

## Return to Competitive Golf

As we return look to return to competitive golf there are challenges around how we manage people through the journey from BOOKING to SIGN-IN to PAYMENT to SCORE ENTRY during and after this time of crisis. Having looked at all potential options with all stakeholders including the professional shop it became apparent that we would need to use the new capabilities delivered by our technology partner (ClubV1) to complete this journey without compromising the safety of individuals at this time. To do this people will need to register and use either the app or the website to complete these elements of their journey.

You can only sign-in yourself so **ALL MEMBERS** will have to register themselves if they want to play in competitions as this is the only way to get access to the competitions moving forward.

If everything is in place and working as required, we intend to have the 1st qualifying competitions over the weekend of the 20th of June for Men and Monday 22<sup>nd</sup> for Ladies. We will be investigating the feasibility of reverting to a fixed timesheet for Saturdays from that point on. All other days will be as they have been, booked on a first come, first serve basis. The fixed timesheet will use both the 1st and 10th as starting holes, Due to the imposed gap of 12 minutes between each fourball, tee off times for most will be later than was the case before lockdown. This is something we have no control over. The timesheet will of course be adjusted as and when we are permitted to reduce the existing 12-minute requirement or something like this.

## ClubV1 and HowDidiDo

As we move into delivering sign-in and scoring via digital devices it is important that people understand the difference between the two application and which you should be using.

### ClubV1

Most of us that are using an App at the minute are likely using the ClubV1 app. The icon for the app



is and that's what you would see on your phone. ClubV1 Members Hub combines an array of rich features to enhance your golf club membership experience. The ClubV1 Members Hub allows you to connect directly to your golf club to:

- View competition results, latest club news, and course status,
- View your Club's diary and latest events,
- Manage your ClubV1 user profile,
- View your account balance and transaction history on multiple purses,
- View your golfing stats and handicap certificate\*\*

ClubV1 Members Hub uses HowDidiDo Passport for authentication.

### HowDidiDo

For remote sign-in and scoring we now need to use a different App on your device HowDidiDo with



the following icon . This App has multiple features but for Fortwilliam the main focus will be on sign-in to competitions and returning your score after the round has been completed.

## The HowDidiDo Passport

Both the ClubV1 and HowDidiDo apps use a unified log-in system called HowDidiDo Passport. That is to say that once registered on HowDidiDo you can use the same username and password to access both applications. Any member who already has access to the ClubV1 app will be able to simply download, install and sign-in to the HowDidiDo app with the same credentials.

People who have never used either app will first need to register for a HowDidiDo passport at this link - <https://www.howdidido.com/Account/Register> once registered people will be able to access both Apps as necessary.

### Registration Support

The one Critical piece of information for registration is that the e-mail address that you use to register with HowDidiDo ***must match exactly*** with the current e-mail address the club holds on ClubV1 our handicapping system. This may well be different from the address used on BRSGOLF for time booking as the systems are not linked.

In the event that you cannot get registered on the system at the link above for a HowDidiDo passport, you can send an e-mail to one of the following addresses :

- Professional – <mailto:professional@fortwilliamgc.co.uk>
- Match and Handicap – <mailto:match@fortwilliamgc.co.uk>

On the e-mail you must provide the following details:

- Full name
- GUI number (used to sign-in to competitions) which can be found on the back of your smartcard
- E-mail address you want your account connected to

We will then update your records and reply to your mail to let you know once completed.