

FAQ – RCGA Network

Customer Support

The RCGA is dedicated to offering you the best customer support possible. Our goal is to respond to your 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 "B.C." 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 outline your issue/ situation in the "Comments" field.
3. Click "Submit" and you will receive a response from a support representative within 24hrs.

Posting Scores

1. Click on the "Enter Score" button to enter 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.
2. If you are entering a Home Score, skip to step 3. 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 have 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.
- 3a. After ensuring all the listed information is correct, enter the Adjusted Gross score and click on the "Post Score" button.
- 3b. For hole-by-hole score posting, 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 holes 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.

Changing Username and Password

1. Click on the "Account" button.
2. Click on the "Change Username / Password" button.

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

Sometimes you may play at a course that is not listed in the RCGA Network Course Directory. If the course is in Canada, the reason it is not listed in the Course Directory is because the course is not a member of the RCGA and therefore does not have an official 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 an RCGA Handicap Factor. If the missing course is in the U.S.A., it is acceptable for you to enter the information manually. For this, you will need the name of the course and its slope and course rating for the tees played.

To enter a score from a course not in the directory:

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.

Delete / Edit a Score

You can edit your 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:

1. Click on the "Scoring Record" button.
2. Click on the "View/Edit" link of the appropriate score.
3. Click either "Edit Score" or "Delete Round".

Game Tracker

Game Tracker allows you to enter your statistics for each game and maintain a continuous record of your golf game's strengths and weaknesses. **In order to utilize this application, you must enter your scores at RCGANetwork.org and use the "Hole-by-Hole" score entry option.** You can select which stats you wish to maintain (Fairways in regulation (FIR), greens in regulation (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.

Course Name:

Holes:

Tournament Score

Round Played with a Fellow Club Member

Player: Tees: Track Stats: Yes No

Choose statistics to enter:

Fairways (FIR) Greens (GIR) Putts Sand Saves

Up & Downs Penalty Strokes Driving Distance

Would you like to enter a player who attested your round? Yes No

To view your Game Tracker statistics click on the "Game Tracker" button on your homepage.

Handicap Card

Often you will need to verify your Handicap Factor for tournaments or to access some courses (e.g. the golf courses at St. Andrews). The RCGA Network allows you to retrieve this card from anywhere with a computer and Internet access.

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

Lists

The RCGA Network allows you to create and develop a quick link to other members and courses. Whether to 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, these lists are a great application to use.

To add a member to your Member List:

1. Click on the "Lists" button.
2. Click on the "Add" button.
3. Enter the required information and click "Search".
4. 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. Click on the "Lists" button.
2. Click on the dropdown menu and select "My Courses".
3. Click on the "Add" button.
4. Type in the name of the course, select its State/Province from the dropdown menu, and click "Submit"
5. Click on the "add" link beside the desired course and that course will be added to your Course List.

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.

To access your club's roster, click on the "Club Roster" button.

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. All your 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 name 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.

How to post a picture

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

Factor History

'View Factor History' allows you to go back as far as 3 years to view the fluctuation of your Handicap Factor. The history is displayed in both a numerical and graphical form.

It is a great way for you to view your golf game's progression and show possible trends in your Handicap Factor during seasonal play.

To view your Factor History:

1. Click on the "Scoring Record" button.
2. Click on the link "View Factor History" located just above the "My Score Centre" box.

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 legitimate. If both your clubs utilize the RCGA Network, you are able to merge your accounts allowing you to enter a single score and have it automatically posted to both clubs' handicap roster. You would have to 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 your accounts, you will have to contact your RCGA Network support representative and ask them to merge the accounts.

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 the RCGA Network, 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, stats, etc. without having to re-enter them manually.

In order to transfer your account, you must contact your RCGA Network support representative.