



LOUISIANA GOLF ASSOCIATION FREQUENTLY ASKED QUESTIONS FOR MEMBER CLUBS

When will the transition to GHIN occur?

The transition will take place December 1-14, 2013. Score posting at your club's kiosk and online will not be available during this time so that the data migration can occur. Please inform your members that they will need to turn scorecards into the golf shop staff/handicap committee during that time. Once the transition has taken place, those scores should be entered into the computer as soon as possible so that the next revision is an accurate one. We anticipate that the first handicap revision under the new GHIN system will be December 15, 2013.

What is a GHIN number, why is it important, and how will members get theirs?

All LGA members will be issued a GHIN number when added to a club's handicap roster. This number is unique to the individual and will allow them to post scores online, at a LGA kiosk at all of our member clubs, or via our new smartphone app. **At their home club, LGA members will still be able to post scores via the kiosk using their last name or local number at their home club.** Individuals holding a membership at more than one club in Louisiana or any other state utilizing the GHIN service should have the same GHIN number at all clubs. In addition to score posting, the GHIN number will be requested on Championship and LGA Member Outing entry forms. Please make sure to update your handicap roster with the most up-to-date email addresses for your members because this information will transfer to GHIN when the data migration takes place. The December 15, 2013 handicap revision email that LGA members receive will include their new GHIN number. Club officials: please ask your members if they already have a GHIN number elsewhere, and if so, send that data to the LGA.

Will member clubs still use the same hardware/computer provided by the LGA?

Yes, you will still utilize the current LGA-provided computer as your score posting station. The LGA and USGA will update the computers electronically with the GHIN Handicap Program (GHP) during the score posting suspension. **Important note: turn off the monitors on the score posting stations at the end of the day, November 30, 2013, but leave the CPU turned on so that we can access it for the installations.**

How often is the Handicap Index of my members updated?

A Handicap Index is updated at 12:00 am ET on the 1st and 15th of each month throughout the year. Therefore, LGA members will continue to receive 24 handicap revisions annually.

Will club administrators still be able to generate the same reports that are currently being utilized?

Yes, the GHIN Handicap and Tournament programs have a robust amount of standardized reporting options that will cover most needs of the club. In the case where a club specific report is not available among the standard options, there is an ad hoc report generator available to design custom reports. Clubs can run reports on December 1, 2013, but all score posting capabilities will be disabled until the data migration has occurred.

Will the club administrative account have the same log-in credentials?

For the majority, yes. We tried to retain the same password that you are used to, but for a few clubs that had multiple profiles with administrative capabilities, we had to choose one account. This info, along with your new club number, will be mailed to you in the “transition packet” that includes a club checklist. If you have misplaced this info, please contact us and we can forward that to you.

How will I access my club admin console?

Instead of accessing your login via the ‘My LGA’ icon, you will scroll over the ‘Handicapping’ tab at the top of our homepage and select ‘Club Admin login.’ This new ‘entry point’ will be functional once our transition to GHIN is complete.

Will there be training provided to club administrators on the new GHIN Handicap program?

Yes, online training will be available for LGA club representatives. We encourage you to take advantage of the “**All things GHIN**” section on our website, www.LGAgolf.org. This will be available on or before December 1 and will include a quick start guide and short training videos explaining how to add a golfer, how to print a report, etc. These videos will be accessible to your membership as well. **There will be a live webinar, conducted by USGA staff, at 10:00 AM on Wednesday, December 18, 2013.** We strongly encourage you to plan to attend. We also anticipate recording the webinar so that you will have the opportunity to view it as often as needed as your schedule permits. In addition to the webinar, the USGA and LGA will conduct GHP training seminars (lunch included) the week of January 13th, 2014. Other training materials will be made available as they are developed.

Tell me more about the new mobile app.

Once the transition to GHIN is complete, the LGA mobile app (Apple and Android devices) can be downloaded from the App Store or Market by searching for GHIN. LGA members will be able to post scores, register for LGA championships, and interact with us on social media through the app, which will be available for free as an added benefit of LGA membership. Members will simply need their GHIN number and last name to access the app. We encourage club administrators to promote the app to their membership.

Does GHIN offer a tournament administration program?

Yes, GHIN offers the Tournament Pairing Program (TPP) which is fully integrated into the handicap system and will be available to all LGA member clubs at no additional cost. Contact us if you would like to utilize TPP Online. We anticipate that we will schedule seminars on TPP in the spring of 2014.

Who do I contact for support issues?

The LGA is your point of contact for issues with the GHIN Handicap Program (GHP) and the Tournament Pairing Program (TPP). You may contact us by phone at (337) 265-3938 or by email at lgagolf@lgagolf.org. For additional support, when you’re logged into GHP Club, visit the ‘Help’ section and view the GHP Online Club FAQ’s.