



# World Handicap System App FAQs

## For the MyEG app

### How do I find my membership ID

Members should be aware that when asked to input their Membership ID during login, this refers to their CDH number. Golfers who do not know their CDH number can request this from their club. Golfers should take extra care when inputting this 10-digit number to reduce chance of user error.

### I want to change my details

You can review/update your personal details via the ['My Profile' area](#).

Any other details should be changed at your club. Information for your My England Golf page is pulled directly from your club's systems.

### I have no email address / can I use a shared email address

For the new World Handicap System (WHS), it would be preferable for each individual to provide a unique email address along with their date of birth. Without both an email and DOB then a WHS handicap index will not be received.

In such circumstances where an individual does not have an email address and does not intend to obtain one, then it is acceptable to share an email address with a family member or friend. Please ensure your golf club has your correct email address in their club system (which will automatically update the WHS portal).

Further information is available [here](#).



## Professionals

The WHS system offers golf professionals the opportunity to hold a handicap index. Your club needs to add you as a new member, and ensure they tick the 'professional' box within the 'basic' tab. You will need to submit a minimum of 54 holes worth of scores before an initial handicap index value is calculated, following the same handicapping rules as amateurs.

## Missing Scores

Members may have noticed that not all scores present on their club record have transferred to the WHS platform. Only scores previously transferred by clubs/ISVs to the old CONGU/CDH system have been transferred across. Where such an issue is flagged by a member, clubs have the ability to manually enter these scores on the WHS platform.

## Tournament Scores

Players may see tournament scores in their records run by organisations such as counties, England Golf or other event providers. Due to the way these scores were stored in the old CONGU/CDH system, they have been transferred over with a standard Slope Rating of 125 and the Course Rating that equates to the Competition Scratch Score (CSS) of the day.

In most cases it is not possible to identify the course/tee used in the competition and to ensure consistency and fairness to all players who took part, we have applied a standard rating value. These historical scores should remain unchanged.

## Historical 9-hole scores

9-hole scores played under the previous CONGU system were recorded against 18-hole Standard Scratch Scores (SSS) with an adjusted 18-hole Gross Differential. In order to ensure these scores have been included as part of the



WHS, they have been recorded against an 18-hole Course and Slope Rating. This process has been applied consistently against all players and only affects historical scores.

## No returns

These were scores returned under the previous CONGU system where a gross differential was not and could not be calculated. These have been left out of a member's WHS record as an adjusted gross score could not be carried over to the WHS Platform.

## How to process scores from abroad

You will nominate a home club to administrate your Handicap Index as you do now. We recommend this is in the country of your main residence and where you play most golf.

## Members with Welsh / Irish CDH ids

Your English club can connect your Welsh/Irish CDH id to you via their WHS portal. An English CDH id will be generated for you to use in England which will be linked to your Welsh/Irish CDH id you'll continue to use in Wales/Ireland.

## Insurance information (Bluefin)

Personal liability insurance is provided to every golf club member as part of their affiliation to England Golf. So, as long as you are a paying member of an affiliated golf club you are automatically insured. However, you will need to have registered with us to access the Bluefin Sport personal liability insurance.

Full details of the England Golf personal liability insurance can then be found by logging in and going to the ['Benefits' section](#).



Further details can be found on the [Bluefin website](#).

## Difference between Handicap Index on graph and in the box

The Index in the box on your profile is your WHS Handicap Index and, if different, the one on the graph is your Low Index Handicap (see section 5.7 of the rules of handicapping).

## USGA course handicap calculator different to my club's table

WHS has provision for golfing cultures to be considered and the USGA website uses par in its' 18 hole course handicap calculations, which is not included here, hence a difference. Participants are advised to use the My England Golf app or the tables at the golf club to determine their course handicap.

## Raise an enquiry

In order to allow our staff, many of whom are working remotely, to deal swiftly with enquiries, do not attempt to contact England Golf by telephone.

All enquiries should be directed to our dedicated [WHS Support Inbox](#)