

### Frequently Asked Questions

1. *Q: Is there an easy way to navigate to the CCWGC website without typing the full name in the browser?*  
A: Yes! Just add it as a “Bookmark” or “Favourite”. You can also add it to the home screen of your device (see instructions at the end of this document).
2. *Q: Should I log out after each of my sessions on the CCWGC website?*  
A: No! You can stay logged in all the time; the website will just run in your computer’s background and you will be able to enter and exit without typing in your name and password. However, it is advisable to log out regularly in order to see the latest updates.
3. *Q: Which device works best with the CCWGC website?*  
A: It is easiest to navigate the website on a desktop computer or laptop rather than an Ipad (or tablet) or smart phone. However, it does work on all devices.
4. *Q: Why can't I register for a Play Day? A message comes up in red that the "email address is already taken".*  
A: This happens because you are trying to “Sign Up” when you are already a site member. When you click the “Register” button to sign up for a Play Day (always ensure you are on the correct date!), a screen will appear with “Sign Up” at the top. Go to the BOTTOM of this screen where it says “I’m already a user, **log in**”. Click on **log in** and then click on GO (in the black box). This will take you to the screen with “Log in” at the top. Enter your information and click on the box beside “Remember Me”. You will now be able to register for the Play Day.
5. *Q: I can't remember if I registered for a specific Play Day; is there some way to check?*  
A: Yes! Click on the “register” button for the date in question and complete the form. If you have already registered you will get the message “Somebody has already registered to this event with the same email address”. The only way you can mistakenly register twice is by using a different email address (than the one you were approved for site membership with) or mistyping yours!
6. *Q: When I click on “Remember Me”, it doesn't! I still have to enter my information each time.*  
A: “Remember Me” only works if you have not disabled Cookies. If you’re not sure how to check, Google it!

7. *Q: I want to invite a guest to play with the CCWGC; how do I register her for play?*  
A: When you click on the Register button for the particular Play Day, a registration form appears. One of the blanks to be filled in is "Guest Name & GHIN #". Type in your guest's name (and GHIN # if possible). This space also allows for comments, so be sure to include any other information you want to convey.
8. *Q: When I register for a Play Day, I get a confirmation email; is it necessary to keep this email?*  
A: Yes! You should keep the confirmation email until at least 4 days prior to the play day. There is a "cancel" button on the email, that you may need to use.
9. *Q: I tried to cancel my Play Day registration but it said the event could not be found. Help!*  
A: As the Pro Shop requires all registrations 4 days prior to the Play Date, the registration form is deleted from the website at that time. If you try to cancel less than 4 days prior to the game, the registration form has already been removed and the event cannot be found. Please contact our Play Days Coordinator Tess to cancel. If you need to cancel on the day of the game, contact the Pro Shop.
10. *Q: On the Play Day registration form, there is sometimes a little yellow dot with a black question mark in it. What does this mean?*  
A: If you click on this dot (or hover over it) you will find additional information for that particular Play Date. Always check it out as you may need to register with a partner or indicate if you are attending a luncheon.
11. *Q: I have already registered for a Play Day but now wish to include additional information (ie: I have a guest coming or wish to play with a certain member). How do I change an existing registration?*  
A: There is no way to alter a registration after it has been submitted. The best course of action is to CANCEL the registration and re-register. However, this can only be done a minimum of 4 days prior to the Play Day. After that, the registration form is deleted and you must contact the Play Day Coordinator.

### **How to Add Websites to the Home Screen on Any Smartphone or Tablet:**

Launch Chrome for android and open the website or web page you want to pin to your home screen. Tap the menu button and tap Add to home screen. You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen. The icon will appear on your home screen like any other app shortcut or widget, so you can drag it around and put it wherever you like. Chrome for Android loads the

website as a “web app” when you tap the icon, so it will get its own entry in the app switcher and won’t have any browser interface getting in the way.

Other popular Android browsers also offer this feature. For example, Firefox for Android can do this if you tap the menu button, tap the Page option, and tap Add to home screen.

### **iPhone, iPad and iPod Touch**

Launch the Safari browser on Apple’s iOS and navigate to the website or web page you want to add to your home screen. Tap the Share button on the browser’s toolbar – that’s the rectangle with the arrow pointing upward. It’s on the bar at the top of the screen on an iPad and on the bar at the bottom of the screen on the iPhone or iPod Touch. Tap the Add to Home Screen icon in the Share menu.

You’ll be prompted to name the shortcut before tapping the Add button. The shortcut can be dragged around and placed anywhere including in an app folder – just like a regular icon. (To create app folders on iOS, touch and drag an app’s icon onto another app’s icon and hold it there for a moment.) When you tap the icon, it will load the website in a regular tab inside the Safari browser app. Other browsers, like Chrome for iOS don’t offer this feature. Due to the limitation in Apple’s iOS, only Apple’s own Safari browser is allowed to do this.

### **Windows 8, 8.1, RT**

Windows 8, 8.1 and RT device also offer a way to pin websites to your Start screen. This is obviously most useful on tablets, not on desktop PCs where you don’t want to see the Start screen. On the Windows desktop, you can pin the website shortcut to your taskbar for easier access.

First, open the modern Internet Explorer browser – that’s what you probably use on a tablet anyway, as it offers the most touch-optimized experience. Navigate to the website you want to pin, pull up the app bar (for example, by right-clicking or swiping up from the bottom of your screen) and tap the star icon. Tap the pin icon, enter a name for the shortcut, and click Pin to Start. The website will appear as a tile on your start screen.

Tap the tile and the website will open in Internet Explorer. Some websites offer live tile support; Windows will use an associated RSS feed to display the latest headlines and updates from a site if you pin it to your Start screen. Most websites haven’t been configured to support this feature. If they have, you’ll see the updates after pinning it to your home screen.