

Club Guide to Golf Genius

*A step-by-step guide for new club administrators using Golf Genius
Tournament Management (TM-Club).*

Carolinas Golf Association – Member Services

Quick Start Checklist

Before setting up your first event, complete these steps:

Task	Description	Status
Log in to Customer Center	Access your club's Golf Genius account.	<input type="checkbox"/>
Add additional Customer Managers	Give other staff admin access.	<input type="checkbox"/>
Import Master Roster	Ensure all golfers are added.	<input type="checkbox"/>
Enter Course & Tee Details	Verify par, slope, and rating.	<input type="checkbox"/>
Set up Integrations	(GHIN, POS, club systems if applicable)	<input type="checkbox"/>
Create Season Structure	Define year/season for reporting.	<input type="checkbox"/>
Review General Settings	Confirm default preferences.	<input type="checkbox"/>
Watch Training Webinars	Golf Genius 101 & 201	<input type="checkbox"/>
Review this packet	Helpful Hints & Tournament Setup	<input type="checkbox"/>
Check out Upcoming Live Webinars	League Setup, Report Center, Registration, Season Points & more	<input type="checkbox"/>

Notes:

- Can't Login? [Troubleshoot here.](#)
- What is the difference between a [Customer Manager vs. League Manager?](#)
- Additional Detail on [Master Roster](#)
- Additional Detail on [Course Details](#)

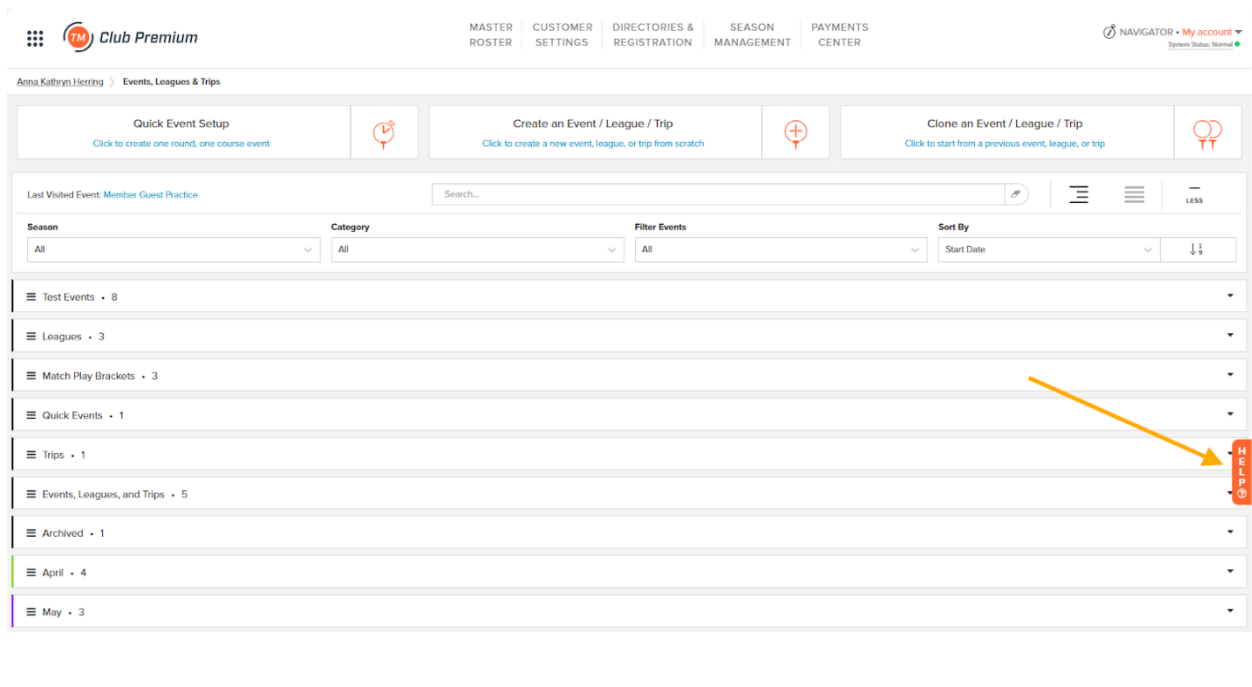
Resources for Assistance

Need Assistance? Golf Genius offers 24/7 Support!

You can contact the Golf Genius Support Team directly from your Customer Center. Click the orange **HELP** button in the lower right corner of your screen:

Help > Messages > Click Send us a Message > Enter Message > Click the orange up arrow

[View tutorial](#) on accessing the HELP button!



Golf Genius Knowledge Base

Golf Genius has a **Knowledge Base** that acts as a centralized hub for information, guides, tutorials and support materials for tournament management. The Knowledge Base is a great place to start when beginning the program, as well as when you have questions come up.

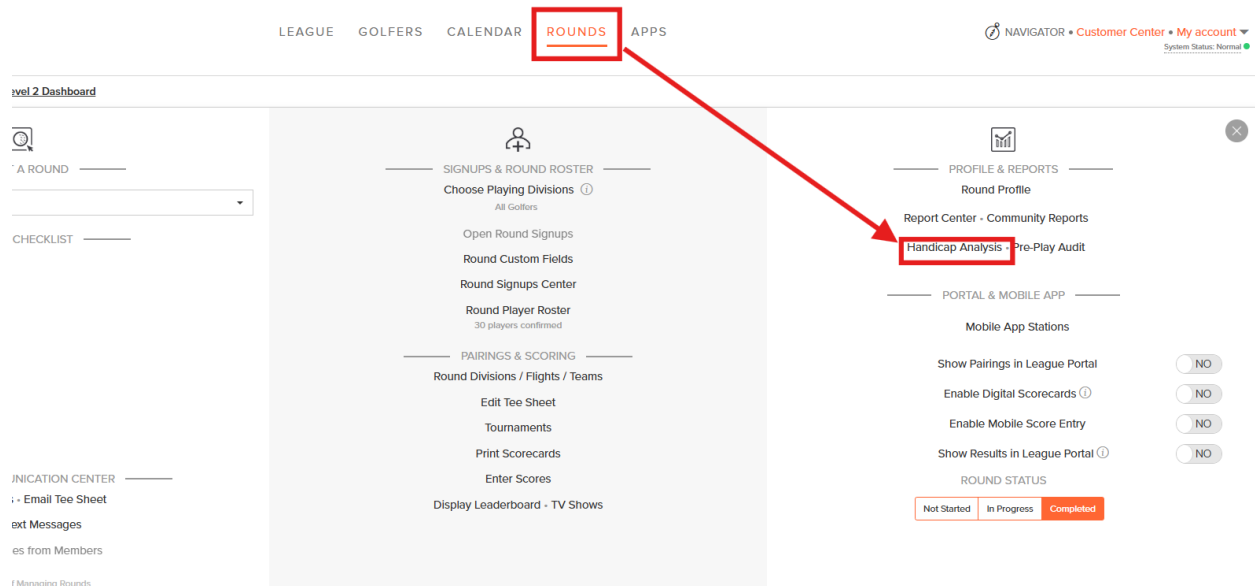
[Start Here](#) with the Golf Genius Knowledge Base

You can quickly access the Knowledge Base from your Customer Center anytime by clicking the orange HELP button in the lower right corner of your screen.

Helpful Hints

Handicap Analysis Tool:

If there is ever a question about Handicap Indexes® or Playing Handicaps™ (from admin or player), a great place to check is the Handicap Analysis.



For every net tournament competition you set up, this tool will show you the exact calculations used to determine the Course Handicap™ for every player/team in the round or event. It is an invaluable tool for analyzing all your games to be sure they are conducted according to your Terms of Competition for the event. Our advice - take extra time to become familiar with the Handicap Analysis tool. It will save you time, it will help you avoid mistakes in your event set-up, and it will provide you with exact details of handicap calculations that you can share with your members.

Updating Handicap Indexes:

To ensure that you are working with the Handicap Indexes you want to use in an event, you should update the Handicap Indexes for every event using the option: Golfers/Access GHIN to Update Handicap Indexes. This option usually only takes about 30-45 seconds to complete, so it is time well spent to ensure your event is handicapped correctly. More info:

[Working with Handicap Indexes](#)

You can also adjust the settings within your Event/League profile to automatically update Handicap Indexes on a schedule. This can be set by going to your Event/League Tab >

Event/League Profile > Handicap Settings Tab > Handicap Index Service > Check box for automatically updating Handicap Index in the Event/League Roster.

Handicap Index® Service

How do you keep track of your players Handicap Index®?
Further information may be required based on the selected service.

GHIN

What do you want to fetch?

Current Handicap Index®

Click to set automatic Handicap Index® updates:

Click to automatically update Handicap Index® in the Event Roster: ⓘ

Automatically update Handicap Index® in the Event Roster, day(s) before:

Each round First round

Automatically update Handicap Index® in the Event Roster, every week on:

Creating Divisions, Flights and Teams

If you need to use division, flights, or teams for your event, be cautious of where you define these options. If you want the divisions, flights and teams to be constant for the entire event including all rounds, then be sure to build all your settings under the **Golfers** > Event Divisions, Flights and Teams menu option. However, if you need these settings to change for every round, build them in each round under **Rounds** > Round Divisions, Flights and Teams. Our experience has shown us many users are building divisions and flights under the rounds component when they should be building them under the Golfers component. More info: [Divisions, Flights and Teams](#)

Setting Up 9-hole Rounds:

The TM-Club software can set up and run 9-hole events and rounds. When you are trying to run a 9-hole event, it is important to have all the 9-hole factors coordinated throughout the event. To ensure the event runs correctly you should:

- Assign your players to a 9-hole course and tee in the [Setting Course and Tee](#) option in pairings (not an 18-hole course)
- Build your tournament selecting the [Holes Option](#) based on 9 holes (front, back or both) instead of choosing an 18-hole option
- When building your scorecard, select a 9-hole scorecard on the [Format Tab](#) in the scorecard menu instead of an 18-hole card

- Bonus - once you have selected a 9-hole card in Scorecards, on the same Format Tab click off the "Include Vertical Fold Space" option to give your 9-hole cards a better look

Scorecards with Incorrect Handicaps or Dots

When printing scorecards, it is important to designate which tournament definition you want the software to use when setting scorecard formats and handicapping strokes and dots. By this stage in the process, you've already spent time setting up the tournament games you are going to play, so you want your scorecard to reflect these same games. When you go to run/edit your scorecards, on the very first screen (the Pairing Groups tab), there is a pulldown box where you should choose the tournament set-up you want the card to be based on. This will prompt the scorecard composer to use the correct settings and options to match your tournament. More info: [Pairing Groups Tab](#)

Emails Not Getting Delivered to Members

There have been occasions when members do not receive emails sent from the TM-Club software. For various reasons, members' email providers sometimes block or reject emails coming from the GolfGenius.com domain. Once an email has been rejected two or more times, Golf Genius will add that email address to its "Do Not Send" list. (There's no reason to keep sending emails to an address that continually rejects its delivery.) There are a few things you can do to help solve the problem:

- You can check on the status of emails sent to the member by going to Golfers > Manage Emails, click on the "10 Day History", and select the member's name from the pull-down menu. This will show you the status of the player's most recent email history and will indicate whether the emails were delivered or rejected.
- You can click on Email Suppressions to check the status of the email and possibly remove the suppression. [View details on this process here.](#)
- Ask your member to please add the email address noreply@golfgenius.com to their contacts list with the email provider.
- If the member's email provider offers a "safe-senders" list or a "whitelisting" feature, they should also add noreply@golfgenius.com to these lists as well.

Conducting Multi Round Events

If you are conducting an event consisting of more than 1 round and the format of play will be the *same for each round*, you do not need to build a tournament for each separate round. The best solution is to designate a "Multi-Round" tournament. When you define a multi-round tournament, you get the same tournament set-up choices you normally would, except you now get to designate which rounds are part of that tournament. By defining a multi-round tournament, the results from Round 1 are added to the results from Round 2, which are then added to the results from Round 3, etc. This way you can always see a current leaderboard at any point in the event. More info: [Multi-Round Tournaments](#)

5 Round Match-Around Round-Robin Tee Assignments

Not looking forward to assigning 120+ players' tee and course assignments for five separate rounds? Well, the good news is - you can save yourself a lot of work if you give each player a "preferred tee" assignment in the Golfers Event Roster. As you enter the players into the Event Roster, be sure to type in the "Tee" field the player's tee preference for the event (e.g. Blue, Gold, Green, Forward, etc.). When you get to the Round Robin Scheduler, you will be able to designate what tees the system should use for each of the preferred tee values. This way, no matter how many times you need to re-run the Round Robin Scheduler (flight changes, team changes, etc.), the player's tee preference will kick in, and he/she will be assigned to their tee automatically by the scheduling routine. More info: [Setting Custom Tees](#)

It is important to keep in mind; the tee preference is not kept in sync with the pairings on a real-time basis. If you add a tee preference or change a tee preference after having run the Round Robin Scheduler, the tee assignments in the pairings will not update. The tee preferences are only used during the Round Robin Scheduler operation. If you need to make any necessary changes to tee assignments after the Round Scheduler has been run, you will have to either run the Scheduler again or manually make the tee assignment changes for the affected players on a round-by-round basis. More info: [Round Robin Scheduling](#)

Pairing Round 2 Based on the Scores from Round 1

This valuable feature is available in the menu item – Rounds > Create New Pairings. However, for it to work, the trick is to be sure that you have marked Round 1 as Complete. Otherwise, the scores from Round 1 are not available for pairing the players for Round 2.

Go to Rounds/Round 1 and be sure the Round Status box at the bottom right of the screen is marked Complete. More info: [Pairing by Previous Results](#)

Note: If your tournament is using *Divisions*, you will need to make sure that the Round Playing Divisions includes these Divisions for this feature to work properly.

Cloning a Round Robin Member Guest

A round robin member-guest event is one of the more complicated events many clubs run during the year. It is very tempting to want to clone last year's event to get a leg up on this year's event. This is one of the few times - YOU DON'T WANT TO DO THIS! There are quite a few behind-the-scenes aspects built into a member-guest. Many of these settings that are cloned from last year will not apply to this year. Trying to dig out these settings and delete them or fix them is very difficult. In the long run - you will not save any time by cloning a Round Robin Member Guest. It is easier and faster to start from scratch. Don't worry though, even without using cloning, your reports and your scorecards can still be available to you from last year.

Testing Your Event

- **Pre-Play Audit of Round** - This tool is located under the Rounds tab in the right-hand column. By running the audit, you give the program a chance to check your work and alert you if it finds anything wrong that should be examined or changed.
- **Random Scores** - Once you have completed the set-up for your event, it is very helpful to take the time to score a round with random scores and then calculate the leaderboard to be sure the event is operating and displaying the way you intended. Seeing a "fake" result is very instructional and can help you fix anything that is not right early in the process. To use random "Fake" scores, you go to **Rounds/Enter Scores** and click on the Random Scores button in the lower left-hand corner of the screen. Then follow the prompts to see your leaderboards.

When you are finished testing, it is a 2-step process to set your event back to its original condition: 1) Move the Round Status (found under the **Rounds** component) back to "Not Started" and allow the system to discard the "fake" results, and 2) go back into **Rounds/Enter Scores** and follow the prompts to have the system discard all of the random "fake" scores.

Tournament Setup Guides

The Knowledge Base has guides for creating common tournament formats that include a checklist and step-by-step instructions for setup.

Some of our favorite (& most frequently used) Golf Genius Tournament Setup Guides:

Setting up a Multi-Round Tournament (Single Format):

https://docs.google.com/document/d/1VngMiuEiTAWqGqU8xKfADxC7KuWJL9saN2_os0pvY/edit?usp=sharing

Setting up a Multi-Round Tournament (Multi-Format):

https://docs.google.com/document/d/1_pqFZKljHxyVPU3VvHOYZ5d5eahXNIPNfwldjpk8ziU/edit?usp=sharing

Setting up a Singles Bracket Tournament:

https://docs.google.com/document/d/1Ho2DVoAEfBDMLU_ApVUP-MyHHz0jLTg3-Kcnw3f1qll/edit?usp=sharing

Setting up a Team Bracket Tournament:



<https://docs.google.com/document/d/15ezqoNtOhoRusEmNgfui0sX70f4lTJ9um1TATPKgNDI/edit?usp=sharing>

Setting up a Member Guest Invitational:

<https://docs.google.com/document/d/1MfMSuHjpZomWfhGEhb1JYKJ5BqEMUuj54Xm7qeujgz8/edit?usp=sharing>

Want even more out of Golf Genius? Check out the TM Club Premium features below!

GOLF GENIUS TM PRODUCT MATRIX

FEATURE	 Club	 Club Premium	DETAILS
Cloud Based	✓	✓	Nothing to download, accessible from anywhere
Full Library of Tournament Formats	✓	✓	Single Round, Multi Round, Bracket, Ryder Cup, Round Robin and more
Season Long Competitions	✓	✓	Points, Ringers, Birdies, etc
Basic Event Websites	✓	✓	Customizable logos, colors, and backgrounds plus tee sheets, leaderboards and photos
TV Leaderboards	✓	✓	Display completed results for all competitions within an event
League Management	✓	✓	Manage the entire season including registration, rosters, divisions, rounds, pairings, points, etc
Custom Printed Materials	✓	✓	Scorecards, Scoreboards, Cart Signs, Tee Sheets, Hole Locations, etc plus MS Publisher templates and merge tools for advanced layouts
Product Support	✓	✓	Online Knowledge Base, Online Support, Live Phone Support
Full Integration with GHIN	✓	✓	Full integration to retrieve Handicap Indexes, post scores, and download club rosters
Golf Hub	✓	✓	Digital event flyers including simple online registration with secure credit card payments
Mobile App with Live Scoring and Live Leaderboards		✓	Free app for iPhone, iPad and Android with live score entry and leaderboards
Custom Event Websites		✓	Unlimited pages to build robust event websites complete with custom registration, sponsor content and more
Online Event Registration with Payment Processing		✓	Fully customizable advanced online registration with secure credit card payments
Open Tee Times		✓	Ability for players to select specific tee time and include others in leagues and/or events
Trip Management		✓	Manage the entire trip including courses, players, tournaments, pairings, leaderboards and expenses
Custom Sponsor Content		✓	Sponsor branding and messaging on mobile app, TV leaderboards, printed materials, and event website
Full integration with Club Systems		✓	Seamless integration with other club systems including Club Essential, ForeTees, Jonas, MembersFirst, Visage, GPSI/Club Car
Text Messaging		✓	Deliver important information (tee times, weather delays, and more) directly to your players
Marketing Campaigns		✓	Schedule custom email and text notifications to highlight upcoming events