

Who's Your Caddy User Guide

App Version: 1.0.2



GENERAL INFORMATION

Q: What will WYC do to improve my game?

A: Through the WYC GPS enabled system; WYC will provide you with accurate distance information for the golf course of play. Information provided will help you navigate the course, whether it is to the green, a sand trap, water or any other potential hazard, which allows you to make the proper club selection before taking your next shot. What truly separates WYC from other golf GPS apps though, is our extensive Video Library, our unique Caddy Tips feature, as well as having the opportunity to win prizes from local merchants through our “Gimme” feature.

Q: Why is WYC more useful than a Cart-Mounted GPS Device?

A Cart-Mounted GPS device is typically for the course being played only, not portable from course to course like WYC. Cart-Mounted devices also can't go directly to your ball with you at facilities that don't allow you to drive off the cart path. Additionally, Cart-Mounted GPS devices normally rely on line-of sight technology while WYC allows you to find your distance from your location to any other location on the course, regardless of trees, hills, etc.



Q: Is there a membership?

A: There is no membership with WYC. We encourage our users to register so that they may take advantage of the extensive options and rewards available through the WYC app. As you use WYC, hopefully, you will be the recipient of one of our fabulous Gimme's (prize rewards for using the application) and once you win, we'll need your email address to send your prize to claim.

Q: Is WYC available in Android as well as iPhone?

A: Yes. WYC is available on the iPhone, iPad, iPod Touch, and Android platforms.

Q: I have an iPhone3, can I use my phone with WYC?

A: Unfortunately, no. The iPhone3 does not contain the updated GPS tracking software that the iPhone4 does to allow it to be used with WYC.

Home Register Done

Benefits of Registering

Required Fields

First Name: Enter Name

Last Name: Enter Last Name

Email Address: Enter Email

Phone Number: Enter Number

Optional Fields

Handicap: Enter Handicap

LOUDMOUTH

Q: How can I download app?

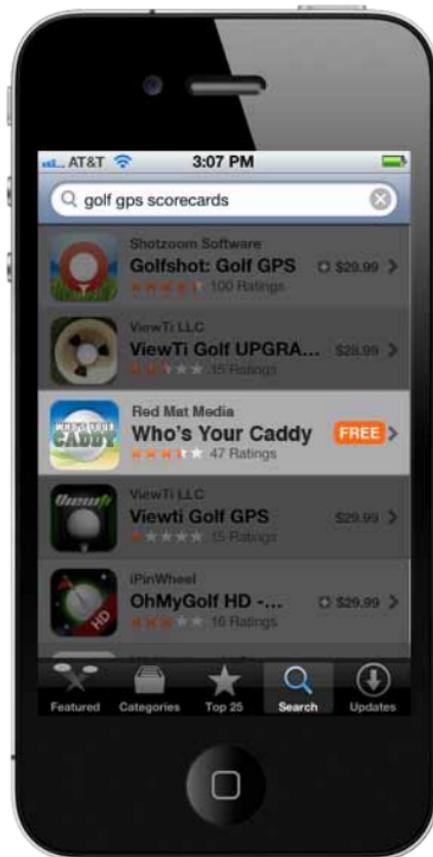
A: The iPhone app can be downloaded through iTunes, from our website, through the app store on your device, or through the Who's Your Caddy Facebook page.

Q: How much space does the app take on my phone?

A: Because of the unique way our top of the line development team produced WYC and the manner in which the app is hosted, WYC will take up only a small amount of space on your phone.

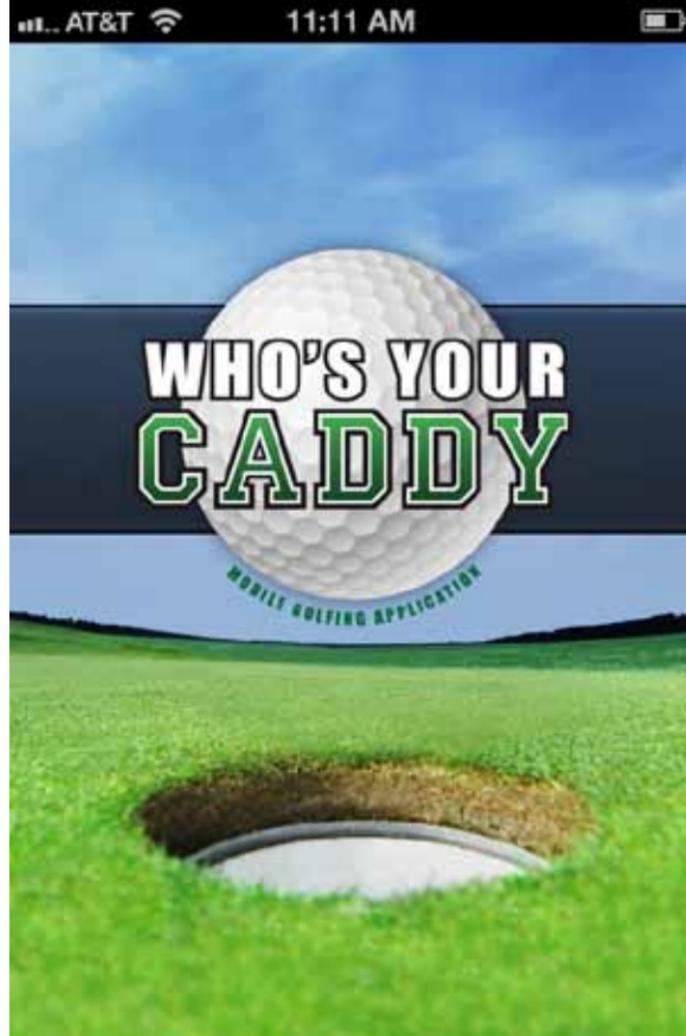
Q: How can I prevent the GPS from draining my battery?

A: To increase the life of your battery one easy tip for iPhone users on is to use the lock button on the top right of your phone to shut your screen off between shots. Just remember to turn your screen back on 10-15 seconds before your next shot to allow the GPS to correctly determine your location. If you remember to make sure your phone is fully charged before you come to the course, you shouldn't have any battery issues.



Q: I've heard that GPS devices have been banned by the USGA is that true?

A: This rule is in effect for officially sanctioned USGA events, but even then, the Local Committee can still decide to permit the use of distance measuring devices. We would suggest that before using WYC in an officially sanctioned USGA event, you check with your Local Committee to determine if they have placed that Local Rule into effect.



COST

Q: *Is there a fee to download WYC?*

A: Who's Your Caddy is 100%, absolutely, positively FREE to download and use.



GIMMES

Q: What are Gimme's?

A: Gimme's are always good on the golf course but WYC has made them even better. Through partnerships with local and national advertisers, WYC has secured gift certificates from businesses and organizations that we think golfers will be interested in. While playing a round of golf, you might see a text message pop up on your phone congratulating you for being awarded a "Gimme". Once you accept the Gimme, you have the options of redeeming it immediately, storing it in your "Gimme Locker" for future use, or rewarding a family member, business associate, friend, or anyone you choose with your Gimme. Those being awarded the Gimme must also be a WYC registered user, but again, for a free download, they'll thank you for both the Gimme and for introducing them to such a great app!!

Q: Can I store my Gimmes for later use?

A: Yes, you can save your Gimme to your Gimme Locker where you can access later from the Main Menu.



Q: How do I redeem a Gimme?

A: Once you are notified with an on screen message that you have won a Gimme, the Gimme will be sent to your Gimme Locker accessible through the main screen of the Application. From your Gimme Locker, you can click on the Gimme that you've won and you will see the details of the Gimme and the location of the business providing it to you. All you need to do from there is take your phone into the location for redemption and show it to the employee. A bar on the bottom of the screen will ask you to redeem the Gimme. The employee will click on that bar on your phone and it will be considered "redeemed" and you will not be able to use it again.

Q: How long do I have to redeem my Gimme?

A: Our agreement with individual merchants is that they honor the Gimme' available for up to 2 years after they have entered into the agreement with WYC. However WYC is not responsible for any merchant's errors or omissions.

Q: Can I transfer my Gimme to someone else?

A: At this time, there is no method for physically transferring the Gimme from one phone to another. However, if you would like to have someone use your phone to redeem that Gimme, that's perfectly fine with us, but remember once that Gimme has been redeemed, it can not be used again.



Q: *What do I do if a merchant won't redeem my Gimme?*

A: Should you have trouble redeeming an appropriately awarded Gimme, don't worry, guidelines have been established with our merchants to assure that any valid Gimme will be redeemed. On extremely rare occasions, there may be an issue that could arise with a new employee or some other matter that can be easily fixed. Please present your Gimme as your arrive so any issues can be resolved at that point. If you are still unable to redeem the Gimme, please contact us with the name and location of the merchant, what your Gimme was for, as well as your contact information, including your name, phone number, address and email so that we may reach out to you with resolution. WYC has an extensive technological back office system that tracks all Gimme's awarded and we will do our best to assist you. Please understand, if we are however unable to come to a resolution with the merchant to redeem your Gimme, Who's Your Caddy, Red Mat Media or any of it's partners or affiliates are not responsible for the lack of redemption.



GPS

Q: How does the WYC GPS work?

A: The GPS system uses Google maps to determine your exact location. Based on detailed information in the WYC app, each hole on a mapped course is also identified by GPS coordinates. Once the GPS function is enabled on your app, you will notice a blue dot with a flashing ring, this will be the location where you are currently standing. As you stand on the tee box, you will see a set of crosshairs on the green in front of you. You can move those crosshairs to your desired target, whether it be the green, a spot in the fairway, or a particular hazard to determine your exact distance from that location.

Q: How do I use the GPS feature?

A: Once you select your course and select "Start Round", you should be taken to the first hole on that course of play and the GPS should be loaded and ready to go. If you are not on that screen, you simply need to select the GPS icon on the bottom of your phone's screen. Once there, just move the cross hairs that begin on the green to the location you wish to determine your distance from.



Q: Can I find out how far I am from a sand trap or other hazard?

A: To find the distance to and from a course hazard, move the crosshairs to that sand trap or other hazard and your GPS will determine that distance for you.

Q: My location is off, what can I do to fix this?

A: Check you setting under location services and make sure you have it turned on for Caddy.

Q: Why can't I access the GPS?

A: Check you setting under location services and make sure you have it turned on for Caddy.

Q: Why does my GPS work at times and other times it doesn't?

A: A possible cause might be interference from trees or buildings.

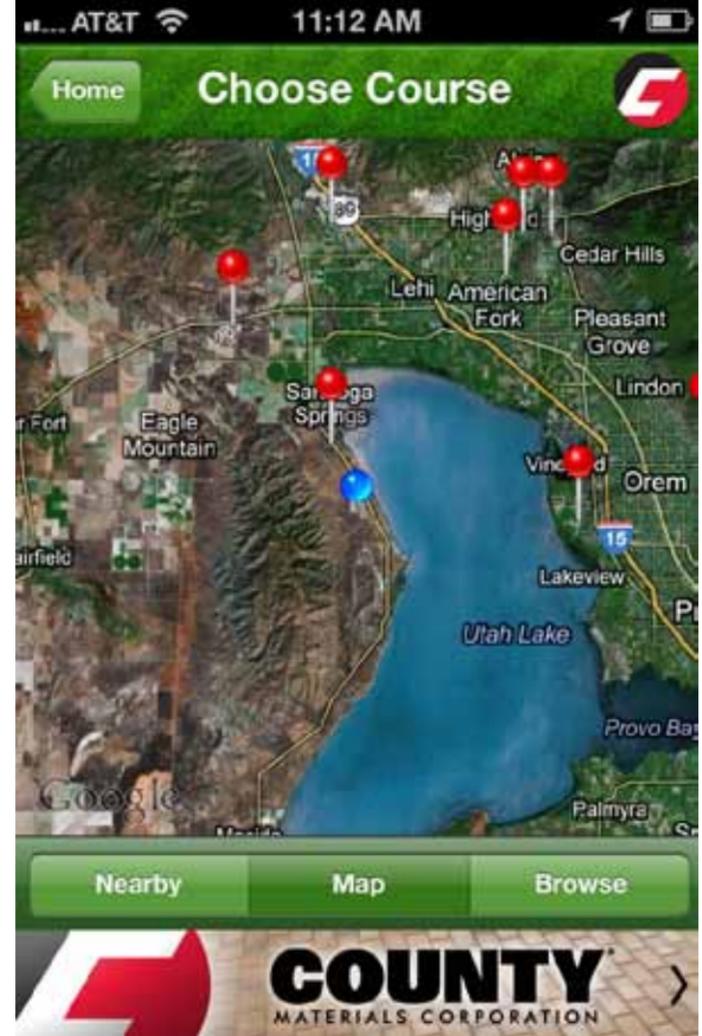


Q: Are all the courses in United States in the WYC GPS database?

A: We have mapped all of the courses for which we currently have detailed GPS information. Our staff is at work mapping each of the courses that are not part of the system. Should you find that your course is not GPS mapped, please email us at mapmycourse@whosyourcaddy.com and we will do our best to get your course mapped as soon as we can.

Q: Are there any tricks to saving battery usage?

A: Yes. Although we have done everything possible on our side to reduce the strain on your battery, any GPS based app will be power intensive. First, we suggest that prior to your arrival at the course you have made sure your phone is fully charged. While using the app, use the lock button on the top of your iPhone to shut your phone down between shots. This will shut down any battery usage and help save phone's power. Approximately 15-20 seconds before you are ready to use your app again, unlock your phone, this should allow sufficient time for the mapping system to reload and find your location.



CADDY TIPS

Q: What are Caddy Tips?

A: Caddy Tips are a unique feature for WYC in that the videos and written instructions for play on a particular hole are submitted by golfer who knows the course best, the Club Professional at that particular course. Not sure what side of the fairway to play off the tee, can't see if there is a bunker lying just behind the green? Check out the info from the local pro and you're a step ahead of the other players in your group. Caddy Tips are available from the tee box, the fairway, and the green.

Q: Where do I find and access the Caddy Tips feature?

A: Once you have selected your course and started your round inside the app, at the bottom bar on each hole, you will see "Caddy Tips" as a selection icon. If your course is a participating member of Caddy Tips, you will see options for video or written Caddy Tips. Depending on which your course has chosen to use, you will then select those Tips to receive valuable information on playing this particular hole.



Q: How do I know if my course uploaded Caddy Tips to the App?

A: When you select the Caddy Tips icon, a new screen will appear. If the course you are on has not loaded any video or notes, the icons under the Tee Box, Fairway, and Green icons will be shaded. If however Caddy Tips Videos and Notes are available the shading of the icons will be viewed in a brighter color.

Q: When should I use Caddy Tips?

A: We would suggest that the best time to use Caddy Tips is before you arrive at the course. You can watch or read the Caddy Tips at your leisure and make mental or written notes for yourself to use when you arrive at the course. However, if you do choose to use them at the course, please use them as early as possible before you take your next shot so there is no delay in play.

Q: When I try to download the Caddy Tip video, it won't play.

A: It is likely that you have a slow Internet connection or no Internet connection is available at your location.



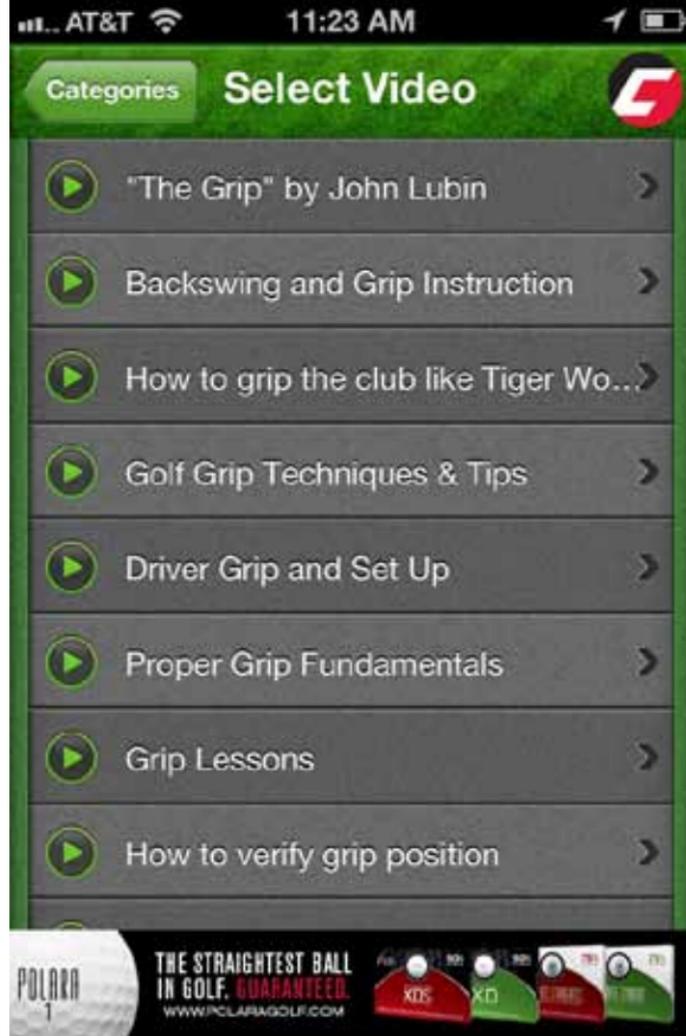
VIDEO LIBRARY

Q: What is the Video Library?

A: The Video Library is compiled and selected videos from various sources throughout the golfing world. A wide variety of training videos have been assembled to help you improve your game. Feel free to watch these videos at any time, as you are not required to be on the course to view them. Watch them at home or on the practice tee, it's up to you!!

Q: How do I recommend a great video that I know about that's not in the WYC database?

A: If you are aware of a Internet based video that you feel would be helpful to other golfers, please email us at info@caddytags.com and we will be happy to make it a part of our Video Library. Our app is all about bringing the most valuable information possible to golfers and your input is important to us.



Q: My Video Library sometimes is slow to load, is there a way to fix that?

A: The only reason it would be slow to load is because of a slow Internet connection. Try accessing the Video Library from a different location after checking your Internet connection.

Q: Can I upload a video to the Video Library?

A: At this time, users are not allowed to upload videos to the Video Library. We anticipate adding a video upload function in a later version of WYC.



SCORECARD

Q: I found some of the information on my course's scorecard is incorrect, can you fix that?

A: We are determined to provide you with the most accurate information on any available Golf GPS App. Should you find that there are discrepancies please mail a scorecard to the address below or scan the card and forward it to the email address provided:

Who's Your Caddy
PO Box 2387
Milford, CT 06460

or

mapmycourse@whosyourcaddy.com

Q: What scoring information can I enter?

A: Once you complete a hole, you will select the "Score" icon at the bottom of the phone screen. From here, use the wheel to documents the Tee Club, your Score for that hole, number of putts, Fairway (Driving Accuracy) status, number of Sand Shots, and number of Penalty Shots. All transfer to your Statistics Page.



STATISTICS

Q: What statistics are available on WYC?

A: Statistics are available for both your current round and for historical rounds including the categories of Driving Accuracy, Greens in Regulation (GIR), Putting Averages, Scoring, and Scores by Par.

Q: What does the "Driving Accuracy" stat mean?'

A: Driving Accuracy is the percentage of your tee shots that remain in the fairway on par 4 and par 5 holes as well as tee shots remaining on the green on Par 3's.

Q: What do the arrows in the Fairway scoring wheel mean?

A: You will see 5 different arrows under the Fairway Selection on the Scoring Wheel. This feature should be used as follows:

Green Arrow: Tee shot landed in the Fairway

Left Pointing Arrow: Tee shot ended left of the Fairway

Right Pointing Arrow: Tee shot ended right of the Fairway

Downward Pointing Arrow: Tee shot stopped short of the Fairway

Upwards-Pointing Arrow: Tee shot was driven through the Fairway



Q: What is GIR?

A: GIR stands for “Greens in Regulation”. This stat is indicative of how many shots it took you to reach the green. A green in regulation means that once you arrive on the green, if you can putt 2 or more times and still make par, you have reached the “Green in Regulation?”



COURSES

Q: How many courses are in WYC?

A: There are approximately 19,000 US based courses currently in our database with more courses being added as they are developed.

Q: Can I get directions or contact information to the courses?

A: Yes. Once you have selected the course, you will see an icon for Directions. Selecting the direction icon will provide you with a map and driving directions to the course you have chosen. The Call icon will allow you to call the Pro Shop at the course you selected should you wish to use this feature to schedule your tee time or conduct any other business with the course. Other available icons include current weather conditions for the selected course, previous scorecards from this course, and a Facebook icon, which will allow you to post your score to your Facebook account right from the app.

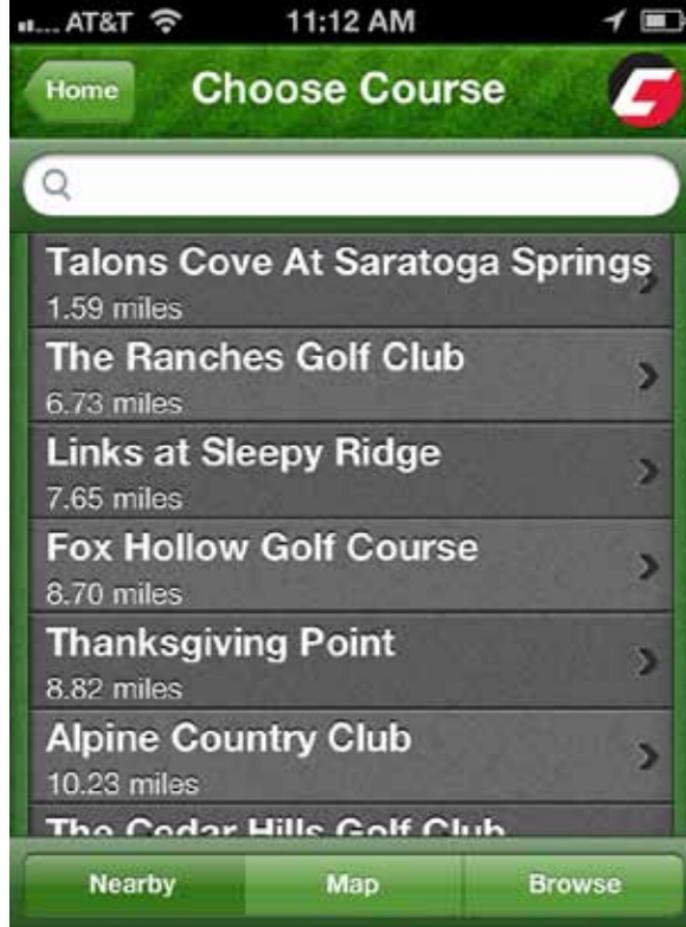


Q: My course isn't listed, how can we get it in the system?

A: We are entering new courses every day but we realize that the one course you want entered in the one you want to play. And if it's important to you, it's important to us. All you need to do is send an email to mapmycourse@whosyourcaddy.com. We will try to get your course mapped within a week and ask that you check back then to interact with it on your app. If you are able to scan a scorecard with a course layout and email it to us as an attachment it helps us get things done sooner. Please include the entire scorecard with the course name displayed on the card.

Q: Are all the WYC courses GPS mapped?

A: We currently have hole by hole mapping for nearly 14,000 courses in the United States. Should you find that your course isn't mapped, please contact us at mapmycourse@whosyourcaddy.com and we will do our best to see that your course is mapped and ready for you within a week.



ADVERTISING

Q: I would like to find out more information about advertising on WYC, how do I get more information?

A: We'd love to hear from you, please contact us at sponsor@whosyourcaddy.com

SUPPORT

email support@whosyourcaddy.com

**YOUR
AD
HERE**

AT&T 11:32 AM

BRIDGESTONE
Your Partner, Our Passion

OVER 100 RPM

BRIDGING THE GAP
BETWEEN
YOU AND THE PROS

B330 SERIES WITH DUAL DIMPLE TECHNOLOGY
VIDEOS AT BRIDGESTONEGOLF.COM

Close