GN21 Frequently Asked Questions
For Golfers
(www.ngn.com)

Customer Support

We are dedicated to offering you the best customer support possible. Our goal is to respond to your requests within 24hrs.

1. On the www.ngn.com homepage there is link labeled **"Help"** which brings up a sub menu with a link labeled **"Support Request"**
2. Enter the information for each field and outline your issue/ situation in the "Comments" field. (Note: The more details you provide the quicker and more efficiently our Customer Service Team can resolve your issue)
3. Click **"Submit,"** you will receive a response from a support representative within 24hrs.

Posting Scores (My Score Center)

1. Click on the **"Enter Score"** button to enter an adjusted gross score or click on the "Enter Hole-By-Hole Score" button to enter your score hole-by-hole. **NOTE:** to use the Game Tracker feature, scores must be entered using hole-by-hole scoring.
2. If you are entering a Home Score, skip to step 3. If it is an **Away Score**, find the appropriate course by clicking on the "Away Score: Course Finder" button and use the dropdown menus for each field. **NOTE:** Once you have posted a score from a course in the directory, that course will be added to your Course List. This will enable you to find the course more quickly in the future.

3a. After ensuring all the listed information is correct, enter the Adjusted Gross score and click on the "Post Score" button.

3b. For hole-by-hole score posting, after ensuring all listed information is correct, click on the "Go To Scorecard" button. Enter your hole scores and stats (if applicable) for each 9 holes and click on the "Continue" button.

4. Ensuring all the inputted data is correct, click on the "Confirm Score" button and your score will be posted to your Scoring Record.

Changing Username and Password

1. Click on the link labeled **"Profile"** which brings up a sub menu with a link labeled **"Edit Profile"**
2. Click on the tab labeled **"Account Settings."**
3. Make appropriate changes under the Username / Password Section

   We suggest that you change your username to your email address as email addresses are unique. We also suggest that you change your password upon logging in the first time.

   Please complete the **Hint Question and Answer at the bottom of the page. With this, if you forget your password, you will be able to click on the "**Forgot Password**" link on the login page, enter the answer to your hint question, confirming your identity, and your password will be sent to your registered email address. **
4. Make sure to click "Save" after making any changes to your Username, Password, or Hint Question / Answer.

What if the course I played is not in the Course Directory?

Sometimes you may play at a course that is not listed in the **Away Course: Course Finder**. We maintain an extensive course database but there are times when a course may not be listed. You can report missing or inaccurate course information by clicking on **"Report inaccurate course info"** link in the **"Enter Score"** under the Helpful Links area.

If the missing course is in the U.S.A., it is acceptable for you to enter the information manually. For this, you will need the name of the course and its slope and course rating for the tees played.

If the course is in Canada, the reason it is not listed in the Course Directory is because the course is not a member of the RCGA and therefore does not have an official Slope and Course Rating (despite what their website or scorecard may display). Scores at these courses cannot be entered or used in the calculation of an RCGA Handicap Factor.

To enter a score from a course not in the directory:
1. Click on **"Enter Score"**
2. On the Course List dropdown menu, click on **>>Manual Entry<<** (at the bottom of your course list)
3. Enter the course's information for each field and enter the score.

Delete / Edit a Score

You can edit or delete your scores only within 24 hours from the time the score was posted. After this 24 hour period, only the club administrator or Association support representative can delete the score. Scores that are edited will be denoted by a "#" beside the score in the scoring record.

To delete/ edit a score (within the 24 hour window):
1. Click on the "**Scoring Record**" button.
2. Click on the pencil icon (View/Edit) of the appropriate score.
3. Click either **"Edit Score"** or **"Delete Round."**

Handicap Card

Often you will need to verify your Handicap for tournaments or to access some. The Network allows you to retrieve this card from anywhere with a computer and Internet access.
1. Click on the "**Print Handicap Card**" button.
2. You can choose your printing preferences, but all are acceptable for Handicap verification.

Handicap Index History

'View Handicap History' (found under the Scoring Record area) allows you to go back as far as 3 years to view the fluctuation of your Handicap Index. The history is displayed in both a numerical and graphical form. It is a great way for you to view your golf game's progression and show possible trends in your Handicap Index during seasonal play.

To view your Handicap Index History:

1. Click on the **"Scoring Record**" button.
2. Click on the link **"View Factor History"** located in the Helpful Links area.

Game Tracker

Game Tracker allows you to enter your statistics for each game and maintain a continuous record of your golf game's strengths and weaknesses. **In order to utilize this application, you must enter your scores online and use the "Hole-by-Hole" score entry option**. You can select which stats you wish to maintain (Fairways in regulation (FIR), greens in regulation (GIR), putts, sand saves, up & downs, penalty strokes and driving distance).

1. Click on the **"Enter Hole-By-Hole Score"** button.
2. **Click on "Yes" where it asks if you want to track stats.**
3. Select the statistical fields you wish to track.
4. Click on the **"Scorecard"** button.
5. Fill out your scoring information and click **"Continue"**
6. Click on the **"Confirm Score"** button.

To view your Game Tracker statistics click on the **"Game Tracker"** button on your homepage.

Lists

You now have the ability you to create and develop a quick link to other members and courses. Whether to view a friend's profile, send a message, access a course's information, or facilitate entering an away score at a regularly played golf course, these lists are a great application to use.

To add a member to your Member List:
1. Click on **"Message Center"**
2. Click on **"My Player List"**
3. Click on the **"Add"** button.
4. Enter the required information and click **"Search".**
5. Click on the **"Add"** link beside the desired member and that individual will be added to your Member List.

To add a course to your Course List:
1. Click on **"Courses"**
2. Click on **"My Course List"**
3. Click on the **"Add"** button.
4. Type in the name of the course, select its State/Province from the dropdown menu, and click **"Submit"**
5. Click on the **"add"** link beside the desired course and that course will be added to your Course List.

How do I get a club roster list?

The club roster allows you to view the Handicap Factor of every member of your club. It also offers you a quick link to each member's profile, simply by clicking on the individual's name.

To access your club's roster
1. Click on the **"Club"**
2. Click on **"My Club Roster"**

> This will default to the A's, You can select the first initial of the last name use the letter options at the top of the screen or select all to view your entire club roster.

Setting Default Course / Tees

Members are able to select the course that appears on their homepage and Score Centre. To do so:

1. Click on **"Profile"**
2. Click on **"Edit Profile"**
3. Click on the **"Account Settings"** Tab.
4. Scroll down to the box titled **"Default Course and Tee".** Using the dropdown menu or select your desired course and tee. This will be the course and tee that will automatically appear when you enter a score.
5. Once finished, click on the **"Save Changes"** button.

> Note: This can also be accomplished when Entering a Score and using the Helpful Links – Select Default Course and Tee Link

Messages

One of the great new features is the Message Center which is a tool that allows members and club administrators to communicate with each. All your messages will appear directly on your homepage and can be viewed by clicking the "Subject" link of the message. To view your entire 'Inbox', click on the "Messages Center" and then Messages.

To send a message:

1. Click on the **"Messages Center"** button.
2. Click on **"Messages"**
3. Click on the **"Compose"** button.
4. In the box on the left, click on the individuals to whom you wish to send a message and click on the ">>" button. The individual's name will appear in the box on the right. Only those whose name appears in the box on the right will receive the message.
5. **If the individual(s) is not part of your Member List**, use the "Search Member Directory" link located just above the box to find the member.
6. Click on the **"Send Message"** button.

How to post a picture

Posting a picture is a great way to get to know members and put a name with a face.
To post a picture:

1. Click on **"Profile"**
2. Click on the **"My Profile"** button.
3. On the Personal Info tab Click on **"Select"**
4. Click on the **"Browse"** button and find your desired profile picture.
5. Click on the **"Save"** button and your picture will be uploaded onto your profile.

Are you a member at more than one club?

If you are a member at more than one club, you are required to post a score to both clubs' handicap roster in order for your Handicap Index to be legitimate. You can be setup as a Multi Member which allows the scores to be routed to your other accounts. Please contact your club administrator for additional information.

Are you changing clubs?

New members of a club are often former members of another club. If you are transferring from a club you may be able to have your account transferred to your new club thus keeping your scoring and handicap history intact. This allows you to maintain your scoring records, stats, etc. without having to re-enter them manually.

In order to transfer your account, you must contact your Golf Association support representative.