



## FAQ

Q: Why and when will golfers need to create a digital profile with a unique email address to log in to the GHIN mobile app and ghin.com?

A: In order to improve data security and golfer privacy, golfers will need to create a digital profile to access the GHIN mobile app and ghin.com beginning in early January 2021. Users are required to have a unique email address to create a digital profile and access the GHIN mobile app and ghin.com.

Q: How do golfers add an email address to their profile so that they can create a digital profile in January 2021?

A: Golfers can request that their Club Admin or the SCGA update their profile within the USGA Admin Portal.

Q: How will golfers access the GHIN mobile app and ghin.com with their digital profile?

A: When creating their digital profile, golfers will set a password for their account. A golfer will then log in to the GHIN Mobile App and ghin.com with their email address or GHIN Number and the password they created.

Q: If golfers share an email address (e.g. spouse/partner), can they create a digital profile and login with the same email address?

A: No, only one digital profile can be tied to one unique email address. The first person to setup a digital profile will "claim" that email address. Another email address must be provided and loaded into the USGA for the other golfer before a digital profile can then be created

Q: What if golfers do not provide an email address, how can they post a score?

A: If golfers do not provide an email address, they will not be able to create a digital profile and log in to the GHIN Mobile App or ghin.com. They will be able to access a Club Kiosk or have a Club Admin post a score on their behalf.

Q: Since golfers under the age of 13 cannot supply an email address, how can they have their scores posted?

A: A minor (defined as age 12 and under in this scenario) will need to be tied to a guardian's account within the USGA Admin Portal. In January 2021, the guardian will see a "Change Golfer" link when logging in to the GHIN Mobile App and ghin.com. Here the guardian can change who they are posting scores for. A score cannot be posted on the club/course Kiosk by a minor as of the time of implementation of digital profiles. A Club Admin can also post a score on behalf of a minor via the USGA Admin Portal.

Q: What happens if a golfer forgets their password?

A: There will be a "Forgot Login Information" link on the GHIN mobile app and ghin.com login page. The golfer will just need to supply their GHIN Number or email address and a reset password email will be sent to their email address on file. Additionally, within the Admin Portal, there will be a "Reset Password" button within the golfer profile that will trigger a reset password email to the golfer.