



SCOTTISH Central Database of Handicaps

TROUBLESHOOTING GUIDE



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INTRODUCTION:

This document is written to support affiliated golf clubs and their members gain access to the CDH and use the CDH functionality available to use.

INITIAL ACCESS TO THE CDH:

There are automatic links to the CDH Login pages for both affiliated golf clubs and individual golfer's on the SGU website Homepage. These can be accessed at: www.scottishgolf.org alternatively, access can be made directly using the following links/URL's:

Golf Clubs:

SGU affiliated clubs can access the CDH at www.scottishgolf.org/go/cdh

SLGA affiliated clubs can access the CDH at www.slga.co.uk/cdh

Individual Members:

Individual golfers can access the CDH via the SGU member's login at: www.scottishgolf.org/go/cdh_members (*please note the underscore between cdh and members*)

Individual golfers can access the CDH via the SLGA member's login at: www.slga.co.uk/cdh/member

We recommend that clubs and members save the appropriate URL address, as above, to your website Favorites for future reference.

Club and Individual Member's CDH Guidance Packs:

There are also step by step guidance packs for clubs and individual golfer's available of reference, taking you through the CDH registration process and outlining the CDH functionality available to you. These can be accessed on:

The SGU website at: <http://www.scottishgolf.org/go/handicapping/central-database-of-handicaps> and

The SLGA website at: http://www.slga.co.uk/index.php?option=com_content&task=blogcategory&id=49&Itemid=102

CDH ACCESS ISSUES:

If you experience access issues and cannot get into the CDH, please try the following instructions for different types of PC's and browsers:

If using a standard Windows PC:

If the user is using a windows machine please clear the cache on your web browser by pressing ctrl + f5 whilst you are in the login screen.

If this is not successful in allowing you access, please visit the CDH site directly which will create the initial cookie for you by clicking on the following link: <http://scotland.cdh.golfbox.dk/>

This should now allow you access to login to the CDH.

If this has not allowed access for any reason please contact golfcardadmin@scottishgolf.org for further assistance.



If using an AppleMac/iPad and/or Safari browser:

The login for the CDH is based on a session cookie, which you need to create. This is a particular issue if you are using Safari as your browser as the CDH cannot create the required cookie due to Apple's very stringent security policies even though you have other cookies available to you

The CDH is set up to allow logins from your machine to up to 12 machines on our side with what is called load balancing so that the servers are never under undue pressure, hence the requirement for, and reliance on, a cookie.

To create this required cookie, once you are in Safari open your browser preferences, and then click on the privacy tab again.

There is a section called "Block Cookies" with 3 options:

- . From third parties and advertisers
- . Always
- . Never

Please go ahead and choose Never, click the red close button and this should now allow you access to the CDH.

If this has not allowed access for any reason please contact golfcardadmin@scottishgolf.org for further assistance.