

# Common Issues with Transferring/Creating Golflink numbers

## 1. Can't transfer a Golflink number

Reason: 'Golflink number is already in use by: .....

Solution: Check if this member has played as a visitor. Also check that the preferred name, first name and last name matches to what exactly Golflink have got on their server.

1. Go to the Members Directory and type in the last name and click on search
2. Tick the 'Include Visitors' option
3. Select the Visitor Record
4. Delete the Visitor Record by clicking on 'Delete Member'
5. Next, go back to the Member Record and click on the Golflink tab and then 'Visitor Enquiry'
6. Type in the previous clubs Golflink number and then 'Enquire'
7. Make sure that the First Name and Surname on Golflink match exactly to what is entered in the members directory for the First Name, Preferred Name and Last Name (If it is not the same then update the Member Record)
8. Retry the transfer

If you are still having any issues in transferring the Golflink number then go to 'edit contact details' and add a full stop at the end of address line 1. Click save and retry the transfer.

## 2. Trying to create a new Golflink number but the Golflink number is already entered into the Golflink Details

Reason: The Golflink number has been integrated into the Members Directory without it being created at Golflink's end

1. On the Members Record check that the Golflink number is invalid by going to the golflink website [www.golflink.com.au](http://www.golflink.com.au) and typing in the new number (A message saying invalid golflink number should be displayed)
2. Go to the Members Directory and click on the 'Golflink tab' and then 'Set Golflink'
3. Backspace the Golflink Number and Golflink Member Number and press 'save'
4. Now that no Golflink number is entered you can click on 'Golflink' and then 'Create Golflink number'

If you are still having any issues in creating this Golflink number then go to 'edit contact details' and add a full stop at the end of address line 1. Click save and retry creating a Golflink number.

Further information can be found here:

- ⤴ Transfer Golflink number for an existing Away Member Video:

<http://www.1golf.com.au/images/videos/transfer1.htm>

- ⤴ Golflink Membership Management Guide:

[http://www.miclub.com.au/upload/wysiwyg/tools/Membership-Manual\\_v30\\_1.pdf](http://www.miclub.com.au/upload/wysiwyg/tools/Membership-Manual_v30_1.pdf)

If you are still unsuccessful in Transferring or Creating a Golflink number then please contact MiClub support on 08 9444 5300 or email us on [support@miclub.com.au](mailto:support@miclub.com.au)