

The Clubhouse

● Formerly the Course Portal — a faster way to manage your partnership with Youth on Course.

01 Same login, a brand-new home

WHAT'S CHANGING

The Youth on Course **Course Portal** is now the Youth on Course **Clubhouse** — a faster, more powerful platform for managing your partnership with YOC. Two things to know before you log in:

NEW URL
clubhouse.youthoncourse.org
 formerly courseportal.youthoncourse.org

YOUR CREDENTIALS
No changes required
 Log in with your existing username & password.

JOIN US · LIVE WALKTHROUGH

Clubhouse Demo & Open Q&A

Want a live tour? Join the Youth on Course team for an interactive demo and bring your questions.

Thursday, July 9, 2026
11:00 AM – 12:00 PM Pacific

Google Meet: meet.google.com/hfx-spdp-bch
Dial in (US): +1 818-643-3584
PIN: 425 111 595#

02 Your numbers, always in view

DASHBOARD STATS

In the upper-left of every screen you'll see two stat boxes. They refresh every night, so they reflect activity through the previous day.



03 Check in up to 4 golfers at a time

CHECK-IN

VIDEO TUTORIAL
 Watch: [How to check in members](#)

- 1 Click into a "+ Select a Member" box.
- 2 Type the golfer's **GHIN number** and/or **YOC member number** (starts with a lowercase **y** — the search is case-sensitive).
- 3 A list of matching golfers appears, showing their **age, city of origin, and membership status**.
- 4 Click the correct golfer's name to pull up their **digital membership card**.
- 5 Review the card for the golfer's **age, expiration date, and earned achievements** (e.g., Age Verification, Golf Cart Curriculum, Course Ready / Etiquette Curriculum).
- 6 Repeat for up to **4 golfers** in the group.
- 7 Complete the **Round Details** panel on the right (course, round type, played date).
- 8 Click the purple **Check-in** button to complete the round.

Expired & paused members

EXPIRED MEMBERS
 May log up to **2 rounds** on an expired membership. This keeps courses compensated while gently reminding golfers to renew.

TEMPORARILY PAUSED
 Members paused (not for age-verification failure or severe behavior) get a longer grace period. Encourage them to email membersupport@youthoncourse.org — usually a fraud flag or incomplete age verification.

TIP Courses that require the **Course Ready** achievement and/or **Age Verification** for teens 16+ see a reduced incident rate.

04 Reporting is now built right in

REPORT AN INCIDENT

No more separate form. Incident reporting lives directly in the Clubhouse — faster to submit, and it triggers an automated response from the YOC team.

- 1 Select your **Course**.
 - 2 Search and select the **member involved**.
 - 3 Enter the **date and time** of the incident.
 - 4 Under **Reported Issue(s)**, pick from the Available list: click an issue then the **right arrow** to move it to "Chosen" — or hold **Shift** to select several at once, then move them all over.
 - 5 Add **Incident Notes**.
- ⚠ Heads up:** the member and their guardian(s) will see this message — write accordingly.
- 6 Select a **Desired Resolution** (see below), then click **Submit**.
- WARNING**
 Sends an automated message to the member and/or guardian, including your incident notes.

● SUSPENSION
 Auto-suspends the member and sends comms. Reactivated only after completing the behavioral curriculum and an approved apology letter.

● TERMINATION
 Immediately terminates the member; their benefits are permanently revoked.

TIP Courses that report incidents consistently see a meaningful reduction in behavioral issues over time.

05 See your impact at a glance

REPORTS

The Reports tab currently displays:

Total subsidies this month

Rounds by age (year-to-date)

Rounds posted YTD by month

Want more reports added? Email coursesupport@youthoncourse.org.

06 Enter many rounds at once

BULK ROUND ENTRY

Great for courses using a sign-in sheet for YOC rounds. Two ways to do it:

Manual entry

- 1 Select your course (if your account manages several).
- 2 Click + **Add row**.
- 3 Enter the **member number** (lowercase "y"; case-sensitive) or **handicap number, played date, and round type**.
- 4 Keep adding rows — up to **99 golfers** at once.

CSV import

- 1 Click **Download Bulk Form** to get the template.
- 2 Fill in the columns: **Member Number, Played Date, Round Type** (9 or 18).
- 3 Click **Import CSV** to upload your completed file.

07 Getting support

HELP

In-platform resources and live chat are **coming soon** to the Help tab. In the meantime:

Email coursesupport@youthoncourse.org with any questions or issues.

Hitting a problem? You can temporarily revert to the previous Course Portal at courseportal.youthoncourse.org.

SETTINGS

Three sub-tabs

Availability & Subsidy

Facility Profile

Staff

COMING SOON
 Self-service editing is on the way. For now we recommend **not adjusting settings** — submitted changes go through YOC review (typically 2 business days) before they go live.