MyEG App Guide & FAQs

Please note screen shots below are used from the iGolf version of the MyEG app, and the branding may differ to a club members view.

Click or tap the links below to view the answer to each FAQ.

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Sections within the app

Once logged into the MyEG app, you will see options on the bottom of the page navigating you around. Below is an explanation of what each section does and how you can use it.

Dashboard:

The dashboard is the page the app will always default to when opened. It shows your name, WHS index, membership number and home club name.

In addition to that you will see your counting, non counting and handicap index in graph format and below that your score history.

The score history shows any score penalties you have with a "P" in a black square. If a round is one of your "counting scores" the number is flagged in green. You can select any score to then see further detail of that round.

If you have 20+ scorecards you will see a thin green line as you scroll down. Any rounds after that line will not be included in the 8 best counting scores.
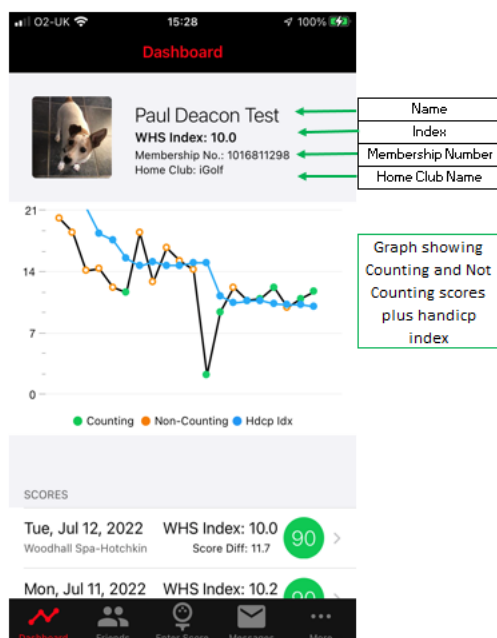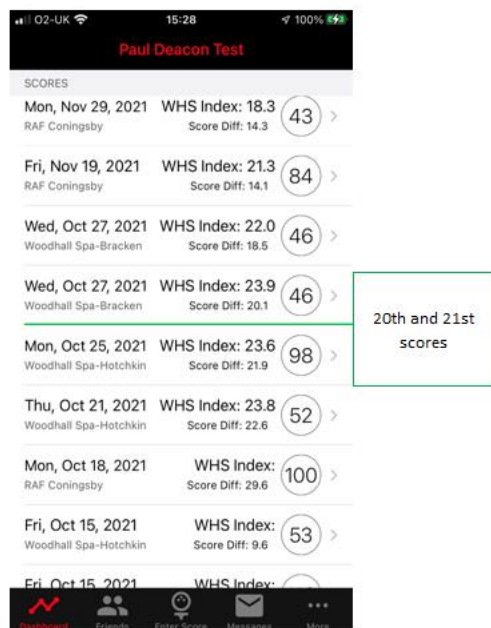
Note: If you have any ineligible rounds, within the last 20 rounds, they will not be included as part of your handicap. As an example, if you have 1 ineligible round, as part of the last 20 rounds, the green line will be between rounds 21 and 22. However, WHS is only looking at the most recent 20 eligible scores, for the calculation of a handicap index**.**
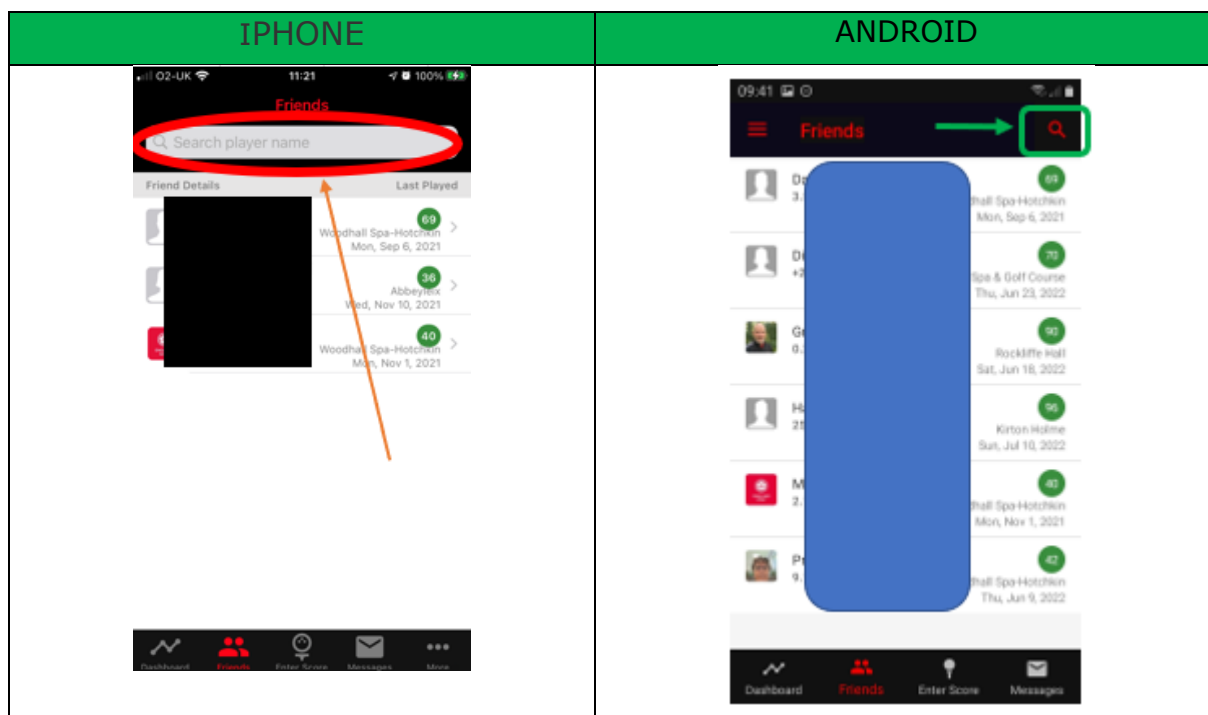
How to add a friend within the app

Friends Function

Within the friends function you can see who is linked up as a friend. For safeguarding purposes, young people/juniors under a certain age cannot be selected as a friend
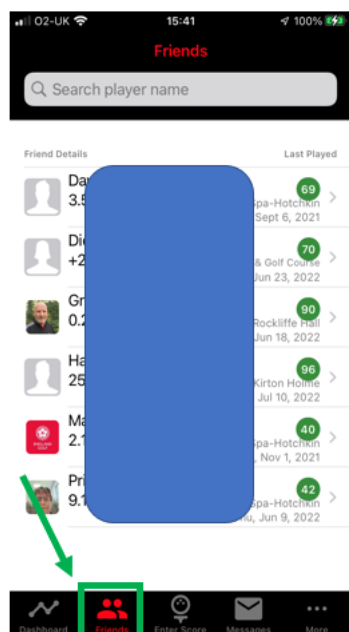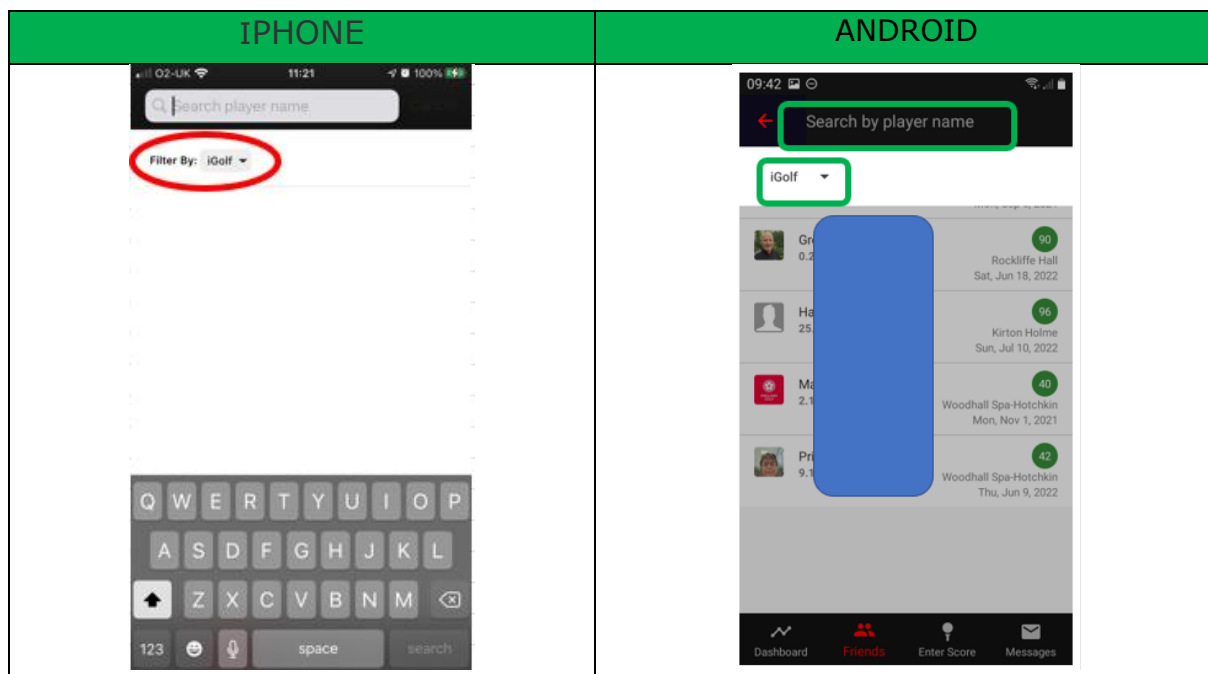
To add a new friend, you will need to follow this process:

- Search for the players name at the top of the friends page

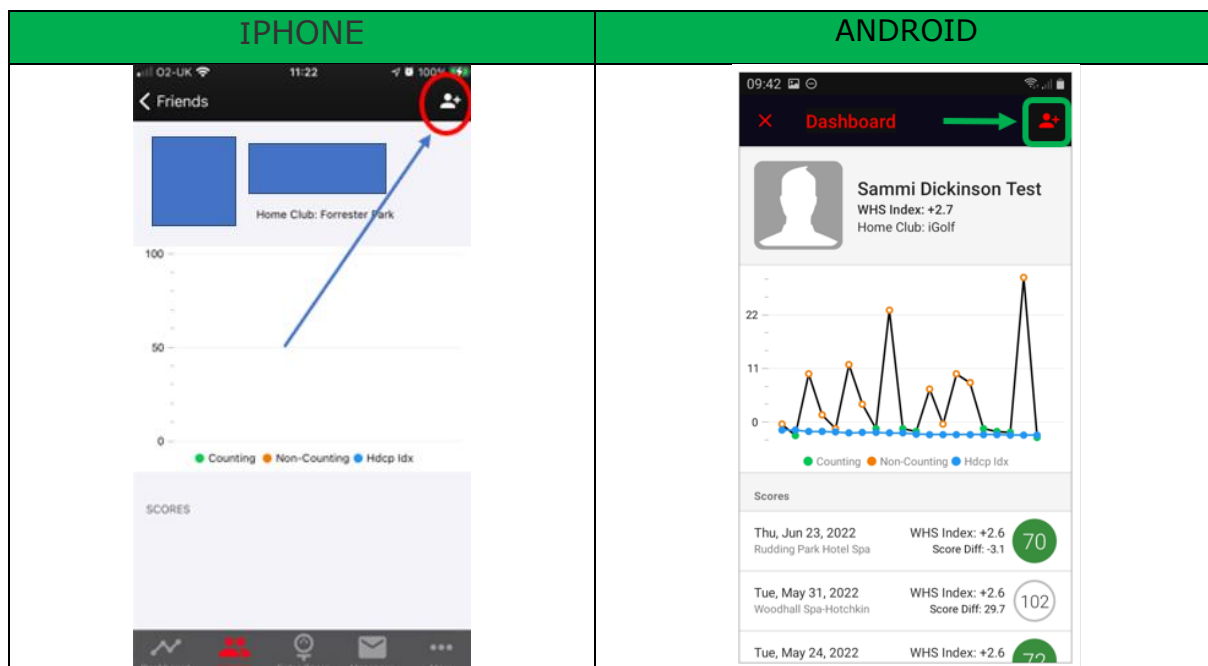| IPHONE	ANDROID

- Check and make sure the club is set correctly. It will default to your own home club so please select the "filter by" club option just below the name

IPHONE	ANDROID

- Search by last name first to check you can see the correct player

IPHONE	ANDROID
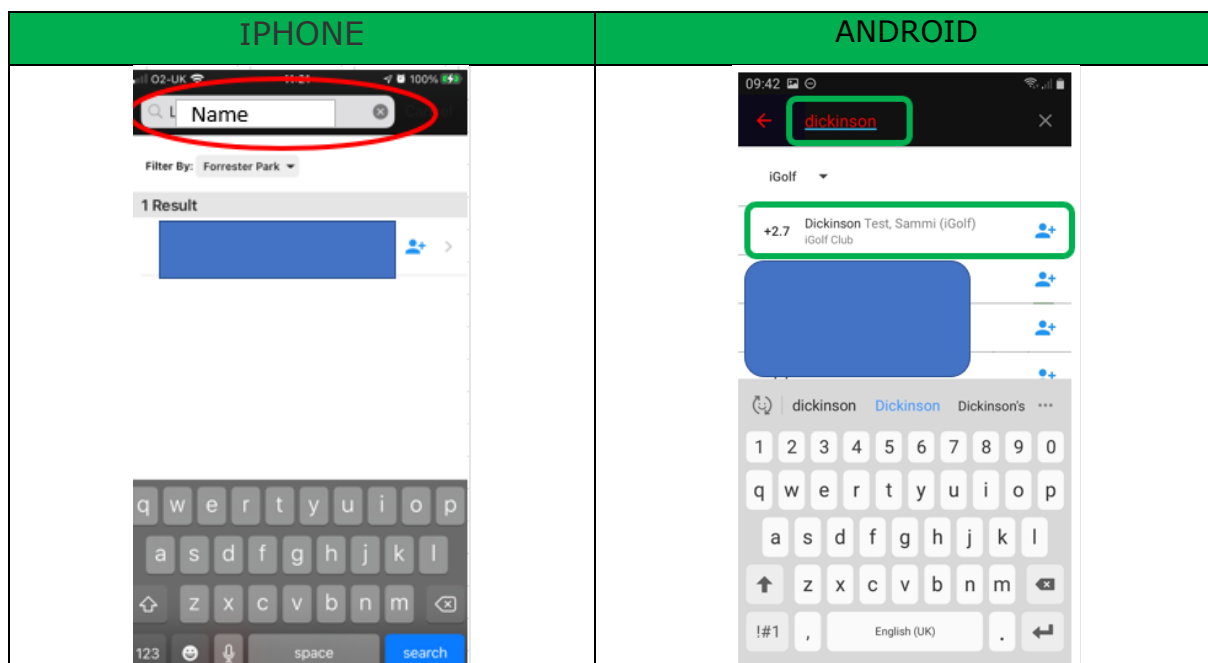
- Look for the image of a person + at the top right and select that

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IPHONE	ANDROID

- You will see notification that your request has been sent
  - If you realise it is the wrong person you can select cancel request before it is approved
  - If it has been approved you can swipe the friend left, if using an iPhone, or if using an android select the friend and press on the image at the top right – see below image
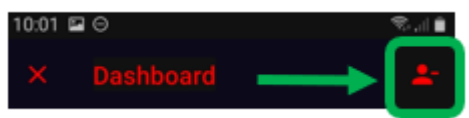
  -
- Once approved you will see them in your friends list

Note: The list of friends defaults to the date the rounds were played. Please see the following example screenshot:
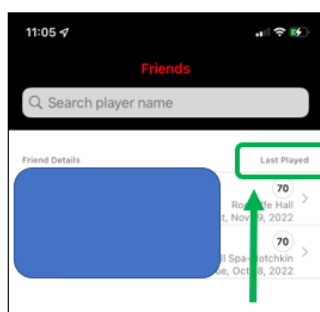
Enter Score

Please see [Adding a Score Via the MyEG app](#) for further details

Messages

Within the messages section this is where requests such a friends requests or score approval requests will be. Any new messages will flag up with a number above "messages".

Note: The messages function does not allow for text messages to be sent and received
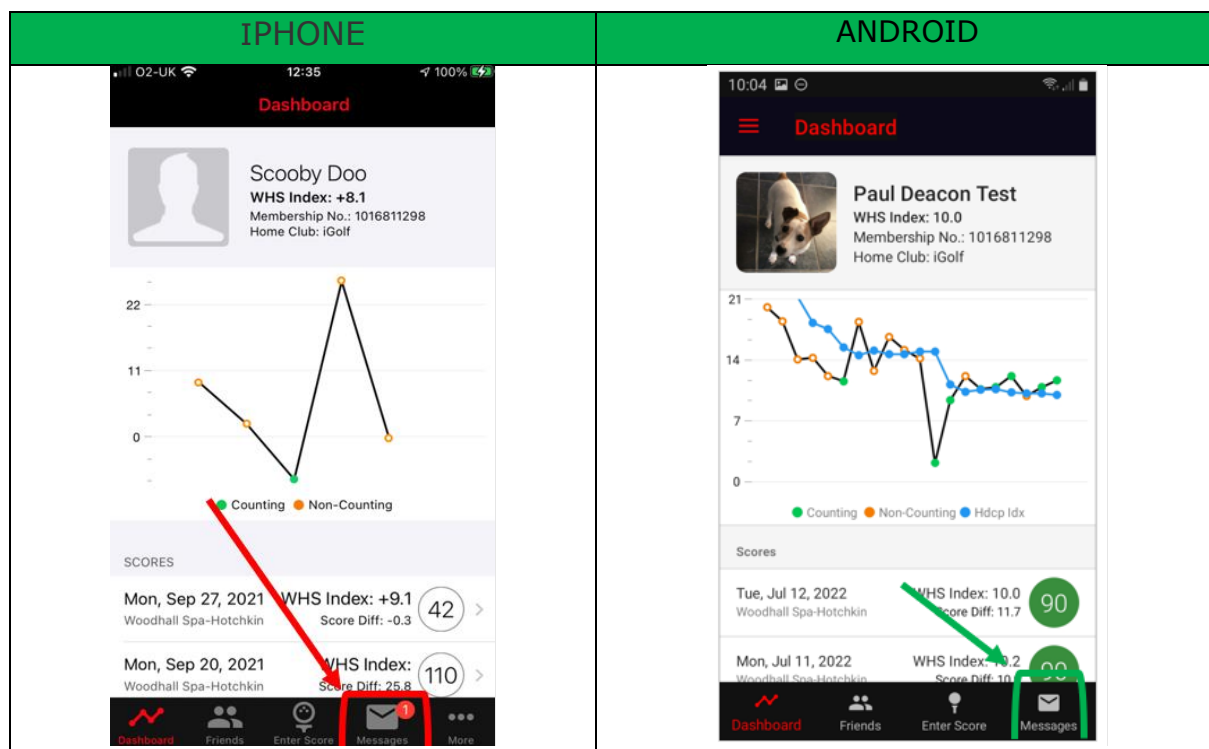
IPHONE	ANDROID

More

The "More" section is in a different place on an Android or iPhone. Following is a screenshot showing where to find them:

IPHONE	ANDROID
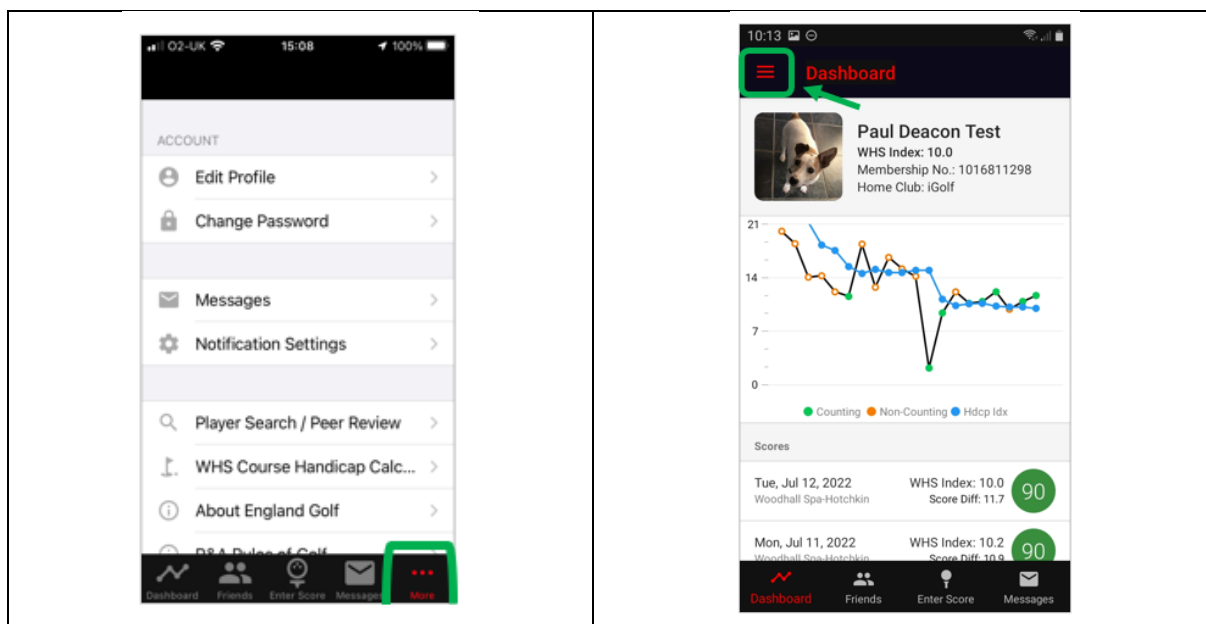
In "More" you can look at the following sections:
- Edit Profile
  - o Within this section you can amend the following:
    - ▪ Profile picture
    - ▪ Email address
    - ▪ Date of birth
    - ▪ Mobile number
    - ▪ Address
    - ▪ View your home/secondary clubs
      - • This cannot be changed in the app – please contact your club to discuss further
- Change Password
  - o You can change your password here
- Messages
  - o Shortcut to the messages section
- Notification Settings
  - o Notification for these areas can be toggled on/off
    - ▪ England Golf Messages
      - • Messages about news, events and benefits
    - ▪ New Friends
      - • Notification that you have been added as a new friend
    - ▪ Friend Activity
      - • Information relating to friends exceptional scores and activity
    - ▪ Comments on my scores
      - • Notification when friends comment on your scores
- Player Search/Peer Review

- Area used when wanting to see player's results.
  - You can only see full details of your friends or members of your home club. Outside of that you will only see the players handicap index. See "Can I hide My Scores"
- WHS Course Handicap Calculator
  - Area used when wanting to understand your course handicap at any affiliated club and the course handicap of any other golfer by changing the handicap index value at the top of the screen
- About England Golf
  - Link to England Golf website
- R&A Rules of Golf
  - Link through to the R&A "Rules of Golf".
- Benefits
  - Link through to benefits
- Sign Out
  - Area to log out of the app
- App version
  - Confirms the version you are using

Why can I not log into the app?

The MyEG app is available to all affiliated Golf Club members and iGolf Subscribers.

You will need to have signed-up prior to accessing the MyEG app.

- Golf club member sign-up HERE
- iGolf subscriber sign-up HERE

You can then download the app via the following links:

- Google Play: HERE
- Apple: HERE

Please be advised the app was developed by Golf NZ so any reference to that is correct.

You will also need to make sure your account has been activated online. This can be done at THIS LINK.

I want to change my details

You can review/update your personal details via the My Profile area within your MyEG app.

Click on 'More...' and then select 'Edit Profile' to update any information.

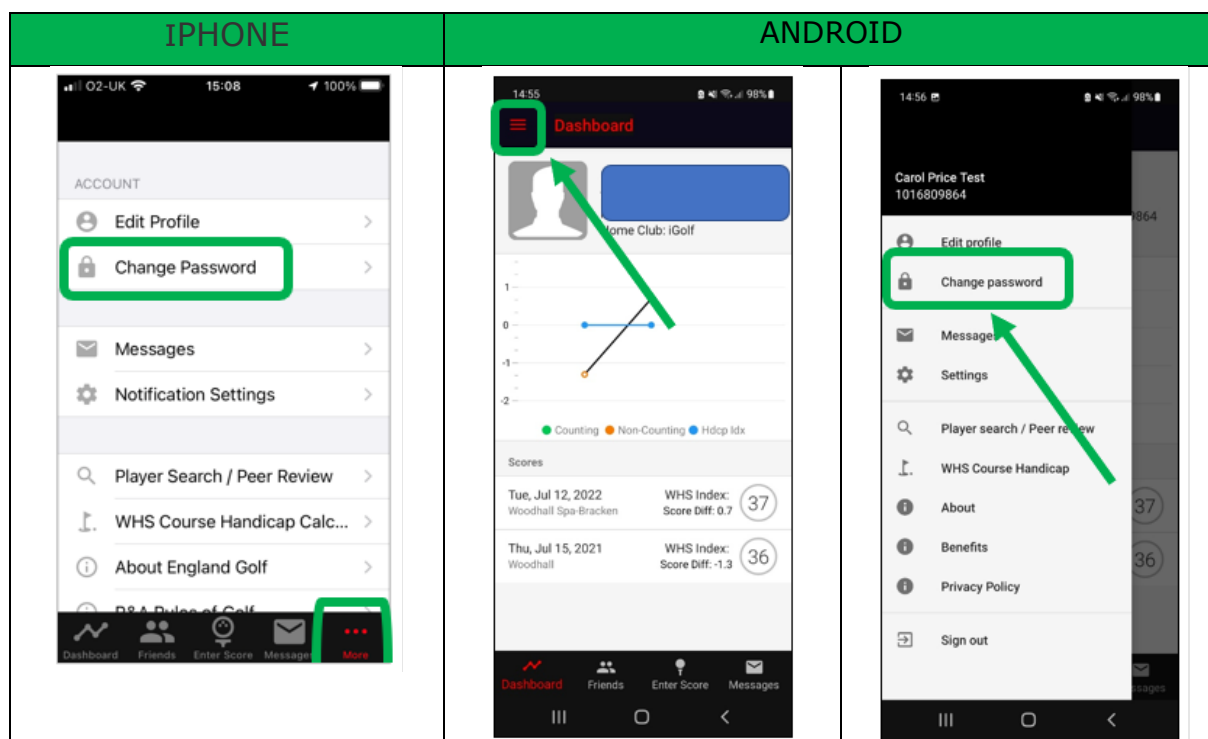| IPHONE	ANDROID
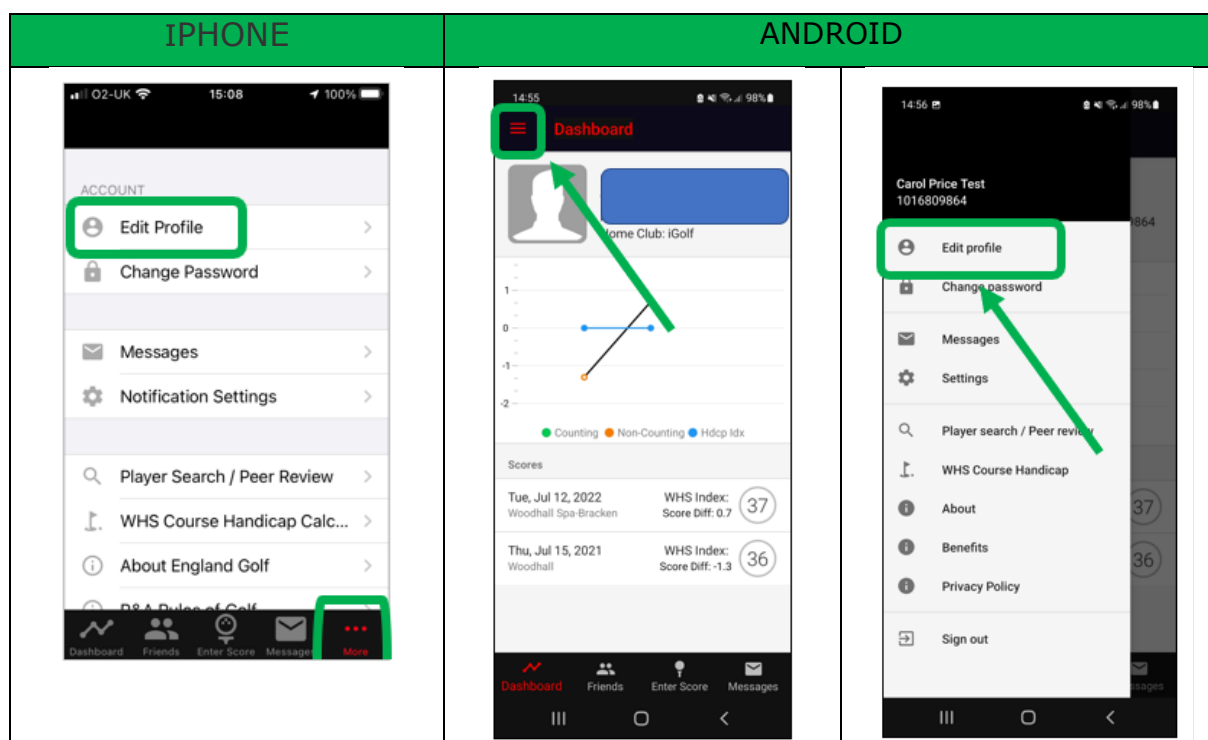
Alternatively, through these 2 options:

- Golf club member web platform HERE
- iGolf web platform HERE

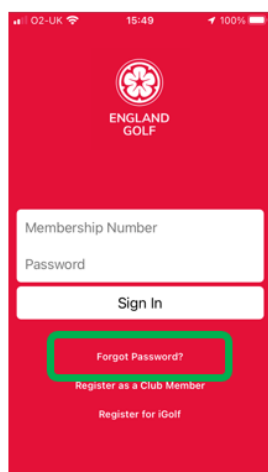Any other details should be changed via your club.

I have forgotten/want to change my password

You can change your password to one of your own choosing via the 'Change Password' area of the MyEG app (under 'More'):

IPHONE	ANDROID

If you have forgotten your password, you can request a password reset email via the 'Forgot password' link:

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Please be aware 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 you spam/junk folder. For a business email address, you may need to check additional security settings within the email account
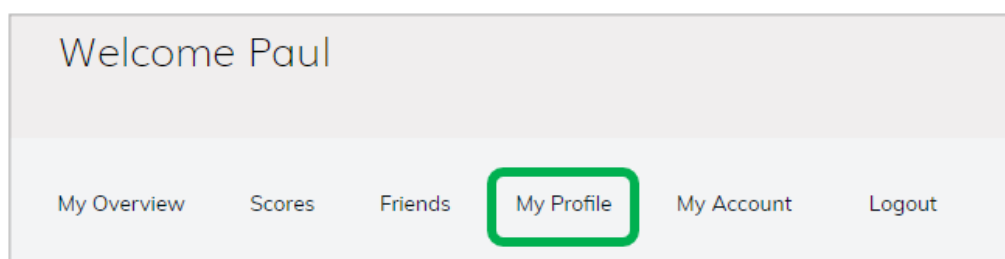
Can I hide my scores?

Only players in your Friends list and current members of your home club will be able to see your scores. As part of peer review, anyone at your home club which includes iGolf, will be able to see your scores.
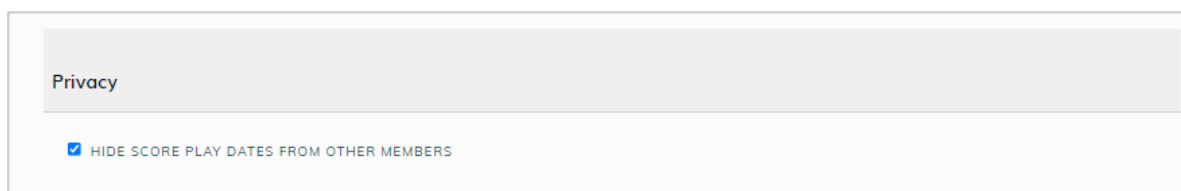
You can restrict the view by visiting your profile page on the web platform and ticking the 'Hide score play dates from other members'.
- Golf club member web platform HERE
- iGolf web platform HERE

1. Go into "My Profile"

Welcome Paul

My Overview   Scores   Friends   My Profile   My Account   Logout

2. Scroll down to "Privacy"

Privacy

☑ HIDE SCORE PLAY DATES FROM OTHER MEMBERS

'Friends' will _always_ have access to this information.

Anyone who is not at your home club will not have access to this information and will only be able to search you if they have your club and full name.
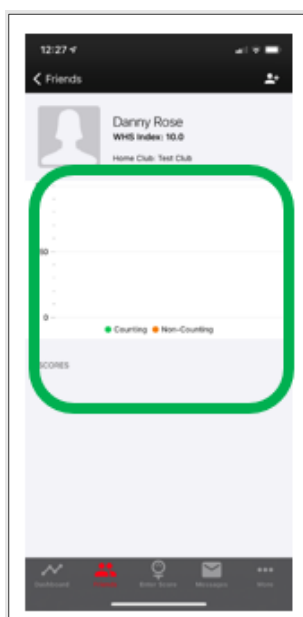
Adding a Score via the MyEG app

Players can enter social/general play scores via the MyEG app by clicking on the 'Enter Score' function at the foot of the dashboard screen and following the instructions.

Advice would be to whenever possible to enter hole by hole scores during play and have the score attested and submitted promptly after play on the day of play and before leaving the golf club

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

Note: you must ensure your attester/marker has the most up-to-date version of the MyEG app (including the score entry icon) to be able to select them as your app scorecard verifier and for them to verify your score.

**Please see our step-by-step guide to score entry.**

Please note, the functionality is the same but the branding between the club member app and iGolf app may be different.

1. Open the MyEG app and click 'Enter Score' at the foot of the dashboard screen, highlighted yellow below:

IPHONE	ANDROID
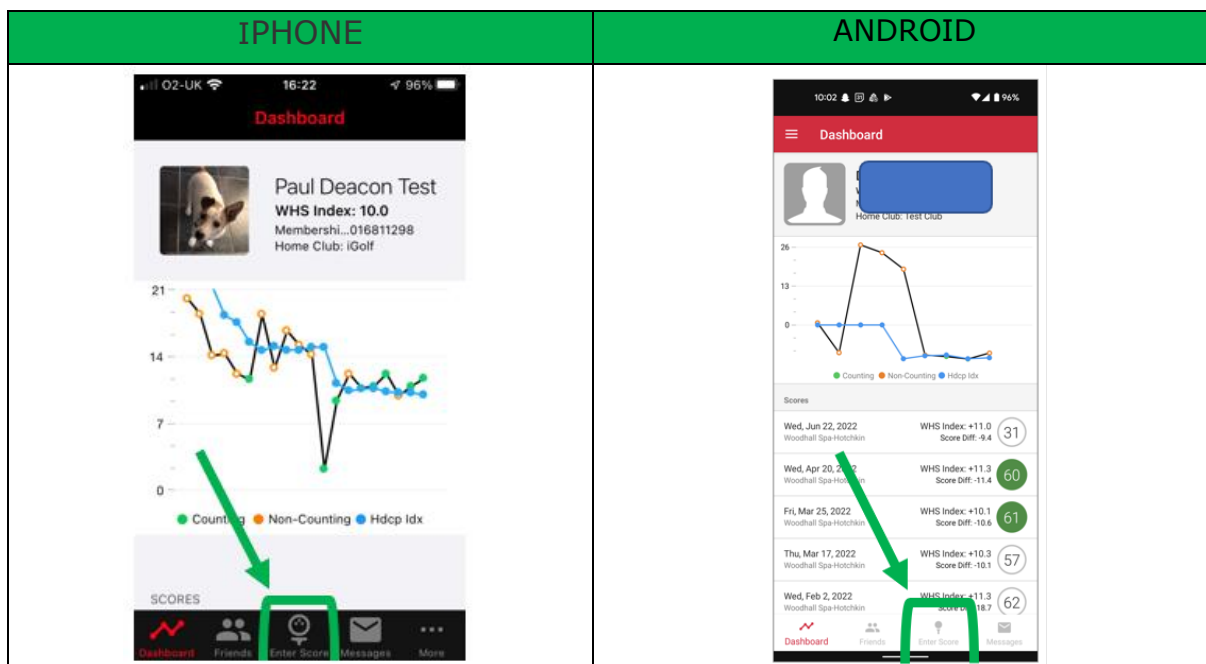
Note: ensure your scorecard attester/marker also has the most up-to-date version of the app (including the 'Enter score' icon) in order for them to be selected as your verifier as per step 12.
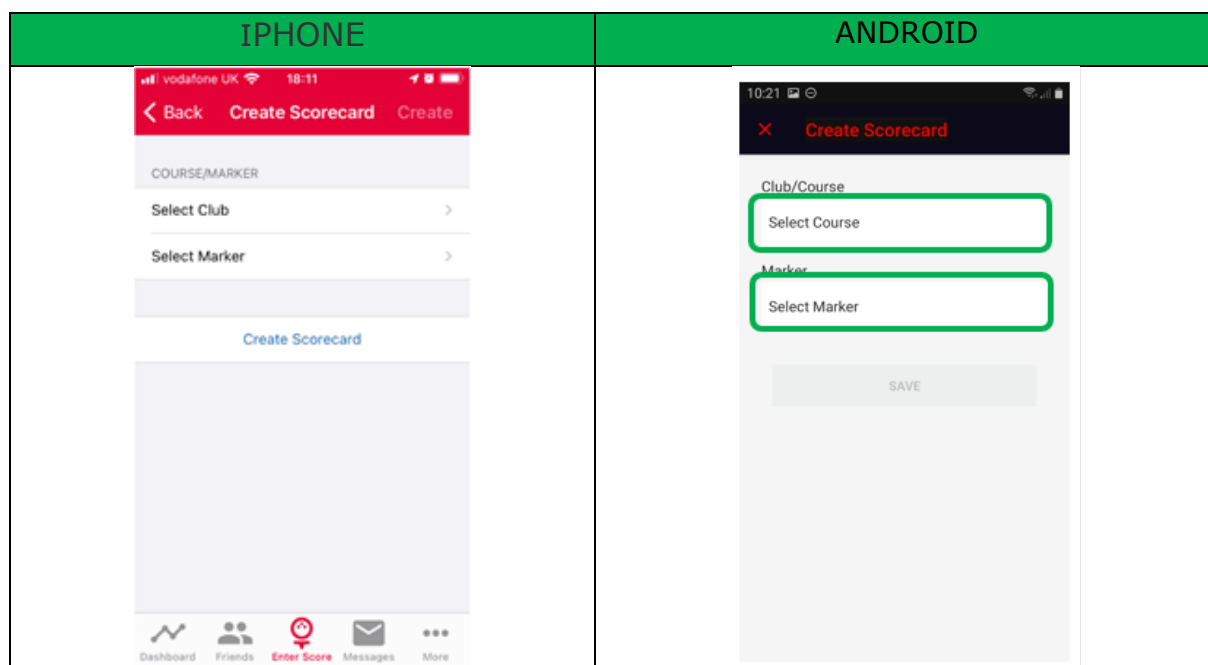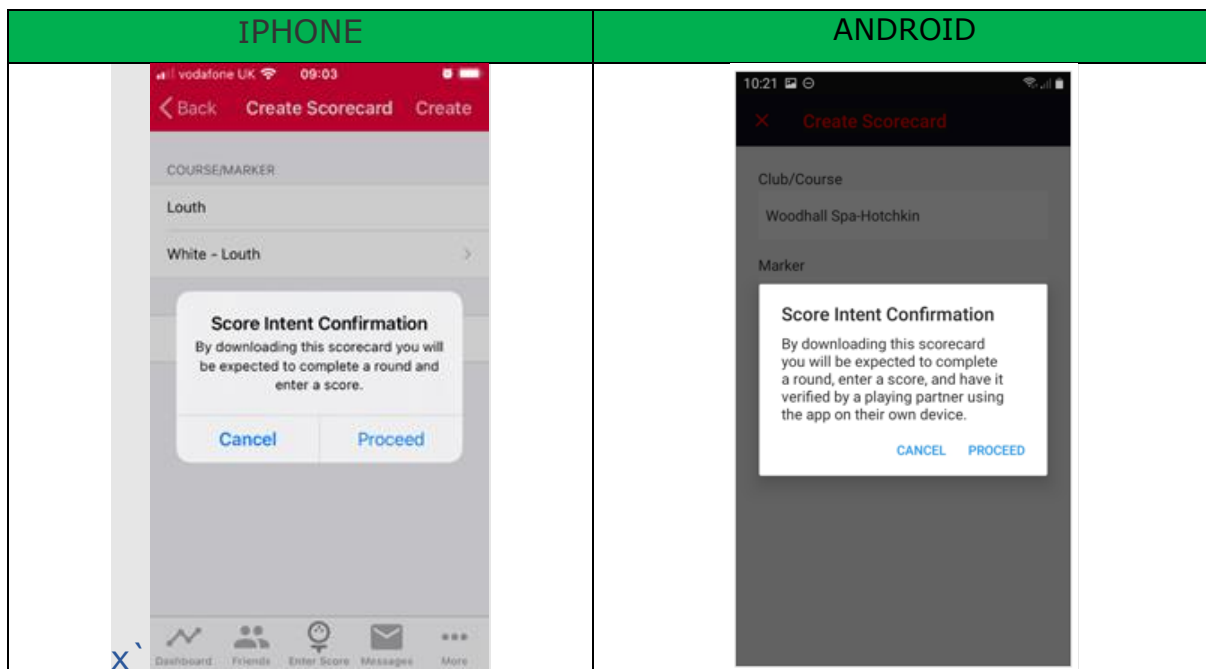
2. Select 'Create':

IPHONE	ANDROID
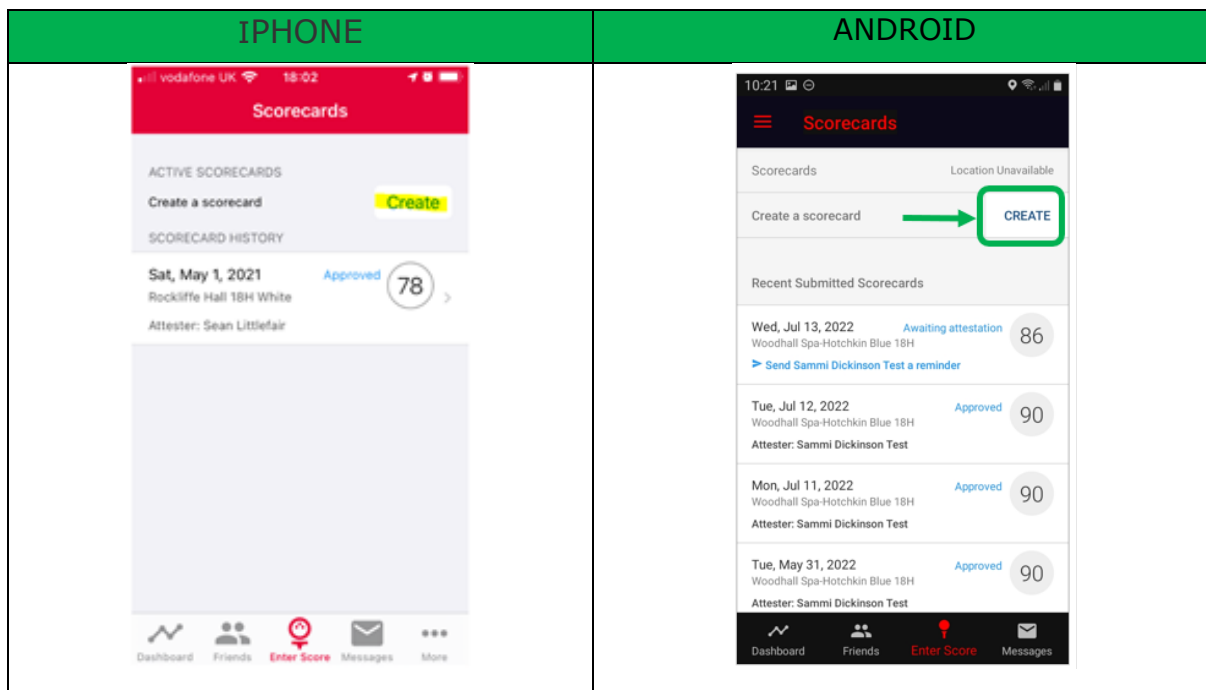
Note: Previous scorecards will also be displayed under 'Scorecard History'.

3. Select from the available courses (based on geo location) and tee markers, then select 'Create Scorecard':

IPHONE	ANDROID

Note: if the tee markers available are incorrect you will need to contact the relevant club to update them.

4. You will then be presented with the message, click 'Proceed' to create the scorecard:
   a. Note: If you see an error message relating to your location please see the LOCATIONS section for further information.
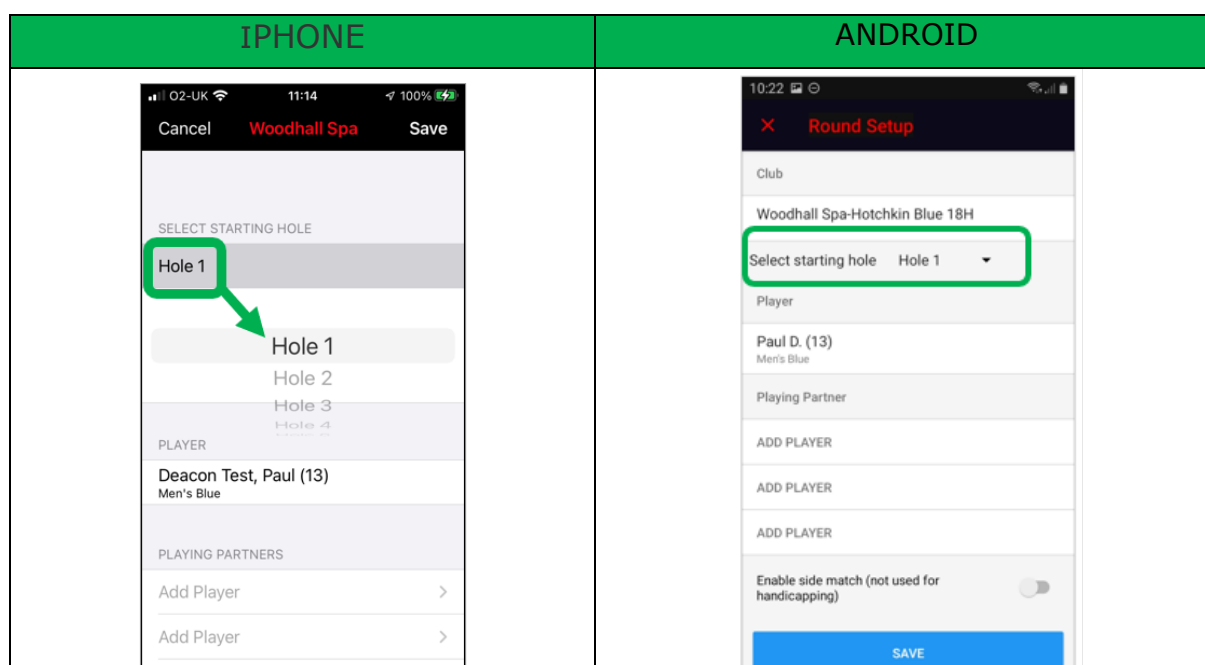
IPHONE	ANDROID

5. Your scorecard will then appear under 'Active Scorecard':

IPHONE	ANDROID
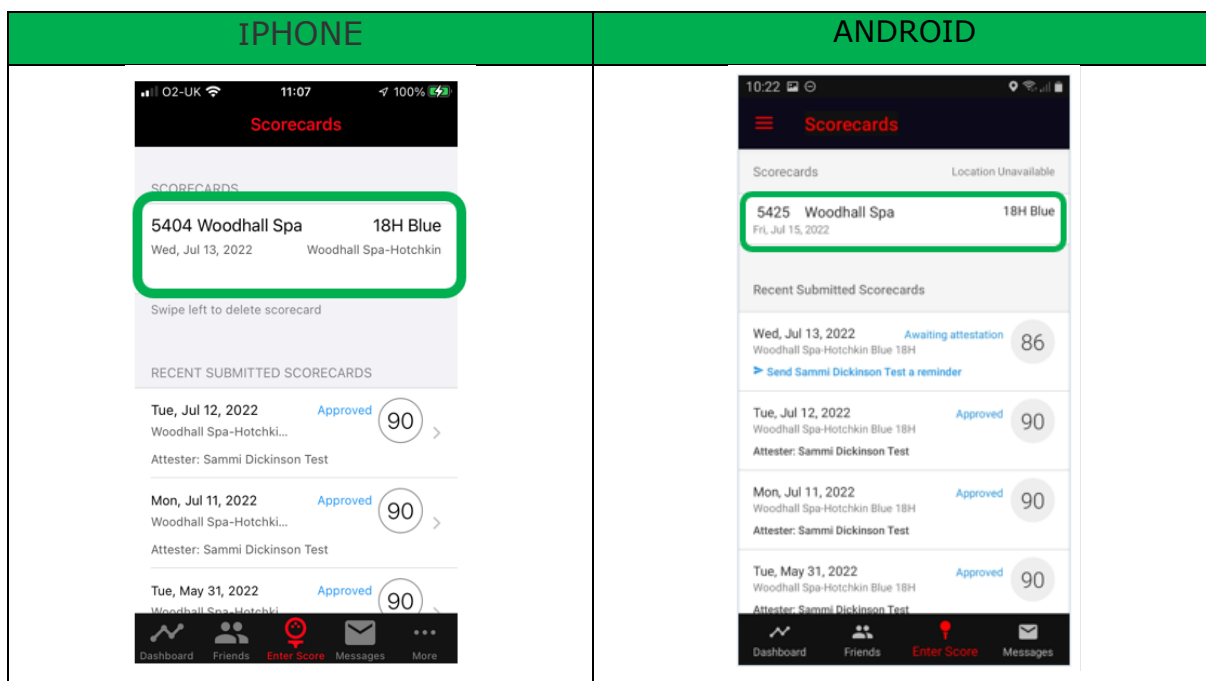
Note: Previous scorecards will also be displayed under 'Scorecard History'.

6. Select the scorecard created:

   a. From here you can select/amend the starting hole if necessary – by pressing on "Hole 1":

IPHONE	ANDROID

Notes:

- When submitting a score through the mobile app, there is the option to add scores for playing partners. However, as with paper scorecards, <u>each player must submit their own score separately</u> for it to be recorded against their handicap. Including a playing partner in your round will ensure their name appears first when selecting an attester of your card for submission. If the attester, or anyone else in your playing group, wants to submit their own score, they need to go through the score entry process on their own app.

- When adding a player partner, you can either select from your 'Friends' list or 'Add guest' for a player not in your friends list (a "Guest" will not be able to attest your score).

7. Press on "Add Player"

IPHONE	ANDROID
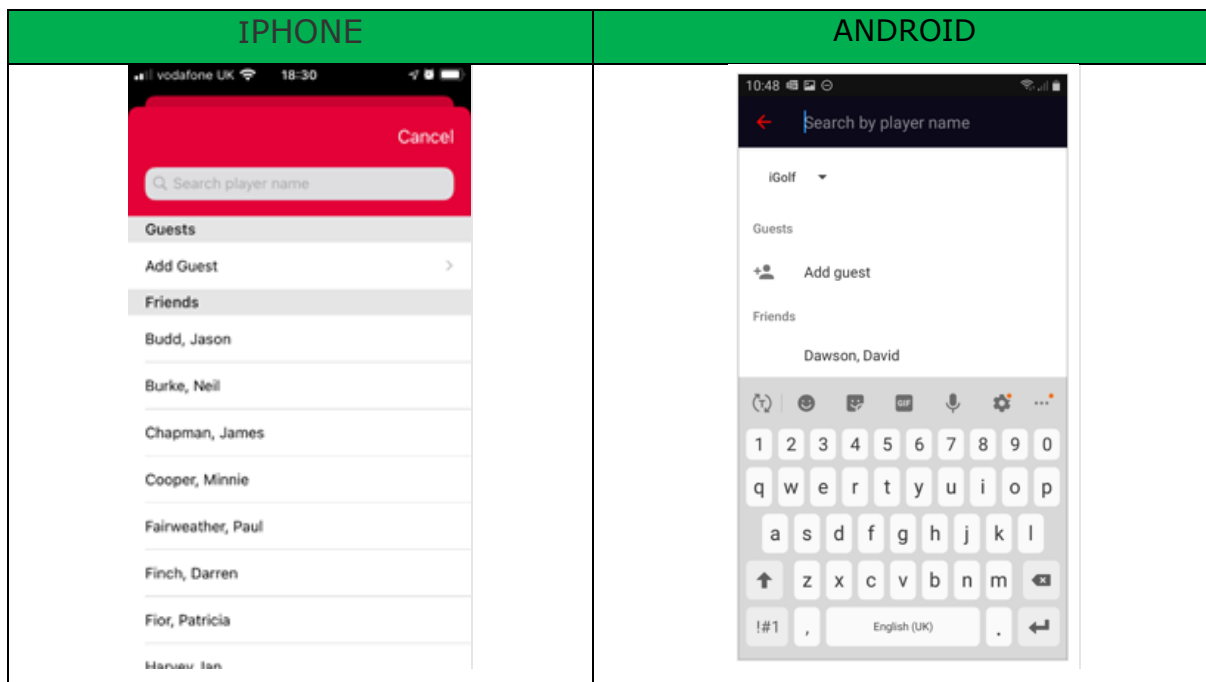
Note: It is not mandatory to add a playing partner at the beginning of your round. This can be completed at the end of the round if you prefer (see point 11).

7b. If you select the wrong playing partner you can swipe left to remove them

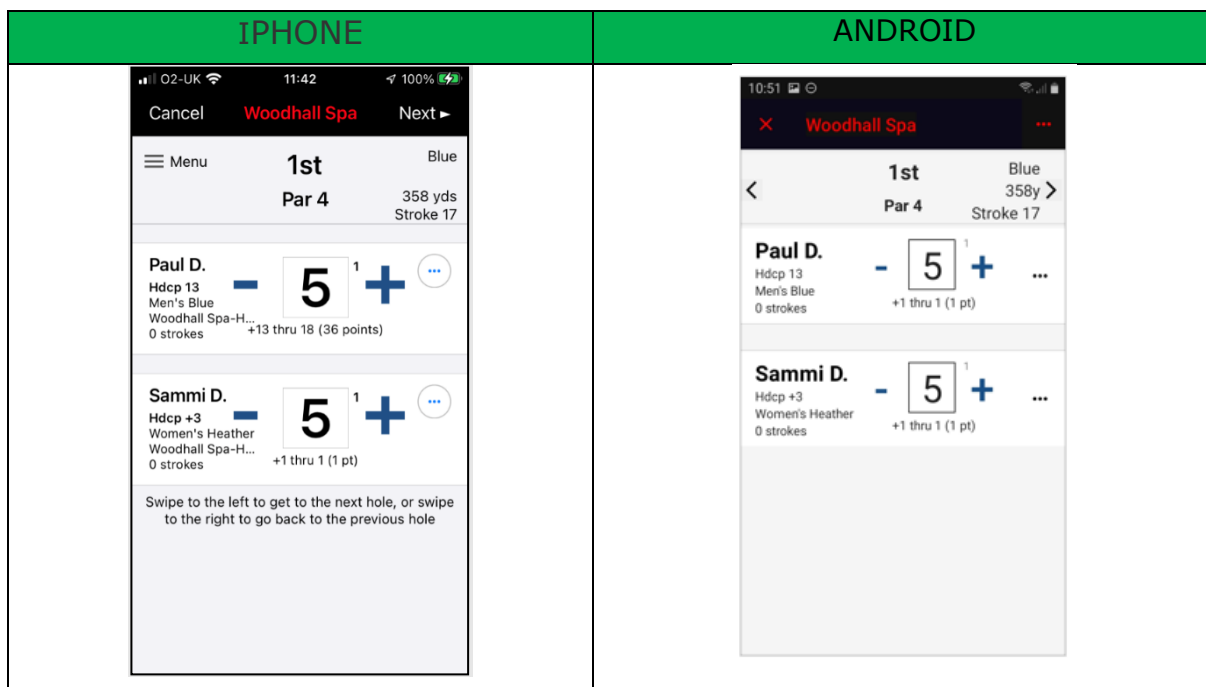| IPHONE	ANDROID

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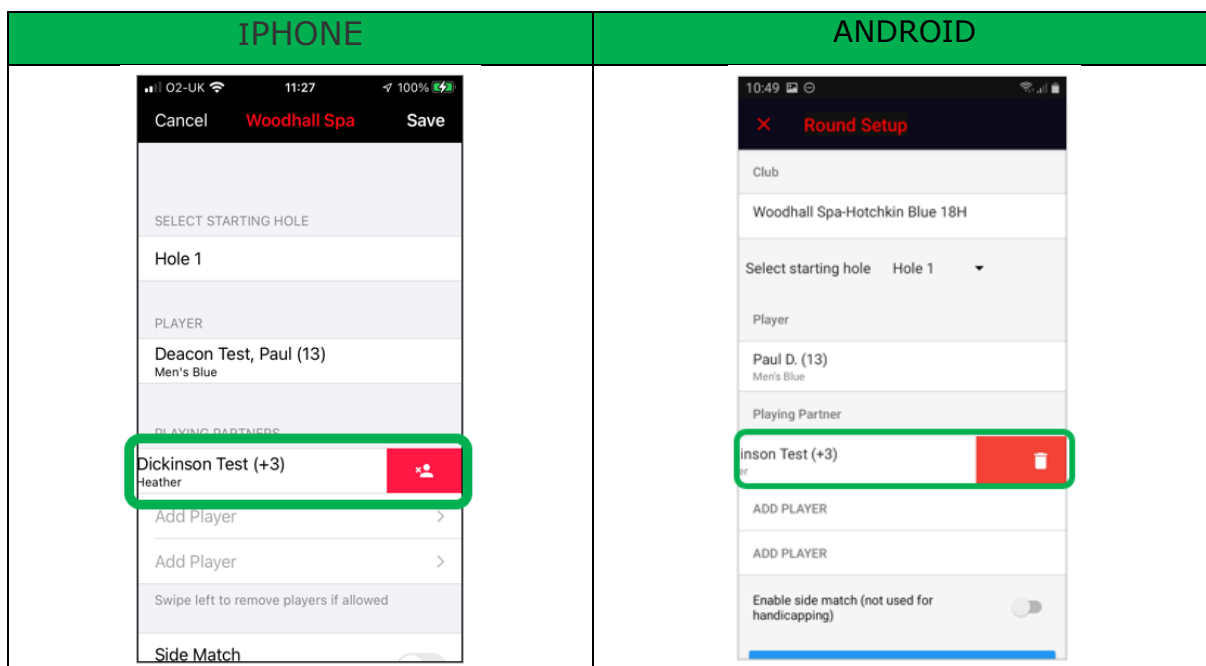
7c. Turn on 'Side Match' if you are playing a mini match between yourselves. Please note it **will** still add your round/score to your handicap.

IPHONE	ANDROID

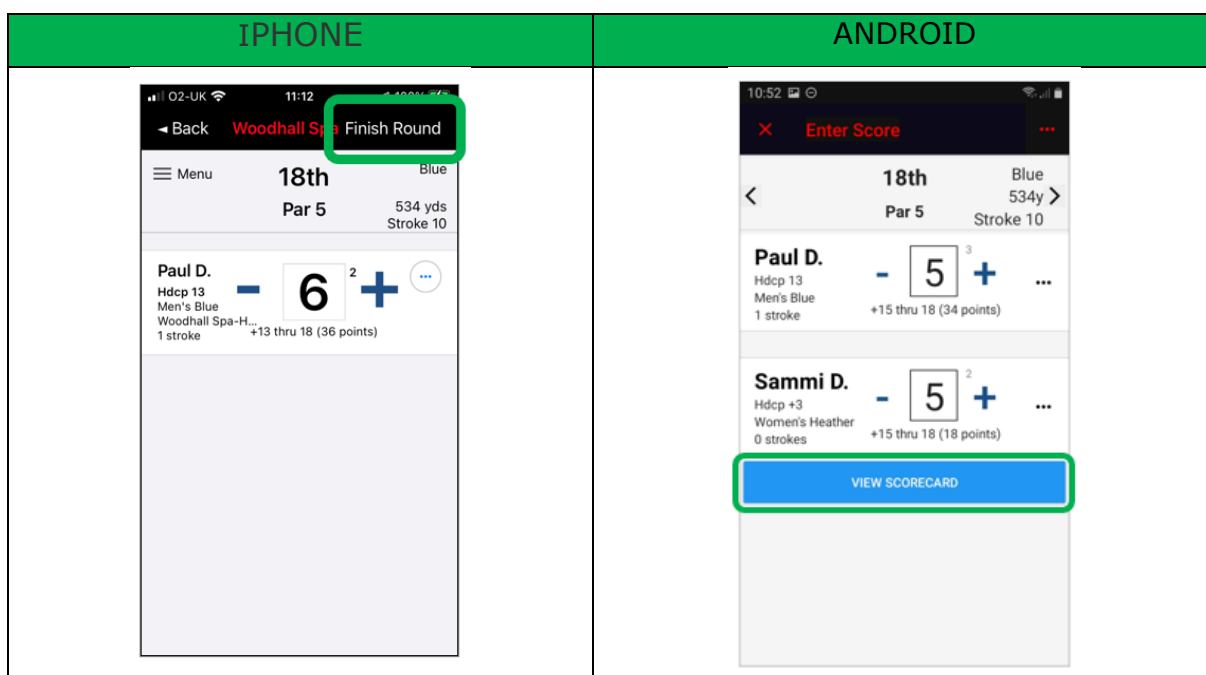Select 'Save":

IPHONE	ANDROID

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8. Enter hole by hole scores, clicking the 'Next >' button to proceed to the next hole:

IPHONE	ANDROID

9. When you have completed your 9 or 18 holes click 'Finish Round' or "View Scorecard" at the end:

IPHONE	ANDROID

10. At the end of the round your complete scorecard will be displayed where you can review/amend hole by hole score by clicking on each one within the scorecard, then selecting 'Finish Round' or a red tick:

IPHONE	ANDROID
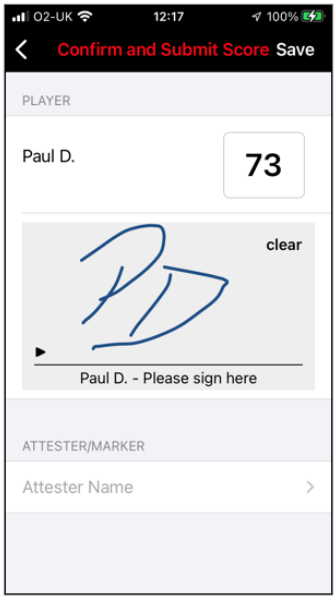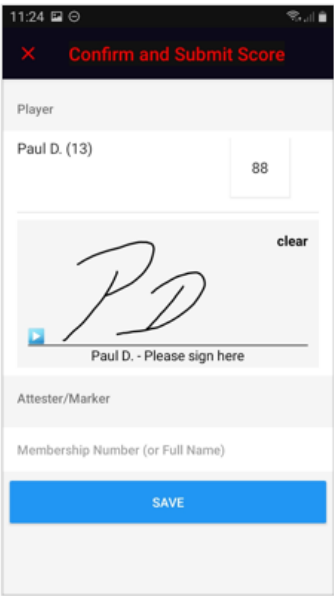
Colour Legend:
- Green: Eagle or better
- Red: Birdie
- White: Par
- Blue: Bogey
- Black: 2 Over+
- *Black: Nett Double Bogey
  - Hole started not completed
- *White: Nett Par
  - Hole not started

11. On the 'Confirm and Submit Score' screen you will need to:
   a. Sign the scorecard with finger/screen pen:

IPHONE	ANDROID

   b. Add scorecard 'Attester/Marker' by selecting 'Attester name' and either:

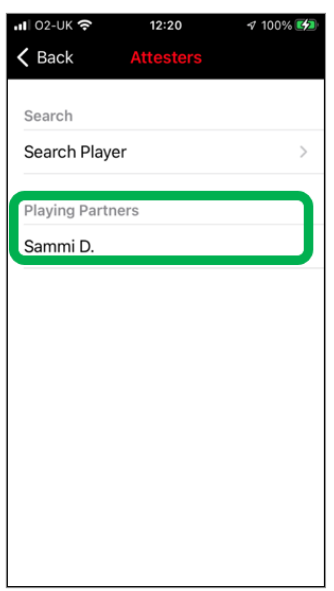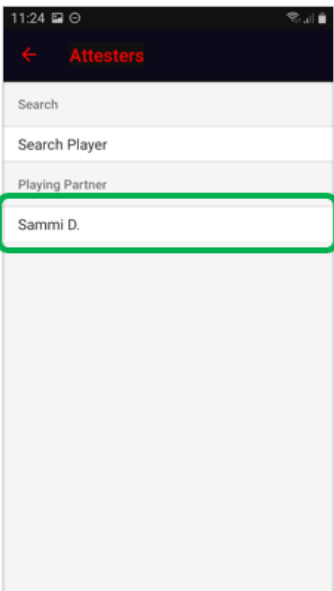   - selecting your 'Playing Partner' if setup on your scorecard at the beginning:

IPHONE	ANDROID

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- or pressing on 'Search Player' to search for the player by name and home club:

IPHONE	ANDROID
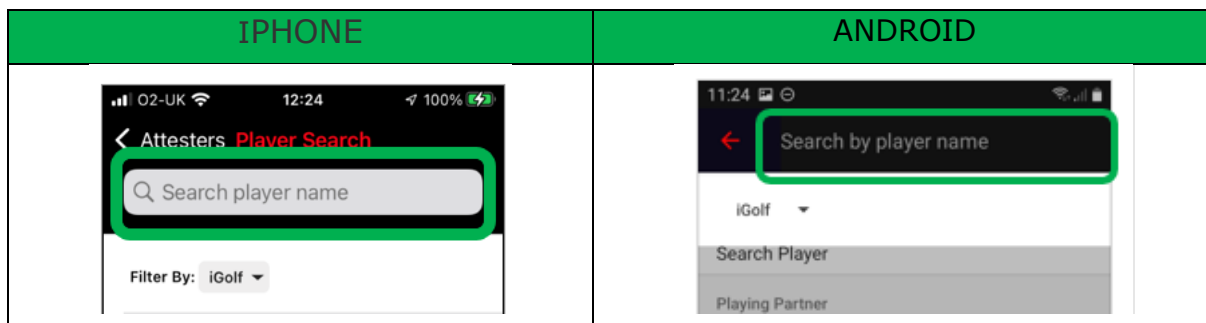
The club name will default to your home club. If your playing partner is a member of a different club you need to filter by club name as below:

IPHONE	ANDROID
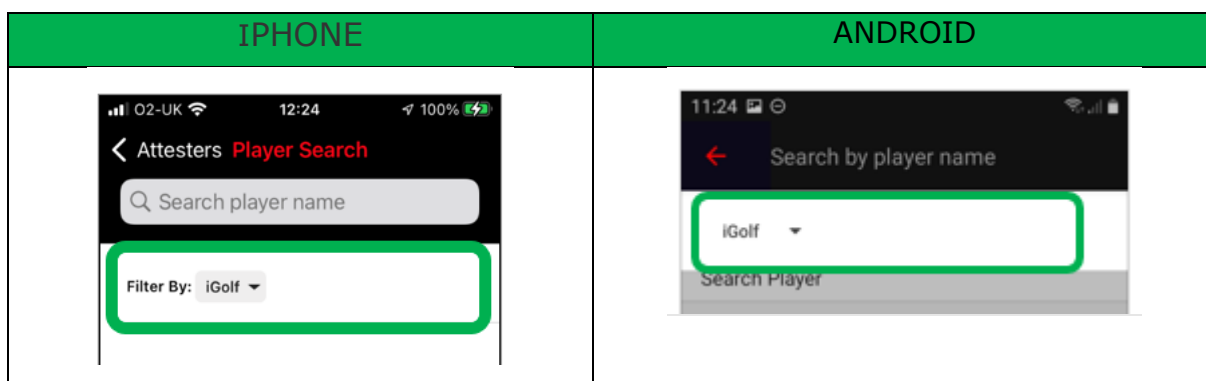
You just then search for the correct club and select it.

Note: you must ensure your playing partner also has the most up-to-date version of the app (including the score entry icon) to be able to select them as your verifier and for them to verify your score.

12. When you are happy to submit your scorecard and you have signed it click 'Confirm and Submit Score':

IPHONE	ANDROID
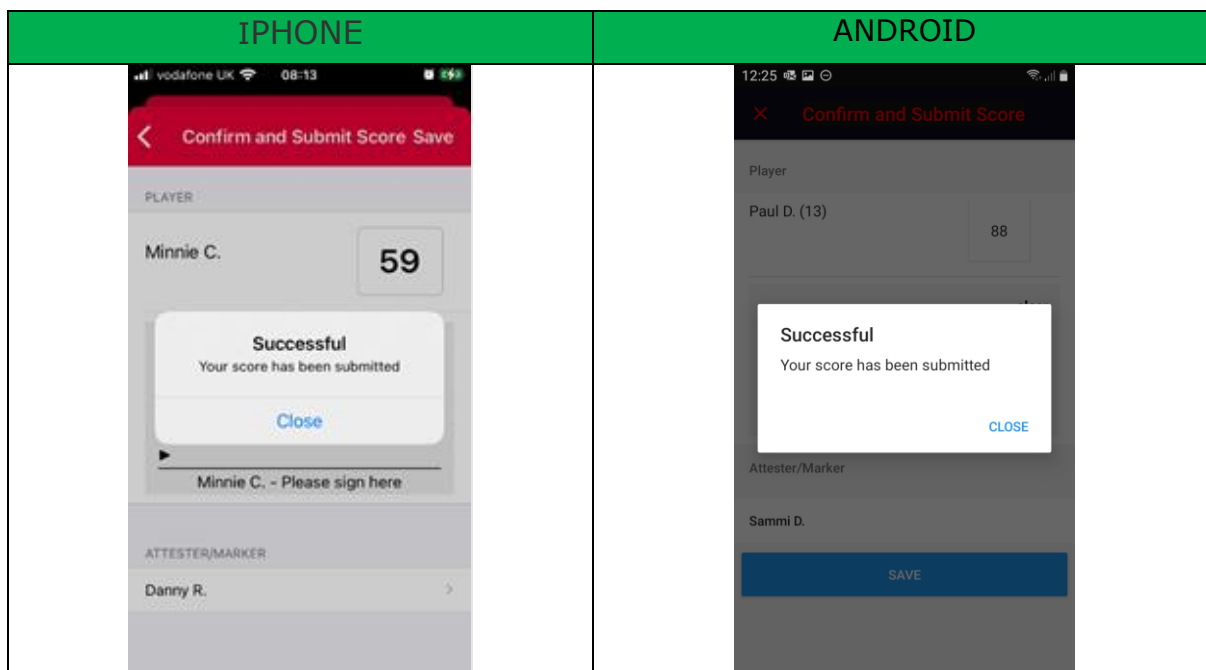
Note: If a round is not eligible for handicapping purposes you will see an error message. Following shows an example of what you may see.

Selected 18 hole round but only played 9

You have selected an 18 hole round but only completed 9 holes. That isn't acceptable for handicapping purposes so you will see the following error message:
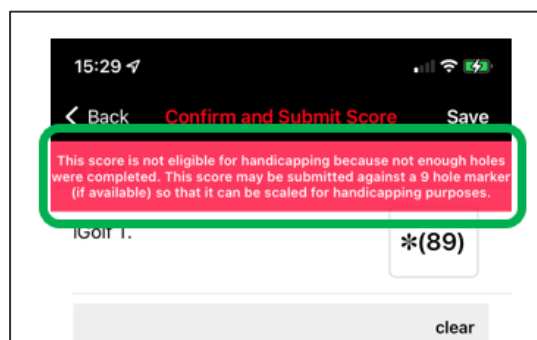
Selected 9 hole round but completed less than 9 holes

Following the Rules of Handicapping, for a 9 hole round to be applicable you must complete all 9 holes. If any of your holes are not attempted it will not be included and you may see this error message:
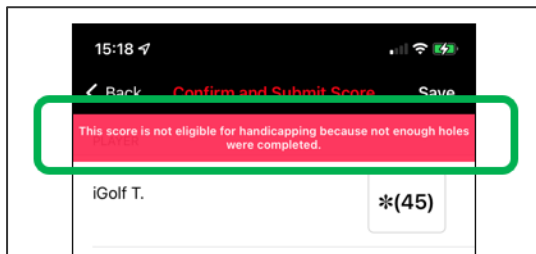
Selected 18 hole round but completed less than 10 holes

Following the Rules of Handicapping, for an 18 hole round to be applicable you must complete at least 10 holes. If you compete less than that it will not be included and you will see this error message:
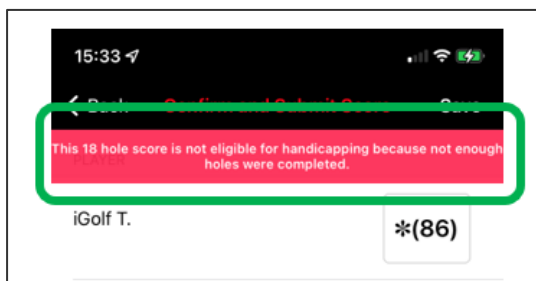
13. Your scorecard will show in your scorecard history within the 'Enter Score' area with the status of either 'Approved' or 'Awaiting attestation':

IPHONE	ANDROID
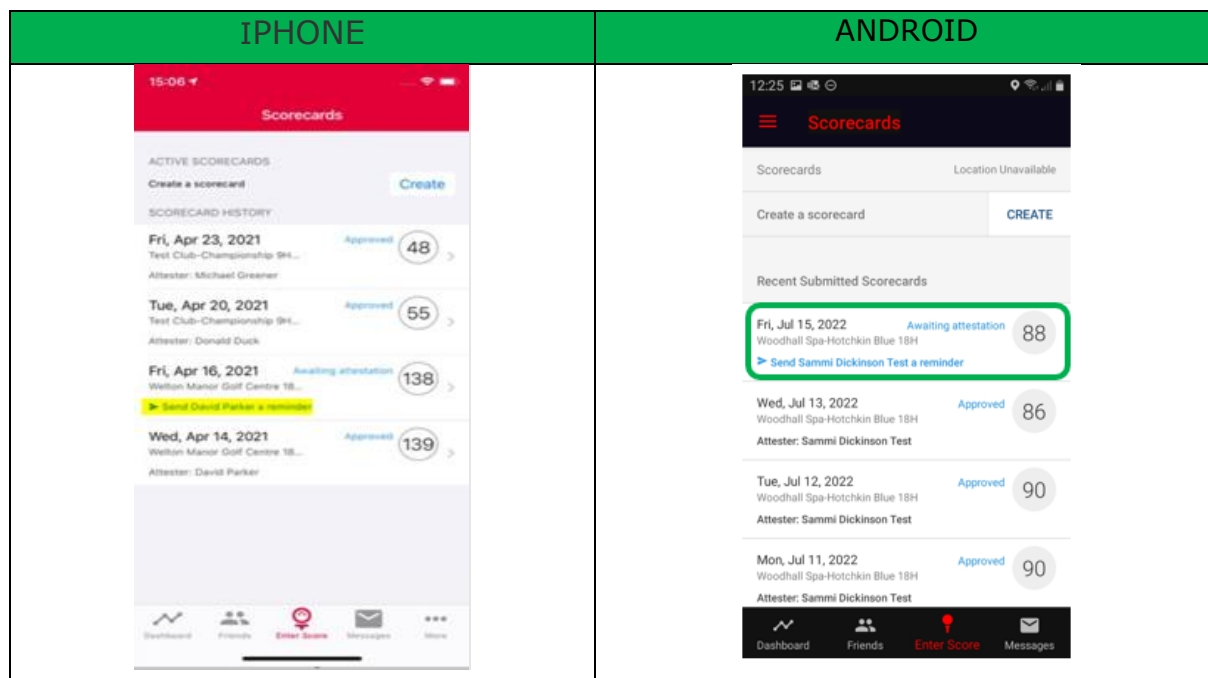
14. Once approved, an on-screen message will appear in your app to confirm the score has been approved and the score will appear in your scoring history and your index will be re-calculated overnight.

15. If your scorecard is still showing 'Awaiting attestation' and you need to send a reminder to your attester, you can do so by clicking the '> Send a reminder' button via the scorecard history within the 'Enter Score' area as highlighted below:

IPHONE	ANDROID
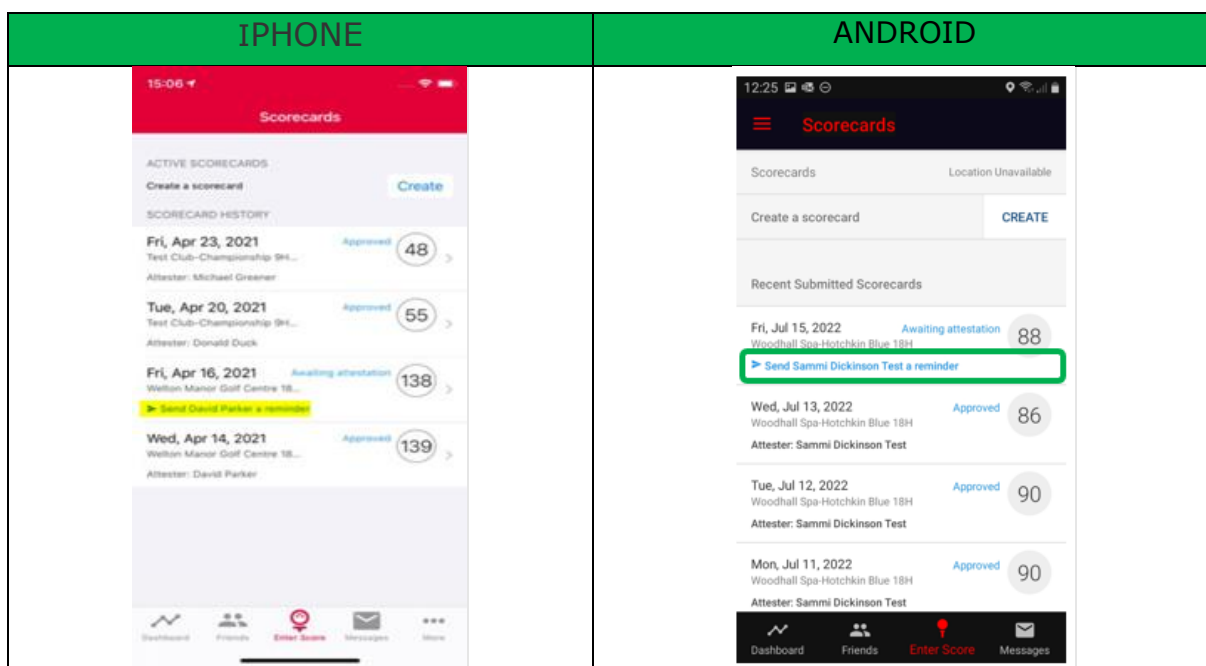
Note: Your playing partner will receive a reminder message in the 'Messages' area of their app to remind them to verify your score. Once complete, a message will appear in your app and within your 'Messages' area to confirm the score has been approved.

MyEG app scorecard menu

Once the scorecard is created, and prior to it being submitted, you can click on the 'Active Scorecard' within 'Enter Score' to can see an option to select "Menu".

Following is a screenshot of scorecard menu options:
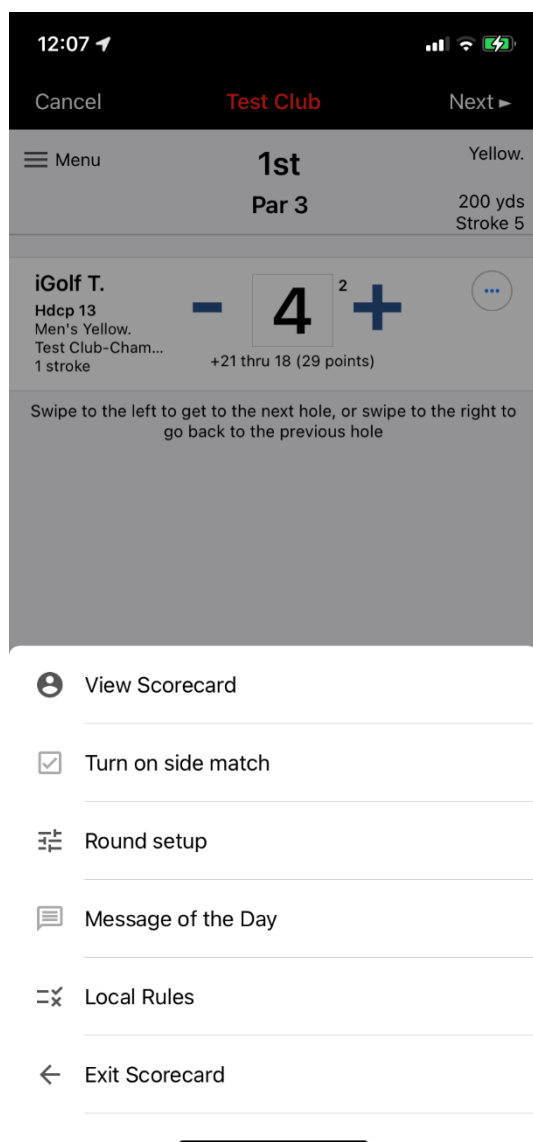
- View Scorecard: This takes to the completed scorecard (note: you can only see this when you have confirmed the 9 or 18 holes)
- Turn on side match: This is where you can switch over to a side match if are playing a mini-match between yourselves (NB: This will STILL be added to your handicap)
- Round Setup: This gives you the option of going back and removing/adding a playing partner (or also turning a side match on/off)
- Message of the Day: This option is currently unavailable
- Local Rules: This detail is recorded by each club and matches any specific local rules (during winter months) and those that are publicised and written on a scorecard .
- Exit Scorecard: Takes you back to the opening "enter score" page

How to approve your playing partners score

Firstly, you must ensure your marker/verifier also has the most up-to-date version of the MyEG app (including the score entry icon) then you can select them as your verifier/marker for your scorecard.

1: Look at the foot of the page and you will see there is a message for you

IPHONE	ANDROID
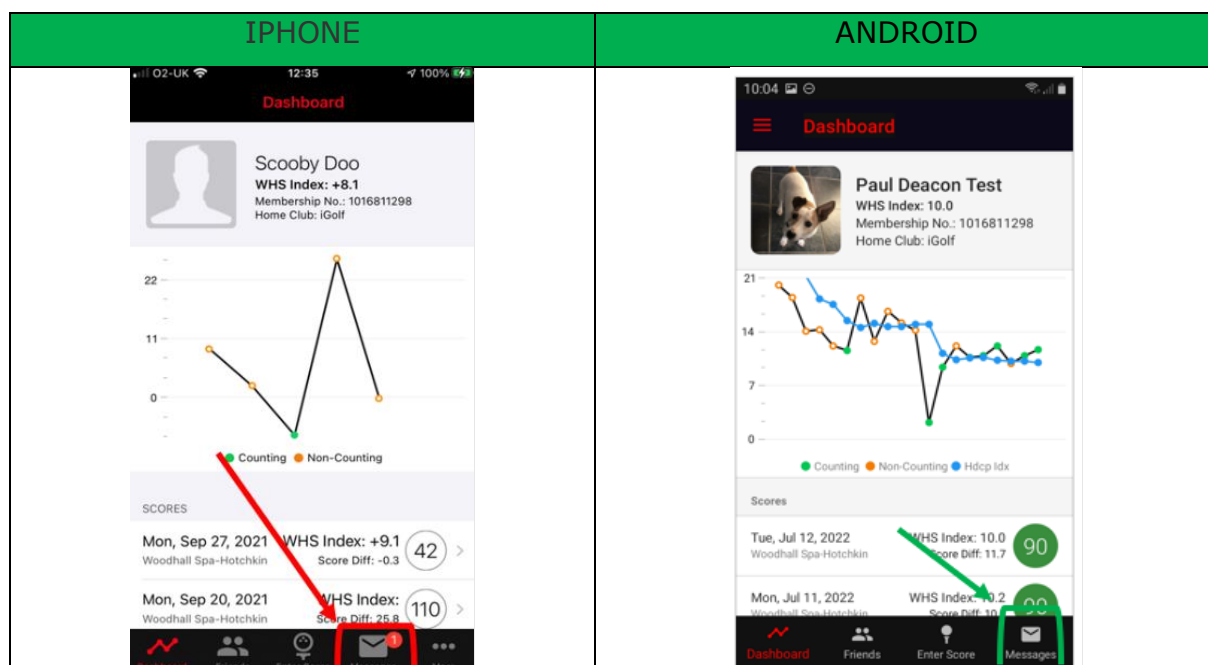
2: Open the "Messages" page and the request to approve a score message will be at the top of the list:

IPHONE	ANDROID
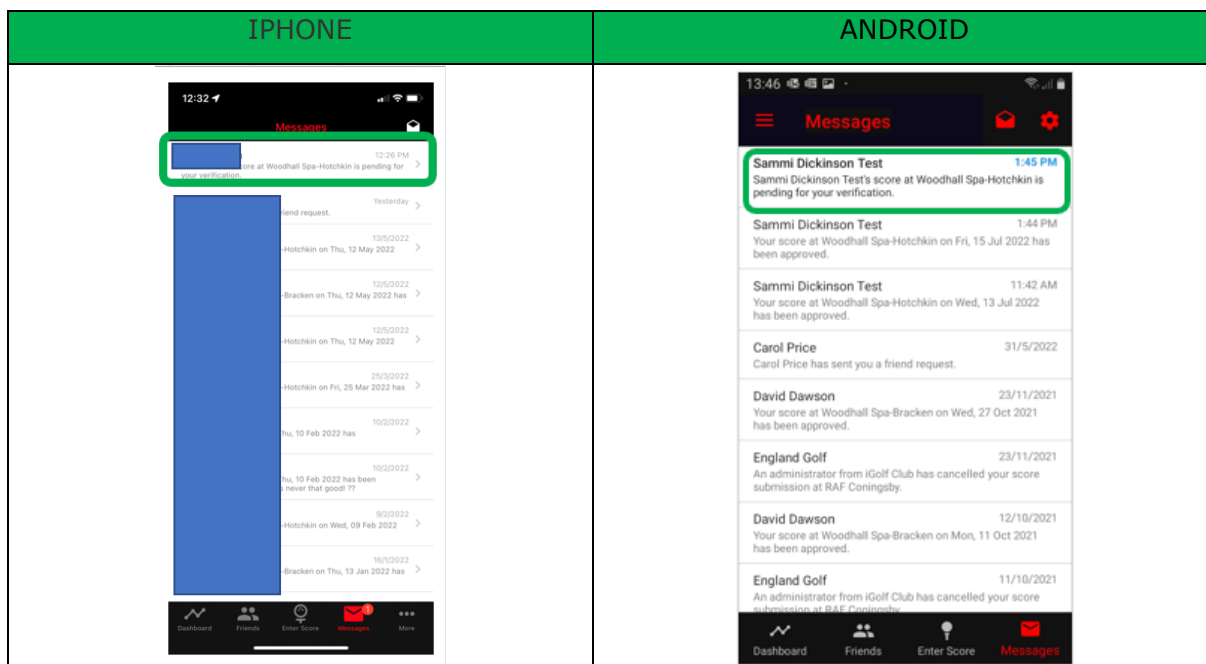
3: Select that message and check the final score is correct

IPHONE	ANDROID
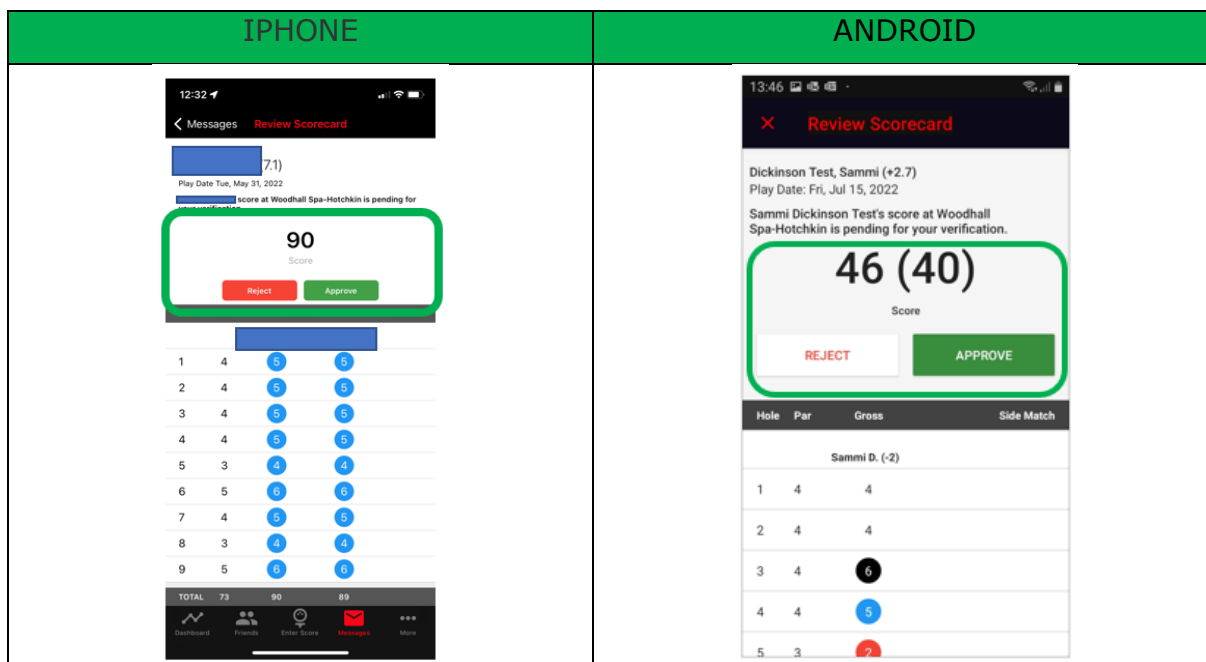
4: If the score is correct you just select "Approve". *If, however, there is a discrepancy you select "Reject" and provide a rationale as to why.*

5: You will then receive a notification that the status of that request has been updated.

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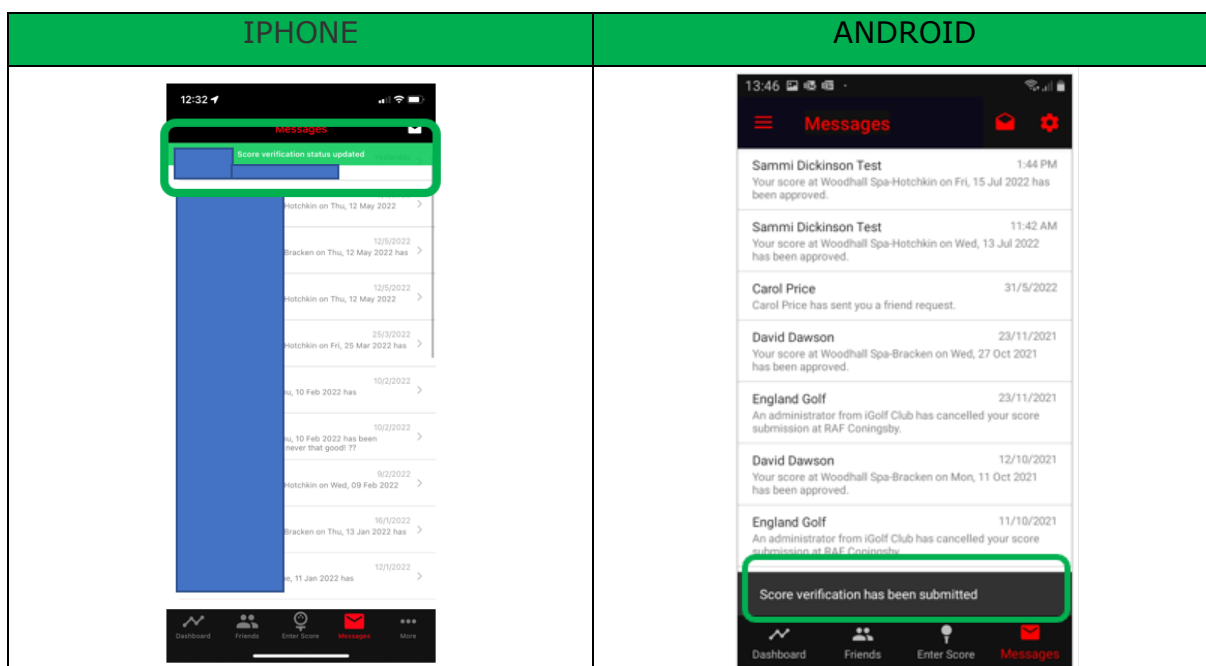
6: The player who requested approval will receive a message to confirm this has been approved and it will update their handicap.

Note: If your scorecard is rejected by your verifier/marker with comments, for example an incorrect hole score, you will receive the rejected message in your 'Messages' area of the MyEG app and the relevant scorecard will return to your 'Active Scorecards' area. You will then need to review and amend the scorecard before re-submitting for verification by your verifier/marker.

Notes:

- If entering a score on the MyEG app, you must only submit your card via the MyEG app. If you submit a card via both the MyEG app and your club you will get a duplicate score in your record. If you register to the MyEG app but only submit to the club you will have a query against your account for incomplete score (your club will need to rectify).
- Any verified score will be added to your record immediately and calculated into your handicap overnight.
- Scores can be entered either hole by hole or entered in full after the round. Submit full scores at the end of the round.
- Each player submitting a score will need to register **_their own_** scorecards via either the MyEG app or via the club for them to be added to the player scoring record.
- Juniors can be added as verifiers/markers via the MyEG app.
- You can select Pick Up, Not Attempted, or Clear Score by clicking the 3 dots next to the score.

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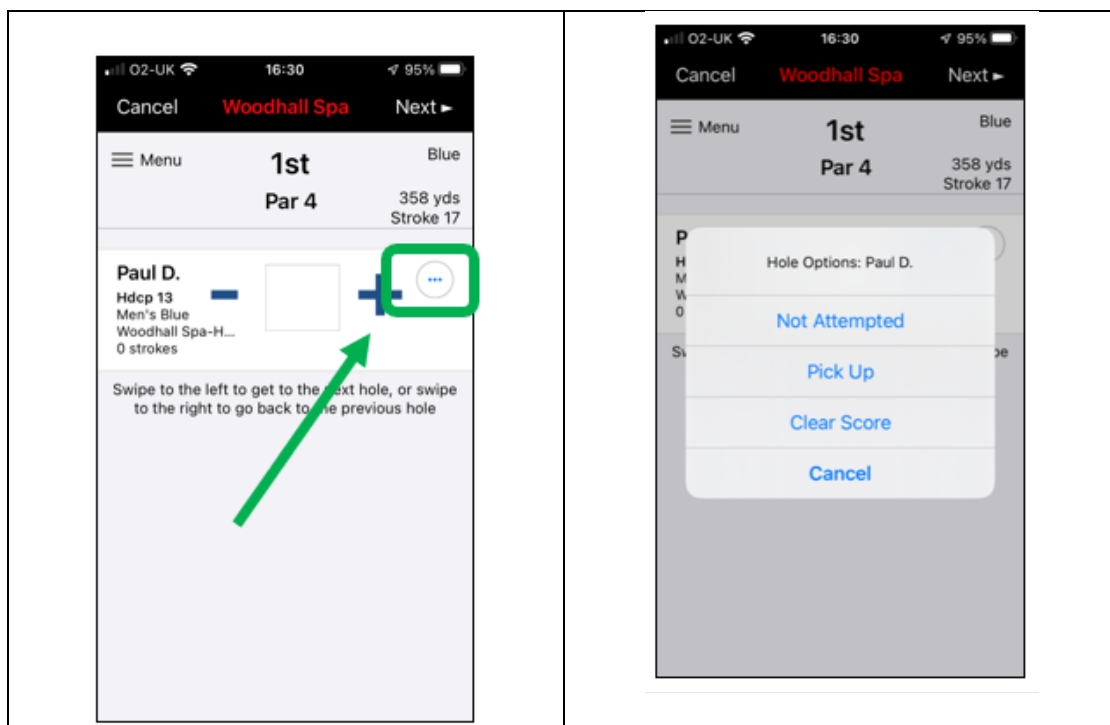
- Any problems with missing scores and they will need to be returned to the home club for them to manually enter.

Do I have to enter scores hole by hole?

Rounds need to be pre-registered on the app before play starts. Scores for that round can be entered via the My EG app hole by hole as you are completing the round. If, however, you can't do that on the course, signal issues as an example, players must submit acceptable scores for handicap purposes as soon as possible after the round is completed and before midnight local time.

Can a junior attest my score?

Juniors can be added as verifiers/markers via the MyEG app (aged 14 an older). Please note juniors and adults are not able to be friends within the MyEG app until 18 or older.

How do I record a Hole Not Started or Hole Started but Not Complete?

You can select Pick Up, Not Attempted, or Clear Score by clicking the 3 dots next to the score.
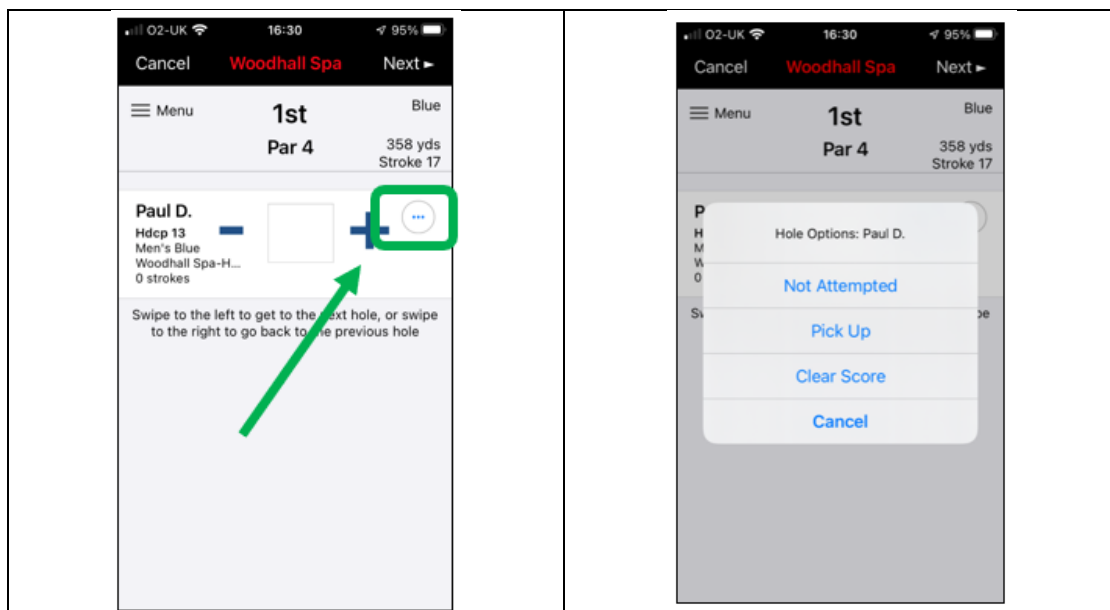
This will automatically input your score:

Not Attempted	Started but not completed
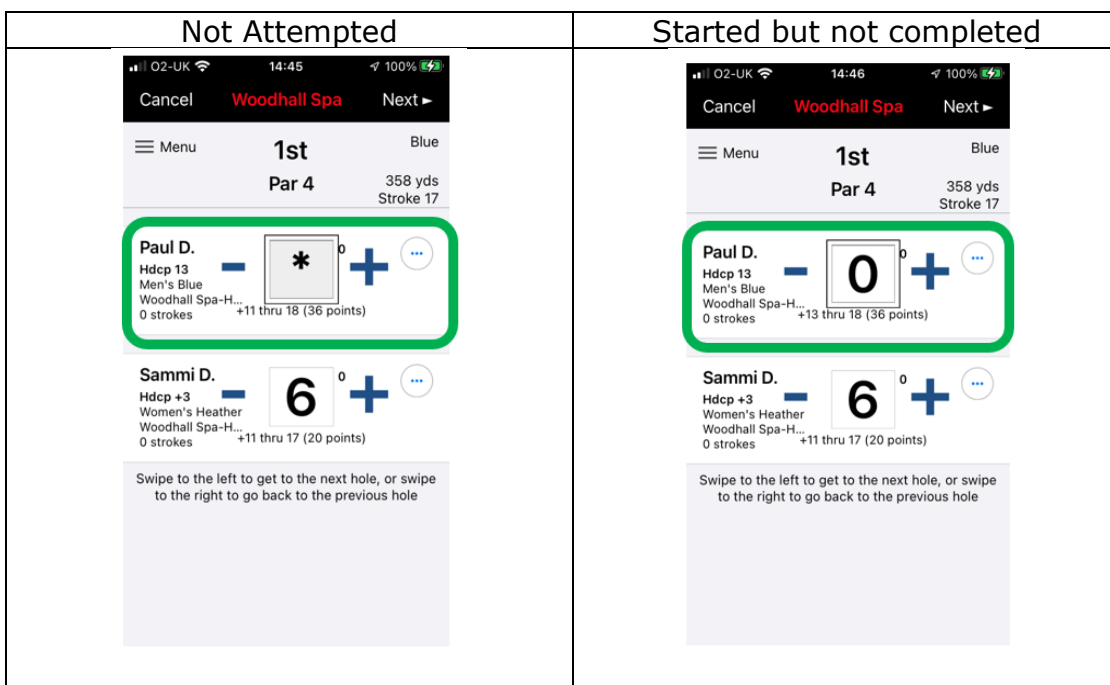
- Not started will be scored as "Nett Par"
- Started but not complete will be scored as "Nett Double Bogey"

If done in error, it can still be removed by using the same '...' link and selecting "clear score" so you can start again.

Can I submit playing partner(s) score?

No. Each player submitting a score will need to register their own scorecards either via the MyEG app or via the club for them to be added to the player scoring record.

When submitting a score through the mobile app, there is the option to add scores for playing partners. However, as with paper scorecards, each player must submit their own score separately for it to be recorded against their handicap.

Including a playing partner in your round will ensure their name appears first when selecting an attester of your card for submission. If the attester, or anyone else in your playing group, wants to submit their own score, they need to go through the score entry process on their own app or via the club for them to be added to their scoring record.

See Adding a Score via the MyEG app for further details.

Can I submit scores from outside England?

Currently golfers can only pre-register and post scores from general play rounds at any rated course in England via the MyEG app. This function is available to all members of affiliated golf clubs in England who hold a World Handicap System index.

Scores from outside England should be returned in the traditional format of returning the card to the golfer home club for inclusion into their handicap record.

The R&A/USGA are working with the IT providers around the world to develop

the ability to submit scores/look up handicaps anywhere in the world.

Why are location settings important?

In order to pre-register a round/score, which is then returned for handicapping purposes, you need to be within close proximity of the club. If you are outside of those parameters you will see the following screenshot example showing an error message. Note: No score intent will be created.
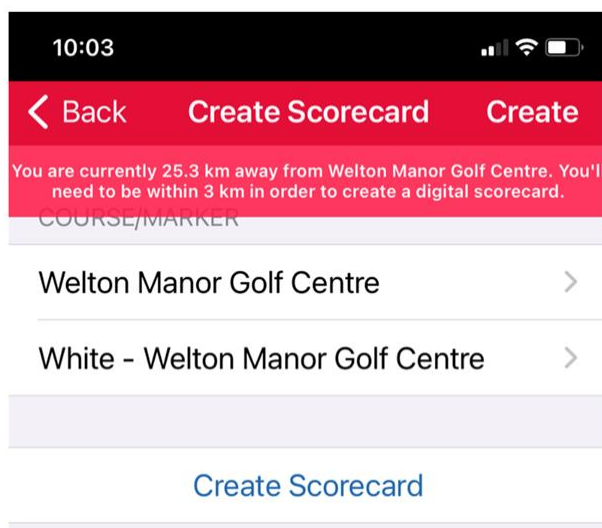
If you are within close proximity of the club the error could be due to not having your location settings enabled for either the MyEG application and/or your device, therefore we were unable to automatically determine your location for scorecard download.
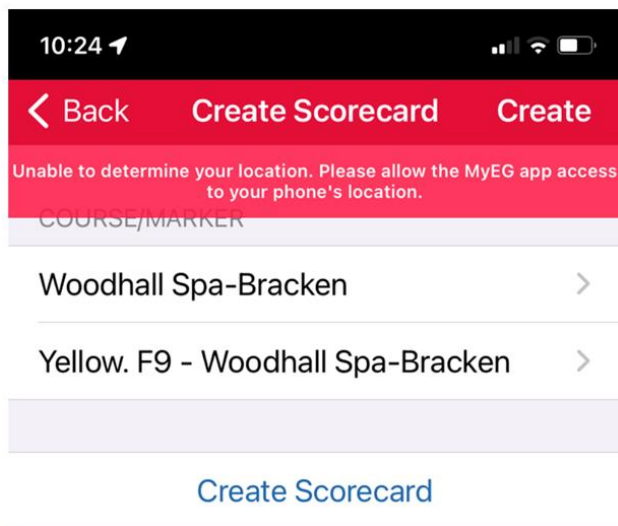
There are two potential places in which you can check whether your location settings are turned on:

- Firstly, at device level
  - For an Android device: open 'Settings' and navigate to 'Location', and make sure that this is enabled.
  - For an iPhone: open 'Settings' then 'Privacy', and make sure Location Services is set to 'On'

- Secondly, in the app
  - For an Android device: open 'Settings' and navigate to 'Apps'. Select 'MyEG' app, select 'Permissions' and enable location settings.
  - For an iPhone: open 'Settings' and navigate to the list of apps. Select 'MyEG' app, switch 'Location' to 'While Using the App', and if available switch on 'Precise Location'.

Or, when you are next able to re-attempt the score entry via the MyEG app, if you open google maps it sometimes has not relocated exactly to where you are, so you may not be in the proximity of the course that you are trying to put a card in for. We have found that in some cases this resolves the location issue.

Lastly, if you have recently been overseas please check that your date/time settings have reverted back to GMT/BST. This can, on occasion, keep the relevant time zones from abroad which may prevent the app from working correctly.