

## **MEMBER LOGIN AND REGISTER FOR GOLF**

### **OVERVIEW**

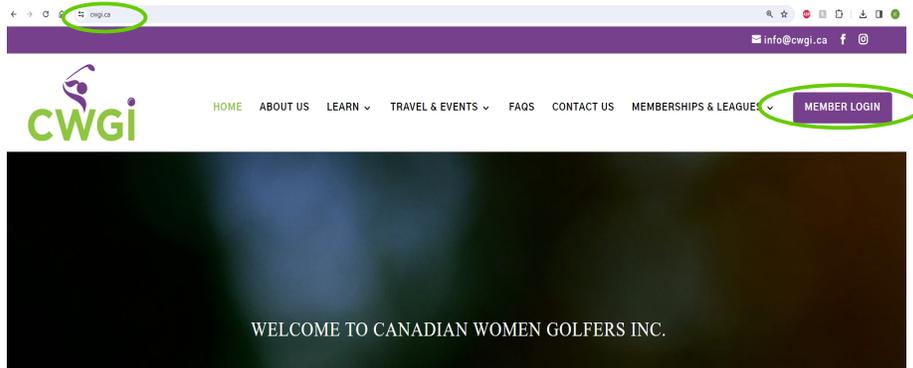
This document provides CWGI members with step-by-step instructions for logging into the CWGI site, registering for golf, and more.

### **Quick Links**

1. [Logging Into the CWGI Member Area](#)
2. [Members Area - Your Dashboard](#): where everything you want to do is just a click away
  - See your upcoming games and find your game history in [Bookings](#)
  - Book your golf games in [Memberships](#)
  - Look up members contact information in the [Members Directory](#)
  - Track your scores using [Scoring Factor](#) or link to Golf Canada (separate registration/payment required)
  - See your Special Events, such as getaways, tournaments, meet and greets, etc. that you signed up for in [Registrations](#)
  - Update your profile information and password in [Settings](#)
3. Log out of the Members Area using [My Account](#)

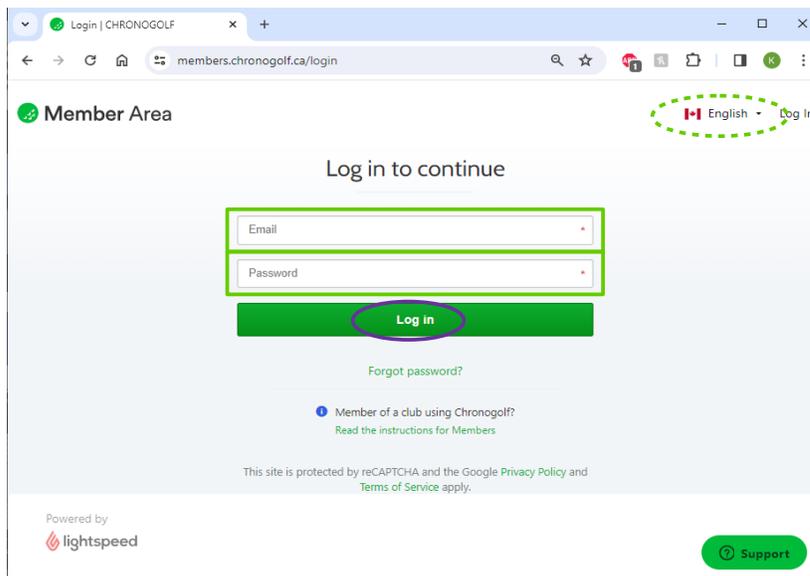
## Logging Into the CWGI Member Area

Click the 'MEMBER LOGIN' button on the [CWGI.ca](http://CWGI.ca) website to access the Member area to log in.



Enter your Email and Password to log into the CWGI member site.

Work in the language of your choice. The language defaults to Canadian English, but you can choose from several languages available using the drop-down menu.



### FYI...

The term 'Chronogolf' refers to the secure Member Area for CWGI members.

When you log into the secure Members Area from the CWGI website, you are logging into 'Chronogolf', a platform designed for golf courses, which has been customized for CWGI's unique program and its members.

Some links in Chronogolf could not be removed and contain generic information, which may not support CWGI's unique program.

Forgot your password? Click the Forgot Password link below the 'Log in' button and follow the steps to reset your password.

## Member Area – Your Dashboard

Once logged in, everything is a click away using the tabs on 'Your Dashboard':

- [Bookings](#) – see upcoming games you registered for and your history
- [Memberships](#) – book your golf games and access the [Members Directory](#)
- [Scoring Factor](#) – track your golf scores unofficially or access a link to Golf Canada (separate registration/payment required)
- [Registration](#) – view special events, such as getaways, tournaments, meet-and-greets, etc. that you are registered for
- [Settings](#) – update your contact information and change your password

★ *'House Accounts' and 'Packages' are designed specifically for golf courses - they do not apply to CWGI's unique program.*

Member Area 🇨🇦 English ▾ 👤 My Account ▾

### YOUR DASHBOARD

- 🕒 Bookings
- 👤 Memberships
- ★ 🏠 House Accounts
- 🕒 Scoring Factor
- 📄 Registrations
- ★ 📦 Packages
- ⚙️ Settings

## Bookings + New booking

Upcoming bookings Past bookings

<span style="font-size: 1.2em;">🏆</span> <b>Rockland</b> <small>April 15, 2024, 9:00 AM — 9:39 AM</small>			
<span style="font-size: 1.2em; color: #008000;">9:18 AM</span> <span style="font-size: 1.5em; color: #008000;">15</span> <small>Monday Apr 2024</small>	<b>Canadian Women Golfe...</b> <small>P49C-YXYG booked by Member A</small> 9 Hole East	<a href="#" style="color: #007bff; text-decoration: none;">View or modify</a>  <a href="#" style="color: #007bff; text-decoration: none;">Cancel</a>	
<span style="font-size: 1.2em;">🏆</span> <b>The Meadows - TEST ENVIRONMENT</b> <small>April 17, 2024, 9:00 AM — 9:35 AM</small>			
<span style="font-size: 1.2em; color: #008000;">9:09 AM</span> <span style="font-size: 1.5em; color: #008000;">17</span> <small>Wednesday Apr 2024</small>	<b>Canadian Women Golfe...</b> <small>HZ1D-6C0Q booked by Member A</small> 9 Hole East	<a href="#" style="color: #007bff; text-decoration: none;">View or modify</a>  <a href="#" style="color: #007bff; text-decoration: none;">Cancel</a>	

## Bookings

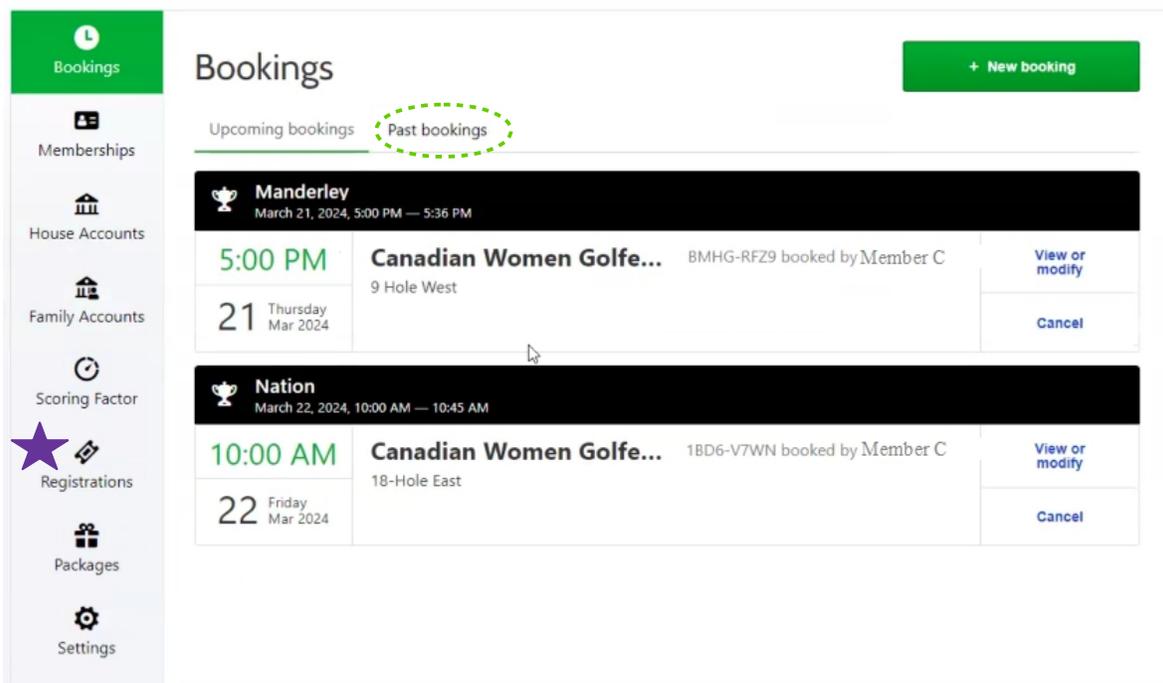
Logging into the Members Area defaults to the 'Bookings' tab in 'Your Dashboard'.

The upcoming golf games you already registered for will be listed on the screen.

★ Special events, tournaments, social activities that you registered for are listed on the 'Registrations' tab.

Click 'Past bookings' to see your game history.

### YOUR DASHBOARD



## Memberships

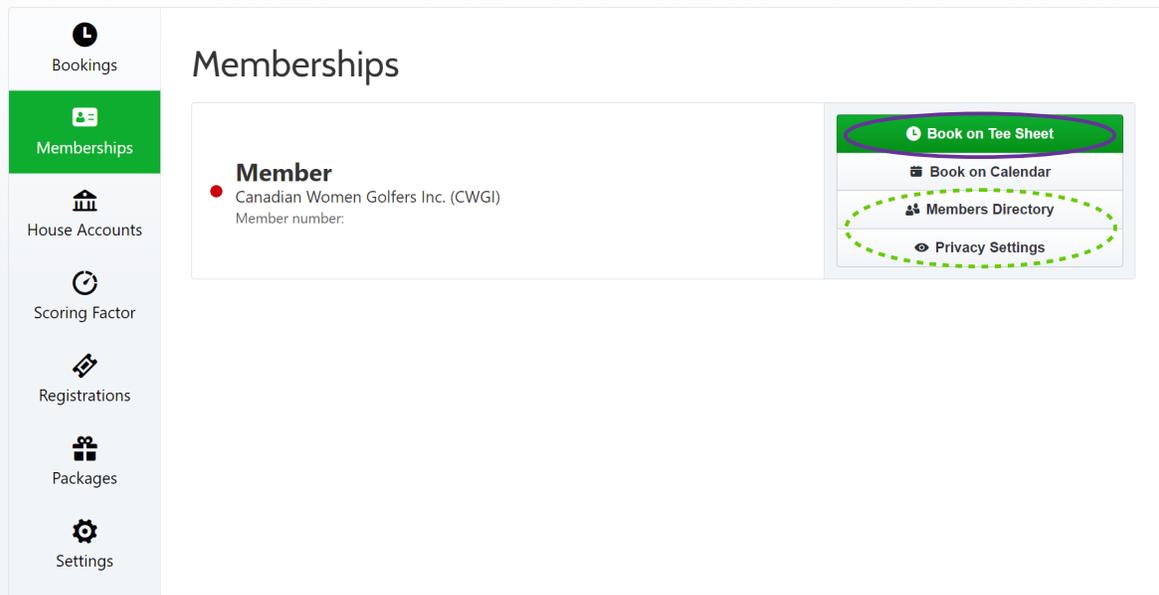
On the Memberships tab:

- Register for games using 'Book on Tee Sheet'
- Access the 'Members Directory' to find contact information for other members
- Manage your 'Privacy Settings'

 Member Area

 English ▾  My Account ▾

### YOUR DASHBOARD



The screenshot shows the 'Memberships' section of the CWGI dashboard. On the left is a vertical navigation menu with icons and labels for: Bookings, Memberships (highlighted in green), House Accounts, Scoring Factor, Registrations, Packages, and Settings. The main content area is titled 'Memberships' and features a 'Member' profile card for 'Canadian Women Golfers Inc. (CWGI)' with a red dot and the text 'Member number:'. To the right of the profile card is a vertical list of action buttons: 'Book on Tee Sheet' (highlighted with a solid green oval), 'Book on Calendar', 'Members Directory' (highlighted with a dashed green oval), and 'Privacy Settings'.

## Register for Golf Games

Click 'Book on Tee Sheet'.

Member Area English My Account

YOUR DASHBOARD

Bookings

**Memberships**

House Accounts

Scoring Factor

Registrations

Packages

Settings

### Memberships

**Member**  
Canadian Women Golfers Inc. (CWGI)  
Member number:

- Book on Tee Sheet**
- Book on Calendar
- Members Directory
- Privacy Settings

*FYI...*

*Before booking golf games, you need to know:*

- The date of the game you wish to register for*
- If the game is 9 holes or 18 holes, and*
- course location – either **East** or **West***

*Check the CWGI website for the play calendars, which indicate course locations – either **East** or **West**:*

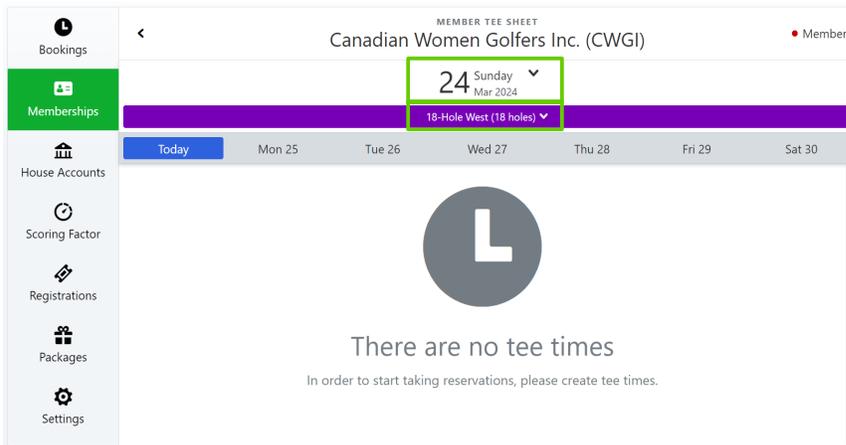
- [9-Hole Leagues – Play Calendar](#)
- [18-Hole Leagues - Play Calendar](#)

The date always defaults to today's date when you go to the 'Memberships' tab.

Select the date of the game you want to register for.

Choose whether you are playing 9 holes or 18 holes, either **East** or **West**.

*PRO TIP! CWGI organizes so many games for its members, a different game may appear in the tee time area (where the screenshot below shows no tee times). You will see the game you want to register for once you have selected both the date and the game type.*



**FYI...**

*The row of dates starting with 'Today' can be used to check for open tee times if you are looking for a last minute game. Remember to check **East** and/or **West** for games.*

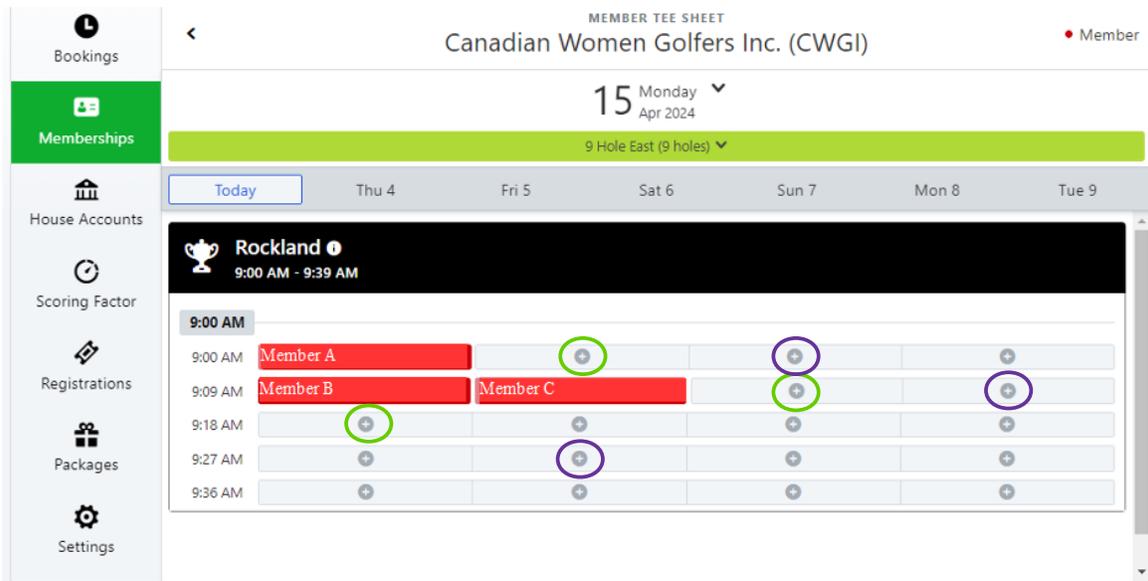
You will see the game posting with the name of the course and the range of tee times when you select the correct date and game type.

Each tee time for the game has four '+'s, which correspond to the number of player spots available. Members who are already registered appear on the tee sheet, filling up the first, second, third, and fourth spot in a foursome.

Scroll to view additional tee times if required and to see who else is already registered.

Click a '+' on the tee sheet to begin registering for this game:

- to register for yourself, click the first available spot for the tee time you want – the **green circles** in the screenshot below are **examples** of where to click to register for a 9:00AM, 9:09AM or 9:18AM tee time (you only book one tee time)
- to register yourself and 1 other member, click the 2<sup>nd</sup> available spot for the tee time you want (this books the first and second available spots) – the **purple circles** in the screenshot below are **examples** of where to click when registering 2 members for a 9:00AM, 9:09AM or 9:27AM tee time (you only book on one tee time)
- if registering for yourself and 2 other members, click the 3<sup>rd</sup> available spot to book 3 players – note that the 9:09 AM tee time only has room for 2 players



MEMBER TEE SHEET  
Canadian Women Golfers Inc. (CWGI) Member

15 Monday  
Apr 2024

9 Hole East (9 holes)

Today Thu 4 Fri 5 Sat 6 Sun 7 Mon 8 Tue 9

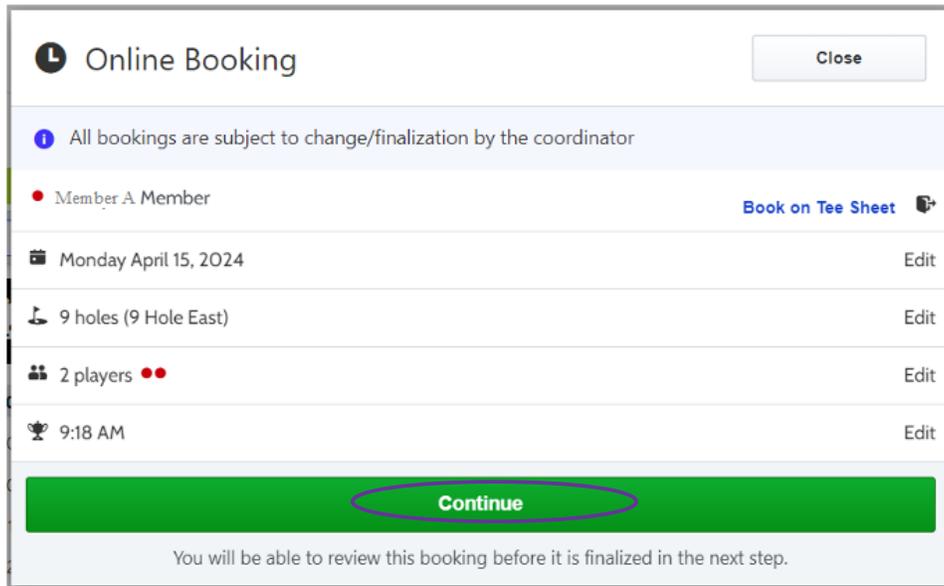
**Rockland**  
9:00 AM - 9:39 AM

Tee Time	Member A	Member B	Member C	+	+	+	+
9:00 AM	Member A			+	+	+	+
9:09 AM	Member B	Member C		+	+	+	+
9:18 AM				+	+	+	+
9:27 AM				+	+	+	+
9:36 AM				+	+	+	+

The 'Online Booking' pop-up screen will appear with details about the golf game booking.

*PRO TIP! Before clicking 'Continue', if you have not registered other members before, it is recommended to read the remaining instructions as you only have 5 minutes to finish registering for the game. The clock may run out if you are referring to the instructions. Click here to review the steps required to [Register Other Member\(s\)](#).*

Click 'Continue' to finalize your game registration.



**Online Booking** Close

*i* All bookings are subject to change/finalization by the coordinator

• Member A Member Book on Tee Sheet

📅 Monday April 15, 2024 Edit

🏌️ 9 holes (9 Hole East) Edit

👥 2 players •• Edit

🕒 9:18 AM Edit

**Continue**

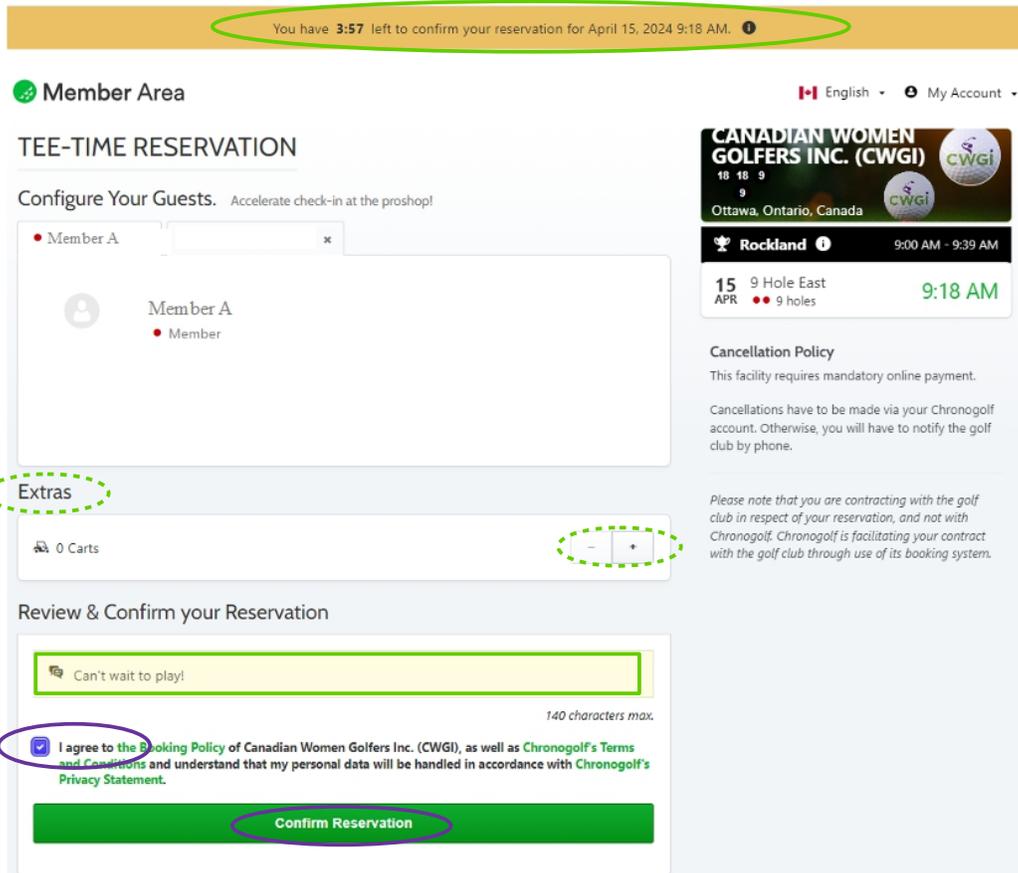
You will be able to review this booking before it is finalized in the next step.

**Completing Registration for Yourself Only** ([click here](#) to complete registration when booking other members)

You are almost done! You have 5 minutes to finalize your game reservation.

- Add a power cart in the 'Extras' section using the +/- buttons, if required
- Enter a note for the Member Coordinator in the yellow field (i.e. 'Leave a note for the proshop ... {optional}')
- Click the checkbox regarding agreement with the booking policy
- Click 'Confirm Reservation' – this button will not work if the checkbox above is not selected

**NOTE:** You **MUST** confirm your reservation by clicking the 'Confirm Reservation' button at the bottom of the screen to be registered for the game and for your name to appear on the tee sheet.



You have **3:57** left to confirm your reservation for April 15, 2024 9:18 AM.

**Member Area** English My Account

**TEE-TIME RESERVATION**

Configure Your Guests. Accelerate check-in at the proshop!

Member A

Member A  
Member

**Extras**

0 Carts

Review & Confirm your Reservation

Can't wait to play!  
140 characters max.

I agree to the Booking Policy of Canadian Women Golfers Inc. (CWGI), as well as Chronogolf's Terms and Conditions and understand that my personal data will be handled in accordance with Chronogolf's Privacy Statement.

**Confirm Reservation**

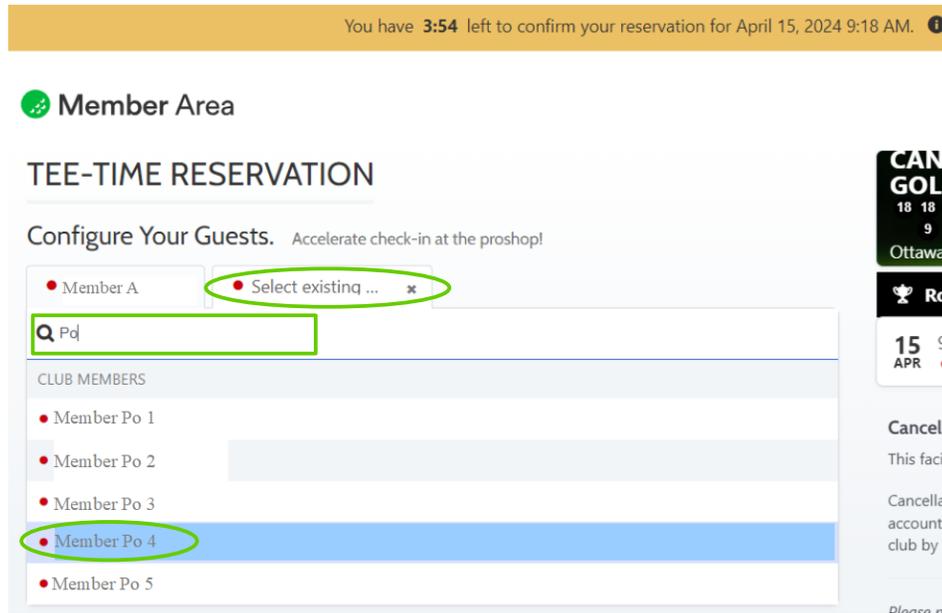
**CANADIAN WOMEN GOLFERS INC. (CWGI)**  
18 18 9  
9  
Ottawa, Ontario, Canada  
**Rockland** 9:00 AM - 9:39 AM  
15 APR 9 Hole East 9:18 AM  
9 holes

**Cancellation Policy**  
This facility requires mandatory online payment.  
Cancellations have to be made via your Chronogolf account. Otherwise, you will have to notify the golf club by phone.  
Please note that you are contracting with the golf club in respect of your reservation, and not with Chronogolf. Chronogolf is facilitating your contract with the golf club through use of its booking system.

## Completing Registration when Booking Other Member(s)

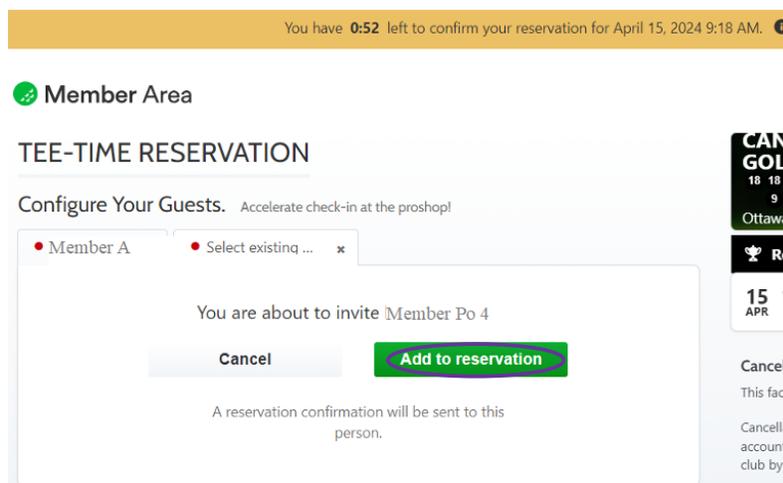
Click the 'Select existing ...' tab and use the Search field to find each member you are registering.

Click the member's name to add them to the reservation.



The screenshot shows the 'Member Area' for a 'TEE-TIME RESERVATION'. A yellow banner at the top indicates 'You have 3:54 left to confirm your reservation for April 15, 2024 9:18 AM.' Below the banner, the 'Member Area' section is visible. The 'TEE-TIME RESERVATION' section includes a 'Configure Your Guests' area with a search bar and a list of 'CLUB MEMBERS'. The 'Select existing ...' tab is highlighted with a green circle. The search bar contains 'Pd'. The list of club members includes 'Member Po 1', 'Member Po 2', 'Member Po 3', 'Member Po 4', and 'Member Po 5'. 'Member Po 4' is highlighted with a blue background and a green circle. On the right side, there is a sidebar with 'CAN GOLF' branding, a date '15 APR', and a 'Cancel' button.

Click 'Add to reservation' and repeat for each additional member you are registering.

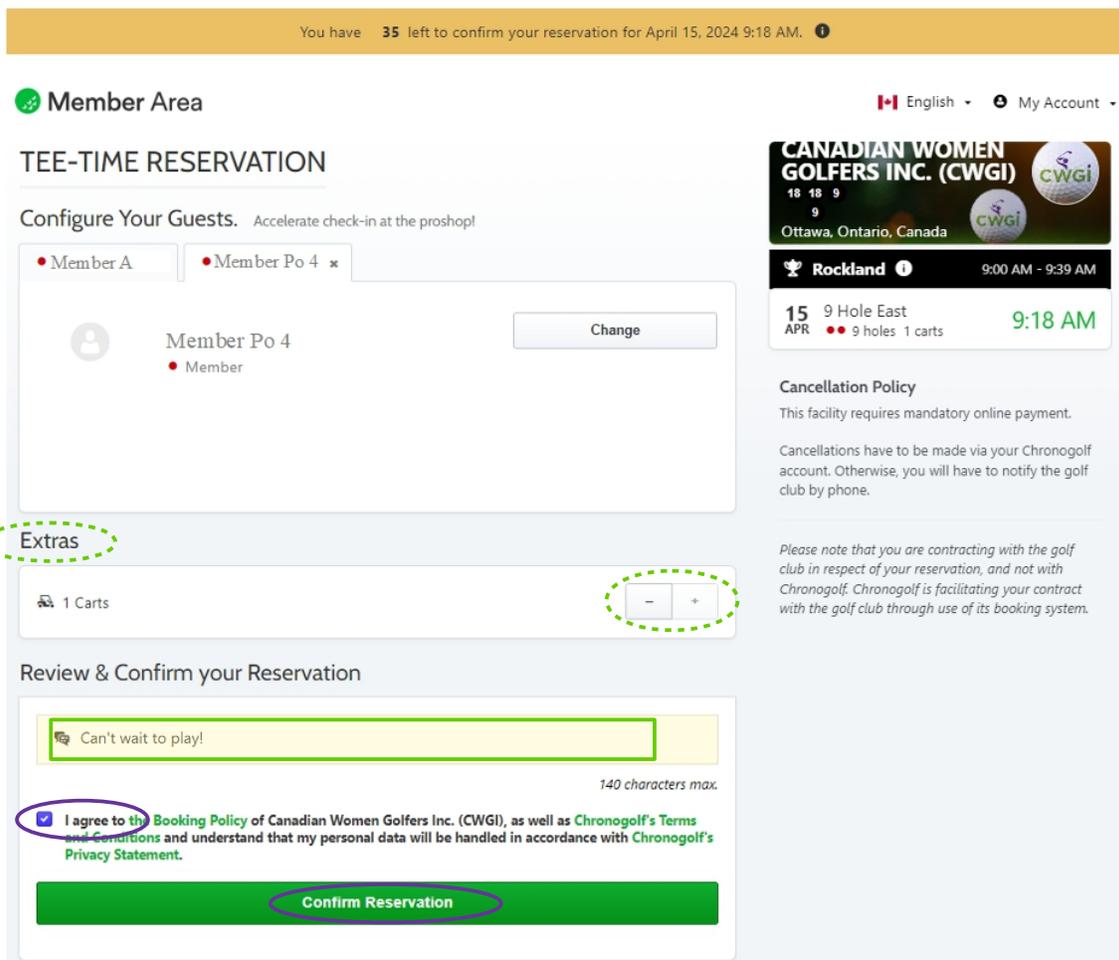


The screenshot shows the 'Member Area' for a 'TEE-TIME RESERVATION'. A yellow banner at the top indicates 'You have 0:52 left to confirm your reservation for April 15, 2024 9:18 AM.' Below the banner, the 'Member Area' section is visible. The 'TEE-TIME RESERVATION' section includes a 'Configure Your Guests' area with a search bar and a list of 'CLUB MEMBERS'. The 'Select existing ...' tab is highlighted with a green circle. The search bar contains 'Pd'. The list of club members includes 'Member Po 1', 'Member Po 2', 'Member Po 3', 'Member Po 4', and 'Member Po 5'. 'Member Po 4' is highlighted with a blue background and a green circle. A modal dialog box is open, showing 'You are about to invite Member Po 4'. The dialog has a 'Cancel' button and an 'Add to reservation' button. Below the dialog, it says 'A reservation confirmation will be sent to this person.' On the right side, there is a sidebar with 'CAN GOLF' branding, a date '15 APR', and a 'Cancel' button.

**Completing the Reservation** (repeated here for anyone registering other members)

- Add a power cart in the 'Extras' section using the +/- buttons
- Enter a note for the Member Coordinator in the yellow field (i.e. 'Leave a note for the proshop ... {optional}')
- Click the checkbox regarding agreement with the booking policy
- Click 'Confirm Reservation' – this button will not work if the checkbox above is not selected

**NOTE:** You **MUST** confirm your reservation by clicking the 'Confirm Reservation' button at the bottom of the screen to be registered for the game and for your name to appear on the tee sheet.



You have 35 left to confirm your reservation for April 15, 2024 9:18 AM.

**Member Area** English My Account

### TEE-TIME RESERVATION

Configure Your Guests. Accelerate check-in at the proshop!

Member A Member Po 4

Member Po 4  
Member

Change

**Extras**

1 Carts

Review & Confirm your Reservation

Can't wait to play!  
140 characters max.

I agree to the Booking Policy of Canadian Women Golfers Inc. (CWGI), as well as Chronogolf's Terms and Conditions and understand that my personal data will be handled in accordance with Chronogolf's Privacy Statement.

**Confirm Reservation**

**CANADIAN WOMEN GOLFERS INC. (CWGI)**  
18 18 9  
9  
Ottawa, Ontario, Canada

**Rockland** 9:00 AM - 9:39 AM

15 APR 9 Hole East 9:18 AM  
9 holes 1 carts

**Cancellation Policy**  
This facility requires mandatory online payment.  
Cancellations have to be made via your Chronogolf account. Otherwise, you will have to notify the golf club by phone.

Please note that you are contracting with the golf club in respect of your reservation, and not with Chronogolf. Chronogolf is facilitating your contract with the golf club through use of its booking system.

Congratulations! You and any member(s) you booked are now registered for this golf game. You will also receive an email regarding a Tee Time Booking Confirmation from CWGI, as will any member you registered.

NOTE: although the 'Edit' and 'Cancel' buttons are available, game bookings should not be edited or cancelled from this screen.

**Member Area** English My Account

### YOUR DASHBOARD

- Bookings
- Memberships
- House Accounts
- Scoring Factor
- Registrations
- Packages
- Settings

[← Back to my bookings](#)

Your reservation has been successfully created.

#### Booking F14P-YQGR

Rockland  
April 15, 2024, 9:00 AM — 9:39 AM

9:18 AM	<b>Canadian Women Golfers Inc. ...</b>	F14P-YQGR booked by Member A
15	Monday Apr 2024	9 Hole East

**Configure Your Guests.** Accelerate check-in at the proshop and notify your friends by email

• Member A ✕
• Member Po 4 ✕

Member A

• Member

Edit

Cancel

View Receipt

This game will appear on the 'Bookings' tab, along with any other games you already registered for.

Need to cancel?

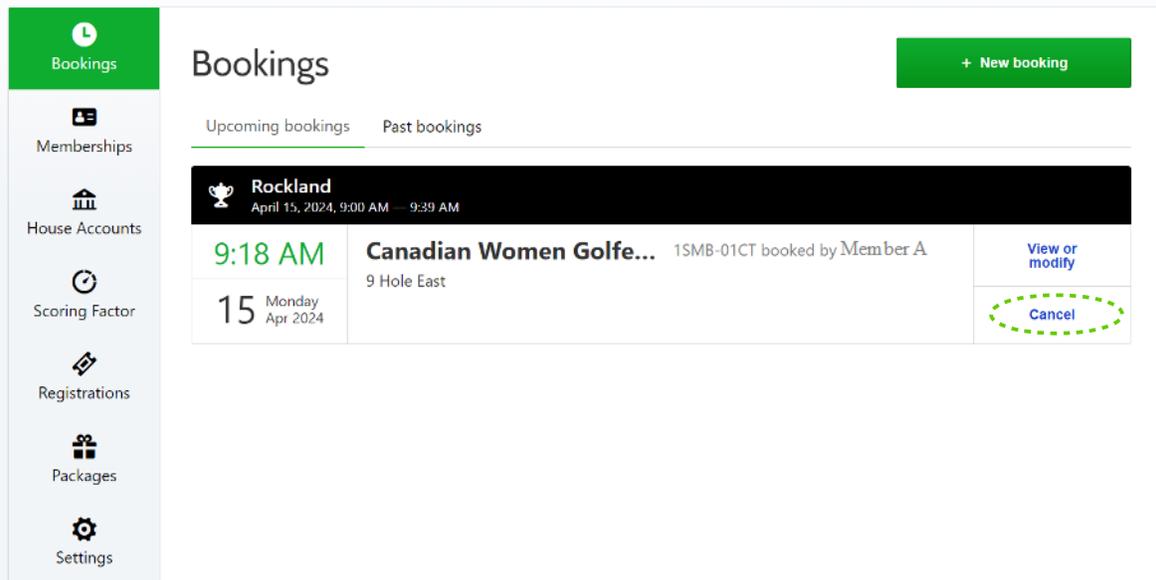
- For 9-hole games, contact the Member Coordinator (9-hole games cannot be cancelled online)
- For 18-hole games, you can cancel online 10 days or more before the game by selecting the Cancel link, but also best to contact the Member Coordinator

If you are able to cancel your golf game online, you will receive an email confirming the cancellation.

 Member Area

 English -  My Account -

## YOUR DASHBOARD



The screenshot shows the 'Bookings' section of the CWGI Member Area. On the left is a navigation menu with options: Bookings (selected), Memberships, House Accounts, Scoring Factor, Registrations, Packages, and Settings. The main content area is titled 'Bookings' and includes a '+ New booking' button. Below this are tabs for 'Upcoming bookings' and 'Past bookings'. A specific booking is displayed for 'Rockland' on 'April 15, 2024, 9:00 AM - 9:39 AM'. The booking details include the time '9:18 AM', the course 'Canadian Women Golf...', and '15MB-01CT booked by Member A'. A 'Cancel' button is visible and circled in green, along with a 'View or modify' button.

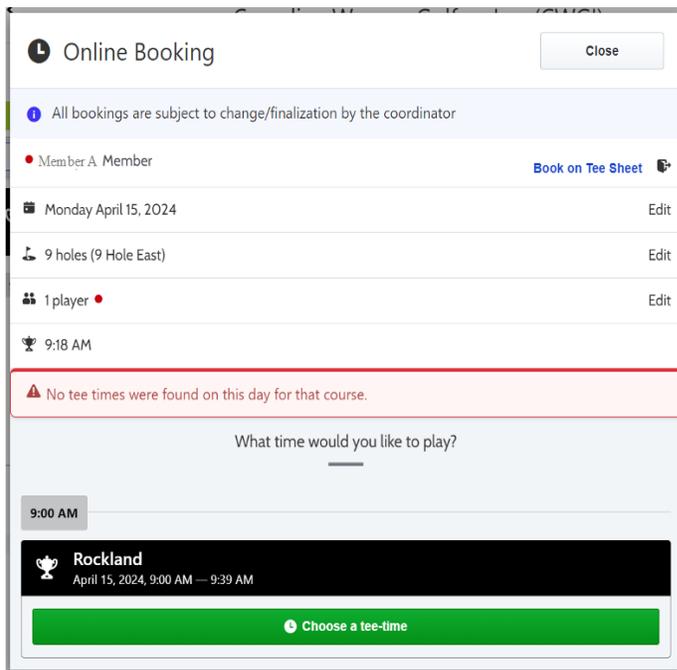
## Troubleshooting Error Messages

The CWGI website and the customized Chronogolf portion for securely booking golf games has been developed and tested extensively to ensure the functionality will meet the unique needs of the CWGI program and members. Unexpected events can trigger issues. The sooner issues can be resolved, the sooner we can book our golf games and get to the course with our CWGI members and friends.

Please report any issues you experience by email to [info@cwgi.ca](mailto:info@cwgi.ca) with screenshot(s) and a short description of what you were doing when you encountered the issue. Whether you are the only one who encountered the issue or if everyone is experiencing it, knowing helps with the resolution.

### Common errors

**Error message #1:** No tee times were found on this day for that course.



#### *What happened?*

*Once the online booking process has started, you may have clicked the main screen to check available tee times or who was registered. You had to click the ' + ' again to get back to the booking but the system 'thinks' the first booking is still in progress and blocks all the tee times.*

#### *Resolution*

*Log out and log back in resets the online booking process. Take note of the available tee times and who else is already registered when you start the booking.*

#### *Action Required*

*Report this error and any other errors that occur to [info@cwgi.ca](mailto:info@cwgi.ca).*

**Error message #2:** 'Club policy requires identification for certain player types. Member player types need to be identified. Please identify other members in the reservation to continue.'

## TEE-TIME RESERVATION

**Configure Your Guests.** Accelerate check-in at the proshop!

• Member A    • Select existingq ... ✕

Q Member B

CLUB MEMBERS

• Member B

**Extras**

🛒 0 Carts    -    +

**Review & Confirm your Reservation**

🗨 Can't wait to play!

140 characters max.

I agree to the **Booking Policy** of Canadian Women Golfers Inc. (CWGI), as well as **Chronogolf's Terms and Conditions** and understand that my personal data will be handled in accordance with **Chronogolf's Privacy Statement**.

Club policy requires identification for certain player types. Member player types need to be identified. Please identify other members in the reservation to continue.

**Confirm Reservation**



**What happened?**  
This error occurs when you are registering other members and not all the players were added to the reservation (i.e. at least one tab still shows 'Select existing ...').

**Resolution**  
Ensure the names of each player you are registering are included in the reservation. There will be one tab for each player you indicated were playing (maximum of 4 players including you as player 1 on the first tab). If any tab shows 'Select existing...' instead of the member's name, a member was not successfully added to the reservation.

## Members Directory

Members and their phone numbers are listed in the Members Directory. You can search for someone by name. If a member is maintaining a Scoring Factor, it will be displayed also.

*NOTE: At this time there is no email option available in the Member Area. Member names and phone numbers are not included in the screenshot below for privacy.*

Bookings

Memberships

House Accounts

MEMBERS DIRECTORY

Canadian Women Golfers Inc. (CWGI) (368)

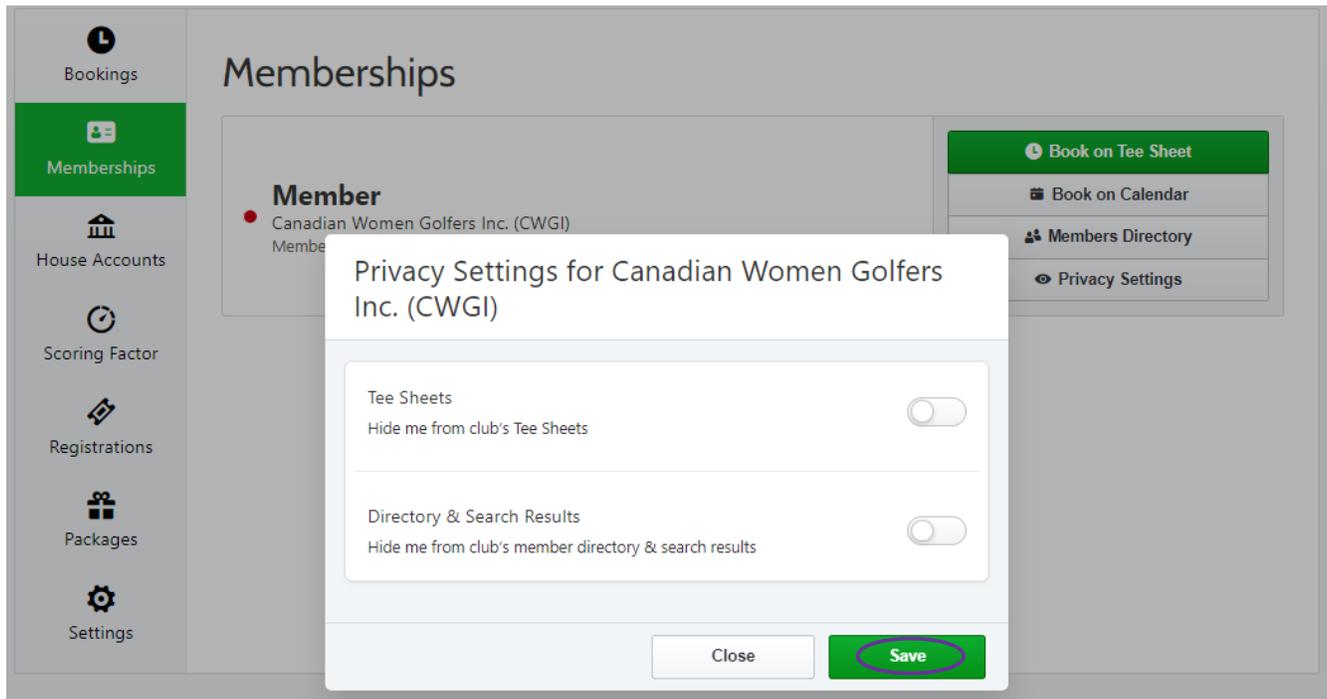
● Member

Name	Phone	Scoring Factor
Member A	613-987-9999	-
Member B	819-123-1111	-
Member C	613-654-5555	22

## Privacy Settings

By default, your name will appear on Tee Sheets for other members to see if you are playing and in the Directory with your phone number.

You can update your settings if you prefer your name to be hidden from other members on Tee Sheets and in the Directory. Save any changes you make.



## Your Dashboard – Scoring Factor

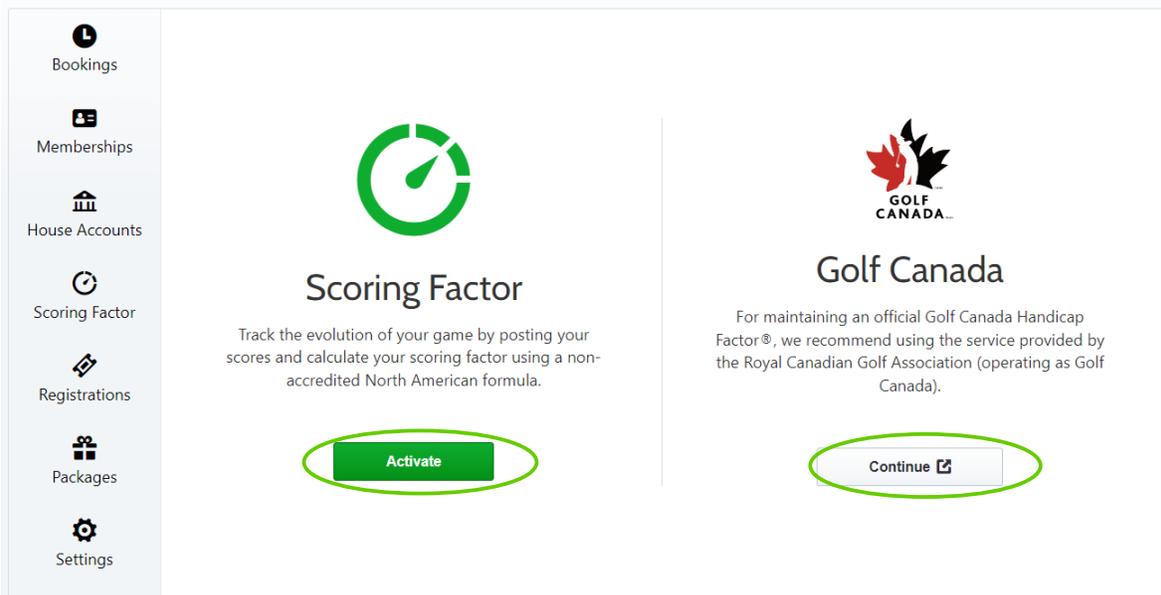
Track your golf scores to maintain an unofficial handicap by activating Scoring Factor.

*NOTE: Golf Canada requires a membership fee – information and benefits of being a member of Golf Canada can be found on the [Golf Canada website](#). Membership to Golf Canada is not included in your CWGI annual membership.*

 Member Area

 English ▾  My Account ▾

### YOUR DASHBOARD



The dashboard features a left-hand navigation menu with icons and labels for: Bookings, Memberships, House Accounts, Scoring Factor, Registrations, Packages, and Settings. The main content area is split into two columns. The left column is titled 'Scoring Factor' and includes a green circular icon with a golf club, a description: 'Track the evolution of your game by posting your scores and calculate your scoring factor using a non-accredited North American formula.', and a green 'Activate' button circled in green. The right column is titled 'Golf Canada' and includes the Golf Canada logo, a description: 'For maintaining an official Golf Canada Handicap Factor®, we recommend using the service provided by the Royal Canadian Golf Association (operating as Golf Canada).', and a grey 'Continue' button with an external link icon, also circled in green.

## Your Dashboard – Registrations

The 'Registrations' tab displays any special events you registered for, such as tournaments, getaways, social events, 9&Dines, etc. Sign up for special events promoted by CWGI via emails containing dedicated links for each event.

### YOUR DASHBOARD

-  Bookings
-  Memberships
-  House Accounts
-  Family Accounts
-  Scoring Factor
-  Registrations
-  Packages
-  Settings

## Registrations

Upcoming Events   Past Events

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 **CWGI Meet & Greet Reception - The Meadows - 4335 Hawthorne Road - April 25**  
April 25, 2024, 5:30 PM — 8:30 PM

<b>5:30 PM</b>	<b>Canadian Women Golfe...</b>	Amount : \$20.00	<a href="#">View or modify</a>
25	Thursday Apr 2024	✔ Paid	
#74567 booked by Member B			

 **Smuggler's Glen Golf Getaway - 418 Thousand Islands Parkway, Landsdowne, ON - June 18-20**  
June 18, 2024, 4:00 PM — 11:00 PM

<b>4:00 PM</b>	<b>Canadian Women Golfe...</b>	Amount : \$288.15	<a href="#">View or modify</a>
18	Tuesday Jun 2024	✔ Paid	
#74687 booked by Member B			

 **Smuggler's Glen Golf Getaway - 418 Thousand Islands Parkway, Landsdowne, ON - June 18-20**  
June 18, 2024, 4:00 PM — 11:00 PM

<b>4:00 PM</b>	<b>Canadian Women Golfe...</b>	Amount : \$288.15	<a href="#">View or modify</a>
18	Tuesday Jun 2024	✔ Paid	
#74688 booked by Member B			

 **Royal Laurentien Golf Getaway - 2237 ch Lac Nantel Road sud, Mont Blanc - July 15-19**  
July 15, 2024, 4:00 PM — 4:00 PM

<b>4:00 PM</b>	<b>Canadian Women Golfe...</b>	Amount : \$438.44	<a href="#">View or modify</a>
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## Your Dashboard – Settings

In the 'Settings' tab, update your contact information and other details about you in 'Profile' and change your Password. Save your changes.

*NOTE: CWGI does not store credit card information, however, members may choose to store card information if desired. All credit card transactions and details are secured and encrypted.*

 Member Area  English  My Account

### YOUR DASHBOARD

- Bookings
- Memberships
- House Accounts
- Scoring Factor
- Registrations
- Packages
- Settings**

## Settings

[Profile](#) [Password](#) [Credit Card Access](#)

### Edit your profile

First Name

Last Name

Email

Phone

Date of birth

Gender

Keep me in the loop about the latest news, product updates, special offers and surveys from Chronogolf

[Delete Account](#)

 If you are a resident of the European Union and wish to exercise your right to access, delete or object to further processing of the Personal Data we may have about you, please fill out [this form](#). You may also submit a written request to [privacy@lightspeedhq.com](mailto:privacy@lightspeedhq.com).

Change your password in Settings. Remember to Save your new password.

*NOTE: CWGI does not store credit card information, however, members may choose to store card information if desired. All credit card transactions and details are secured and encrypted.*

### Settings

Profile Password Credit Card Access

#### Change your password

Password

Use at least 12 characters

Password confirmation

Save

## **My Account**

The 'My Account' menu also has the same links as those appearing on 'Your Dashboard'.

Log out of the secure Members Area when you have completed booking your golf games. Chronogolf is secure, but it does not automatically log you out. It is good practice to protect your private information such as your name, email address, date of birth, and telephone number.

