



GENERAL QUESTIONS

Q: Where can I find information on how to obtain and maintain my Handicap Index?

A range of information can be [found here](#) including specific details on Handicap Procedures Relating to iGolf and wider information relating to the World Handicap System.

Q: How do I access my public liability insurance?

England Golf has arranged through Marsh Sport to provide £10m individual public liability insurance for its iGolf subscribers, that covers playing on all UK golf facilities.

Once you have registered online and paid for your iGolf subscription, you will have access to the iGolf platform and MyEG app where you access the insurance portal which contains detail of the cover, processes, and frequently asked questions.

Q: What competitions and events can I enter once I have my Handicap Index under the World Handicap System?

Terms of Competition are at the discretion of competition organisers.

To find out if you are eligible to enter, please ensure you view the Terms of Competition for a competition or event you are interested in or contact the competition organiser direct.

Please note some events are specifically open only for members of an affiliated golf club in England with a Handicap Index under the World Handicap System. This includes England Golf's national events and county events.

On the iGolf website you will be able to find details of any Offers & Opportunities which golf clubs have notified us about and from certain Competition Organisers. Details can be viewed [here](#)

Q: How do I change my password or details?

In the first instance please log on to the [iGolf platform](#) and click on 'My Profile'. From here you can edit and update your details.

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Q: What do I do if I have forgotten my password?

Please go online to the [Forgot Password](#) page. From here you will be able to reset your password. Please note, this can only be done by the subscriber.

Q: Where can I find out more about the regulations and policies which apply to an iGolf subscriber?

The following regulations and policies apply to iGolf subscribers and are in place to protect the integrity of the sport and the World Handicap System.

- [The England Golf Safeguarding Regulations](#)
- [The England Golf Disciplinary Regulations](#)
- [The England Golf WHS Privacy Policy](#)
- [The Rules of Handicapping](#)
- [The Rules of Amateur Status](#)

You should familiarise yourself with these rules and policies. When you are starting out this can seem daunting and if you have any questions, please ask us via igolf@englandgolf.org

Q: What browsers and devices can be used to access the iGolf platform and MyEG app?

The online registration process has been tested and is compatible with the latest versions of Chrome, Firefox, Edge, and Safari.

For the MyEG app, the supported iOS and Android versions are as follows:

- iOS version 10 and up
- Android version 4.4 and up

Please note, this information can also be found on the Apple Store and Google Play Store.

Apple download [HERE](#)

Android download [HERE](#)

Guidance on using the MyEG app for score verification can be found [here](#)

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