

# GHIN Frequently Asked Questions

If you have questions about the new World Handicap System and Rules of Handicapping, please [click here](#).

## **Q: Why do I need to create a digital profile with a unique email address to log into 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.

## **Q: How do I add my email address to my GHIN profile so that I can create a digital profile?**

A: You can request that your Club Admin or [local golf association](#) update your GHIN profile within the USGA Admin Portal.

## **Q: How do I create a Digital Profile?**

A: First, you must have an email address on file as an email will be sent to complete the digital profile creation process. You can initiate this email via the “Create Profile” button on the login page of ghin.com or the GHIN Mobile App by verifying 2 of 3 pieces of information: Last Name, GHIN Number, Email Address. Once this occurs, you will receive an email with a link that will take you to ghin.com to set and confirm a password and accept the privacy policy and terms of service.

## **Q: What if I do not provide an email address, how can I post a score?**

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

## **Q: I have created a digital profile, but forgot my login information. What should I do?**

A: There is a "Forgot Login Information" link on the GHIN Mobile App and ghin.com login page. You will need to supply your GHIN Number or email address and a reset password email will be sent to your email address on file.

## **Q: I share an email address with another golfer, can we log in with the same email address?**

A: No, only one digital profile can be tied to one unique email address. The first person to set up a digital profile will “claim” that email address. Another email address must be provided for the other golfer.

**Q: I made an error when posting my score, how do I correct it?**

A: Please contact your Club or [Association](#), they will be able to assist you in making a correction.

**Q: I do not know my GHIN Number; how do I obtain it?**

A: Please contact your Club or [Association](#).

**Q: I know my GHIN Number, but I am seeing an “Unable to Find Golfer” error message, why?**

A: This may be happening for a few reasons:

- Do not include a “dash” in your GHIN Number.
- You may have an Inactive membership, please contact your Club or [Association](#).
- Your club needs to use GHIN as their front-end provider in order for you to be able to access the GHIN products.

**Q: When posting my score, the Par and/or Course/Slope Ratings do not match the scorecard. Why?**

A: The local association is responsible for issuing Course/Slope Ratings, Par and measured lengths that appear for score posting purposes. If there is a discrepancy, the course will need to work with their local association to rectify the issue.

**Q: I am getting an error message when trying to post a hole-by-hole score, why?**

A: We do not have the Par or Stroke Index data available in our database for that course/tee. Please post a total score and contact your Club or [Association](#).

**Q: Can I edit Stats or add Stats to my score?**

A: You can edit Stats as well as add Stats to a hole-by-hole score posted within the “Stats” section of [www.ghin.com](http://www.ghin.com) or the GHIN Mobile App.

**Q: I used to have “Partners” within my GHIN Mobile App, what do I do now?**

A: You can “Follow” golfers within the “Golfer Lookup” section of both the GHIN Mobile App and [ghin.com](http://ghin.com).

**Q: On the GHIN Mobile App, how do you remove golfers from the Handicap Calculator?**

A: If you are using an iOS device, you can “swipe” to remove the golfer from the Handicap Calculator; if you are using an Android device, you will need to “press and hold” the golfer’s name to remove.

**Q: When viewing another golfer’s scores within the Golfer Lookup section, why do I not see the date played or course played for their scores?**

A: If you do not share a club affiliation with a golfer, you will only see month and year when viewing their scores within the GHIN Golfer Products.

**Q: Why am I not able to find any golfers when searching within the Golfer Lookup section?**

A: Please make sure you are only entering a last name or GHIN Number and have no "Filter" settings applied.