



## The FargoRate Player and Scoring Apps

### Getting the apps:

1. Your LO/LM confirms that you already have a **“Profile”** in LMS. If yes, then skip to step 3
2. If not, then your LO/LM creates a **“Profile”** in LMS and waits a day for that data to sync from the LMS database to the FargoRate database
3. Once your profile is available in the FargoRate database, you go to your app store and search for the **“FargoRate Player App”** and install it on your device
4. Open the Player App and swipe left until you get to the **“lets get started”** page
5. Search for your name (**profile**) using just the first few of letters of your first and last name and select it. We do this to ensure we find any shortened names or miss spellings. If you are unable to find your **“profile”**, stop and go back to step #1.
6. Once you find your name and select it, the system will ask you for an email address and password to establish your **“Account”** which will then be correctly linked to your **“Profile”**.
7. Once you have logged into player app you will be asked to purchase a subscription for the premium features. These premium features are included with your CSI membership. Please ignore these prompts as the free app has all the required features you need to get started. The premium features will become available once you have played a couple of weeks in the LMS system, we have received and processed your membership fees and you have been marked as “sanctioned” in the LMS sanctioning report. You can then email [support@fargorate.com](mailto:support@fargorate.com) to request the premium features. Here is a link to an article on our website that explains how the [FargoRate Player app](#) works.
8. In the player app, click on the main menu in the top left corner of the screen (3 horizontal bars) and choose the **“Player Card”** option at the top of the list and make note of your CSI membership number at the bottom of the page as you will need it in the next step.
9. Once the player app is installed and working properly, you would go back to your play store and search for the **“BCAPL Scoring App”** or the **“USAPL Scoring App”** and install it on your device. Use your CSI membership number and the password you established in the **“player app”** and finish logging into the **“scoring app”**. In the BCAPL scoring app only, you can use your email address in place of your CSI membership number to log in. Here is a link to an article on our website that explains how the [BCAPL Scoring app](#) works.

## Common Issues:

1. **I already have the “player app” and can’t remember my password to log into the “scoring app”;** Use the password reset tool in the “**player app**” to reset your password and log back into the “**player app**”. Then go back to step #8 above and proceed
2. **I no longer have the email address that I provided when I signed up for my “account” or I did not receive the password reset email;** Send an email [support@fargorate.com](mailto:support@fargorate.com) to have your email address updated to your current email address. You will then be able to use the password reset in the “**player app**” to reset your password and log back into the “**player app**”. Then go back to step #8 above and proceed
3. **I am in the “Player App” but it says I have the wrong robustness;** Then, you may have multiple “**profiles**” for a variety of reasons or be connected to the wrong “**profile**”. You will then need to email [support@fargorate.com](mailto:support@fargorate.com) to have your “**profiles**” merged or changed so your “**account**” is connected to the correct “**profile**”.
4. **I am in the scoring app but do not see any of my scoresheets;** First, you need to be on a team in that division to see the scoresheets. Your League Operator or Manager will be able to confirm they have entered you on a team. Or, you may have multiple “**profiles**” for a variety of reasons or if you downloaded the scoring app first and tried to sign in, you may have created a new “**profile**”. In both cases you will then need to email [support@fargorate.com](mailto:support@fargorate.com) to have your “**profiles**” merged so you are I the same “**profile**” in LMS and the “**scoring app**”.

## Best Practice for the scoring apps:

One of the most unique features of the FargoRate scoring apps is that they do not need cellular data or Wi-Fi to be able to score a match. You can download the scoresheet when you have service, go to the venue, and score the match, and then upload the results once you have service again.

The one time when this can cause an issue is where players either intentionally or accidentally download the scorecard to their app in advance of the match. This will result in the player’s ratings being out of date and can result in the app having a different team roster than is in LMS. In turn, this can result in different handicap results between apps or between the app and LMS. That or, the submission not being accepted at all by LMS due to a roster mismatch.

This simple solution is to download the scoresheet on the day of the match. Alternatively, you can remove and reload the scoresheet or drag down on it to have the data refreshed before you start scoring. This will ensure the app has the up-to-date player ratings, and team rosters.