



Wales Golf World Handicap System (WHS) 'Clubhouse' Platform

Club User Guide



Version 1.0

Introduction

This user guide provides additional information to support club handicap committees using the Wales Golf World Handicap System (WHS) Clubhouse Platform.

What Should I Use It For?

This software is the home of everything handicapping with regards to the World Handicap System. You will need to use this system for the following main tasks among others:

Handicapping

- Administration of your player's handicaps
- Administration of your golf courses including hole by hole yardages/course and slope ratings (note. All changes must notified too and made by Wales Golf)
 - Any changes of your course, new courses/tee markers, or courses you wish to add to the system can be requested using the forms which can be found through this link.
<http://www.walesgolf.org/course-rating-resources/>
- Adding/removing scores not automatically entered to players records
- Adding or resigning members from your golf club (including CDH number creation)

Membership

- This system can also be used to manage your golf clubs membership database
- Club subscription numbers will be verified via this system and so accurate membership details will be vital for the accuracy of collection.

How Does This Work With my Existing Club Competition Software?

Independent Software Vendors (ISV's) who run your competition and club management systems will have sought licenses to link to the Wales Golf Clubhouse central database. The software will link via API technology allowing an automatic seamless flow of information between the two systems to the extent allowed within the terms of the license.

You will still need to administrate and run all of your competitions through you club competition software and this will simply send the scores to the central calculator, so that players handicaps are calculated for the next time they play.

Your competition software supplier is fully responsible for ensuring they complete the accreditation process software to reflect any changes within this new system pertinent to competition results.

How Will This Affect Our Members?

Wales Golf as the Handicapping Authority for Wales will now be the home of all players official Handicap Index and Handicap Records.

The only **official** place a member, whose home club is a Welsh Golf Club, can view their record **remotely** is via the Wales Golf Player Portal and associated Mobile App. If their home club is that of another Home Union they will need to view the handicap index via that Unions system.

To register, a player simply needs to be given their CDH number and they can register for the Player Portal by following the link below and following the onscreen instructions.

(In order to register, a player MUST have an active email address loaded into the central system)

<https://members.clubhouse.walesgolf.org/>

Who Should Read This Document?

This document is aimed primarily at committees and officials within golf clubs responsible for handicapping and administration of club membership.

Document Control	Date	Reason for Change	Approved By

Contents

CLUB Platform Registration.....	5
Logging in	5
Platform Home Page/Dashboard - What you will see..... the Home Screen/Dashboard ...	6
1 - 'Account Settings'	6
2 - 'WHS Platform' Menu Bar	7
3 - 'Membership Overview'	9
4 - 'Club Contacts'.....	10
5 - 'WHS System Info'	10
6 - Club 'Inbox'	10
Settings	11
Club Settings.....	11
Club Description & Facilities: Updating or editing club information	12
Contacts: Updating or editing Club Contacts - Club Staff and Officers	12
User Accounts: Updating or editing platform users – creating and editing users on platform.....	13
Course Changes	14
Existing Members: Searching for and Updating Member Information.....	16
Adding a Member	18
New to golf without an existing CDH number	18
Member with existing CDH number moving from another club in Wales, Ireland or England, joining as a second club member, or currently resigned member.	19
Changing a Players Home Club/Secondary Club	21
Resigning A Member	22
Making a Handicap Adjustment	23
Entering a score.....	25
Viewing a Member's scoring record	27
Adding A Club Membership Category	28
Reports.....	29
Change of credentials/ISV's.....	29
Member - Player Portal	30
Player portal - Club management	31
Wales Golf App	33
Wales Golf App 'General Play' Scoring System	34
Wales Golf App 'General Play' Scoring System - Club Controls	37
Further Help – Platform.....	37
FAQ's.....	38

CLUB Platform Registration

1. Follow the link provided in the email you have received, and you will reach a page asking you to Create an Account:
 - Add in your contact email address
 - Click Submit.
2. You will then be sent an email (this can take a few minutes to arrive so please be patient). This email will be from the following domain - no-reply@golf.co.nz.
3. You will receive a 6-digit code, which you will need to progress the registration.
4. Create a User ID and Password – keeping them safe for future use.

Do not use the following as your User ID:

- An email address
- Your Membership Number (This is used for access to the Player Portal)
- Generic terms such as, Handicaps, Manager, Professional (these may cause you login issues in future)

Logging in

To login you will need to use - <http://org.clubhouse.walesgolf.org>

We recommend saving this to your favourites in your web browser for ease of future use.

Enter the User ID and Password previously registered to access the platform.

Note: Should you forget your password, click forget password and enter your User ID or Email address and you will be sent a 6-digit reset code.

Platform Home Page/Dashboard - What you will see..... the Home Screen/Dashboard

The dashboard features a red navigation bar at the top with the following elements:

- 2**: Points to the navigation bar containing logos for 'OG', 'GOLF CYMRU', 'WALES GOLF', and 'CLUBHOUSE'. Below these are menu items: HOME, SCORES, MEMBERS, REPORTS, SETTINGS.
- 1**: Points to the user profile dropdown in the top right corner, which says 'Hi, WGS'.
- 3**: Points to the 'Membership Overview' section, which includes a 3D pie chart showing 'Men (504)' and 'Women (24)' with a total of '528 members'. A link 'View all members...' is also present.
- 4**: Points to the 'Celtic Manor Resort Club Contacts' section, which shows '30% Complete' and fields for 'Manager:' and 'Email:' with an 'Update Contacts...' link.
- 5**: Points to the 'WHS World Handicapping System' section, which states 'WHS is active for Wales. Handicaps are now revised daily.'
- 6**: Points to the 'Inbox (10)' section, which displays a table of messages:

FROM	SUBJECT	RECEIVED	
Peterston...	Home Club Change Request Accepted - C...	Sun 6/12/2020 11:33	View...
Llanwern	Home Club Change Request Accepted - W...	Sun 6/12/2020 11:33	View...
St Mellons	Home Club Change Request Accepted - R...	Thu 19/11/2020 10:57	View...
Woodlake...	Home Club Change Request Accepted - T...	Wed 18/11/2020 10:53	View...

Below the table, it says 'Showing last 4 messages.' and 'View All...'

1 - 'Account Settings'

User profile details, logout and change password setting option available here via the down arrow and 'Accounts Settings' button:

The 'Account Settings' page is titled 'USER PROFILE FOR WGS' and includes the following fields:

- User ID (login): 6100254walsupport
- Short name or Initials: (eg. Bobj)
- Full Name: (eg. Bob Jones)
- Email Address:

Below these fields is a 'Change Password' section with three input boxes:

- Old:
- New: *Maximum 32 characters.*
- Confirm:

At the bottom of the page are two buttons: 'SAVE CHANGES' (green) and 'CANCEL' (blue).

2 - 'WHS Platform' Menu Bar

There are five tabs / menu options which are: home, scores, members, reports, and settings with various functionality within each.

- 'Home'

This is your club home page/dashboard showing: club contacts (also available via 'Settings'), membership overview pie chart, updates regarding WHS and Inbox for all system generated notifications.

The screenshot shows the Clubhouse Home Dashboard. At the top, there is a navigation bar with the following items: GOLF WALES CYMRU CYMRU WALES GOLF, CLUBHOUSE, HOME, SCORES, MEMBERS, REPORTS, SETTINGS, and HI, WGS. The main content area is divided into three sections:

- Membership Overview:** A pie chart showing the distribution of 528 total members: Men (504) and Women (24). A link "View all members..." is provided below the chart.
- Celtic Manor Resort Club Contacts:** A section with a "30% Complete" status. It includes fields for "Manager:" and "Email:" and a link "Update Contacts...".
- Inbox (10):** A table of messages with a "View Sent Items (4)" link. The table has columns for FROM, SUBJECT, and RECEIVED. The messages listed are:

FROM	SUBJECT	RECEIVED
Peterston...	Home Club Change Request Accepted - C...	Sun 6/12/2020 11:33 View...
Llanwern	Home Club Change Request Accepted - W...	Sun 6/12/2020 11:33 View...
St Mellons	Home Club Change Request Accepted - R...	Thu 19/11/2020 10:57 View...
Woodlake...	Home Club Change Request Accepted - T...	Wed 18/11/2020 10:53 View...

A link "View All..." is provided below the table.

- 'Scores'

- The scores tab allows for scores to be manually entered into the system (home and away scores).

The screenshot shows the Clubhouse Scores Entry Form. At the top, there is a navigation bar with the following items: CLUBHOUSE, HOME, SCORES, MEMBERS, REPORTS, SETTINGS, and HI, WGS. The main content area is titled "SCORE ENTRY" and includes a "Mode: Hole by Hole" dropdown. The form has the following fields:

- Date: Fri 19/03/2021 at
- Club: Celtic Manor Resort-2010
- Markers: 18 Hole and 9 Hole
- Men: Select Marker... (dropdown)
- Women: Select Marker... (dropdown)
- Member: Search field

Below the form, there are two links: "Score Listing by Day" and "View Recently Entered". An arrow points to these links.

- Listing of scores by date and recently entered is available via the following links on the scores tab shown above.

- 'Members'

- Functionality to add a new member (see section New Members: Adding a Member for further details).
- Search by last name or membership status or advanced search via 'Show more search criteria...'
- Member 'Recently Viewed' and 'Reports' are available links.

- 'Reports'

- Two main types of reports are available, Membership & Handicapping.
- Comprehensive report functions available from both categories (see 'Reports' section for further details).
-

- 'Settings'
 - Access to all setting menus (see 'Settings' for further details)

CLUBHOUSE ▾

HOME SCORES MEMBERS REPORTS SETTINGS

General Settings

Club Settings
Contact details and address information for Llandrindod Wells.

Club Descriptions & Facilities
Club description, course description, amenities description, and amenities/facility types management.

Contacts
Details of contact persons for Llandrindod Wells.

Users
Control Llandrindod Wells staff member access to DotGolf Live.

Default Markers
Specify which markers on the course are to be used as the defaults on each day of the week.

Course Changes
View, approve or reject course changes from Wales Golf, and look up course details for any course in Wales.

Membership Settings

Categories
Control category limits (playing rights) for your membership categories. Specify membership subscription amounts for each category.

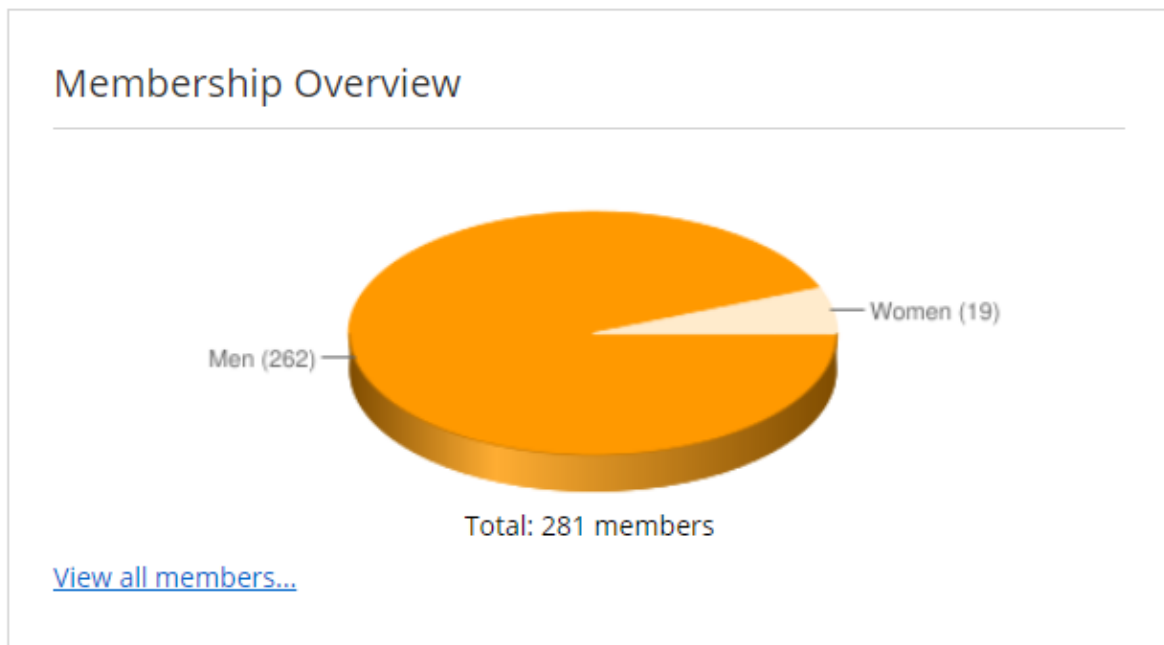
Tags
Maintain member and category tags

System Settings

Email Notification Settings
Manage the email addresses used for email notifications throughout DotGolf.

3 - 'Membership Overview'

- A visual representation of members by gender.



4 - 'Club Contacts'

- main contacts are displayed with the option to 'Update Contacts...' (also available via 'Settings' tab):

Test Club Club Contacts [10% Complete](#)

Manager: MR Manager
Email: manager@testclub.com
[Update Contacts...](#)

5 - 'WHS System Info'

- Displaying a WHS system status message from the WHS system:

WHS World Handicapping System

WHS is active for Wales.

Handicaps are now revised daily.

6 - Club 'Inbox'

- Notifications sent by Wales Golf, WHS system generated notifications or notifications from other clubs will appear here (select 'View All' to see complete list).

Inbox (2) [View Sent Items \(0\)](#)

	FROM	SUBJECT	RECEIVED	
	WAL Golf	New Tournament Request: Test Event	Fri 5/02/2021 11:38	View...
	WAL Golf	New Tournament Request: Test Event	Wed 3/02/2021 12:17	View...

[View All...](#)

Settings

Include sections for all menu options under 'Settings' i.e. 'System', 'Contacts', 'User Accounts', 'Marker Defaults', 'Club Description & Facilities':

CLUBHOUSE

HOME SCORES MEMBERS REPORTS **SETTINGS**

General Settings

Club Settings
Contact details and address information for Llandrindod Wells.

Club Descriptions & Facilities
Club description, course description, amenities description, and amenities/facility types management.

Contacts
Details of contact persons for Llandrindod Wells.

Users
Control Llandrindod Wells staff member access to DotGolf Live.

Default Markers
Specify which markers on the course are to be used as the defaults on each day of the week.

Course Changes
View, approve or reject course changes from Wales Golf, and look up course details for any course in Wales.

Membership Settings

Categories
Control category limits (playing rights) for your membership categories. Specify membership subscription amounts for each category.

Tags
Maintain member and category tags

System Settings

Email Notification Settings
Manage the email addresses used for email notifications throughout DotGolf.

Club Settings

1. Select the 'Settings' tab
2. Select 'Club Settings'
3. Add/Edit Main Club Details
 - Contact Name
 - Address
 - Phone Number
4. Save Changes
5. Add club Logo (used to personalise reports and Handicap Certificates). PNG, JPG, TIF or BMP files are accepted.
6. Save Changes

Club Description & Facilities: Updating or editing club information

1. Select the 'Settings' tab
2. Select 'Club Descriptions & Facilities'
3. Add/Edit Club, Course and Amenity description
4. Add Club image
5. Add/manage club facilities. (e.g. if the club has 8 buggies add golf buggies as below, click manage and enter the number of buggies.)

Facility Types

NAME	
Driving Range	 
Golf Buggies	 
<input type="text" value="-- Add Facility Type --"/>  <input type="button" value="ADD"/>	



Contacts: Updating or editing Club Contacts - Club Staff and Officers

CONTACTS

MANAGE CONTACTS

Club Management (10% Complete)

TITLE	CONTACT
Manager	MR Manager [manager@testclub.com]
Secretary	
Events and Operations	
Handicapper	
Accounts	
ProShop	
Junior Coordinator	
Hospitality	
Superintendent	
Greens Staff	

Officers (0% Complete)

TITLE	CONTACT
President	
Men's Club Captain	
Women's Club Captain	
Women's Club Secretary	
Board Member	
Club Captain	
Chair	
Committee Member	

1. Select the 'settings' tab
2. Select 'Contacts'

3. 'Manage Contacts'

4. 'Create New Contact'

- Contact email address
- First, Last name
- Contact number
- Select from Club Management Roles, Club Officers
- **In System Roles at least one contact should have Generic selected (Advised this is the Club Manager or Secretary).**

5. Save Changes

User Accounts: Updating or editing platform users – creating and editing users on platform

Show deleted or expired users

User Accounts:

LOGIN	TYPE	FULL NAME	LAST LOGIN	
dotgolf.matt	User		(Never)	Select
Sandy.Veale1	User		(Never)	Select
6300001walsupport	User	Wales Golf Support	(Never)	

[Create a New User...](#)

1. Select the 'settings' tab

2. Select 'Users'

3. Click 'Create a New User' / to edit User (jump to step 6)

- Generate a User ID (to be used at Login) DO NOT USER GENERIC TERMS e.g. Manager, Secretary, Pro Shop etc.
- Complete Name information
- Add Email Address
- Create Password

- Set Account Expiry (Never Expires Recommended)
- Course Access (if Applicable) - All Course

4. Set permissions

PERMISSIONS

General

Access to ALL areas (Super Admin)

Permit login to Wales Golf Clubhouse

Handicapping / Membership Admin

Score Entry (create scores)

Membership Admin (all membership administration functions, editing scores, and deleting scores)

Other

Course Admin (accepting/rejecting course changes)

Access to Reports

5. Save Changes

6. Edit User – By selected user click 'select'

- Edit relevant information
- If access is no longer required - Select 'Delete User Account'

7. Save Changes

Course Changes

Use this option to view the course that are set up for handicap qualifying competitions.

1. Select the 'settings' tab
2. Select 'Course Changes'
3. Select which Club / Course you want to view and select which Marker you want to view
4. You can view the course scorecard, course and slope rating for the selected tees

MARKER INFORMATION

Select Club / Course:

Select Marker:

Select Effective Dates:

Calculate Course Handicap:

To calculate the Course Handicap for someone playing this course, enter their Member Number or Handicap Index.

Tip: Always enter an 18 hole handicap.

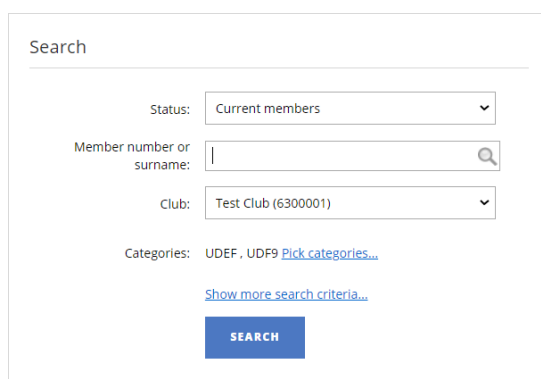
Course Rating: 74.6

Slope Rating: 135

HOLE NO	1	2	3	4	5	6	7	8	9	FRONT	10	11	12	13	14	15	16	17	18	BACK	TOTAL
STROKE	11	3	13	15	1	7	17	9	5		18	8	4	14	2	12	6	16	10		
PAR	4	5	3	4	4	4	3	4	5	36	3	5	4	3	4	4	4	3	5	35	71
DISTANCE	440yd	575yd	176yd	442yd	433yd	422yd	182yd	411yd	580yd	3661	180yd	560yd	436yd	169yd	381yd	332yd	477yd	190yd	575yd	3300	6961

Existing Members: Searching for and Updating Member Information

1. Select the 'Members' tab
2. In the search box
 - Option to search for Current Member or Resigned Members or both.
 - Search by Surname / Membership / CDH number
 - If you search using Surname, player will appear in a dropdown below, click player to select
 - If searching by Number - record will be automatically loaded



The screenshot shows a search form titled "Search". It contains the following fields and options:

- Status: A dropdown menu currently set to "Current members".
- Member number or surname: A text input field with a magnifying glass icon on the right.
- Club: A dropdown menu currently set to "Test Club (6300001)".
- Categories: A text field containing "UDEF, UDF9" and a link "Pick categories...".
- A link "Show more search criteria..." below the categories.
- A blue "SEARCH" button at the bottom.

3. You can also generate a member listing from the reports section
 - This provides a full list of members, by Surname, you can click on the Membership Number to take you to their record.
4. Within the Basic Information tab you can:
 - Edit Player's Details
 - Should the member be a professional, please check the professional box.
 - Membership Type should read - 18 hole
5. Save Changes

Sandy Veale
 No. 6001482718 Cat: UDEF
 ACTIVE
[Scoring History \(7 scores\)](#)
[New Search](#)

Basic | Membership | Notes | History

Membership number: 6001482718
 Handicap Index: 9.5
[Official Handicap Adjustment](#)
[View Scoring History \(7 scores\)](#)

First name:
 Surname:
 Initials:
 Adult/Junior:
 Date of birth:

6. Within the Membership tab you can:

- Edit Membership Category (if none set up, members will default to UDEF (Undefined))
- Resign a Member (this includes members who may have passed away)

7. Save Changes

Sandy Veale
 No. 6001482718 Cat: UDEF
 ACTIVE
[Scoring History \(7 scores\)](#)
[New Search](#)

Basic | Membership | Notes | History

Home club: Test Club
 Membership category:
 WG Category: Club Member (Adult) [change](#)
 Membership status: Active [Resign](#)

8. Within Notes tab you can:

- Add a membership note

9. Save Changes.

10. History tab—allow you to view changes made to the member’s profile.

Adding a Member

New to golf **without** an existing CDH number

1. Select the Members tab.
2. Click 'New Member'

NEW MEMBER...

Search

Status: Current members

Member number or surname:

Recent

- [Johnson..](#)
- [Veale, Sai](#)
- [Vincent, /](#)

- Populate First/Last Name
 - Gender
 - Add email address
 - Date of birth
 - Select Category - Unless you have set up additional categories use UDEF as a default)
3. Submit
 - Should any of the information provided, Name, Email, DOB match a player already in the system you will have the ability to use the previous record.
 - If there is no match on the data provided you will see the below message.

POTENTIAL DUPLICATES FOUND

We've found the following records with similar details to those you've entered. Use the Merge link if you see a record that belongs to the member you're currently adding. This will ensure that we transfer the member's previous scoring history and other details over to their new record.

MEMBERSHIP NO.	STATUS	NAME	CLUB	HDCP	SCORES	
6000295424	Resigned	Smith, John F T	Ex-Llantrisant & Pontyclun		--	Merge
6001452544	Live	Smith, John	Wenvoe Castle	30.5	5	Merge
6001444485	Live	Smith, John	Derlyls Court	21.1	1	Merge
6001058521	Live	Smith, John	Northop	11.1	40	Merge
6000275707	Live	Smith, John	North Wales	17.6	58	Merge
6000100029	Live	Smith, John	Builth Wells	18.4	29	Merge
6001426344	Live	Smith, John	Old Padeswood	10.6	1	Merge
6000537636	Live	Smith 883, John	Mond Valley	16.9	26	Merge

If none of the results match, create a new member. This will create a brand new record with a pending handicap and a blank scoring history.

[CREATE NEW MEMBER](#)

4. Member is now free to start adding scores to generate a handicap index.

Member **with** existing CDH number moving from another club in Wales, Ireland or England, joining as a second club member, or currently resigned member.

1. Select the 'Members' tab
2. Select 'New member'

[NEW MEMBER...](#)

Search

Status:

Member number or surname:

Recent

- [Johnson, J](#)
- [Veale, Sai](#)
- [Vincent, J](#)

3. Using the Previous Membership Search

- Search by Membership Number
- Or by Name (Last Name, First Name)

- To search for members in England and Ireland you can do so using their **membership number only** in this box. Simply select the correct Country using the drop-down arrow.

ADD MEMBER

Previous Membership: 100

Name: Wales -- Filter by Club --

Gender:

No members found.

- On finding the player you wish to add as member, click on their record.

- If the player is already a member at another club, you will be given the option of adding the player just as a secondary member (formally an away player) or requesting a home club change. (See Notifications for further information).

ADD MEMBER

Previous Membership: 6001482718

Name: Sandy Veale

Gender: Male Female

Email: Email Address

Date of Birth: dd/mm/yyyy

Club Category: -- Select -- This field is required.

Since Sandy is an active member at Test Club, we'll be adding a secondary membership at Celtic Manor Resort.

Request home club change to Celtic Manor Resort

SUBMIT

- Complete Player information

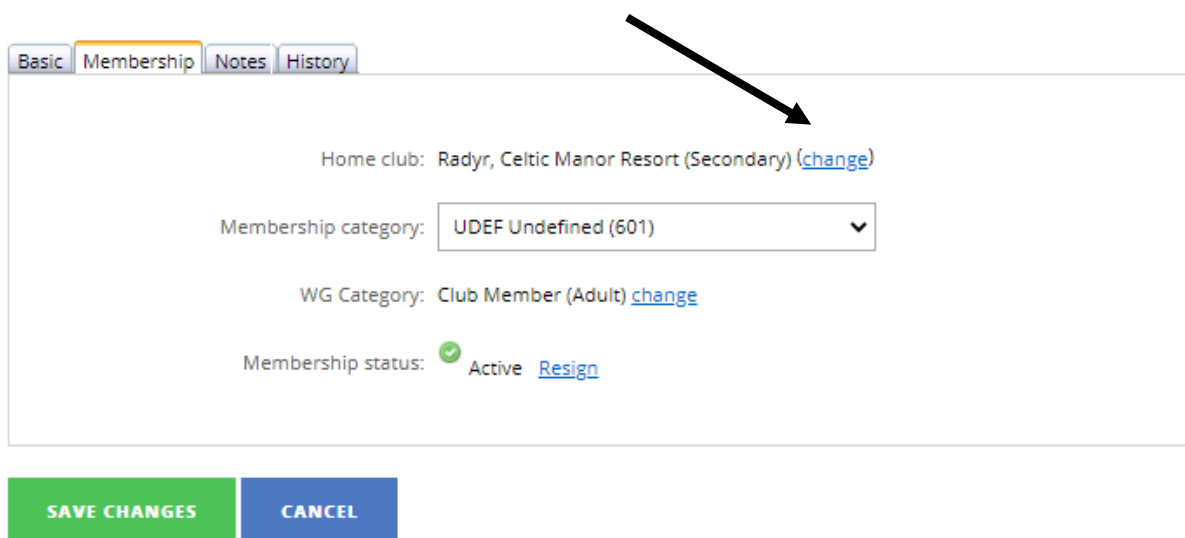
- Add email address
- Date of birth
- Select Category - Unless you have set up additional categories use UDEF as a default)

- Submit

Note: If a player is transferring from membership at another club the previous club will receive a notification to accept the membership transfer. Only once this has been accepted will the member assume home club status

Changing a Players Home Club/Secondary Club

1. Select the 'Members' tab
2. In the search box
 - Option to search for Current Member or Resigned Members or both
 - Search by Surname / Membership / CDH number
 - If you search using Surname, player will appear in a dropdown below, click player to select
 - If searching by Number - record will be automatically loaded
3. Within the 'Membership' Tab
4. Click 'Change'



Basic Membership Notes History

Home club: Radyr, Celtic Manor Resort (Secondary) ([change](#))

Membership category: UDEF Undefined (601) ▼

WG Category: Club Member (Adult) [change](#)

Membership status: ✔ Active [Resign](#)

SAVE CHANGES **CANCEL**

5. Click 'Send' previous Home club will be prompted by a system message that the player wishes to switch Home Clubs.

Note: This will also work across boarder

Resigning A Member

Sandy Veale
No. 6001482718 Cat: UDEF
ACTIVE
[Scoring History](#) (7 scores)
[New Search](#)

Basic | **Membership** | Notes | History

Home club: Test Club

Membership category: UDEF Undefined (6) ▼

WG Category: Club Member (Adult) [change](#)

Membership status: Active [Resign](#)

SAVE CHANGES **CANCEL**

6. Select the 'Members' tab

7. In the search box

- Option to search for Current Member or Resigned Members
- Search by Surname / Membership / CDH number
- If you search using Surname, player will appear in a dropdown below, click player to select
- If searching by Number - record will be automatically loaded

8. Within the 'Membership' Tab

- Resign a Member (this includes members who may have passed away)

9. You will be asked to confirm you wish to resign member. Once the member is resigned, they remain in the system without any attachment to a club.

- Marking as **unfinancial** (means that the player has an outstanding financial commitment). Once a player is marked as unfinancial they will not be able to join another club on the system until the dispute is settled.
- Marking as **deceased**. Ensure email address is also removed from this member's records on both the platform and the club systems.
- If player has left and wishes to move clubs simply tick **resign**.

Sandy Veale
 No. 6001482718 Cat: UDEF
 6001482718 ACTIVE
[Scoring History \(7 scores\)](#)
[New Search](#)

Basic | **Membership** | Notes | History

Home club: Test Club

Membership category: UDEF Undefined (6)

WG Category: Club Member (Adult) [change](#)

Membership status: To resign this member, check the box below. Remember to save your changes. [cancel](#)

Resign Sandy Veale from Test Club
 Mark as unfinancial
 Member is deceased

[SAVE CHANGES](#) [CANCEL](#)

10. Save Changes

Making a Handicap Adjustment

1. Select the 'Members' tab
2. Search for Member, By Surname
3. Select from list
4. In Basic Tab - click 'Official Handicap Adjustment'

Basic | **Membership** | Notes | History

Membership number: 6001482718

Handicap Index: 9.5

[Official Handicap Adjustment](#)

[View Scoring History \(7 scores\)](#)

Options given to:

- **Freeze Handicap Index** - When a player's handicap index is frozen, it will not be updated as new scores are posted. (Step 5)

- **Apply Adjustment** - Manual handicap index adjustments are applied to each of the most recent 20 score differentials in the scoring record from when they are created. They may be used to adjust a player's handicap index to better reflect the player's demonstrated ability.
- **Withdraw Handicap Index** - A member's handicap index should be withdrawn if they deliberately or repeatedly fail to comply with the player's responsibilities under the Rules of Handicapping (see Appendix A).

5. Freeze Handicap Index

- Before deciding to freeze a member's handicap index, please ensure that you have conducted a review of the members handicap index as outlined on Rule 7.1a (i)
- The member must be informed that the index is to be frozen, giving them opportunity to respond.
- You must set a start and expiry date.
- You must set the level to which the handicap index is to be frozen.,
- On expiry of the time period, the handicap index will be recalculated using the most recent scores in the member's record.
- The committee can remove the freeze at any time.
- Save Changes

6. Apply Adjustment

- Before deciding to adjust a member's handicap index, please ensure that you have conducted a review of the members handicap index as outlined on Rule 7.1a (i)
- Applying an adjustment will adjust the last 20 scores within the record.
- When applying an adjustment, we recommend that you also reset the player's Low Index.
- Handicaps can only be adjusted +/- 5, any larger adjustments will need to be approved by Wales Golf through the platform. Please contact Handicapping@walesglf.org
- Save Changes

7. Withdraw Handicap Index

- A member's handicap index should be withdrawn if they deliberately or repeatedly fail to comply with the player's responsibilities under the Rules of Handicapping (see Appendix A).

- Members must be informed and allowed to respond, offered the opportunity to appeal before this is actioned.
- A time period must be defined.
- Click 'Withdraw'

Entering a score

That has not been previously added is a late inclusion in the record or to **enter a card for a new handicap**.

1. Select Score Tab.
2. In Member search, add membership number or surname

SCORE ENTRY Mode:

Fri 1/01/2021 at Test Club		Markers: 18 Hole 9 Hole Men <input type="button" value="Select Marker..."/> <input type="button" value="Select Marker..."/> Women <input type="button" value="Select Marker..."/> <input type="button" value="Select Marker..."/>	
Member	Course / Marker		
6001482718	<input type="button" value="Select Course and Marker..."/> Save		
Veale, Sandy Test Club ID# 8.5	6001482718 Friday 1 Jan 2021	Adj Stbfd # Strokes	Cancel
Competition <input checked="" type="checkbox"/> General Play Strokeplay <input checked="" type="checkbox"/> Matchplay <input type="checkbox"/> Penalty Score		Par Stroke Yards	

3. Add Course

- From dropdown, either select markers or your course
- The system will default to the home club or type club name into away course.
- To search for an away course type in the name of the course to the search bar. Courses in Wales, Ireland and England will appear automatically. Courses from outside these unions will need to be added as an overseas course (see Step 9)

SCORE ENTRY Mode: Hole by Hole

Fri 1/01/2021 at		Markers: 18 Hole 9 Hole	
Test Club		Men Select Marker...	Select Marker...
		Women Select Marker...	Select Marker...

Member: 6001482718 Course / Marker: [Save](#) [Cancel](#)

Men's markers on:

Competi: ORANGE White

Strokes:

[Score Listing by Day](#)
[View Recently Entered](#)

Type to search for away courses

- WALES
- Test Club
- IRELAND
- ENGLAND
- INTERNATIONAL

[Add International Course...](#)

- Select Marker (tee set used)
4. If the date needs to be changed, this can be done by clicking on the large numbers in the score, which pulls up a calendar
 5. Record each hole-by-hole score for holes played. (Once 10 scores have been inputted the 'Auto Complete' option is available and, if selected, adds relevant default values for these un-played holes.)
 6. Set Score Type
 - Indicate Round type (Competition / General Play score)
 - Indicate the format of play (Stroke play/Match play) (Medal/Stableford/Par)
 - If Penalty Score (see Penalty Score Guidance)
 7. Click Save

Note – an error is created for any abnormal scores relative to the current handicap index. This is a double check prior to the score being submitted to the system. If an error in the record is noticed, this can be rectified via the 'edit' option for that score.

5. If an overseas score –
 - Select Course and Marker
 - Select Add International Course (you will need the following information)
 - Country round was played in
 - Course Name

- Marker Name (Tee Name)
- Gender
- 9/18 hole
- Course Rating
- Slope Rating
- Course Par

All the above detail can be obtained from the USGA course rating data base online, from the host club website or directly from the scorecard.

- Click OK
- Add Adjusted Gross Score
- Return to step 6.

Viewing a Member's scoring record

1. Select the Members tab
2. Search for Member, By Surname
3. Select from list
4. Scoring history can be found either:
 - In the top left corner
 - Or on the basic tab
5. Clicking Scoring History
6. Scoring record displayed (most recent score first)
 - Scores used in the handicap index calculation are highlighted and indicated by a yellow star.
 - 9-hole scores marked with a blue dot.
 - C indicates a Competition score
 - G indicates a General Play Score
 - P indicates a Penalty Score

7. Should you wish to edit a score - click edit (by the relevant score)
 - Depending on how the score was entered you will have the option to edit the hole-by-hole score or the Adj Gross Score.
 - Should you wish to delete the score you can by clicking delete (Please note once clicked, score is removed and cannot be recovered.
 - Ensure you click Save if you have made any changes.

Adding A Club Membership Category

NEW CATEGORY...

MAINTAIN CATEGORIES

Select Category: -- Select a Category -- [Delete Category...](#)

Name:

Description:

Default WG category:

Full playing category

Membership Type ([Help](#)): 18 Hole

Tags:

SAVE CHANGES **CANCEL**

1. Select the Settings Tab
2. Under Membership Settings - Select Categories
3. Click New Category
4. Add Category Code
5. Name of Membership Type
6. Brief Description

7. Membership type - 9 or 18 hole
8. Tags (optional)
9. Save Changes

Reports

1. Select the Reports tab.
2. From here you can select from:
 - Membership Reports
 - Handicap Reports

Change of credentials/ISV's

Should a golf club wish to change their competition software provider, any change must be communicated with Wales Golf, via the relevant change form.

[Software Provider Credential Change Form](#)

This ensures that the appointed software provider can communicate with the WHS portal, and a formal credentials request is required in advance of any change date (at least 14 days in advance).

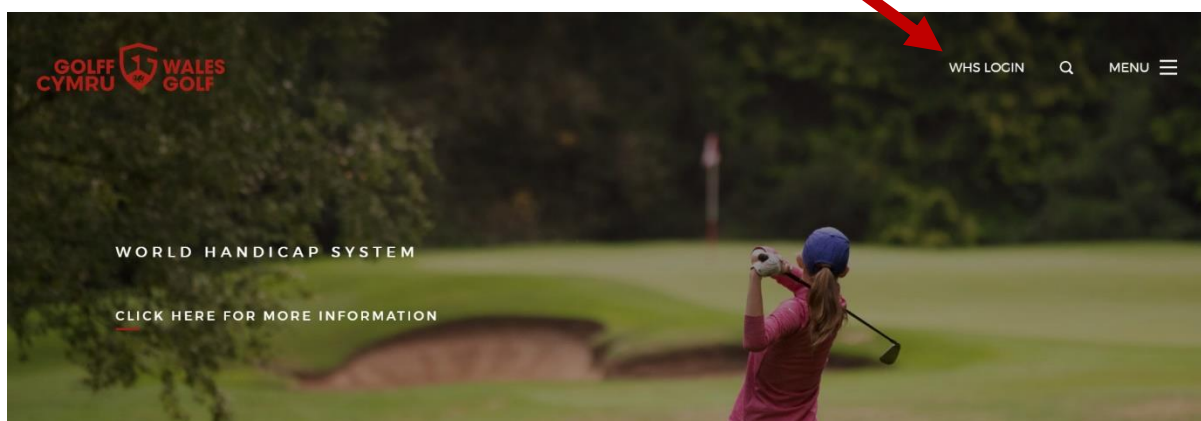
Any request must be completed and returned by a senior person (manager/secretary) at the club. Any request from a software provider directly (ISV), will be ignored and not processed.

Member - Player Portal

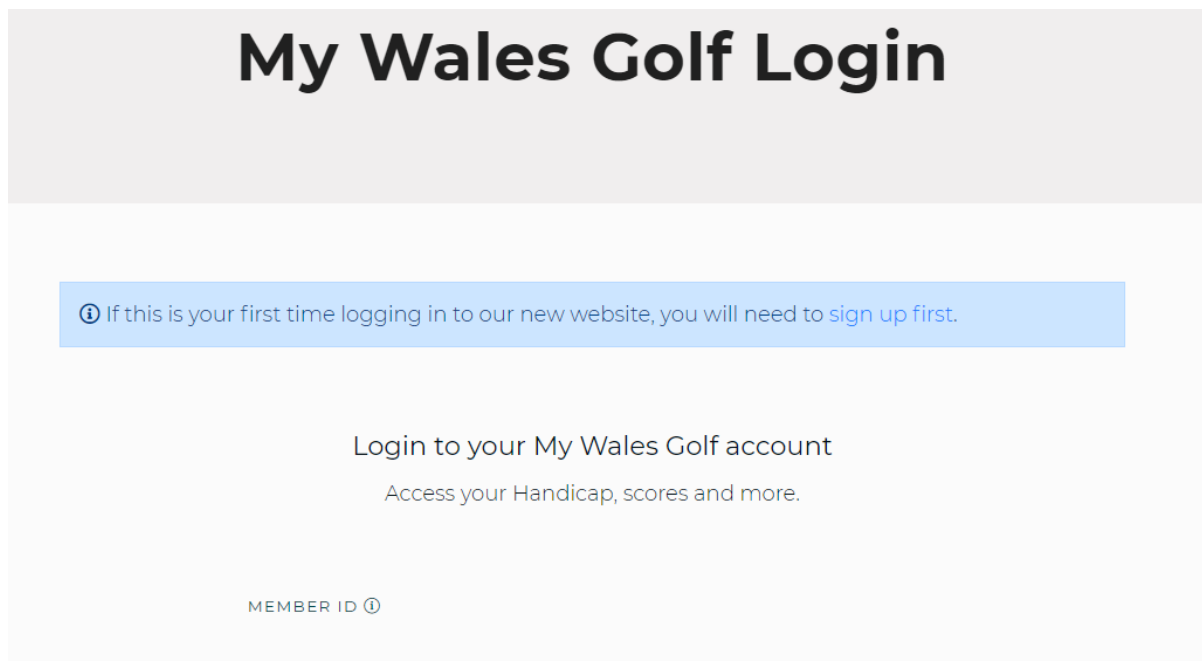
In addition to the Clubhouse Platform all golf club members in Wales get access to their own personal player portal and the associated Wales Golf App

The process for a club member to sign up

1. Visit the Wales Golf website and click on WHS Login



2. If you are yet to register will be prompted to 'sign up first' by the alert



3. Enter your CDH number
4. You will then be sent a verification code to the email address that is registered to your account
5. Enter the verification code

6. Complete your personal details and set a password



(Don't forget to opt in to the Wales Golf Newsletter to be the first to receive exclusive content and offers from Wales Golf)



7. Click Confirm

8. Now login to your Player Portal using your CDH number and password



Player portal - Club management

If a member forgets or loses their password a club is able to reset the password for the member so they can log back in. (The player can also use the forgotten password option themselves)

1. Select the Members tab
2. Search for Member, By Surname
3. Select from list
4. In the 'Basic' Tab select

5. Select Reset Password

Gender: Male [Change](#)

Membership Type: 18 hole ([Help](#))

Professional

Password for www.walesgolf.org: Status: Registered [Reset Password](#)

Tags:

Address:

6. You can then either choose to use the password to the randomly generated password or set one yourself for the member by typing into the box.
7. Click 'Save changes'
8. Inform the player or the new password (please ensure that once the player has accessed their portal again they immediately set a new password that is personal and secure to them)

Wales Golf App

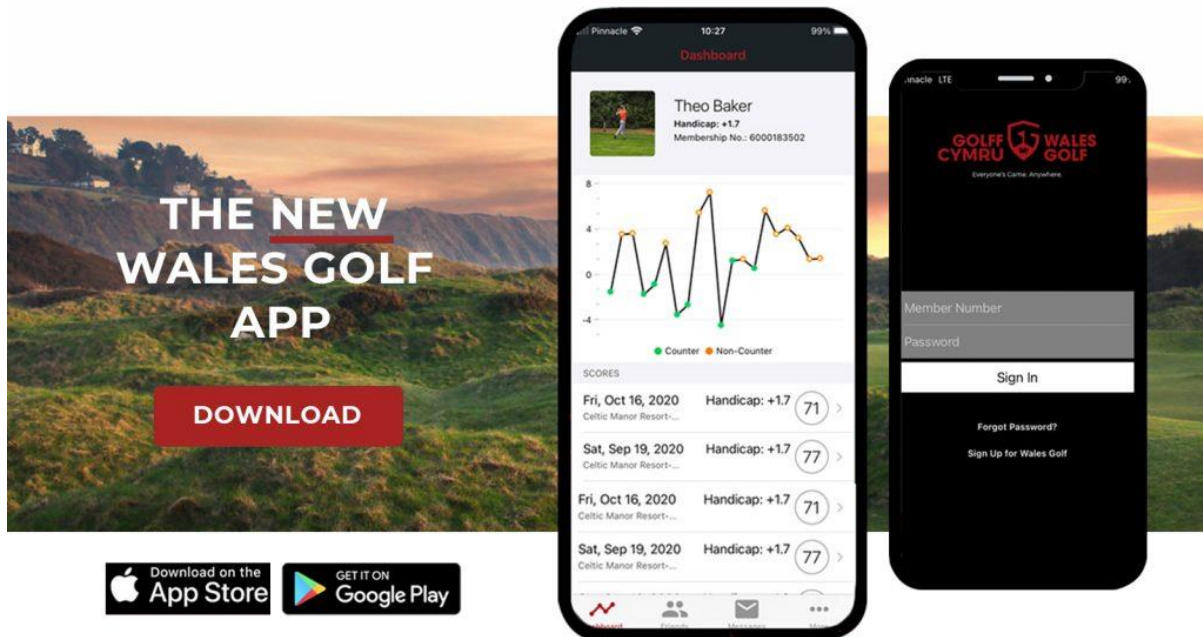
The Wales Golf app can be downloaded from the iOS App store for iPhone users or the Google Play store for Android Users

Allows players access to:

- Handicap Index
- Scoring Record
- Course handicap calculator (for all Welsh Clubs)
- General Play official accredited scoring system. (submit a score at any club in Wales)
- Friends function (to allow them to connect with golfing colleagues in Wales)

Note: Under 18's are restricted from the friends functionality for safeguarding reasons. A correct date of birth MUST be included in all under 18's Clubhouse membership profiles)

- General Play Scoring platform – Allows players to submit general play scores direct into the WHS platform in Wales. (**Available from Mid-April**)

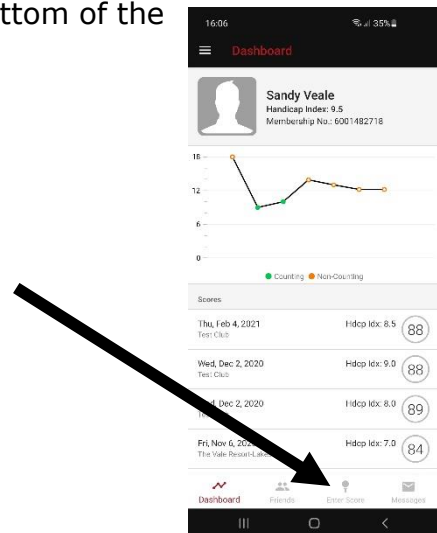


Wales Golf App 'General Play' Scoring System

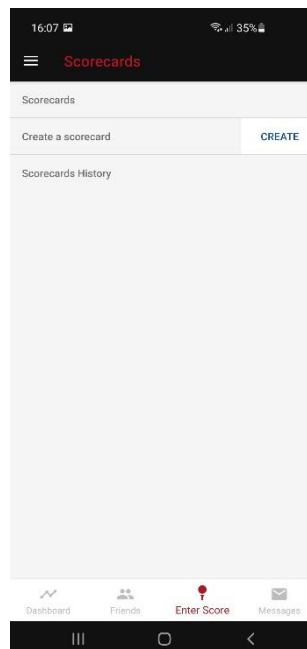
All members at your club who have downloaded the Wales Golf app will be able to enter cards for handicapping purposes via the 'enter score' option on the app.

How it Works for Your Members

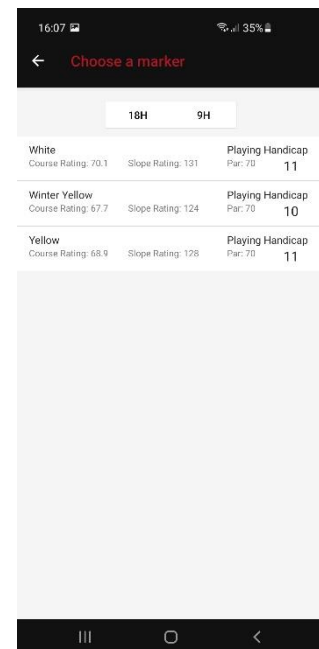
1. Member must ensure their app is updated to the latest version
2. Select the 'Enter Score' function at the bottom of the screen



3. Select 'Create' and then select the club they are at and the tee/marker set you wish to play.

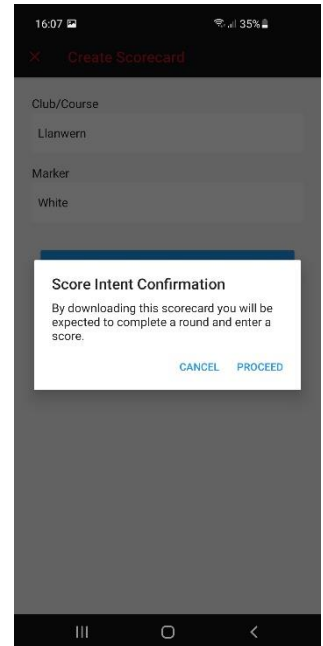


4. Click Save – A player will then be prompted that they are about to create a score intent. Once 'proceed' is selected a player has now registered the intent to submit a score and **must** now complete the scorecard and submit the score.

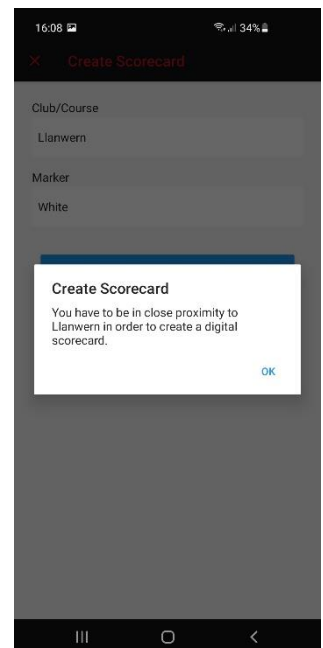


5. The golf club will be notified of all 'Unsatisfied Score Intents' (See Club Controls) where a round has not been completed. **If no good reason is offered the player may be subjected to a penalty score.**

A player should NOT create a scorecard without the intention to start and finish the round.



6. A player is only able to create the scorecard when they are physically at the golf course they intend to play. If they are not at the club then the system will not allow a scorecard to be created or a score to be submitted.



7. When the player finishes their round, they will be invited to:

A) Check the scorecard

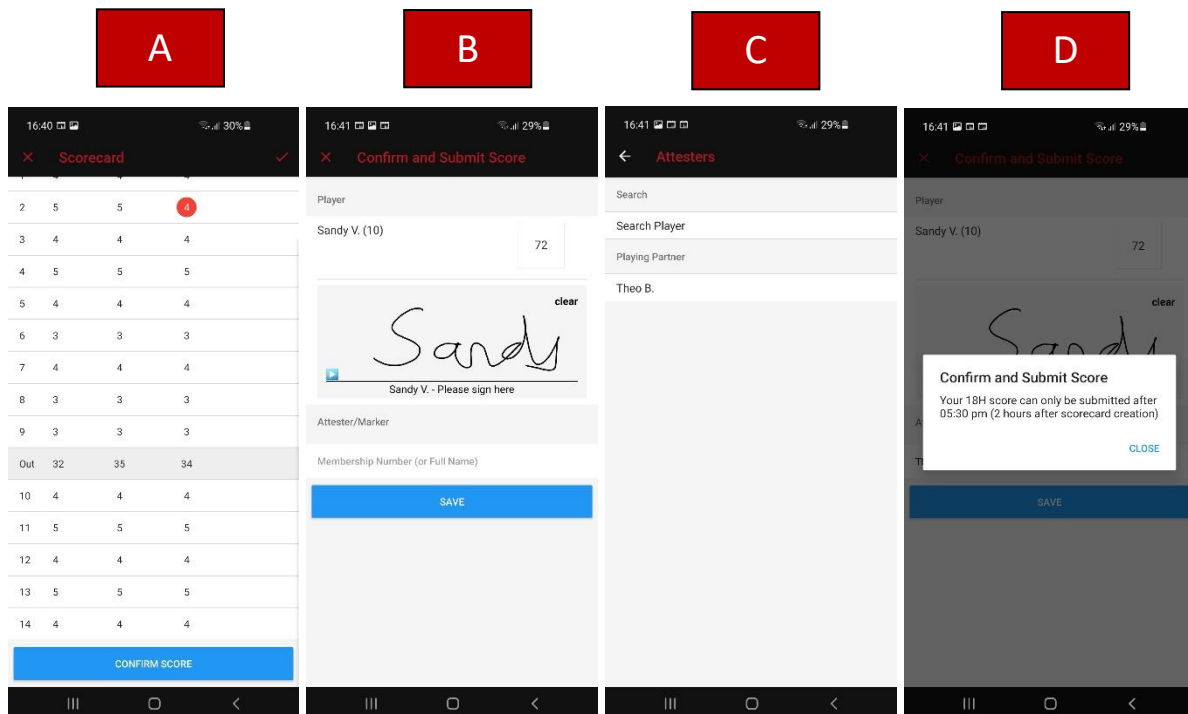
B) Sign for their score

C) Select the attester that they played with (either searching the WHS database or selecting from the playing partner list)

NOTE: The attester must also be a Wales Golf app user

D) Player should then save the score

NOTE: A 9 hole score cannot be submitted less than 1 hour after the scorecard was downloaded and an 18 hole no less than 2 hours

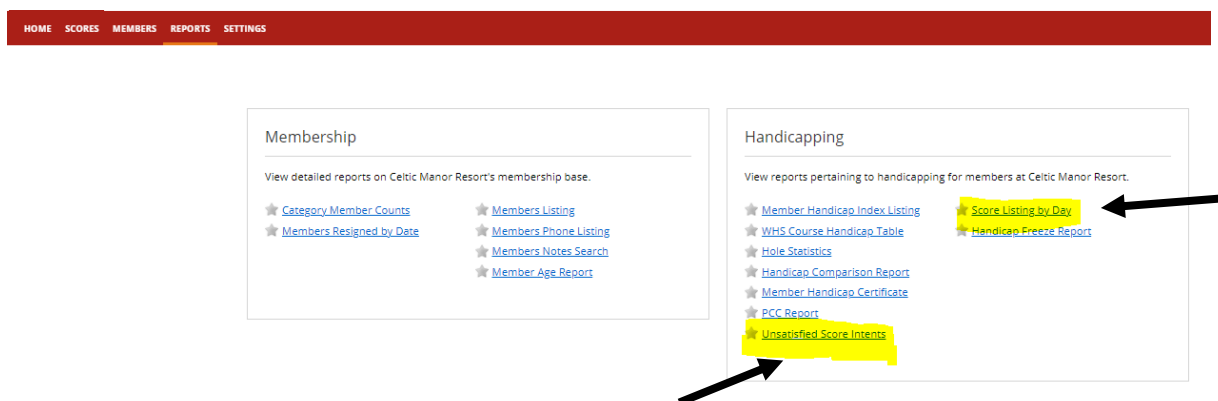


8. The attester will then receive a notification from their Wales Golf app prompting them to review and accept the score that has been submitted or they can comment or challenge the score.

Wales Golf App 'General Play' Scoring System - Club Controls

A club can keep an eye on intents and score submitted through the WG WHS Clubhouse system.

1. The '**Unsatisfied Score Intent**' report will identify players that have downloaded and then deleted a scorecard. **Players with unsatisfied score intents should be challenged.** If no appropriate reason is given why a score was not submitted, a penalty score should be added to the players handicap record.
2. The club can keep an eye on all scores submitted on a day to see how many and who has submitted a score via the '**Score Listing by Day**' report.
3. A player's scoring record will also identify which scores are general play and which are competition scores.
4. As an additional safeguard a club may also want to ask players to return physical scorecards alongside the app score submission. There is no system requirement for this to happen.



Further Help – Platform

Additional support can be provided by sending an email to - Handicapping@walesgolf.org

FAQ's

Why are there scores missing from a member's record?

In arriving at the best possible estimation of a player's WHS Index, we have used data from the old CHD system. In some cases, the data on CDH was incomplete – scores were missing from players' records. In other cases, we omitted scores that were on the CDH system because the data was unreliable and its use would have resulted in a less accurate calculation of WHS Indices.

It should be borne in mind that we have not tried to replicate each player's old scoring record on the new system. We have used as many reliable scores as possible to arrive at the best possible estimate of a player's WHS Index. It is not expected that Club Officials will manually enter omitted historical scores into players' records on the new platform. However, where the calculation of the Handicap Index isn't quite right, you may wish to enter some historical scores to correct the Index. Alternatively, you can choose to simply apply a manual adjustment to the player's record on the system.

How do I manually enter missing historical scores?

You can manually enter historical scores using the "Scores" tab on the Wales Golf Clubhouse. You don't need to enter scores hole by hole or adjusted gross score will suffice. You should adjust the **adjusted** gross score to take account of any difference between CSS and SSS.

For example:

Adj Gross: 76

SSS: 72

CSS: 73

Score that should be entered: 75

How do I change the spelling of a member's name?

Click the "Members" tab and locate the relevant member's record. Amend the first name and/or surname field, scroll to the bottom of the page and click "Save Changes".

Historical Scores are assigned to the wrong course/tees, how do I change this?

Historical scores which were transferred from CDH to the Wales Golf Clubhouse had no course/tee data attached to them, and so we analysed the data in order to best identify which course the scores belonged to. In some instances, it was not possible to accurately identify the course/tees and so we assigned scores on a best guess basis. Some such scores may be assigned to the wrong set of tees.

Wales Golf has the ability to reassign historical scores from one set of tees to another for any given day. It should be noted that this process will lead to changes in players WHS Indices, and so it should only be requested where absolutely necessary.

Some of the scores from our recent competition have not uploaded correctly to the Wales Golf Clubhouse, what should we do?

In the first instance, you should contact your Independent Software Provider (ISV). If they believe that the issue is with the Wales Golf Clubhouse, please ask them to report the matter directly to DotGolf Support. In some instances, we have noticed that some ISVs are unwilling to be proactive in resolving such problems – if this is the case, please report the matter to handicapping@walesgolf.org and we will ask DotGolf Support to contact your ISV to resolve the matter.

Some of our members' handicaps are not updating correctly on our Competitions Software, what should we do?

In the first instance, you should contact your Independent Software Provider (ISV). If they believe that the issue is with the Wales Golf Clubhouse, please ask them to report the matter directly to DotGolf Support. In some instances, we have noticed that some ISVs are unwilling to be proactive in resolving such problems – if this is the case, please report the matter to handicapping@walesgolf.org and we will ask DotGolf Support to contact your ISV to resolve the matter.

How do I allocate a WHS Index to a new member?

You simply add three or more scores under the "Scores" tab on the Wales Golf Clubhouse and the member will be automatically assigned a WHS Index.

Some of our course details (yardages, pars, indices) have changed, how do we change them on the system?

Course changes should be submitted to on [Course Rating Request Form](#) and we will apply the changes for you. These can then be downloaded to your competition software.

Some of our members handicap are showing as “Pending”, why is this?

If a member has yet to submit three scores for handicapping purposes, their handicap will read as “Pending”. This will change once three or more scores have been entered. If any player who has three or more scores against their name and their WHS Index still shows as “Pending”, please contact handicapping@walesgolf.org and we will address the matter for you.

Why is the Low Handicap Index showing as “Pending”?

This will show as pending until the player has recorded 20 or more scores. In addition, it will show as “Pending” following the application by the Committee of a Handicap Adjustment, until the player has recorded another score.

Can I link memberships of overseas members?

At present, linking of overseas members records is limited to members of clubs in England, New Zealand and Ireland. To set these members up as Away/Secondary members, you will need their membership number from their club in England, New Zealand or Ireland and then you should follow the process for linking memberships as set out in the Wales Golf Clubhouse User Guide.

When are WHS Indices updated following uploading of scores?

WHS Indices are updated each night, at around midnight, following the calculation of PCC for the day in question.

What happens when a dual member ceases to be a member at their Home Club?

Once the original Home Club resigns the player’s membership, their handicap is automatically transferred to their original Away Club, thus making that club their new Home Club.

Do we need our Club’s Handicapping Software?

Handicapping is controlled on the Wales Golf Clubhouse. This system is to be used for allocating and maintaining members’ handicaps. You will still require software in your club to run your competitions. Provided that you are using software supplied by a licenced vendor, scores will be automatically uploaded to the Wales Golf Clubhouse for processing for handicapping purposes.

The WHS Index in the last score on a player’s record is different from the current Index, why?

The record differs from the old CONGU record in that the Index listed against a particular round of golf is the player's handicap on the day that that particular round was played. In the case of the most recent round, the WHS Index on that date can differ from the current Index when the round in question bumps a counting round into 21st position on the record. In addition, the HI can differ when the latest round played is a good (counting) one.

What do we do if we change ISVs?

If you intend on changing competitions software providers, please complete a [Software Provider Credential Change Form](#) requesting that login credentials be provided to the new ISV.