



## STEPS TO LOG IN TO **SCW.TOTALEGOLF.COM**

- 1) **MUST** have an e-mail address on file with your member number. To verify if you have an e-mail address on file you **MUST** contact **Member Services** by phone or in person between 8 a.m. to 3 p.m. Monday through Friday. The phone number is 623-544-6100. **Member Services is located at 19803 R.H. Johnson between Fry's and the Bowling Alley.**
- 2) After you have confirmed that a valid e-mail address is on file, you then proceed to the member on-line portal at **SCW.TOTALEGOLF.COM**
- 3) If this is your first time to log in or since June 22, 2016, you **MUST** click on **"NEW USER PASSWORD RETRIEVAL"** located in the middle of the page above "Member Login". Enter your member number and click **"Send Password"**. If you have logged in since June 22, see item 7 below.
- 4) You will receive an e-mail from [golfops@suncitywest.com](mailto:golfops@suncitywest.com) with your temporary password (if the e-mail is not in your inbox, be sure to check "junk" or "spam" folder).
- 5) The password is case sensitive. Zeroes (0) and O's look very similar; be sure you are inputting it correctly.
- 6) You will return to the "Login" screen and enter your **Member Number, Temporary Password,** and click **Login**.
- 7) If you are trying to log in and are receiving **"Credentials are Invalid"**, retype your member number and password even if you have used autofill. If you still receive "Credentials are Invalid" you will need to do the **"forgot your password"** procedure located below the Member Login boxes.
- 8) When you click on **"forgot your password,"** you will **enter** your Member number in the box and **click** on the **"Send Reset Link"** box. You will receive an e-mail that will have your Username and a Link to reset password: <http://scwplay.totalegolf.com>. You will **click** on this link. **"Password Reset"; "Confirm Username"** this is your member number; **"New Password"** (must be a minimum of 8 characters); **"Confirm Password"; click "Change Password"**. If successful, you will be logged in.
- 9) If you receive a message **"The Username/Email could not be found"**, contact Member Services (see #1) above.
- 10) If you receive a message **"The supplied username is already linked to an existing web portal account"**, follow the procedures for "forgot your password". (#8 above)

## Change Password in Web Portal

On the Welcome page click on "My Account"

Click on "My Profile"

Click on "Edit Profile"

Click on "Manage Account"

Click on the dropdown arrow for "Manage Password"

- **Enter Current Password**
- **Enter New Password (the password must be 8 characters or more)**
- **Confirm password Re-enter New Password**
- **Click on the "Change Password" button**