



iGolf Subscriber Frequently Asked Questions

The World Handicap System® and what it is.

Developed by The R&A and USGA in collaboration with pre-existing handicap bodies, the WHS™ is a single, consistent measure of playing ability that calculates a golfer's Handicap Index® in the same way regardless of their location in the world, and gives golfers of all abilities a more unified and inclusive experience in the sport. Since its launch in January 2020 the system is close to being fully adopted worldwide, with England Golf rolling the WHS out in November 2020 to around 1,800 golf clubs across England and to non-club members from July 2021 through iGolf.

TOP 10 FAQ'S:

Q1: Who can verify my score and why does my score need to be verified?

All rounds must be verified by a marker/fellow player who is either an iGolf Subscriber or a member of a club affiliated to England Golf with access to the MyEG app. Handicap procedures relating to the MyEG app align to the Rules of Handicapping with procedures in place to protect the integrity of the World Handicap System™ (WHS™). Guidance on using the MyEG app for score verification can be found [here](#)

Q2: Why does my score card need to be created before my round at the course?

When submitting a score for handicapping, a golfer needs to create a score intent. This is done by creating a scorecard and pre-registering a round on the MyEG app. By creating a scorecard, you are confirming your intent to submit a score for handicap purposes and this must be done prior to starting your round.

Geo-location technology ensures you can only create a scorecard (create a score intent) when you are in close proximity to the course where the round will take place. Whilst scorecard submission can be completed elsewhere, we recommend this is done straight after your round. Handicap procedures relating to the MyEG app align to the Rules of Handicapping with procedures in place to protect the integrity of the World Handicap System.

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Q3: What is score intent?

When you create a scorecard via the MyEG app, you also create an intent to submit a score for handicap purposes. This means a score must then be submitted. This is in place to stop golfers handpicking scores for their playing record, which could manipulate their Handicap Index. When a score is not submitted or verified, a player may receive a penalty score.

Q4: I'm a member of a golf club affiliated to England Golf, can I join iGolf?

iGolf is only open to non-club members, this includes all types of membership. If you are paying an affiliation fee to England Golf you can already access the MyEG app and public liability insurance as a benefit of being an affiliated member. Your golf club can provide you with a Handicap Index® along with many other benefits, so there is no benefit or need to join iGolf. For full details on eligibility to join iGolf, view our [Terms & Conditions](#) here

Q5: What do I do if I have selected the wrong course or tees?

If you have incorrectly selected a course or tees, you can delete your scorecard by swiping right. You can then make the correct selection. Please ensure you check this before starting your round. If you spot an error once you have started your round, please submit your score, and then contact igolf@englandgolf.org to see if this can be amended. Guidance on using the MyEG app for score verification can be found [here](#)

Q6: How do I submit international scores?

Scores from outside of England, can be returned to igolf@englandgolf.org for handicap purposes. For more information on what is required to return, please see the Handicap Procedures relating to iGolf which can be downloaded from [here](#) Please note, only scores submitted via the app from affiliated courses in England (inc Isle of Man and Channel Islands) can be used to obtain your initial Handicap Index.

Q7: Can I submit historic scores?

For previous golf club members, any scores previously recorded on the World Handicap System will transfer automatically with your membership number, providing scores are on your playing record from 1st January 2018.

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For those golfers who haven't previously had a playing record on the World Handicap System, scores recorded prior to having an iGolf Subscription (historic scores) cannot count towards your Handicap Index as they have not followed the required procedures.

Q8: What are 'non-counting scores'?

Your Handicap Index is calculated from the best 8 scores out of 20. The other 12 scores would be classed as non-counting as they are not used to calculate your Handicap Index.

Any scores, that are not used in the calculation of your Handicap Index, are flagged as "non counting" (displayed as orange dots) and those that are within the calculation are flagged as "counting" (displayed as green dots)

When you reach 20 scores an average of the best 8 are used and referred to as "counting".

Q9: What if I do not have 20 scores?

Your Handicap Index will be calculated using a percentage on your current scores. Please view page 49 of the [Rules of Handicapping](#) for a table which further explains this scale.

Q10: What if I cannot remember my previous membership/CDH number when signing up to iGolf?

Please contact your previous golf club for this number or email igolf@englandgolf.org It is essential this is inputted so that we can transfer your previous playing record and Handicap Index and you do not end up with a duplicate record on the World Handicap System.



For more Frequently Asked Questions on the following areas:

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For information on Handicap Procedures Relating to iGolf, [click here](#)

For general information on the World Handicap System™, [click here](#)

To view the iGolf Terms & Conditions, [click here](#)

SECTION 1 - BECOMING AN iGOLF SUBSCRIBER

Q: What is my membership number?

Your unique membership number is 10 digits long and will generally start with '10'. You will be allocated this lifelong membership number upon joining iGolf.

If you have previously been a member of a golf club you will not need a new number when joining iGolf. Your previous membership number remains attached to your record and will be re-instated along with your previous scoring record and Handicap Index, if this is available. Likewise, if you move from iGolf into club membership you will retain this number. Please note; this number was formerly known as a CDH number.

Once you have joined, you can find your membership number on the MyEG app or iGolf web platform once logged in, or on your iGolf welcome email.

If you previously had a membership number and are now unsure of this, please contact your previous golf club for details. Alternatively, you can contact us at igolf@englandgolf.org



Q: Who is iGolf open to?

iGolf is open to golfers who are non-club members and who have not held a membership of a golf club affiliated to England Golf in the 30 days prior to an application to join iGolf. Please note this includes all types of golf club membership.

For further details on eligibility please view the iGolf [Terms & Conditions](#).

As the World Handicap System allows professional golfers to hold a Handicap Index, professional golfers can join iGolf, providing they meet all other eligibility requirements. Any Professional joining is asked to notify the iGolf team at igolf@englandgolf.org with their membership number so this can be added to their membership record.

Q: I was previously a club member, can I join iGolf?

Previous golf club members may join iGolf once they have been left golf club membership for a period of 30 days prior to an iGolf application being made.

The exception to this would be if an affiliated golf club closed-down or dis-affiliated from England Golf. Where this is the case, please contact igolf@englandgolf.org for details on how to proceed.

During the online registration process, we carry out eligibility checks to determine the date a golfer's previous membership came to an end on the World Handicap System platform.

Q: I left my club over 30 days ago, but the system won't let me register?

If you left a golf club more than 30 days ago and are prevented from proceeding with the online registration process, please contact igolf@englandgolf.org. You may need to provide us with evidence from your previous club on when your membership expired. For further details view the iGolf [Terms & Conditions](#).

Q: As a previous club member, how can I re-instate my Handicap Index®?

Your Handicap Index and playing record is attached to your unique membership number (formerly known as CDH number). Providing you have a record on the World Handicap System platform and there are scores available from 1 January 2018, then you will be able to re-activate your Handicap Index. Without providing your unique membership number upon registration, you will be unable to transfer your playing history and Handicap Index.

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Q: Why do I need to wait 30 days from leaving a club to joining iGolf?

iGolf has been designed to appeal to independent golfers, who for whatever reason, are seeking an alternative offer to club membership, but still want the opportunity to access a Handicap Index®.

In collaboration with our stakeholders, there are certain eligibility clauses within our Terms & Conditions which have been put in place. This includes a 30 day time period between a golfer leaving a golf club and joining iGolf. Whilst a golfer is unable to join iGolf during this period, you can continue to play golf and once this period has passed, you will be able to join iGolf and immediately re-activate your lifelong membership number, your previous Handicap Index and playing record.

SECTION 2 - 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 details 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.

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

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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](#)

SECTION 3 - –SUBSCRIPTION AND RENEWAL QUESTIONS

Q: When is my subscription due for renewal?

Your subscription will be due for renewal at the end of your subscription period. To view details of your subscription term, log on to the [iGolf platform](#) and click on 'My Account'. Your term can be found under 'Invoice History'. Alternatively, you can find this on your Welcome Email.

Q: How do I renew my subscription?

Your iGolf subscription operates on a rolling basis and will be automatically renewed. Payment is automatically taken from the billing card that you used for registration (or any updated card) at the end of your subscription period.

We will send you an email approximately 11 months after your subscription start date, and a further email one week prior to your subscription renewal date. In this you will be reminded of your renewal date, the cost to renew your subscription and the process should you wish to cancel.

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If you would like to renew your iGolf subscription for another year, please take a minute to check your billing card details are still correct under 'My Account'. If all is in order, no further action is necessary.

If you do not cancel, the cost for a further 12-month subscription will be taken from your billing card using the details stored by our merchant services provider.

Q: What will happen if my billing card has expired?

If we are unable to take payment from your billing card an email will be sent to notify you that your billing card has been declined. The system will then retry the payment process, with email notifications sent to advise on the outcome.

If we have not received payment 14 days after renewal is due, you will be automatically resigned from iGolf. For further information view the iGolf [Terms & Conditions](#)

SECTION 4 - LEAVING iGOLF

Q: What happens to my iGolf subscription if I join a club during my 12-month subscription period?

Joining an affiliated golf club will supersede your iGolf subscription and you will be resigned as an iGolf subscriber and registered as a club member. You cannot be an iGolf subscriber and a club member. Please note, no refunds are issued when a subscriber moves into golf club membership during their 12-month iGolf subscription period.

Q: If I join a golf club, what do I need to do?

You will need to provide your membership number to your new golf club so that they can transfer your playing history and Handicap Index. Your new club will then request the release of your record from iGolf.

If you ever change affiliated clubs, your previous club will follow the same process of resigning you as a member of their club and your new club will reinstate you as a member.

Your record will always remain attached to your unique membership number. No golf club should provide you with a new membership number.

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Q: I am unhappy with my subscription. Can I get a refund?

You can cancel your subscription for any reason within 14 days of the date of your confirmation email upon joining and receive a full refund, provided you have not made use of the service.

A refund will be issued to the billing card which was originally used. Your subscription will be immediately cancelled, and you will have no access to the MyEG app or iGolf online platform. Outside of the 14-day cooling off period, we operate a no refund policy.

For details on requesting a refund within the 14-day cooling off period and the cancellation of a subscription, please view our iGolf [Terms & Conditions](#).

Q: How do I cancel my subscription?

You can cancel your iGolf subscription at any time during the 12-month subscription period. To cancel, log on to the [iGolf platform](#) and click on 'My Account' and click 'CancelSubscription'.

Once a request is made to cancel an iGolf subscription, this will take effect at the end of your subscription term. Your subscription will not be renewed.

For details on cancelling an iGolf subscription, please view our iGolf [Terms & Conditions](#).

Q: What happens to my playing record and Handicap Index if I do not renew my subscription?

Your playing record and Handicap Index will become inactive. If you re-join iGolf or become a member of a club affiliated to England Golf, you will be able to re-activate your account using your unique membership number.

All previous scores will be retained. You will not have access to this record unless you are a member of an affiliated golf club or an iGolf subscriber.

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