

(FAQ) Frequently Asked Questions and Answers on Golf Canada memberships

Described under three areas:

Activations

RCGA Network/Handicap Factor

BlackBerry Application

Activations

1. I'm trying to log in with my email as my username and password I created. It won't let me:
 - a. The second digit on your Golf Canada card number is a zero, and you do not need to leave any spaces between the numbers. If you are still having problems, please contact members@golfcanada.ca
2. I'm trying to log in – I have my card but your system won't accept my username / password:
 - a. First you will need to create a profile on the site.
 - i. Go to www.golfcanada.ca/register.act and create a profile.
 - ii. Use your email address as your username.
 - iii. Select a password of your choice.
 - iv. Remember to enter your Golf Canada card number on the back of your card (this starts with A0 "A-zero")
 - v. Note that a Team Canada number is not required; this is only if you have made a donation.
3. Your system won't accept my email as valid:
 - a. Do you share your email with another Golf Canada member, such as your husband or wife?
 - i. If so – you may create a username in the format of an email such as yourname@golfcanadamember.ca to be used as a username, and proceed with setting up your profile. This email will not receive messages, but you will receive Golf Canada news on the joint email.
4. Your system won't accept my card number as valid (see 1a)
 - a. See 1 (a)
 - b. Did you previously register your email when creating a profile? If so, it will not be valid for a new account. Select "forgot my password" from the home screen and enter your email address. Your password will be emailed to you.
5. I have logged in and don't see anything different.

- a. The My Golf Canada page will detail the information related to your level of membership . You may also enter your RCGA Network username and password, by mouse over on My Golf Canada, then My Profile, and entering the information into the fields under Additional Information. Click Submit to update the changes. Now, as you are still logged into golfcanada.ca, by clicking on RCGA Network on the green banner above, it will provide direct access to your handicap system.
- b. If you use a BlackBerry, you may download the application and access it at your level of membership, using your Golf Canada username and password.
- c. Look at our partners offers.

RCGA Network/Handicap Factor

6. I'm trying to login to the Network with my Username and Password, but it's not working.
 - a. The RCGA Network and Golf Canada are separate systems with separate Usernames and Passwords. However, you can access the RCGA Network through the Golf Canada site if you enter your RCGA Network Username and Password into your Golf Canada profile (mouse over My Golf Canada, then My Profile, and enter the information into the fields under Additional Information) and then click on the RCGA Network link at the top of the page on the green banner.
7. If you do not know your RCGA Network Username and Password, please check with the club or Provincial Public Player system through which you received your Golf Canada membership, as they will either be able to retrieve your login information, or will need to create an account for you on the Handicap system on their roster.
8. If you purchased your Golf Canada membership through Golf Canada's online store, you should receive a second email with your RCGA Network Username and Password within 5 days of your purchase.
9. Additionally, once provided with your RCGA Network username and password, you may link your Network profile to your Golf Canada profile (mouse over My Golf Canada, click My Profile) by inputting the RCGA Network information in the 2 fields which ask for username and password.

BlackBerry Application

10. I want the BlackBerry application but can't figure out how to download it.

Blackberry Requirements:

- Curve, Bold, or Storm (Does not work with Pearl Models)
- Must have a BlackBerry data plan

- OS 4.5, 4.6, 5.0
 - o To determine OS.... Go to the “Wrench” Icon (Options) and click on “about” you will see v4.5XXXXX, or v4.6XXXX, or v5.XXXX
- To upgrade your software connect your device to your desktop and visit your provider or RIM for further information on upgrading.

Free Application Features

- Leaderboard
 - o Includes the following tours
 - PGA
 - LPGA
 - Champions
 - European
 - Nationwide
- Easy Guide Official Rules Of Golf
 - o Easy to use rules for every day questions that arise.

Base Membership Application Features

- Become a member for \$29.99 annually at www.golfcanada.ca
- Includes the Free application features, plus:
 - o Links To Golf Canada Partner Member Promotions
 - o Official Handicap
 - View your official handicap on your BlackBerry
 - Enter new scores into the official Golf Canada Handicap system on your BlackBerry

Gold Membership

- Upgrade to Gold Membership For \$25.00 Annually
- Includes the Base membership, plus
 - o BlackBerry based Golf GPS distance measuring system
 - o Special Seating For RBC Canadian Open, And CN Open

The GPS is not working and I have a “gold” membership?

Please insure you have entered your new Golf Canada member number at www.golfcanada.com

- o Ensure your BlackBerry’s GPS is activated.

I have downloaded the application and it will not open, is my BlackBerry too old?

- You need a BlackBerry Curve, Bold, or Storm model running OS v4.5xxx, v4.6xxx, v5.xxxx (To view your OS level, open the wrench icon [Options] and click on “About”)
- I see the following error message: Error Starting Golf Canada.Symbol ‘EventInjector \$KeyCodeEvent<init>’ not found
 - You Have a BlackBerry Pearl. The application is designed for Curve, Bold, and Storm models.
- Where do I post my scores for my handicap factor?
 - First you need to locate your RCGA Network id number located under “account” on your RCGA Network.
 - Enter the number under “settings” accessible through the menu button.
 - When you have entered your score, submit it.

1. I want the BlackBerry application but can’t figure out how to download it.

- a. If you can access the website (www.golfcanada.ca) via your blackberry you can download the application there.
 - If you would rather you can email the link to yourself. Cut and paste the link and email it to your blackberry email account. Click on it and it will download. Look on your BlackBerry for the Golf Canada icon (note – it may be in your download folder).
 - Bold & Curve:
<http://www.golfcanada.ca/blackberrybold>
 - Storm:
<http://www.golfcanada.ca/blackberrystorm>

When you open the application insert the same username (email) and password you use at www.golfcanada.ca.

- b. Handicap Factor and Score Posting:
 - a. If you wish to submit scores to your RCGA Network account, select “settings” (via the menu or blackberry button located immediately left of the scroll bar). Enter your RCGA Network network id in the “Handicap Network ID field.
 - b. You can locate your network id in your score posting site (via a desktop computer) in Account Details
- c. Other Features:
 - a. You may also alter “Silence Ringer” feature. This feature allows the phone to silence the ringer on your phone when on a golf course. It defaults to “silence ringer” but you may alter this feature.

- d. Play The Game
- a. You will have direct access to the “Play the Game” feature. In this area you may select your home course, courses near you or search for a specific Golf Canada member club.
 - b. Select your tees and your time, select “Done” and proceed to playing your round or posting your score.
 - c. Maintain your score in the screens provided.
 - d. At the end of the round select “submit” scores and they will be posted to your RCGA Network Account.
 - e. Swingview is the GPS feature. If you have upgraded your membership to Gold, be sure to update your new membership number in your Golf Canada profile. Members with the Gold membership can select the “swingview” button (it will be grayed out for non gold members).
 - i. The “figure’ in the screen depicts your location on the golf course. Google maps satellites locate your position. Using the scroll bar you can scroll the circle out to include your target. The measurement in yards is showed in the circle.

You may also “click” the scroll button. A list of clubs from driver to putter, will appear. Select the club of your next shot., hit your ball. When you reach your ball – click the button again.

- e. Other Features:
- i. PGA Tour Leaderboard
 - ii. LPGA Tour Leaderboard
 - iii. Nationwide Tour Leaderboard
 - iv. Champions Tour Leaderboard
 - v. European Tour Leaderboard
 - b. The Easy Guide to the Rules of Golf (searchable)
 - c. You can also access the other partner benefits of a Golf Canada membership under the “Partners” icon.

*Please note the BlackBerry Pearl is not supported.

- c. If you have difficulties please contact members@golfcanada.ca again.