

## Software Guide

### "How Many Strokes - Clubhouse Edition"

It is important to follow the steps in this guide to make sure that everything is setup correctly

*If you need help setting up the solution, please contact [support@howmanystrokes.com](mailto:support@howmanystrokes.com).*

*We recognize that some of this can get a little technical so it is also an option to arrange a call so that we can guide you through the steps.*

*At the end of the guide there is a [keyword](#) list where you quickly can find specific topics*



**How Many Strokes**  
Digital Conversion Table

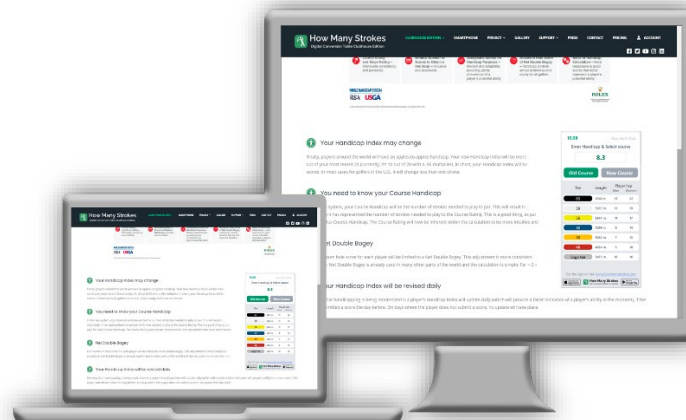
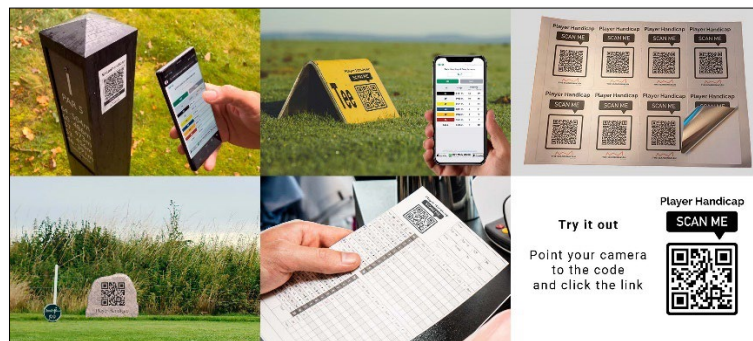
## About the guide

This guide is designed to help you as a Golf Club to setup and maintain your Course data to work with the How Many Strokes solution.

The How Many Strokes solution is designed to help you, your members, and guest to get fast and easy access to your Golf Clubs Playing Handicap.

There are three options to give your members and guest access to their Playing Handicap.

1. Terminal solution running on tablets, 10-inch, 15-inch, and 21-inch touch screens
2. QR Code on stickers, Stones, Tee Markers, Scorecards, Course Guides etc. to give player access to their Playing Handicap on their Mobil phone anywhere on the Course
3. Embedding the Handicap Calculator directly on the Clubs website



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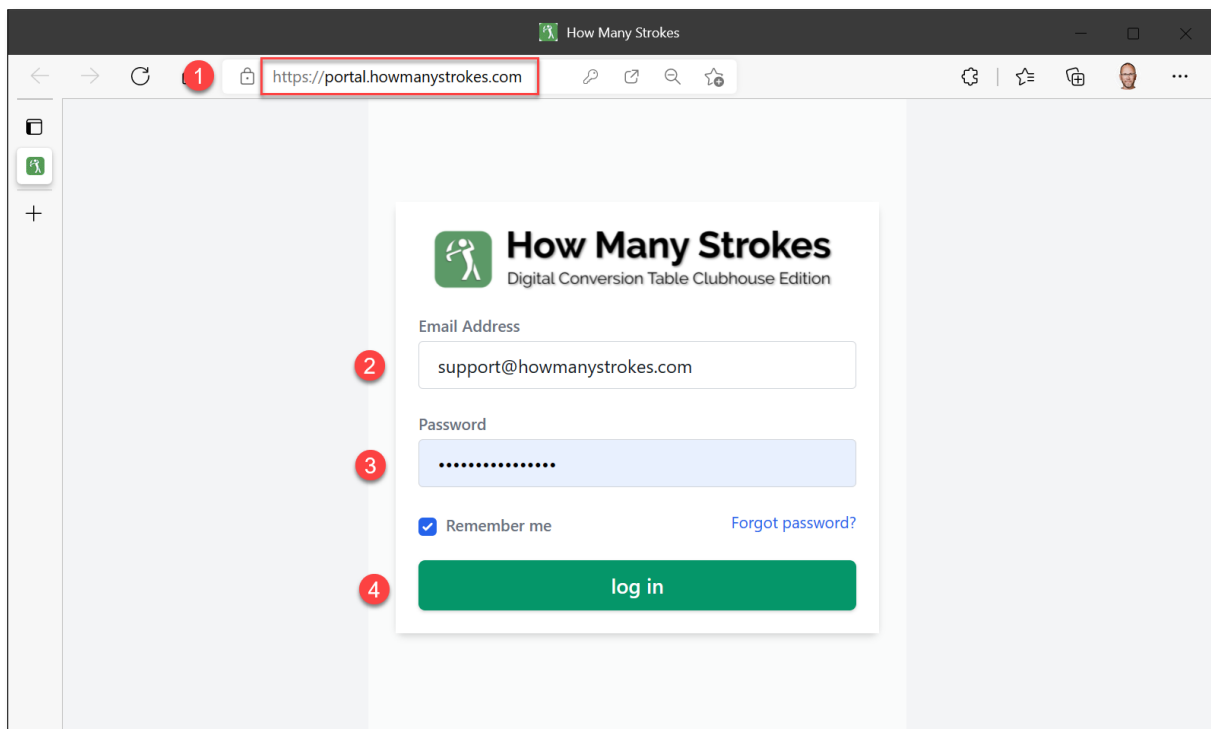
## Get started

Remember to always have a strong password. We recommend that only trusted and experienced users have access to your system. A user with access will be able to change your course data and screen savers.

If an employee with access to the system no longer works for you, we recommend that you change the password.

## Start the Portal

1. Start a Browser on you PC or Mac
2. Go to <https://portal.howmanystrokes.com>
3. Enter your login and password
4. and click "log in"



In most cases we already have the information on your Golf Club. But it is important that you check the following information in the portal before making the data are made available for your members and guests:

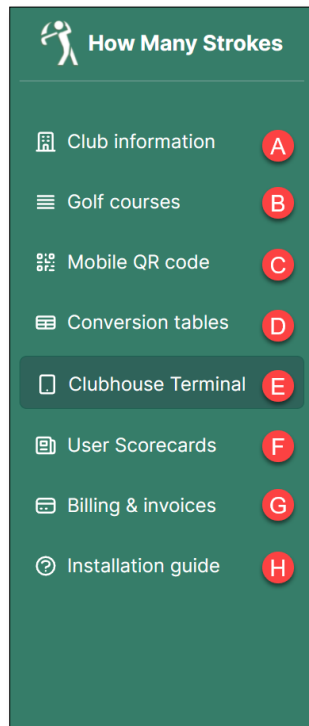
(If you are reading this on a computer the links are clickable)

[Set Meters or Yards as measuring unit](#)

[Set up your Courses correctly](#)

[If using the Touch Terminal, you need to upload your Logo and Screensavers](#)

## Portal overview



### Menus

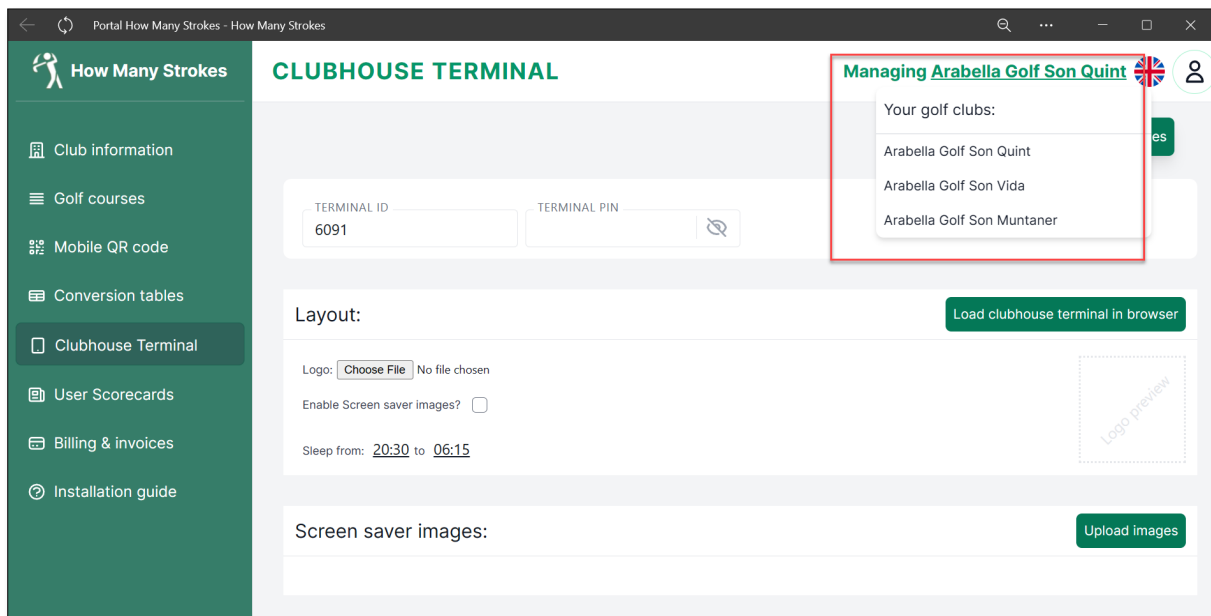
On the left side of the screen, you will find the menus to navigate and setup you Club and Course data.

- A.** *Club Information is basic information on your club*
- B.** *Golf courses are where you set up each course with Slope, rating, par, length etc.*
- C.** *Mobile QR code is for Web embed and graphic QR code*
- D.** *Conversion table is a traditional paper/PDF version*
- E.** *Clubhouse Terminal is where you setup and maintain the Touch Terminal incl. changing screen savers*
- F.** *User Scorecard shows the saved Player Scorecards from mobile users*
- G.** *Billing an Invoice shows you purchase if you have ordered the solution from the Web shop*
- H.** *Installation guide is a guides on how to set up the hardware solution, incl. this document*

### Options

In case you are managing more than one club in the Portal you will be able to change between the clubs in the top right corner as shown here:

(This is for managing separate Clubs and not Courses. Courses are managed within each Club)



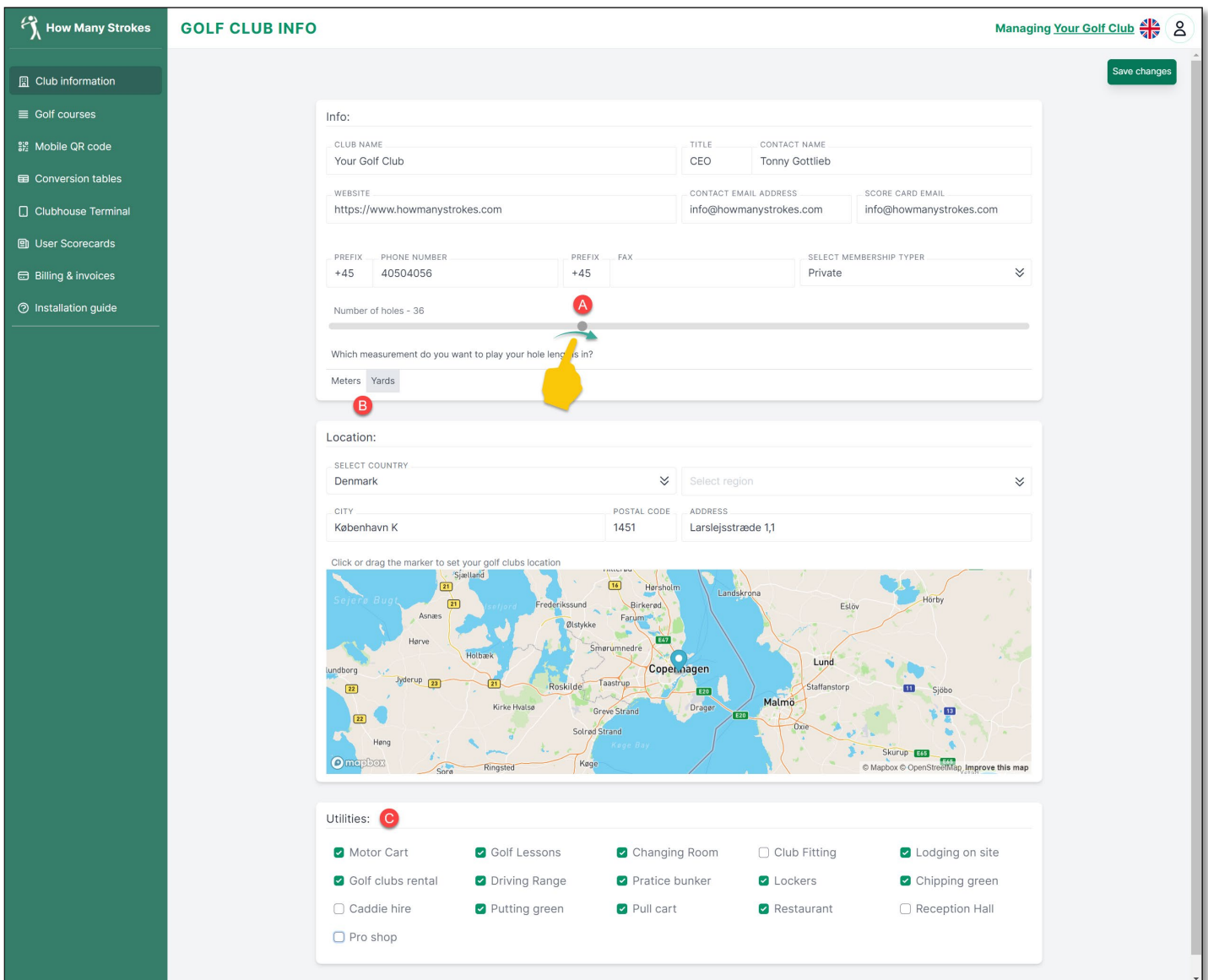
## Detail explanation for each menu

### Club Information (incl. selecting Meters or Yards)

Club Information is basic information on your Golf Club incl. location, contact information and other specifics.

Most of the information on this page is used in the How Many Strokes Mobile App for members and guests to have this information in hand before or when they play at your club.

- A. Select the number of holes all your Courses has in total (9, 18, 27, 36 etc.)
- B. Here you also select which unit your club is using for measuring length on your course
- C. What utilities do you offer at your Club?



**How Many Strokes** Managing Your Golf Club

**GOLF CLUB INFO** [Save changes](#)

**Info:**

CLUB NAME: Your Golf Club TITLE: CEO CONTACT NAME: Tonny Gottlieb

WEBSITE: https://www.howmanystrokes.com CONTACT EMAIL ADDRESS: info@howmanystrokes.com SCORE CARD EMAIL: info@howmanystrokes.com

PREFIX: +45 PHONE NUMBER: 40504056 PREFIX: +45 FAX: SELECT MEMBERSHIP TYPER: Private

Number of holes - 36 **A**

Which measurement do you want to play your hole length is in?  
 Meters **B** Yards

**Location:**

SELECT COUNTRY: Denmark SELECT region:

CITY: København K POSTAL CODE: 1451 ADDRESS: Larslejsstræde 1,1

Click or drag the marker to set your golf clubs location

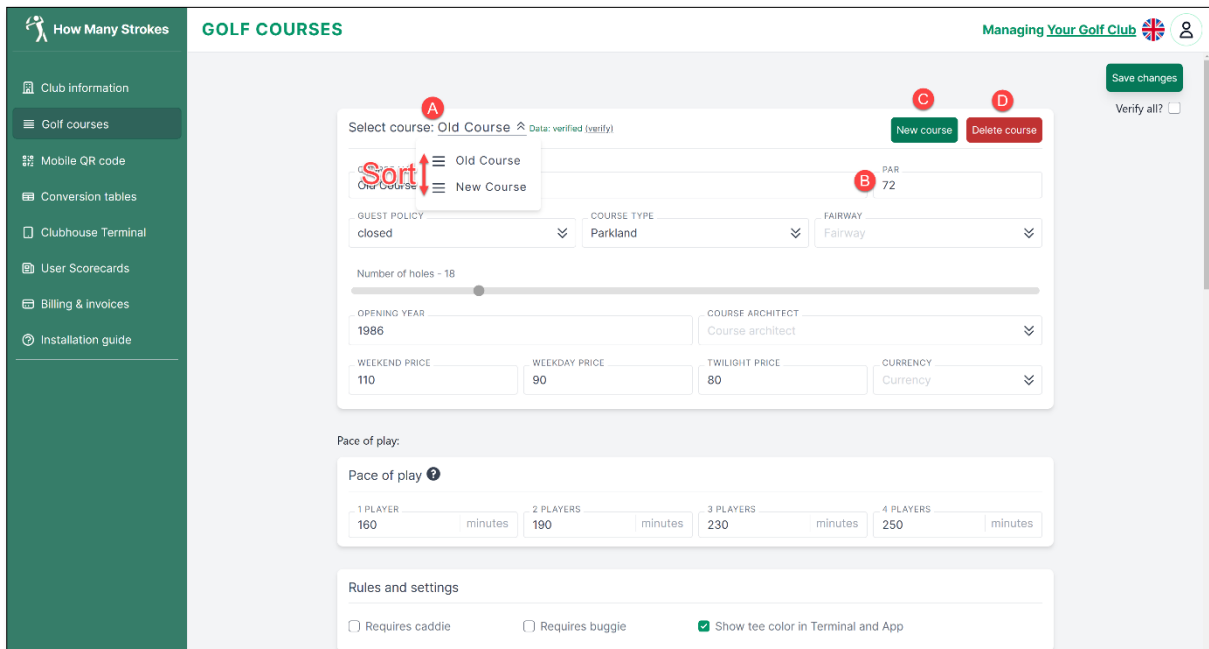
**Utilities: C**

<input checked="" type="checkbox"/> Motor Cart	<input checked="" type="checkbox"/> Golf Lessons	<input checked="" type="checkbox"/> Changing Room	<input type="checkbox"/> Club Fitting	<input checked="" type="checkbox"/> Lodging on site
<input checked="" type="checkbox"/> Golf clubs rental	<input checked="" type="checkbox"/> Driving Range	<input checked="" type="checkbox"/> Practice bunker	<input checked="" type="checkbox"/> Lockers	<input checked="" type="checkbox"/> Chipping green
<input type="checkbox"/> Caddie hire	<input checked="" type="checkbox"/> Putting green	<input checked="" type="checkbox"/> Pull cart	<input checked="" type="checkbox"/> Restaurant	<input type="checkbox"/> Reception Hall
<input type="checkbox"/> Pro shop				

## Golf courses

Golf courses are where you set up each course with Slope, rating, par, length etc. The most important settings are:

- A.** Under "Select Course" you will see a list of available Courses at your Club. You can change the sort order by moving the ≡ icon up or down. This will control in which order the Courses are shown to the Players
- B.** In the "PAR" field you should enter the Par value for the Course. If your course has different par values for different tee's, just enter the par value for the longest Tee for Men
- C.** Create new course allow you to add a new course to your club. When a new course is added you need to all the information described in this section
- D.** Delete course will remove the course permanently from the system. There is a security check before a course can be deleted so it does not happen by accident



Continues on next page...

## ...Continued Golf Courses

- E.** Go to "Tee" and update your Course data.
- Make sure that all you Tee boxes are available and has the correct name
  - Each Tee has par, slope and rating for men and women
  - Cross Tee's or alternative Tee's like Winter Tee's or provisional Tee's can be added and turned on and off when needed

Make sure that Slope and Rating for the course is in accordance with your countries [National Associations](#). [This will ensure that all Handicap regulation in your club is approved by R&A and USGA](#)

- F.** Hiding Tee and showing Tee is just turning it on and off in the Terminal and Mobile App for the specific Tee (you could turn off Winter Tee during summer season)
- G.** Add new Tee by clicking the "+". This will add a new blank Tee to the list
- H.** Delete a Tee from the list. If I happen by mistake, just click on "Undo"
- I.** You can change the sort order by moving the ≡ icon up or down. This will control in which order the Tee's are shown to the Players.  
Colors are selected by clicking on the Tee color flag of by entering the HEX value for a specific color

Requires caddie ☐ Requires buggy ☐ Show tee color in Terminal and App ☒ Save changes Verify all? ☐

Tees		Men			Women		
TEE NAME	TEE COLOR	RATING	SLOPE	PAR	RATING	SLOPE	PAR
63	#000000	76.2	155	72	82.8	156	72
59	#F3F3F3	74.2	145	72	80.4	151	72
56	#F0EA00	72.6	141	72	78.4	147	72
52	#21527A	70.2	135	72	75.4	141	72
50	#FFC000	69.4	129	72	74.4	138	72
46	#B12C23	67.3	128	72	71.9	133	72
Logo tee	#BBBABA	71.6	139	72	77.1	144	72

+ Add new tee

Continues on next page...

## ...Continued Golf Courses

- Fill the par and hcp index for each hole. This data is used by the mobile version
- This information is optional and is only used in the mobile scorecard. Leaving this blank will not affect the Terminal and QR code Conversion Table. Length in Field **D** has to be filled as it will be displayed on Terminal and QR code
- This is a control field that sums up your values. Par should match the par for your Course and handicap index 1-18 should add up to 171
- This is the length of the Course for each tee box. This will be shown on the Terminal
- If your course have different par for one or more tees, enabling "Different par for tee" will let you set each tee individually. Fill the field first and then click the check box. Then the rest of the field will be prefilled
- After updating all the fields, you should check "Verify all". This will show in the mobile App and will let the user know that your course is verified
- When done, click "Save changes". After saving the Terminal will automatically be updated within 10-20 second. No action is needed on the physical device.  
Make sure that the Terminal has access to the internet (WIFI or cable)

The screenshot displays the 'Golf courses' management interface. At the top, there's a list of tee boxes with columns for Tee Name, Tee Color, Rating, Slope, and Par. Below this is a large table for setting par and handicap values for 18 holes and a total. The table has columns for 1-18 holes and a 'Total' column. The rows are labeled 'Female Par', 'Female Handicap', 'Male Par', and 'Male Handicap'. The table is filled with numerical values. Red callout letters A through F point to specific features: A points to the 'Different par for tee?' checkbox, B points to the 'Add new tee' button, C points to the 'Save changes' button, D points to the 'Verify all?' checkbox, E points to the 'Add new tee' button, and F points to the 'Verify all?' checkbox.

## Mobile QR code

Mobile QR code is for Web embed and graphic QR code settings. You don't have to set anything up on this page, but it contains all the element you need to make it accessible on our website and as QR code to put anywhere in your club.

The different files and links are:

- A. A direct link to handicap calculator
- B. Code for embedding the Calculator on your website  
Give this to you web designer and he will know what to do
- C. A visual representation of the QR code for your course. Point your phones camera to the code and click the link that pops up
- D. Click her to download the QR code as a graphical file  
The QR can be printed or engraved on many surfaces and objects
- E. The Handicap Calculator as it will appear on the players phone and on your website

**MOBILE QR CODE**

Managing Your Golf Club

Mobile handicap calculator:

**E** 16:29 Your Golf Club

Enter Handicap & Select course

Enter handicap

Old Course New Course

Tee	Length	Player hcp
		Men Women
64	6481 y.	- -
60	6033 y.	- -
57	5760 y.	- -
53	5270 y.	- -
46	4671 y.	- -
Mixed Tee	5035 y.	- -
Winter Tee	5548 y.	- -

Get the app or visit [www.howmanystrokes.com](http://www.howmanystrokes.com)

Direct link to calculator: <http://lnk.golf?id=31250> **A**

Place the below html tag into your website in order to display the handicap calculator on your website.

This will read data from the 'How Many Strokes' portal and be automatically synchronized with the golf course information you input.

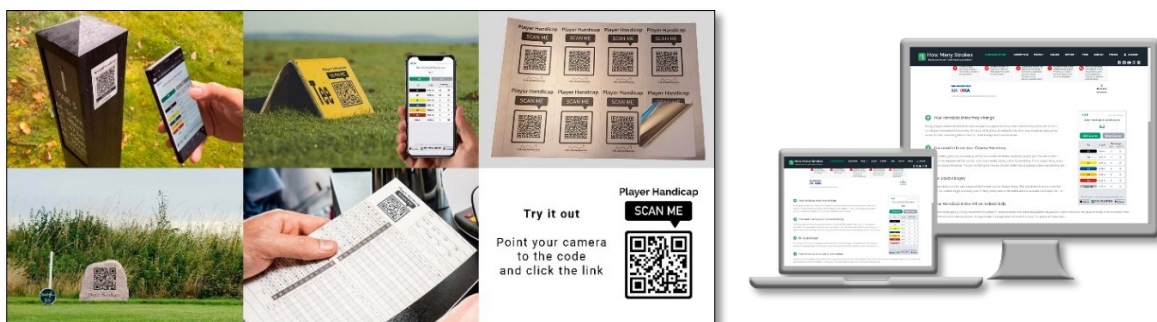
EMBED HTML **B**

```
<iframe src="http://lnk.golf?id=31250" />
```

QR code for mobile version **D** Download

**C**

Examples on how to use the embed and QR code:



### Settings for the Conversion Table:

- 

# How Many Strokes

Club information
 Golf courses
 Mobile QR code
 Conversion tables
 Clubhouse Terminal
 User Scorecards
 Billing & Invoices
 Installation guide

## CONVERSION TABLE

Managing Your Golf Club

B

Show Colors

C

A

Your Golf Club

Conversion Table - Player Handicap

6361 m - 63

Old Course

Men

Par: 72 CR: 76.2 Slope: 155

Handicap	Strokes
+7 to +6.4	+5
+6.3 to +5.7	+4
+5.6 to +4.9	+3
+4.8 to +4.2	+2
+4.1 to +3.5	+1
+3.4 to +2.7	0
+2.6 to +2	1
+1.9 to +1.3	2
+1.2 to +0.6	3
+0.5 to 0.2	4
0.3 to 0.9	5
1 to 1.6	6
1.7 to 2.4	7
2.5 to 3.1	8
3.2 to 3.8	9
3.9 to 4.5	10
4.6 to 5.3	11
5.4 to 6	12
6.1 to 6.7	13
6.8 to 7.5	14
7.6 to 8.2	15
8.3 to 8.9	16
9 to 9.6	17
9.7 to 10.4	18
10.5 to 11.1	19
11.2 to 11.8	20
11.9 to 12.6	21
12.7 to 13.3	22
13.4 to 14	23
14.1 to 14.7	24
14.8 to 15.5	25
15.6 to 16.2	26
16.3 to 16.9	27
17 to 17.7	28
17.8 to 18.4	29
18.5 to 19.1	30
19.2 to 19.9	31
20 to 20.6	32
20.7 to 21.3	33
21.4 to 22	34
22.1 to 22.8	35

Women

Par: 72 CR: 82.8 Slope: 156

Handicap	Strokes
+7 to +6.8	1
+6.7 to +6.1	2
+6 to +5.3	3
+5.2 to +4.6	4
+4.5 to +3.9	5
+3.8 to +3.2	6
+3.1 to +2.4	7
+2.3 to +1.7	8
+1.6 to +1	9
+0.9 to +0.3	10
+0.2 to 0.5	11
0.6 to 1.2	12
1.3 to 1.9	13
2 to 2.6	14
2.7 to 3.4	15
3.5 to 4.1	16
4.2 to 4.8	17
4.9 to 5.5	18
5.6 to 6.3	19
6.4 to 7	20
7.1 to 7.7	21
7.8 to 8.4	22
8.5 to 9.1	23
9.2 to 9.9	24
10 to 10.6	25
10.7 to 11.3	26
11.4 to 12	27
12.1 to 12.8	28
12.9 to 13.5	29
13.6 to 14.2	30
14.3 to 14.9	31
15 to 15.7	32
15.8 to 16.4	33
16.5 to 17.1	34
17.2 to 17.8	35
17.9 to 18.6	36
18.7 to 19.3	37
19.4 to 20	38
20.1 to 20.7	39
20.8 to 21.5	40
21.6 to 22.2	41

Men

Par: 72 CR: 76.2 Slope: 155

Handicap	Strokes
22.1 to 22.8	35
22.9 to 23.5	36
23.6 to 24.2	37
24.3 to 25	38
25.1 to 25.7	39
25.8 to 26.4	40
26.5 to 27.1	41
27.2 to 27.9	42
28 to 28.6	43
28.7 to 29.3	44
29.4 to 30.1	45
30.2 to 30.8	46
30.9 to 31.5	47
31.6 to 32.2	48
32.3 to 33	49
33.1 to 33.7	50
33.8 to 34.4	51
34.5 to 35.2	52
35.3 to 35.9	53
36	54
37	55
38	56
39	58
40	59
41	60
42	62
43	63
44	65
45	66
46	67
47	69
48	70
49	71
50	73
51	74
52	76
53	77
54	78

Women


Par: 72 CR: 82.8 Slope: 156

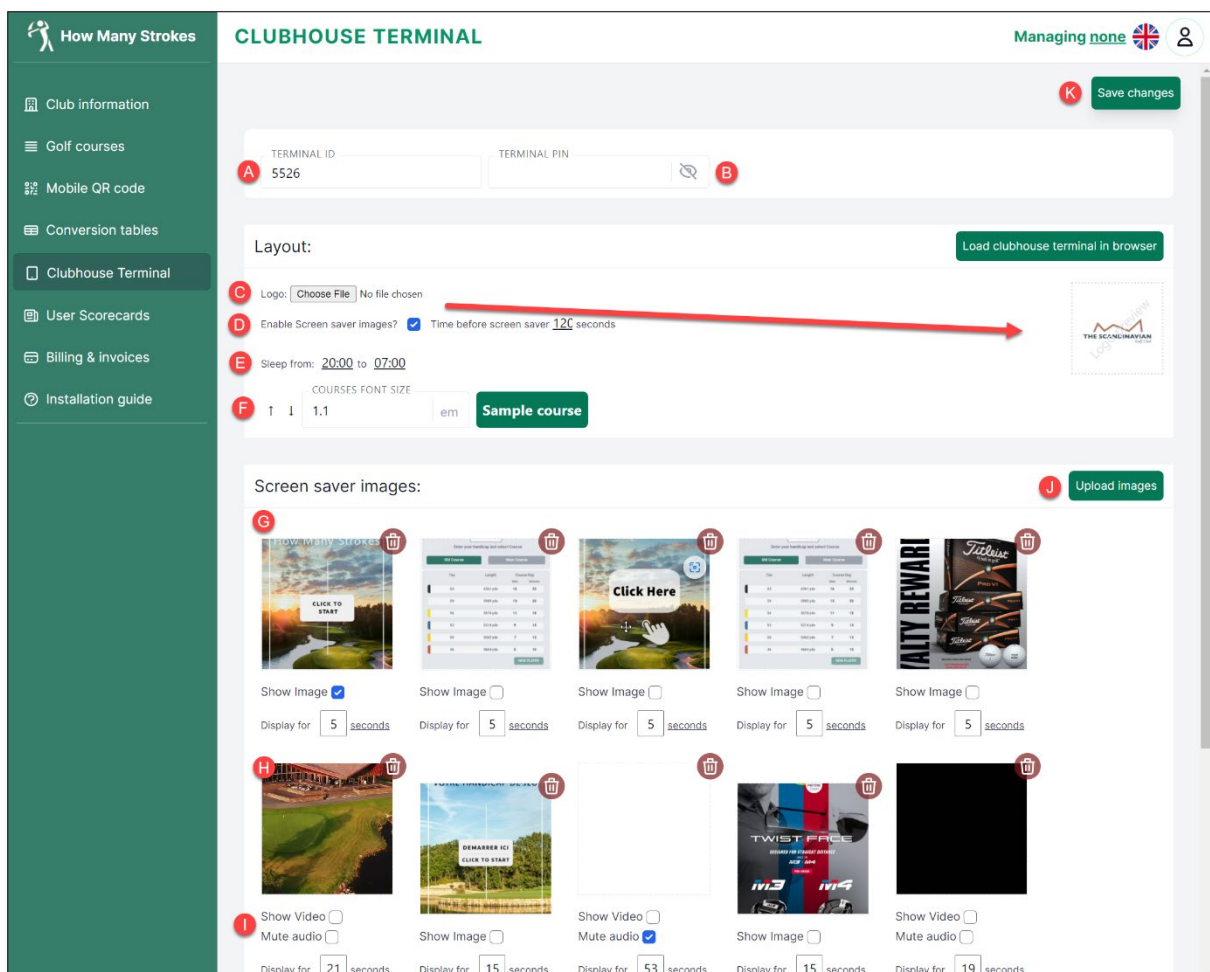
Handicap	Strokes
21.6 to 22.2	41
22.3 to 22.9	42
23 to 23.6	43
23.7 to 24.4	44
24.5 to 25.1	45
25.2 to 25.8	46
25.9 to 26.5	47
26.6 to 27.3	48
27.4 to 28	49
28.1 to 28.7	50
28.8 to 29.4	51
29.5 to 30.2	52
30.3 to 30.9	53
31 to 31.6	54
31.7 to 32.3	55
32.4 to 33.1	56
33.2 to 33.8</	



## Clubhouse Terminal


Clubhouse Terminal is where you setup and maintain the Touch Terminal incl. changing screen savers, night timer, logo.


Settings for Clubhouse Terminal:


- A. Terminal ID and Terminal Pin are used when installing the physical touchscreen for the first time. *Link to hardware installation: [install.lnk.golf](https://install.lnk.golf)*
- B. 
- C. To upload your logo, click on Choose file. JPG and transparent PNG are accepted. The logo will automatically adjust to fit, but it can be necessary to tweak it a little to get it perfect
- D. Enable/disable Screen Saver and set timer before Screen Saver starts
- E. Sleep sets when the screen turns off at night
- F. Increase/decrease the text size of the Course names in case that don't fit the size of the button box on the Terminal
- G. Screen Saver as pictures
- H. Screen Saver as video (.mp4)
- I. Set if picture or video should show and how long the video should play
- J. Upload a new picture or video (described on next page)
- K. Save the changes. After saving the Terminal will automatically be updated within 10-20 second. No action is needed on the physical device. Make sure that the Terminal has access to the internet (WIFI or cable)





**How Many Strokes** CLUBHOUSE TERMINAL Managing none  


 Save changes


TERMINAL ID: 5526 TERMINAL PIN: 


Layout: 






 No file chosen

 Time before screen saver: 120 seconds



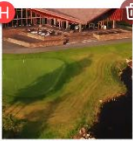




COURSES FONT SIZE: 1.1 em 

Screen saver images: 

Show Image ☒ Show Image ☐ Show Image ☐ Show Image ☐ Show Image ☐

Display for 5 seconds Display for 5 seconds Display for 5 seconds Display for 5 seconds Display for 5 seconds

Show Video ☐ Show Image ☐ Show Video ☐ Show Image ☐ Show Video ☐

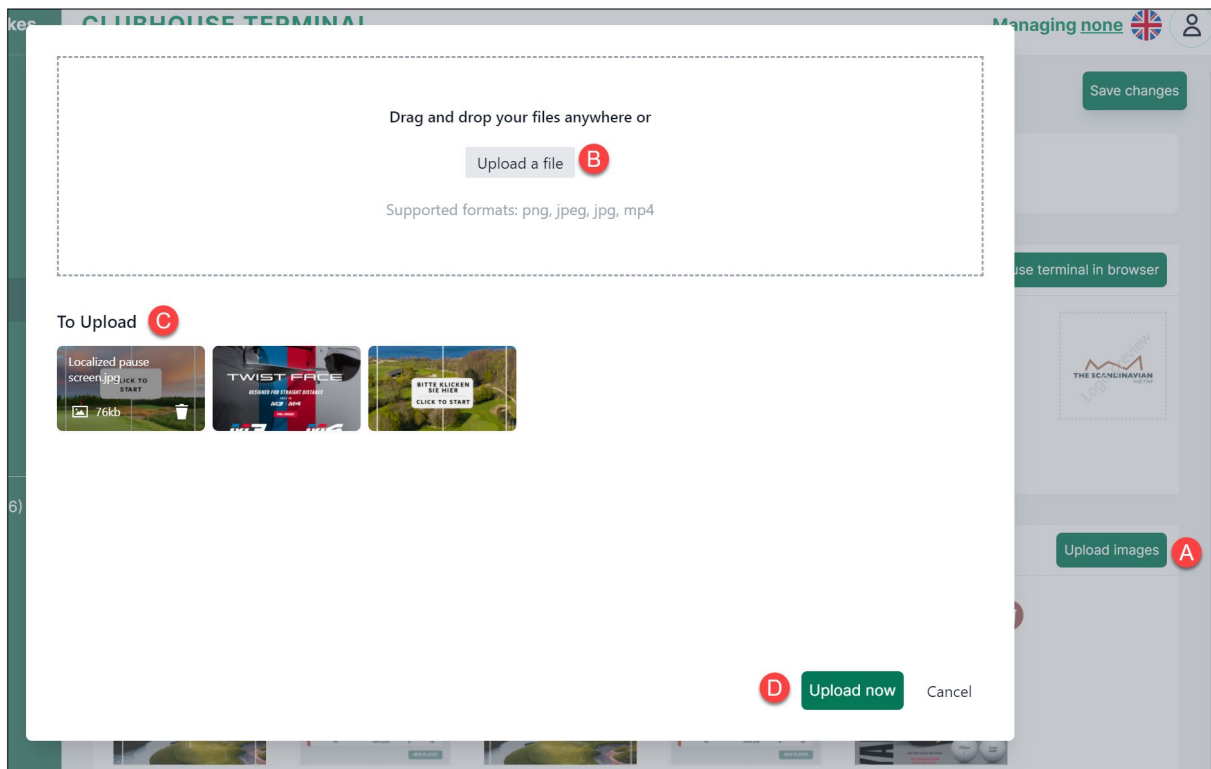
Mute audio ☐ Mute audio ☒ Mute audio ☐ Mute audio ☐

Display for 21 seconds Display for 15 seconds Display for 53 seconds Display for 15 seconds Display for 19 seconds

## Clubhouse Terminal (continued with upload)

Upload image/picture and video as Screen Saver to the Terminal is very simple.

- A. Click on "Upload images"
- B. Click "Upload a file" or simply drag the image/video here
- C. When the images/videos have been added, they will show here
- D. Click "Upload now" and wait for the upload to complete. The windows will automatically return to the Terminal setup when completed



Pictures and video should be in Portrait mode to match the Terminal.

1080x1920 pix (16:9) is ideal for 17 and 21-inch Terminals. For 10-inch tablets, the format can vary a little depending on the resolution on the device. Contact [support@howmanystrokes.com](mailto:support@howmanystrokes.com) if you need help finding the right format.

Picture format jpg, jpeg and PNG are accepted. We recommend using jpg with an 80% compression.

Videos also supports 1080x1920 pix (16:9) but can be a lesser resolution and still look good on the Terminal. Mp4 format is accepted, and we recommend keeping the video below 20MB.

If you need help making a video for your pause screen, we can offer our help. We charge by the hour for making videos. Contact [support@howmanystrokes.com](mailto:support@howmanystrokes.com) and find out how we can help.

## User Scorecard

User Scorecard shows the saved player scorecards from mobile users.

Functions in User Scorecard:

- A.** List Scorecards from the mobile App
- B.** Search for a name on the scorecard
- C.** View scorecard (see example below)
- D.** Delete a scorecard. Once deleted it cannot be retrieved

Date	Time	Players	Course	
2022-01-05	10:15 AM	Tony, Mike, Steve, Thomas	Old	<b>A</b> <b>C</b> View scorecard <b>D</b> Delete
2021-11-27	1:36 PM	Thomas, Su, Simon	New	View scorecard Delete
2021-11-20	1:29 PM	Mike, Clark, Mark	Old	View scorecard Delete
2021-11-16	1:29 PM	Steve, John, Laurits, Neil	New	View scorecard Delete
2021-11-16	1:29 PM	Steve, John, Laurits, Neil	New	View scorecard Delete
2021-11-14	1:28 PM	Jim, Michael, Laurits, Neil	Old	View scorecard Delete
2021-11-13	4:46 PM	Thomas, John, Tony, Steve	New	View scorecard Delete
2021-10-21	3:11 PM	Tony Geddes 188-283, Neve H. 625, Stefano S. 457	Old	View scorecard Delete
2021-10-21	2:08 PM	Anders 887, John 1025, Laurits 878	Old	View scorecard Delete
2021-10-17	1:18 PM	Tony Geddes 188-283, Morten Funch 1278, Mark Nelson 588, Ole Kristian 178	New	View scorecard Delete
2021-10-17	11:57 AM	Morten Augustsson - 188-847, Christian Hagen, Henrik Enggaard	New	View scorecard Delete
2021-10-16	5:48 PM	Toni 188-1028, Viktor 188-1028	New	View scorecard Delete

# How Many Strokes

Scorecard for **Old**

Old								10:01				2022-01-05			
Tony				Neve				Steve				Thomas			
Hcp	St	Par	Score	Hcp	St	Par	Score	Hcp	St	Par	Score	Hcp	St	Par	Score
14.3	18	56		28.1	36	56		12.1	16	56		2.2	3	56	
Hole	Par	Index	P1	Score	P	P1	Score	P	P1	Score	P	P1	Score	P	
1	4	11	I	7	0	II	8	0	I	5	2		3	3	
2	5	5	I	5	3	II	9	0	I	6	2		4	3	
3	4	13	I	5	2	II	7	1	I	5	2		4	2	
4	4	1	I	7	0	II	8	0	I	7	0	I	7	0	
5	3	15	I	3	3	II	4	3	I	3	3		2	3	
6	4	9	I	6	1	II	7	1	I	5	2		6	0	
7	4	3	I	7	0	II	8	0	I	6	1	I	5	2	
8	3	17	I	3	3	II	4	3		3	2		3	2	
9	5	7	I	8	0	II	9	0	I	5	3		5	2	
Out	36	Out		51	12		64	8		45	17		39	17	
Hole	Par	Index	P1	Score	P	P1	Score	P	P1	Score	P	P1	Score	P	
10	5	8	I	7	1	II	9	0	I	8	0		5	2	
11	4	2	I	4	3	II	8	0	I	5	2	I	4	3	
12	3	16	I	6	0	II	7	0	I	4	2		5	0	
13	4	6	I	6	1	II	6	2	I	6	1		4	2	
14	3	14	I	4	2	II	5	2	I	4	2		4	1	
15	4	12	I	7	0	II	7	1	I	5	2		4	2	
16	3	18	I	3	3	II	6	1		2	3		3	2	
17	5	4	I	8	0	II	9	0	I	6	2		6	1	
18	5	10	I	7	1	II	8	1	I	5	3		5	2	
In	36	In		52	11		65	7		45	17		40	15	
Total	72	Total		103	23		129	15		90	34		79	32	
- Str.				18			36			16			3		
Net				85			93			74			76		
Stb.f.					23		15			34			32		

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Contact · [info@howmanystrokes.com](mailto:info@howmanystrokes.com)

## Billing an Invoice

Billing an Invoice shows you purchase if you have ordered the solution from the Web shop. Support for all invoices will be added soon


## Installation guide






Installation guide is a guide on how to set up the solution with a touch screen. This document can also be found here

Link to hardware installation: [install.lnk.golf](https://install.lnk.golf)

You can also scan this QR code to get the hardware installation code on your phone so that you have it nearby when you are installing the Terminal:




DIGITAL CONVERSION TABLE ▾
PRODUCT AND PRICING
SMARTPHONE
PRIVACY ▾
GALLERY
PRESS
CONTACT
ACCOUNT

### Installation guide for How Many Strokes Terminal.

(If you are looking for the manual for using [portal.howmanystrokes.com](https://portal.howmanystrokes.com), it can be found here: [Link](#))

The installation is easy. It will take less than 10 minutes if you follow this guide. If you would like us to guide you through the process, pls. send us an e-mail at [support@howmanystrokes.com](mailto:support@howmanystrokes.com), and we will schedule a call.


If you want to view this guide on your phone, scan this QR code with your phone's camera. All steps in the guide are done on the Terminal and it might be easier to have the guide on your phone or you could print it on paper and bring it to the Terminal for installation.

This installation is done once. Updates and adjustments are all happening automatically after the installation.

Steps to install How Many Strokes on a 10", 15", 17" and 21" touch Terminal:

1. First, the Terminal needs to be unpacked and mounted. If needed more details can be found here: [Link to HW guide](#)
2. After starting the Terminal, you need to follow these exact steps in this order:
  1. Set language on Terminal
  2. Connect to WIFI or internet cable
  3. Rotate the screen to portrait mode (some Terminals will auto-rotate when turned)
  4. Prepare the solution to run on your Terminal

**Set language on Terminal**

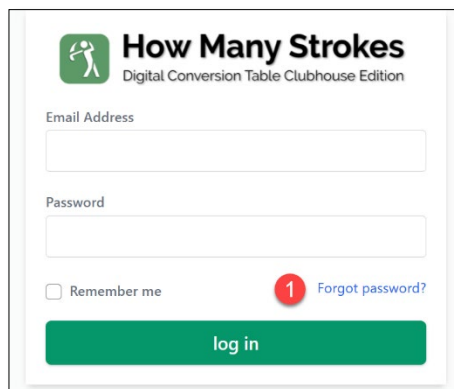
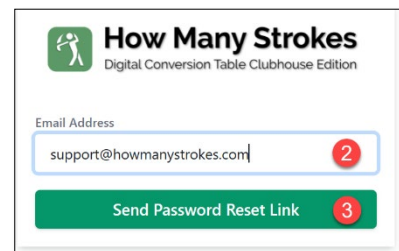
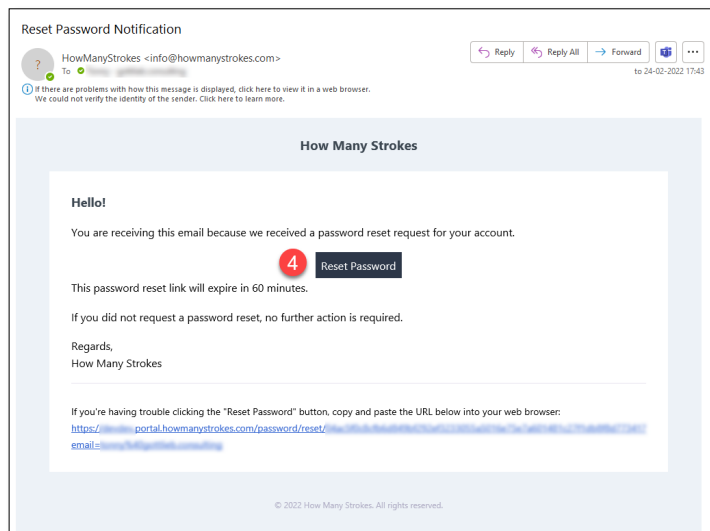
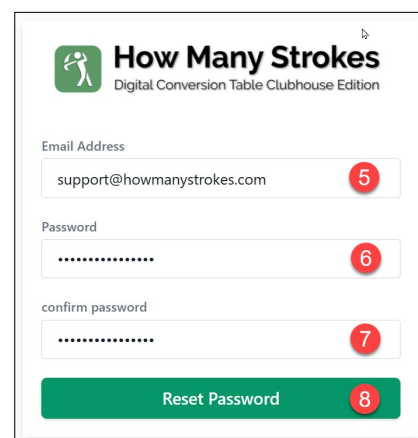


SCAN ME

## Forgot or reset password

If you forgot your password or want to reset it follow these step:

1. On the login page click on "Forgot password"
2. Type you e-mail (if you forgot what e-mail was used contact [support@howmanystrokes.com](mailto:support@howmanystrokes.com))
3. Press "Send Password reset Link"
4. Check your e-mail and click the "Reset Password" link
5. Type your e-mail
6. Type a new password
7. Repeat new password  
 Remember to always have a strong password. We recommend that only trusted and experienced users have access to your system. A user with access will be able to change your course data and screen savers.  
 If an employee with access to the system no longer works for you, we recommend that you change the password.
8. Click "Reset Password"

## Troubleshooting

Ask the person that are responsible for the setup, before starting the troubleshooting.

### **The App is not responding**

Make sure that the Terminal is not position in direct sunlight. In some cases, the sunlight heats up the device and the internal thermal security sensor will stop the Terminal to avoid damage.

Restart the Terminal by unplugging the charger or holding the power button at the back. Restart the Terminal and start the App again.

### **The system will not accept “,” or “.”**

In some cases, this error will come if the tablet is not set to English.

To fix this set English as the main language for the table. See [install.lnk.golf](https://install.lnk.golf) (Set language on Terminal) on how to change the language.

Changing the language of the Terminal will not affect any localized language on the solution.

### **Terminal is not showing my changes when I have updated the Portal**

After saving changes in the Portal, the Terminal will automatically be updated within 10-20 second. No action is needed on the physical device.

If this does not happen automatically, make sure that the Terminal has access to internet (WIFI or cable)

### **Browser support**

The Portal has been tested on Mac and Windows. We recommend using ether Microsoft Edge, Google Chrome, Firefox, or Safari browsers.

Some extension may affect the browser. If you see unexpended behavior, try to disable all extensions, and try again.

In case you can see changes that you made in the Portal, try refresh the window or restart the browser.

### **The App is running slow**

1. Restart the Terminal by unplugging the charger or holding the power button at the back. Restart the Terminal and start the App again
2. Make sure that no other Apps are running on the device
3. In some cases, if you have many pictures and videos loaded in the Terminal, they can slow down the solution.

Make sure that the Terminal is not position in direct sunlight. In some cases, the sunlight heats up the device and the internal thermal security sensor will stop the Terminal to avoid damage.

### **Nothing, including the power button is responding**

Try to unplug the power from the Table, wait 30 seconds and connect it again.

### **The Tablet will not start**

1. Make sure that you have Power from your Power Wall Outlet
2. Check if you see a light on the Power Supply

- a. If there is no light in the Power Supply, you need a replacement
3. Check that all connections are firmly inserted, try to unplug everything and plug it back in

### **Running POE (Network cable with power)**

If your Terminal is getting its power from a network cable and does random restart, it could be because the POE does not provide enough power. The Terminal requires 30W to function normally.

This could be fixed by increasing the power output on the POE or by turning down the light on the Terminal.

### **Contact support**

You can contact support by e-mail at: [support@howmanystrokes.com](mailto:support@howmanystrokes.com) or go to <https://www.howmanystrokes.com/support>

## About the World Handicap System

### **What is the World Handicap System (WHS) all about?**

The vision to unify the six different handicap systems in use around the world into a single World Handicap System required the commitment of, and collaboration between, many organizations. All the following organizations have provided their support to this important initiative and played their part in establishing the key principles, which shaped the proposals and drove forward the initiative to the point where a new World Handicap System could be introduced to the golfing world in 2020.

Golf already has a single set of playing Rules, a single set of equipment Rules and a single set of Rules of Amateur Status governed by the USGA and The R&A. Yet today there are six different handicap systems used around the world. Each is well developed and successfully provides equity for play locally, but each of the different systems produces slightly differing results when calculating players' handicaps. The WHS will unify these six existing systems into a single system that will:

- enable golfers of different abilities to play and compete on a fair and equal basis, in any format, on any course, anywhere around the world
- be easy to understand and implement, without sacrificing accuracy; and
- meet the varied needs and expectations of golfers, golf clubs and golf authorities all around the world and be adaptable to suit all golfing cultures.

After significant engagement and collaboration with the existing handicapping authorities and other National Associations, it has been agreed that the time is right to bring the different handicapping systems together as a fourth set of Rules, to support the global game.

In addition, this project has provided an opportunity for the existing handicapping authorities to come together and share their combined experiences to produce a system which is modern and relevant for the way the game is played today around the world.

The WHS will encompass both the Rules of Handicapping and the Course Rating System (formerly known as the USGA Course Rating and Slope System).

### **What are the benefits of the World Handicap System?**

As the world becomes a smaller place with a much greater frequency of international play (as demonstrated by golf returning to the Olympics in 2016), we believe the development of a single handicap system will result in easier administration of international events and, potentially, allow National Associations more opportunity to focus attention on golf development and strategic planning to support the sport. It will also provide the opportunity to evaluate de-personalized golfing data to help monitor the on-going health of the game.

Following transition to the WHS, all Handicap Index calculations will be consistent for all players, making a Handicap Index directly comparable to all other players around the world.

### **Other details of the World Handicap System?**

The WHS is designed to be as accessible and inclusive as possible, while still providing golfers with the portability, accuracy, and consistency they expect.

### **A few highlights of the World Handicap System include:**

- Players will be able to establish a Handicap Index after as little as three scores
- A player's Handicap Index will be calculated using the best 8 out of their 20 most recently recorded scores
- The Course Rating and Slope Rating will be fundamental within the Handicap Index calculation procedure
- The maximum hole score for handicap purposes is a Net Double Bogey
- A Handicap Index will update the day after a score is posted to the player's scoring record, or soon after, providing players with a responsive measure of their ability
- A Playing Conditions Calculation identifies and accounts for abnormal course or weather conditions
- Safeguards limit the extreme upward movement of a Handicap Index and reduce a Handicap Index when an exceptional score is submitted

### **More information on The World Handicap System**

The best place for more information is your National Association's website. You can find your National Association's information [here](#).

You can also visit [www.usga.org](http://www.usga.org) or [www.randa.org](http://www.randa.org).



## Servers, backup and security

### Server and availability

The Portal and data access solution runs on ultra-fast redundant servers in data centers in Europe, Asia, and North America. All systems are auto scaling to match heavy load and runs automatic failover upon the failure or abnormal termination of any kind.

### Security and Regulatory Compliance

The following are the Regulatory Compliance built-ins in How Many Strokes Solution:

- [Australian Government ISM PROTECTED](#)
- [Azure Security Benchmark](#)
- [Canada Federal PBMM](#)
- [CIS Microsoft Azure Foundations Benchmark v1.3.0](#)
- [CIS Microsoft Azure Foundations Benchmark v1.1.0](#)
- [CMMC Level 3](#)
- [FedRAMP Moderate](#)
- [FedRAMP High](#)
- [HIPAA HITRUST 9.2](#)
- [IRS 1075 September 2016](#)
- [ISO 27001:2013](#)
- [New Zealand ISM Restricted](#)
- [NIST SP 800-53 Rev. 5](#)
- [NIST SP 800-53 Rev. 4](#)
- [NIST SP 800-171 R2](#)
- [UK OFFICIAL and UK NHS](#)

### Backup

All your data is being backed up every night. In case of a breach or in the case of lost data, we will be able to recover to a previous state to ensure a continuous service. Backups will only be restored in case of major data loss. If you delete something by mistake, it will be your responsibility to enter the data again.

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