

Commonly asked Questions and Answers on Golf Canada memberships.

Described under three areas:

Activations

Network

BlackBerry

Activations:

1. I'm trying to log in with the emailed username and password I received. It won't let me:
 - a. The second digit on your card number is a zero and you need not leave any spaces between the numbers. If you are still having problems please contact members@golfcanada.ca.

2. I'm trying to log in – I have my card but your system won't accept my username / password:
 - a. First you will need to create a profile on the site.
 - i. Go to www.golfcanada.ca/register.act and create a profile.
 - ii. Use your email address as your username
 - iii. Select a password of your choice
 - iv. Remember to enter your card number

3. Your system won't accept my email as valid:
 - a. Do you share your email with another Golf Canada member?
 - i. If so – you may create a fake email such as yourname@golfcanadamember.ca and proceed with setting up your profile. The email will not receive messages but you will receive Golf Canada news on your joint email.
 - ii. If your email has a symbol (ie & or _ etc) the system currently will not recognize the email. We are striving to fix this by the end of this week, but if you wish to proceed right now just create a false email (as above) let us know so the correct email can be inserted when the feature is available.

4. Your system won't accept my card number as valid (see 1a)
 - a. See 1 (a)
 - b. Did you previously register your card? If so it will not be valid for a new account. Select "forgot my password" from the home screen and enter your email address. Your password will be emailed to you

5. I have logged in and don't see anything different.
 - a. The My Golf Canada page will detail the information related to your level of membership . You may also insert your RCGA Network username and password in the My Profile page to provide direct access to your handicap system.

- b. If you use a BlackBerry you may download the application and access it at your level of membership, using your Golf Canada username and password.
- c. Look at our partners offers

RCGA Network/Handicap Factor

- 6. I'm trying to login to the Network with my Username and Password, but it's not working.
 - a. The RCGA Network and Golf Canada are separate systems with separate Usernames and Passwords. However, you can access the RCGA Network through the Golf Canada site if you insert your RCGA Network Username and Password into your Golf Canada profile and click on the RCGA Network link at the top of the page.
- 7. If you do not know your RCGA Network Username and Password, please check with the club or Provincial Public Player system through which you received your Golf Canada membership, as they will either be able to retrieve your login information or will need to create an account for you on the Handicap system on their roster.
- 8. If you purchased your Golf Canada membership through Golf Canada's online store, you should receive a second email with your RCGA Network Username and Password within 5 days of your purchase.
- 9. Additionally, once provided with your RCGA Network username and password you may link your Network profile to your Golf Canada profile by inputting the Network information into your Golf Canada profile.

BlackBerry Application

- 10. I want the BlackBerry application but can't figure out how to download it.
 - a. If you can access the website (www.golfcanada.ca) via your blackberry you can download the application there.
 - b. If you would rather please download the link here. Use your Golf Canada username and password at the login screen
Bold & Curve http://dev.virtualfidelity.com:8080/download/others/free/Golf_Canada.jad
Storm: http://dev.virtualfidelity.com:8080/download/storm/free/Golf_Canada.jad
Please note the BlackBerry Pearl is not supported.
 - c. If you have difficulties please contact members@golfcanada.ca again.
- 11. I purchased the Gold Membership and downloaded the application but I still don't have the GPS feature.
 - a. Please update your "My Profile" page at www.golfcanada.ca with your new card number. Use the same username and password for your Black Berry application and it will automatically convert to Gold.

Upgrading Memberships and using the "Shop"

12. I would like to upgrade my membership to Gold.
 - a. Select Shop on the www.golfcanada.ca
 - b. Enter your Golf Canada username and password to log into the boutique (you must have a profile on www.golfcanada.ca, even if you are not a member, to complete a purchase).
 - c. Proceed with purchase.
 - d. Your Gold Card number will be on the invoice emailed to you. Enter this number into your profile to access the upgraded benefits.