



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.