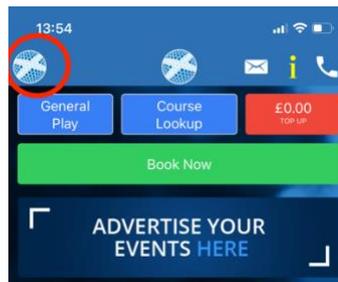


Troubleshooting your Scottish Golf App

- **Not displaying your club's information or displaying the wrong information in the app**

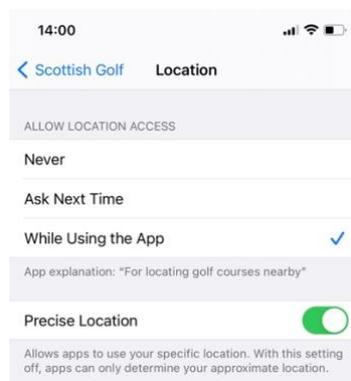
This is likely due to you being on another club's profile within the app. This might be another club where you are a member or have played as a guest. To switch between the different profiles please tap on the icon in the top left corner of your mobile screen – as circled below:



- **If your App doesn't think you are at the course**

This will likely be because your location services are turned off on your phone. To turn them on you need to go to your phone's settings. Then scroll to the Scottish Golf App and allow the app access to your location

Settings > Scottish Golf App > Location > while using the App



- **If you can't check-in to a competition**

This is linked to your Location services and your GPS. Once you turn this on you the app will be able to tell you are at the course and offer the option for you to check in. You must check in before starting the competition and this can only be done at the course. Please follow the above steps to turn on your location settings.

- **Score not updating whilst marking another player's score**

This will likely be due to your phone signal. Once your phone reconnects to the internet you will be able to update your score. If your phone signal is weak then use the clubs WIFI.

- **Not able to Finalise your score at the end of a round**

Again, this will likely be due to your phone signal. Once your phone reconnects to the internet you will be able to finalise your round. If your phone signal is weak then use the clubs WIFI. You can now also finalise your round away from the course, but you need to do this on the same day otherwise you will incur a penalty score.

- **Pink Boxes appearing when marking another player's score.**

This happens when there is a discrepancy in the scores you have entered and the scores your playing partner has entered the Scottish Golf App. To resolve this you need to ensure all scores are the same before being able to finalise the round.

If your playing partner has no phone signal, internet data, or is not connected to the WIFI then the scores may not pull through until the phone has an internet connection.

- **How to manually exit scoring**

If you have accidentally chosen to score you can exit this if you press and hold the Cog Wheel in the top righthand corner for 5 seconds. This will then bring up the below options which will allow you to exit scoring completely.

