked your junk/spam folder for any verification emails/forgotten password emails
- Verification and forgotten password emails will be received from 'no-reply@golf.co.nz'

If you believe there are issues with your handicap, please contact the handicap secretary at your club, as your club remains your handicap authority in the first instance. As your handicap authority, your club has the ability to amend, add and delete your scores. Your home club possess the ability to make handicap adjustments. If your club committee need further support, they in turn would contact your county advisor.



## Professionals

The WHS system offers golf professionals the opportunity to hold a handicap index. Your club needs to add you as a new member, and ensure they tick the 'professional' box within the 'basic' tab. You will need to submit a minimum of 54 holes worth of scores before an initial handicap index value is calculated, following the same handicapping rules as amateurs.

## Adding a 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.

If the 'Enter Score' function is not visible on the app, please go to the app store to download the latest version of your app.

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

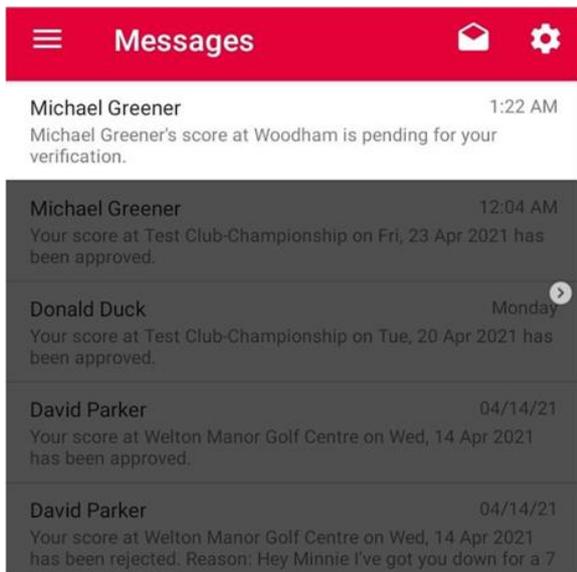
## Attesting Scores

The person verifying a score should be chosen by the golfer whose score is to be attested (approved). To choose a marker, search for their club and last name when prompted during the score entry process.

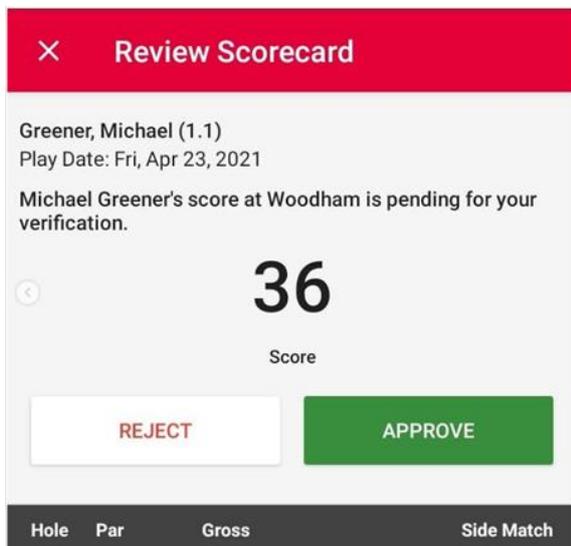


Once the person who is verifying a score is chosen and the golfer's score is submitted, the marker will be sent a message on the app.

The marker must have the latest version of the app to be able to attest your score.



A marker can click on the green 'approve' button or 'reject' and add a comment if they think the scorecard is wrong:



Once complete, the score will appear on the app and a golfer's new handicap index will be calculated overnight.



Note:

- If entering a score on the My EG app, you must not submit this same score to your club. This avoids a duplicate score in a player's record.
- If a golfer pre-registers the intention to post a score via the My EG app, but only submits a card to the club, then that individual will have a query placed against their account for an incomplete score. It is then for the club to rectify.
- Scores can be entered via the My EG app either hole by hole or entered in full after the round. Submit full scores at the end of the round.
- Juniors can be added as verifiers/markers via the MyEG app. Please note juniors are able to sign cards for adults, but currently adults can't sign cards for juniors.
- You can record a pickup on any hole by clicking the three dots next to the score and choosing the 'pick up' option.

Any problems with missing scores will need to be returned to the home club for manual entry.

## 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.

## 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.

## 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

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.

## How to process scores from abroad

You will nominate a home club to administrate your Handicap Index as you do now. We recommend this is in the country of your main residence and where you play most golf.

## Members with Welsh / Irish CDH ids

Your English club can connect your Welsh/Irish CDH id to you via their WHS portal. An English CDH id will be generated for you to use in England which will be linked to your Welsh/Irish CDH id you'll continue to use in Wales/Ireland.



## Insurance information (Bluefin)

Personal liability insurance is provided to every golf club member as part of their affiliation to England Golf. So, as long as you are a paying member of an affiliated golf club you are automatically insured. However, you will need to have registered with us to access the Bluefin Sport personal liability insurance.

Full details of the England Golf personal liability insurance can then be found by logging in to the [WHS My England Golf web portal](#) and going to the 'Benefits' section.

Further details can be found on the [Bluefin website](#).

Bluefin also provide four supplementary insurance packages called 'My Golf Insurance'.

These involve an additional annual premium payment. Further details can be found on the [My Golf Insurance website](#).

## Difference between Handicap Index on graph and in the box

The Index in the box on your profile is your WHS Handicap Index and, if different, the one on the graph is your Low Index Handicap (see section 5.7 of the rules of handicapping).

## USGA course handicap calculator different to my club's table

WHS has provision for golfing cultures to be considered and the USGA website uses par in its' 18 hole course handicap calculations, which is not included here, hence a difference. Participants are advised to use the My England Golf app or the tables at the golf club to determine their course handicap.



## Raise an enquiry

In order to allow our staff, many of whom are working remotely, to deal swiftly with enquiries, do not attempt to contact England Golf by telephone.

All enquiries should be directed to our dedicated [WHS Support Inbox](#).

You may also find the following links useful:

- Members FAQs about WHS - <https://www.Englandgolf.org/wp-content/uploads/2020/07/Golfer-WHS-FAQs-Resource.pdf>
- Golfer Toolkit for WHS - <https://www.Englandgolf.org/download/whs-golfer-toolkit/>
- Rules of handicapping - <https://www.Englandgolf.org/download/rules-of-handicapping-player-reference-guide/>
- Preferred lies - <https://www.Englandgolf.org/handicaps-rules/preferred-lies/>
- Playing handicap allowance table - <https://www.Englandgolf.org/wp-content/uploads/2020/07/WHS-Playing-Handicap-Allowances-Table.pdf>