

FAQ's County Card App

I do not know my CDH number	If your home club uses Intelligent Golf then you will be able to find your CDH number in the IGMember App or on the website via the MY Golf section. Other member websites may well hold that information in your player record. Otherwise contact your Club Secretary or Handicap Secretary, who will be able to supply you with this information.
The County Card on my app is showing as expired	Refresh the app on your device, a valid card with a new expiry date will now appear.
When I try to download my County Card the app says that it cannot find my home club.	Please check the list of participating Clubs for Berkshire, Buckinghamshire or Oxfordshire to see if your Club has agreed to be accept County Cards and therefore their members are eligible for a County Card. This can be found on the side bar of the County Card page.
How do I refresh my County Card APP?	Iphone: When you see your County Card switch away and come back to the igCounty app your County Card screen might not refresh. You need to close and reopen. Return to the Home Screen of your device. If the device has a home button (e.g.iPhone 8), then double click this. With later devices, swipe smoothly up from the bottom of the home screen. This will then show all the apps that are still open, viewed side by side. To close the app down swipe the app up so it disappears from the top of the screen. Tap the Home button or the bottom of the screen to return to the normal home screen, select and reopen the IGCounty app. Android: You will see your County Card. If you switch away and come back to the igCounty app your County Card screen might not refresh. You need to close and reopen. Start by clicking on the 3 vertical lines in the bottom left. This will then show all the apps that are still open, viewed side by side. In this case there are 3 apps open. On the left you can just see the edge of an Internet browser, in the middle the Settings app is open and on the right you can see the edge of the igCounty app. To close down the igCounty app, swipe left to move the Settings app out of the way and move focus to the igCounty app. Now you see the igCounty app so swipe up to close the app or if you want to close all apps click Close all. To reopen the igCounty app you will need to return to the main/home screen by clicking the square icon at the bottom of the screen. To open once more this should refresh any data linked to your County Card so click on the igCounty app or if you don't have the app on your main/home screen, again you will need to find the icon for the igCounty app.
Still having problems?	Contact us on Tel : 01844 279600