



BRITISH
COLUMBIA **GOLF**

**CLUB MEMBERSHIP ADMINISTRATIVE
MANUAL**

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PURPOSE

The purpose of creating this manual is to assist any Member Club membership or administrative contact with Frequently Asked Questions (FAQ's) related to the Golf Canada Handicap Network & Membership with British Columbia Golf.

It is in our mutual best interest that member clubs and their staff are aware of who Golf Canada and British Columbia Golf are and what programs and services we collectively offer.

In this manual, you will understand the differences and similarities between British Columbia Golf and Golf Canada, how our membership platform works and what it means to be a member of our Associations.

If you have any questions that are not answered in the following manual, please do not hesitate to contact our offices. We would be glad to help resolve your query.

Please Note: You cannot access the administrative site on the new interface. You must use "Classic View" at this time.

WHO WE ARE

WHAT ARE THE FUNCTIONS OF GOLF CANADA & BRITISH COLUMBIA GOLF?



- Recognized as the National Sport Organization (NSO) for golf in Canada
- Responsible for promoting participation in and a passion for the game of golf in Canada
- Conducts national golf championships
- High performance athlete development on a national stage
- Creation of and coordination of the National Golf in Schools program
- Golf for the Cure
- Curatorship of the Canadian Golf Hall of Fame
- Responsible for the administration of the Canadian Women's Tour and the CN Future Links
- National Rules of Golf training, Amateur status, Handicapping and Course Rating
- Conducts the RBC Canadian Open and the Canadian Pacific Women's Open



- Recognized by the Ministry of Community, Sport & Cultural Development as the Provincial Sport Organization (PSO) for golf in the province
- Responsible for promoting participation in and a passion for the game of golf in BC
- Conducts provincial golf championships
- Conducts Rules of Golf, Handicapping and Course Rating seminars in B.C.
- Responsible for the management of Course Ratings for golf courses in British Columbia
- Sport Development within boundaries of B.C.
- Creation of and Administration of the Playground to Fairway (P2F) School Golf Program across the province
- Provides assistance running the National Golf in Schools program across the province
- Management of British Columbian members of Golf Canada/British Columbia Golf
- Provision of added member benefits for current/future members
- Assists Golf Canada with its National affairs (as needed)

GENERAL MEMBER QUESTIONS

What is a member?

A member is any individual who has joined your club, group or league. Once that individual chooses to become a member of your club, group or league, they are required to pay a British Columbia Golf/Golf Canada membership fee.

What do individual members receive with their membership?

As a member of British Columbia Golf/Golf Canada, each golfer receives access to the Golf Canada Score Posting Network, ability to track ones scores and keep an official, internationally recognized Handicap Factor, receives a subscription to the Golf Canada magazine as well as the ability to enter British Columbia Golf and Golf Canada events (subject to qualification).

As part of each individual membership fee, a portion of the funds collected are given to help fund sport development initiatives such as the Playground to Fairway (P2F) School Golf Program (BC only) and the National Golf in Schools Program (All of Canada).

How do these members pay their fee?

As the member club, group or league, you are to collect membership fees from each individual member on the Golf Canada Network and remit those fees to British Columbia Golf.

Do I have to pay British Columbia Golf and Golf Canada separately?

No. The entire fees are remitted to British Columbia Golf and we forward Golf Canada their portion of the membership due.

Can our members individually opt out of any of the above items that their membership fees are allocated to?

No they cannot. Membership in British Columbia Golf and Golf Canada is an encompassing process. Their entire membership fees are used with the utmost discretion to further advance the success of golf in our province.

Zone Activities:

British Columbia is split into 8 zones each representing a geographical area of the Province. Each member club participates at the Zone level through representation at meetings and events within each Zone. There are separate Zone committee's for both men and women.

Can a member of our club choose not to carry a Handicap and therefore, not be a part of Golf Canada and British Columbia Golf?

As a member of your club, that individual *must* pay membership dues to British Columbia Golf and Golf Canada. They are not entitled to waive their membership.

MEMBER TRANSFER QUESTIONS

Can a member that has paid at one club transfer their membership to another club?

A member is able to go from one club or another but each club a member belongs to must charge that member for being on the Golf Canada Network.

That doesn't seem fair. Why would they be charged more than once?

Each member club, group or league is required to maintain accurate and up-to-date membership numbers for reporting to Golf Canada. Each member who has paid duplicate membership fees can request a refund by June 30th of the active golfing year. Simply inform the member to contact British Columbia Golf at membership@britishcolumbiagolf.org to start the process.

What do I do when a new member joins from another club? Do I open a new file on the Network?

No you do not need to open a new member file. If that member has held a membership file at the previous club, contact British Columbia Golf membership@britishcolumbiagolf.org indicating the players name and account number. We will transfer the member to your active system.

****British Columbia Golf will not transfer a membership file at the request of an individual member. The request must come from the club, league or group****

MEMBER REPORTING QUESTIONS

When do we pay our membership bill?

It is the responsibility of each club to pay their outstanding bill by June 1st each year.

Who does our club report membership numbers to?

We require that all member clubs reconcile their membership numbers and advise British Columbia Golf by July 15th so that we may close off our books for year end.

Why do we have to provide British Columbia Golf with accurate and up-to-date membership numbers?

Keeping an accurate accounting of all members playing at your club allows British Columbia Golf to function properly from a financial standpoint. If your numbers reported do not accurately reflect the number of members playing at your club, our ability to service each member with the efficiency they deserve is diminished. It is part of your agreement with British Columbia Golf and Golf Canada to be accurate with your membership reports.

We sometimes receive a new member following September 30th. Does that mean we do not report this new member to British Columbia Golf?

All membership changes (increasing or decreasing) are to be communicated to British Columbia Golf. In this situation, the change in membership (positively) should be reported to British Columbia Golf and membership dues for that individual are to be remitted to British Columbia Golf accordingly. Contact membership@britishcolumbiagolf.org if you have questions regarding this.

What does 'making a member inactive' mean?

When members are no longer at your club, they are to be made inactive on the Score Centre. It is important that you keep your membership numbers accurate and up-to-date as you pay for each member on the network.

Who at our club should deal with our Administration on the Golf Canada Network?

As this is the responsibility of each member club, it would be wise to select an administrator who is computer literate and able to manage a database with some degree of competency. We understand that some members of your team perform many different roles within your organization but it would be in your best interest to centralize the Golf Canada Network management to one individual.

As a member club, group or league, you will be provided with one username and login. Please contact membership@britishcolumbiagolf.org if you need this information supplied.

We have made a member inactive but cannot find him on the Golf Canada Network anymore. What do we do?

Contact British Columbia Golf membership@britishcolumbiagolf.org

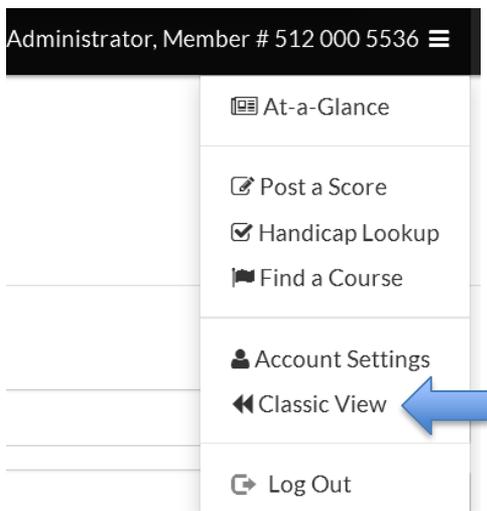
Does our staff get complimentary access to the Golf Canada Network?

British Columbia Golf and Golf Canada do allow up to five staff members of your club with complimentary access to the Network. Please reserve this complimentary access for current and active staff members. Advise British Columbia Golf membership@britishcolumbiagolf.org how many staff members you have using the Network on a complimentary basis.

NETWORK QUESTIONS

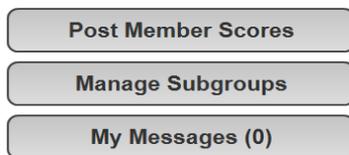
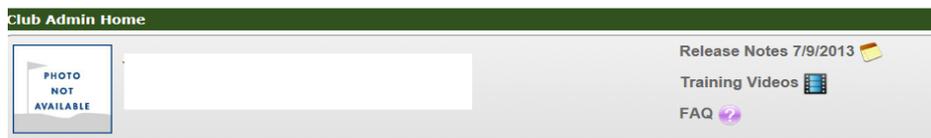
How do I log in to the Golf Canada Network?

Please visit www.golfcanada.ca and login using your username and password (Admin can be accessed through Classic View only). Login, click on Post a Score, click on your name to the top right in the black band to choose Classic View:



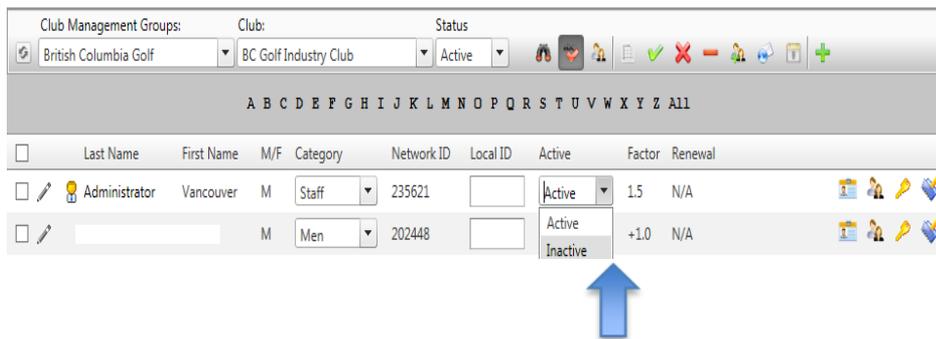
How do I find updates on the Network?

Once logged into the Network, you can find the latest release notes, training videos, FAQ's and messages. See below:



If I have a member who has left our club or passed away, can I delete them in the Network?

As previously stated, members who are no longer active at your club (i.e. left or passed away), are to be made inactive. This can be done by going into your membership roster in the Network and changing the individuals Active Status to 'Inactive'. See below:



The screenshot shows a web interface for managing a golf club's membership. At the top, there are filters for 'Club Management Groups' (British Columbia Golf), 'Club' (BC Golf Industry Club), and 'Status' (Active). Below these are navigation icons and an alphabetical index (A-Z, ALL). The main area is a table with columns: Last Name, First Name, M/F, Category, Network ID, Local ID, Active, Factor, and Renewal. The first row shows 'Administrator' from Vancouver, M, Staff, Network ID 235621, Local ID empty, Active status, Factor 1.5, and Renewal N/A. The second row shows a member with Network ID 202448, M, Men, Active status, Factor +1.0, and Renewal N/A. A blue arrow points to the 'Active' dropdown menu for the second member, which is open to show 'Active', 'Inactive', and 'Inactive' options.

<input type="checkbox"/>	Last Name	First Name	M/F	Category	Network ID	Local ID	Active	Factor	Renewal	
<input type="checkbox"/>	Administrator	Vancouver	M	Staff	235621		Active	1.5	N/A	
<input type="checkbox"/>			M	Men	202448		Active	+1.0	N/A	

How to create a new account for someone but the username isn't available. What do I do?

A username can only be used once. If the member you are creating the file for has already used this username, the file is recoverable. Please contact British Columbia Golf membership@britishcolumbiagolf.org and we will locate the file for you. If the member has not used the username before, please select a new username.

How to create a Subgroup. How do I do it?

- Go to www.golfcanada.ca
- On the top right side login as administrator
- Click MANAGE SUBGROUPS button
- Under SUBGROUP ROSTER, click the + type the subgroup name in the subgroup name box then click save
- In the Main Member Roster, select the members who belong to the subgroup. To select multiple members, hold down Ctrl key while you click on the name
- Click the > arrow to move the names into the subgroup

How to Setup Internet Explorer to Load into Kiosk-Mode Automatically?

Perform these steps on the computer that has its homepage set to the Golf Canada Network.

Please do not make these steps available to your general membership if you're aiming to prevent unauthorized access to the internet and to the hard drive

- Go to Start > Programs > right-click on Start-up folder and select Open
- Go to File menu > New > Shortcut
- In the 'Type the location of the item' box, type the following exactly as it appears into the box and click Next:
- "C:\Program Files\Internet Explorer\iexplore.exe" -k
- Type the suggested name RCGA Network for the shortcut > click Finish.
- The RCGA Network shortcut will appear in the Startup folder. Right click on it > select Send to > Desktop (create shortcut).
- A shortcut will be placed on the desktop. Delete the existing shortcut that you use to launch the Network and use this new shortcut.
- Logoff the computer and login again and the RCGA Network will load automatically.

Note: when Internet Explorer has launched into kiosk-mode all the buttons will disappear and the only way you can exit is press ALT + F4 to close.