Frequently Asked Questions

Customer Support

The RCGA is dedicated to offering the best customer support possible. Our goal is to respond to all requests within 24hrs.

1. On the RCGANetwork.org homepage there is a box labelled "RCGA Network Support". Click on the appropriate button in that box.
For example, if your club is a member of the British Columbia Golf Association, please use the "BC" button. If your club is a member of the Golf Association of Ontario, please use the "Ontario" button. If your club is a member of any other provincial golf association, please use the "Other" button.
2. Enter the information for each field and in the "Comments" field outline your issue/ situation.
3. Click "Submit" and within 24hrs you should receive a response from a support representative.

Why is there a kiosk web address and RCGANetwork.org?

The kiosk web address is generally used at the course because of its basic features and user-friendly interface. There is no password required for entry, making the system easily accessible. The kiosk is limited to allowing its users to enter their scores, from both home and away courses, and view their scoring history.

In comparison, the rcganetwork.org site is far more robust and will be the site where you do your administrative work (adding members, pulling reports, etc). The site offers members the ability to enter scores from anywhere with a computer and internet access. This ability has proven to be very popular, particularly with members who travel south in the winter. Our stats show that over half of all scores are being posted at rcganetwork.org rather than the kiosk. It is important to note that scores entered on either the kiosk or at rcganetwork.org all go to the same internet server, instantaneously, even though they are different web addresses.

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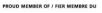TOGETHER WE ARE SHAPING GOLF'S FUTURE. GOLF CANADA and GOLF CANADA & Design marks are trademarks of the Royal Canadian Golf Association. / ENSEMBLE POUR L'AVENIR DU GOLF, GOLF CANADA et les dessins de marque GOLF CANADA sont des marques de commerce de l'Association Royale de Golf du Canada (RCGA).

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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

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Update Course Profile

(For clubs with a golf course)

Here's how you update your course data. **Access to update course profile is continuous. If your course information changes, as an RCGA Member Club, it is your responsibility to update your course profile as necessary.**

1. Click on the "Admin" button on the upper right of your screen
2. Click on "Courses" button
3. Click on "Edit Profile"
4. Review and make revisions to your course address, phone numbers, hole by hole yardage, etc. **If you do not input data for hole by hole scorecard, your members will not be able to post scores with statistics. Make sure all required fields are filled.** Click on the "Save Course Profile" button to save changes. Updated profile will appear.
5. Click "Home" to return to your homepage.

Update Club Profile

Here's how you update your club profile. *Access to club profile is continuous. If your club information changes, as an RCGA Member Club, it your responsibility to update your club profile as necessary*.

1. Click on the "Admin" button on the upper right of your screen
2. Click on "Clubs" button
3. Click on "Edit Profile"
4. Click the "Save Club Profile" button at the bottom of the page when completed
5. Click "HOME" to return to your homepage.

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Members Usernames & Passwords

It is your responsibility to distribute usernames and passwords to your members.

1. Click on the "Club Roster" button
2. Click on "Export Data" button to open or save your roster into an Excel spreadsheet
3. Refer to the "Username" column to confirm Usernames for your members. **The password for all members is 123456**. Members can change their Username and Password upon initial login by clicking on the "Account" button.

Changing Username and Password

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

1. Clicking on the "Account" button.
2. Click on the "Change Username / Password" button.
3. Enter your desired Username and Password and click "Save".

To add new members

1. Click on the "Club Roster" button on the upper right of your screen
2. Click on the "Edit" button
3. Click on the "Add" button.
4. Input in the details for the new member, making sure all required fields are filled.
5. Click "Add Member"

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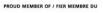TOGETHER WE ARE SHAPING GOLF'S FUTURE, GOLF CANADA and GOLF CANADA & Design marks are trademarks of the Royal Canadian Golf Association. / ENSEMBLE POUR L'AVENIR DU GOLF, GOLF CANADA et les dessins de marque GOLF CANADA sont des marques de commerce de l'Association Royale de Golf du Canada (RCGA).

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Kiosk Setup at the Golf Club

Here's how you'll set up the kiosk on the computer at the golf club:
(These steps are for Internet Explorer)

1. Go to the computer that will be used for score posting
2. Launch your web browser by clicking on the desktop icon or Start > Programs > Internet Explorer.
3. Go to Tools menu, select Internet Options, enter the Kiosk address (listed below) as your default Home Page and click OK.
4. Close Internet Explorer and reopen.
5. Kiosk page will appear.
6. Press the F11 key at the top of your keyboard, the Address bar will disappear. To have address line reappear, press F11 key again.

How do I get a club roster list?

The club roster shows each member, their Username and Factor. The roster can be exported to an Excel spreadsheet where it is expanded to include each member's contact information and rounds to date. In the excel worksheet the data can be organized to best suit the administrators purpose.
To access your club's roster:
From the administrator's homepage:

1. Click on the "Club Roster" button.
2. To open or save the file to an Excel worksheet, click "Export".

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Oakville ON
Canada L6M 4X7

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  1.800.263.0009
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Posting Scores on the Kiosk

The Kiosk allows members to enter scores with a very user friendly interface. The kiosk utilizes large buttons for easy viewing and the pages are well spaced to facilitate navigation. The kiosk has the ability to function as a touch screen, if you have the necessary hardware.

To enter a score from the Kiosk home page:

1. Click on the "Member Lookup" button.
2. Using either the hardware keyboard or computer screen keyboard, enter the LAST NAME (or parts thereof) of the member and click on the "Find" button.
3. Click the "Select" button beside the desired member.
4. Click on the appropriate score type (Home, Away, Tournament Home, etc.)
5. If you are entering a Home Score skip to step 7. If it is an **Away Score**, find the appropriate course by clicking on the "Course Directory" button and typing in the name of the desired course. Click the "Select" button of the desired course. This has added the course to your course list.
6. Click the "Main Menu" button.
7. Click on the "Home Score" button.
8. Ensure that all the information listed is correct. If any changes need to be made click the "Edit" button of the field that needs to be changed and make the necessary adjustments.
9a. To enter an Adjusted Gross Score, enter the score in the field labelled "Enter Adjusted Gross Score"
9b. To enter the score hole-by-hole click the "**Enter Hole-by-Hole Score**" button and enter each holes' score.
10. After entering the score, click the "Post" button.
11. You will be asked to confirm your entry. If all the information is correct, click the "Accept" button and your score will be posted to your Scoring Record.
12. Click the "Logoff" button.

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Suite 1 – 1333 Dorval Drive
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Posting Scores on RCGANetwork.org

1. Click on the "Enter Score" button to enter just an adjusted gross score or click on the "Enter Hole-By-Hole Score" button to enter your score hole-by-hole. **NOTE:** to use the Game Tracker feature, scores must be entered using hole-by-hole scoring.

2a. After ensuring all the listed information is correct, enter Adjusted Gross score and click on the "Post Score" button.

2b. For hole-by-hole, 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.

3. Ensuring all the inputted data is correct, click on the "Confirm Score" button and the member's score will be posted to his/her Scoring Record.

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 RCGA Network's Course Directory. If the course is in Canada, the reason it is not on the list is because the course is not a member of the RCGA and therefore does not have a certified Slope and Course Rating (despite what their website or scorecard may display). Scores at these courses cannot be entered or used in the calculation of a RCGA Handicap Factor. If the course is in the U.S.A., 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.

Kiosk

1. Click on the "Away Score" button.
2. Click on the "Add Course" button.
3. Enter the course's information for each field.
4. Click on the "Save" button and you will be able to enter the score for that course.

RCGA Network

1. 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.

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Oakville ON
Canada L6M 4X7

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F 905.845.7040
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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 RCGA Network support representative can delete the score. Scores that are edited will be denoted by a "#" beside the score in the scoring record.

To delete/ edit a score for a member:
From your administrator account…
1. Click on the "Admin" button.
2. Click on the "Clubs" button.
3. Click on the "Member Roster" link.
4. In the Score Centre column, click on the "View" link of the player who's score you wish to delete / edit.
5. Click on the "View / Edit" link of the appropriate score.
6. Click either "Edit Score" or "Delete Round".

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 RCGANetwork.org and use the "Hole-by-Hole" score entry option**. Members can select which stats they wish to maintain (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.

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How do I access the reports the RCGA Network generates?

The RCGA Network generates numerous reports that the club may find very useful. All reports can be exported into an excel spreadsheet for easy organization and manipulation.

To access these reports:

From the administrator's homepage:

1. Click on the "Club Roster" button.
2. Click on the "Reports" button.
3. Select the desired report from the "Select a Report" dropdown menu.
4. Using the dropdown menus, filter the report as desired.
5. Click the "Run Report" button.
6. To export the file to an excel worksheet, click on the "Export" button.

Handicap Card

Often players need to verify their Handicap Factor for tournaments or to access some courses (eg. St. Andrews). The RCGA Network allows members to retrieve this card from anywhere with a computer and Internet access.

1. Click the "Print Handicap Card" button.
2. You can choose your printing preferences, but all are acceptable for Handicap Factor verification.

Messages

One of the great features of the RCGA Network is its communication abilities. By joining the RCGA Network, you will receive RCGA 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.

In addition, this application allows clubs to quickly and easily send messages to all of its members (ie. upcoming events, deadlines, sales in the pro shop, etc.)

To send a message to club members:

1. Click on the "Messages" button.
2. Click on the "Compose" button.
3. Click on the To: dropdown menu and select "My Clubs"
4. Click on "All XYZ Club Members" and click on the ">>" button. "All XYZ Club Members" will appear in the box on the right. The message will be sent to the RCGA Network homepage of all members of your club.
5. Click on the "Send Message" button.

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Merging Accounts

Sometimes players are members at more than one club that is using the RCGA Network. These players are required to post a score to both clubs' handicap roster in order for their Handicap Factor to be legitimate. The RCGA Network allows for the merging of member accounts allowing the individual to enter a single score and have it automatically posted to both clubs' handicap roster. The member would have to specify a "primary club" and a "secondary club" of their choosing (for system purposes) but the member would appear on both clubs' roster.
In order to merge a member's accounts, you will have to contact your RCGA Network support representative and ask them to merge the accounts.

Transferring Accounts

New members of a club are often former members of another club. If the member is transferring from a club that is using the RCGA Network, the program allows the member's files to be easily transferred from their former club to their new club. This allows the member to maintain their scoring records, stats, etc. without having to re-enter them manually.
In order to transfer a member's account, you must contact your RCGA Network support representative

To Create Subgroups

1) Click on "Club Roster"
2) Click on "Edit"
3) Click on "Sub Groups"
4) On the right in the "Sub Group Name:" box, enter the name of your Sub Group and click "Save"
5) The box on the left contains your entire active roster. Move the members' who are part of the sub to the box on the right. To do so, click on the appropriate member's name and click the ">>" button. The member will then appear in the box on the right. Continue this until all the appropriate members are listed in the box on the right.
6) Click "Save" and the sub group has been created.