Important Memorandum

TO: Australian Golf Venue Administrators

FROM: Golf Australia

DATE: Monday 1 September 2025

SUBJECT: Golf Australia CONNECT - Week 1 Onboarding

You are receiving this communication as you were registered as a club/venue administrator who required updates on the GOLF Link / Golf Australia CONNECT transition project. This information is specific to club and venue administrators.

Reminder - Week 1 club/venue onboarding

By now, a representative of each club and venue (the 'account activator') should have activated your organisation's Golf Australia CONNECT account allowing the commencement of the club/venue onboarding process.

At <<CX_NAME>>, the account activator emailed last Wednesday was <<GAConnect - Account Activation Name>> at <<GAConnect - Account Activation Email>>.

If you need the account activation link sent to a different email address, please send your club/venue's name, club ID and the new email address to help@golf.com.au

Account activators have been instructed to add 'users' to the organisation's account allowing these users to operate as joint administrators of the organisation's Golf Australia CONNECT account. Please contact the person named above if you believe you should have access to your club's Golf Australia CONNECT account, but do not currently have it.

It is now time to start inputting club information into the new portal.

This will be slightly different for clubs and venues depending upon whether they are VMS (Tier 1) users, Licensed Software Provider (LSP) users or organisations that only access GA Participation Programs.

To make the club onboarding process as smooth as possible, you should have at hand the information contained in these club/venue checklists:

View Club and Venue Checklists

https://golf-australia-connect-club-guide.my.canva.site/connect-administrator-guide/#page-c

Week 1

The first week of club onboarding will be focused on:

- account setup
- club membership details
- payments setup

You can find the Week 1 Activity Worksheets including step-by-step guides in the Club Administrator's Information Guide. These are split into VMS users, LSP users (MiClub, SimpleGolf, Golf Magic) and Participation Program users:

View Week 1 Resources

https://golf-australia-connect-club-guide.my.canva.site/connect-administrator-guide/#page-c

We encourage all clubs and venues to have the **Week 1 Onboarding complete by Friday, 5 September.** This will ensure you are ready for Week 2 onboarding activities.

Participation program venues: please be aware of the importance of completing the payment setup (Stripe) module of the onboarding. If Stripe is not set up, you will be unable to run participation programs after the transition to GA CONNECT.

Week 1 Webinars

A series of webinars will be hosted by Golf Australia to assist administrators with undertaking Week 1 onboarding tasks. The webinars are specific to your user group, VMS or LSP. Topics, dates & club/venue type are listed below.

- **Account setup**

    Time/date: 3pm AEST, Tuesday 2 September

    Club/venue type: VMS (Tier 1), LSP & Participation

- **Membership setup**

    Time/date: 7pm AEST, Wednesday 3 September

    Club/venue type: VMS (Tier 1) Users only

- **Payments setup**

    Time/date: 3pm AEST, Wednesday 10 September

    Club/venue type: VMS (Tier 1), LSP & Participation

- **Membership setup**

    Time/date: 3pm AEST, Wednesday 3 September

    Club/venue type: LSP Users only

- **Course setup**

    Time/date: 3pm AEST, Thursday 4 September

    Club/venue type: LSP Users Only

Please register for any of these webinars by clicking through to the Administrators Information Guide and scrolling to your club's relevant section:

Register for Week 1 Webinars

https://golf-australia-connect-club-guide.my.canva.site/connect-administrator-guide/#page-c

Further information & support

If you or a club representative would like further information about Golf Australia CONNECT including support with the club onboarding process, please do not hesitate to contact the Golf Australia Customer Service Centre at help@golf.com.au or by phone (03) 7037 0400

Previous Communications & Current Timeline

Further information about Golf Australia CONNECT, including the Club and Venue Administrator Information Guide and all previous communications, is available here
https://www.golf.org.au/golfaustraliaconnectcommunications/

Kind regards,

Matt Chesterman
Head of Customer Onboarding (Golf Australia CONNECT)
Golf Australia