



## FREQUENTLY ASKED QUESTIONS FOR **SCW.TOTALEGOLF.COM** MEMBER PORTAL

Question	Answer
If I have used the portal before with a password, do I need a new password?	If you have not used the portal since <b>June 22, 2016</b> , you will need to do a <b>“New User Password Retrieval”</b> at the login screen. The computer will send you a temporary password.
What if I do not receive an e-mail? <i>and</i> I receive the message <b>“Success: Your password has been sent to your e-mail address. Proceed to login.”</b>	If you do not receive an e-mail within 15 minutes: a) Check your <b>SPAM</b> or <b>Junk</b> folder. We suggest entering <b>“golfops@suncitywest.com”</b> in your address book so it will be recognized as an authorized contact. b) If there is still no e-mail, contact <b>Member Services</b> to confirm your correct e-mail address is in your member profile. <b>Member Services:</b> 623-544-6100 Monday thru Friday 8 am to 3 pm.
What if my password looks like my old one? <i>or</i> You receive a message: <b>“Credentials are invalid”</b> means an incorrect password has been entered.	Your <b>temporary password</b> should be <b>at least 8 characters long</b> . Please note that the password is case sensitive. Also verify if the password has a <b>“O”</b> or a zero <b>“0”</b> . I have put this in the example so you can see the difference. If you receive a new password that is less than 8 characters, wait 15 minutes and go back to the login screen and go thru the <b>New User Password Retrieval</b> again and the computer will send you a new e-mail with the correct password.
Can I change my password?	Yes. Once you have successfully logged in with the computer generated password you may go to: <b>My Account &gt; My Profile &gt; Edit Profile</b> (located under the box with the head outline) > <b>Manage Account &gt; Manage Password</b> . You will enter <u>Current Password</u> > <u>New Password (minimum of 8 characters)</u> > <u>Confirm Password</u> > <b>Change Password</b> located in the blue box. If successful, you will receive an e-mail confirming you have changed your password.
I have logged in at least once with a new password and can't get in. <i>or</i> you receive a message: <b>“The supplied username is already linked to an existing web portal account.”</b>	You may not have the correct password. Use <b>“forgot password?”</b> link at the bottom of the login page. Follow the steps in the password reset e-mail. If you do not receive an e-mail, check your spam/junk folder. If the e-mail is not present, please contact <b>Member Services</b> to ensure the correct e-mail is on file.
What are the <b>password requirements</b> ?	A password must be a <b>minimum of 8 characters</b> and the password may not be the same as the one previously used. There are no other requirements. New passwords will require to be entered twice exactly the same way to be accepted.

<p>What if I <b>forget my password?</b></p>	<p>On the login screen below the boxes with Member Number, Password &amp; Login, there is a link <b>“forgot your password?”</b> Click on the link, enter your member # and click on the blue box <b>“Send Reset Link”</b>. You will receive an e-mail from SUNCITYWESTADMIN, click on the <b>“Link to reset password”</b> and follow the instructions. <b>Confirm Username</b> is your member number. Enter <b>New Password</b> (must be at least 8 characters and is case sensitive). <b>Confirm Password</b> (re-enter password exactly the same). Click on the blue box <b>Change Password</b>. If successful, you will be taken directly into the website and will receive an e-mail confirming you have changed your password.</p>
<p>If you receive the message: <b>“The Username/E-mail could not be found.”</b></p>	<p>This message means the username or e-mail address is missing or incorrect in the database. You will need to contact <b>Member Services</b> to update your record.</p>
<p>Can I book as a single online?</p>	<p>No. Please call the pro shopsp. All courses can view and book a single on any of the seven courses.</p>
<p>Can I book 9 holes online?</p>	<p>No. Nine-hole requests may only be made by calling the golf course directly.</p>
<p>Can I cancel or change a tee time online?</p>	<p>No. All cancellations or changes are made by directly contacting the golf course.</p>
<p>When I am booking a tee time online, what does 2-1, 2-2, 2-3, 2-4 mean in the <b>“Players”</b> box?</p>	<p>The first <b>“2”</b> means that is the minimum number of players that can be booked. The second number means how many spots are still available. For example: 2-1 means there is a threesome booked and there is room for a single player. 2-2 means there is a twosome booked and room for 2 more players, 2-3 should not show up unless a single has booked thru the golf course which would mean there is room for a threesome. 2-4 means there is room for a foursome.</p>
<p>Can I book more than one tee time?</p>	<p>No. Each member is allowed to only book 1 tee time per day. If you need multiple times, you will have to call or go by one of the courses and book directly.</p>
<p>My spouse and I share the same e-mail address, will that work for both of us?</p>	<p>No. Each member number/account must have a separate and different e-mail address.</p>
<p>How do I create an additional e-mail address?</p>	<p>If you need assistance with setting up an additional e-mail address, you may contact the <b>Data Resource Center</b> at the <u>RCSCW Library</u> and they will be glad to assist you with creating an additional e-mail address. You would then need to proceed to <b>Member Services</b> and have them add the new e-mail to the appropriate member number/account.</p>