

## Hockey Calgary – Automatic Recertification Protocol

Hockey Calgary is introducing Recertification for all parents of players in Calgary. When Automatic Recertification is activated **May 1, 2017**, a number of processes will take place. This document identifies those processes, and what you as a parent will see.

### Hockey Calgary Recertification Process and Updates to the Respect in Sport Parent Program:

- For anyone who has not seen the program since January 2017, it's all new. A full screen interface, closed captioning and a faster pace are all part of recent updates.
- Users with iPads, iPhones, iPods, and Android devices can now operate the Respect in Sport Parent program on mobile device browsers without the need of plugins or additional applications.
- The Respect in Sport Parent program will soon be available as an App for iOS and Android. Once available, download the app, initialize it on an Internet connection, then complete the program offline. This app is currently in development and expected to release in Summer 2017.

### Process Synopsis When Activating Automated Recertification:

Once **Recertification is activated on May 1<sup>st</sup>, 2017**, existing users whose certificates are older than January 1, 2014 will have their certificate reset.

- Those users affected will receive an email to the address on file with Respect in Sport indicating the certificate is now expired. Profiles for these users will be changed to Reset and ready for users to log in to access the new program. **If your email address has changed from the one you used when originally certifying, you will not receive an email notification. It is important for parents to login to the Respect Group site to update their profile information.**
- Users whose most recent certification is at least 39 months from the last date of certification will receive an email indicating the certificate will expire soon.
- All users have the ability to opt out of receiving these emails via a link in the email. While Recertification is a requirement for Hockey Calgary parents, users who are no longer affiliated with Hockey Calgary may elect to Opt out.

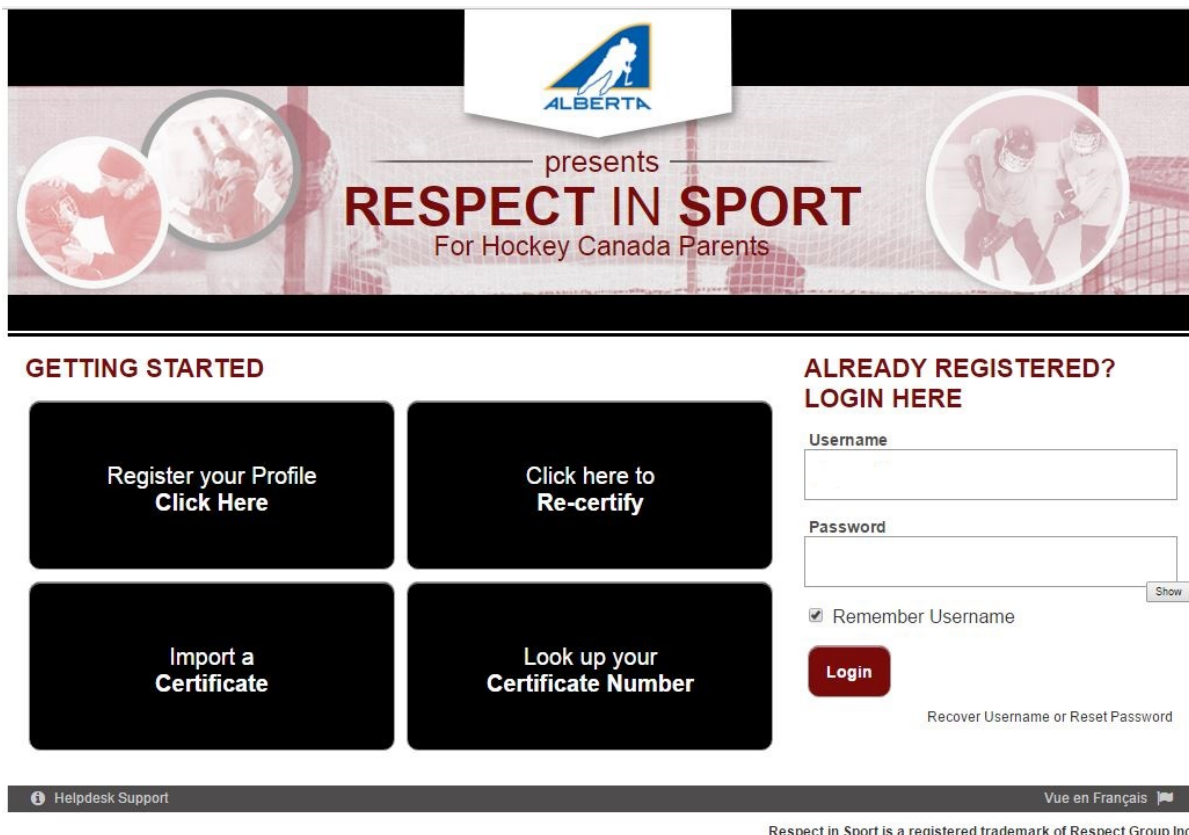
## When Recertification is Complete:

**VERY IMPORTANT NOTE:** With completion of recertification, the Parent will be issued an amended certificate number which will be updated in the profile and reports. This will also be sent to the HCR using the child information on file. **Please ensure this information is 100% in agreement with the information in your child's HCR profile.**

## General Notes

1. Users who simply wish to review the program between certifications can always log back in and access the modules.
2. Users who wish to recertify ahead of schedule can do so by selecting the Recertify Now button that will display after certification is complete
- 3. Individuals who wish to manually recertify but neglect to select Recertify Now will not be provided with program credit**

## What You Will See on the Log In Page:



The screenshot shows the login page for Respect in Sport. At the top, there is a banner with the Alberta logo and the text "presents RESPECT IN SPORT For Hockey Canada Parents". Below the banner, there are four buttons under the heading "GETTING STARTED": "Register your Profile Click Here", "Click here to Re-certify", "Import a Certificate", and "Look up your Certificate Number". To the right, under the heading "ALREADY REGISTERED? LOGIN HERE", there are input fields for "Username" and "Password", a "Remember Username" checkbox, a "Login" button, and a "Recover Username or Reset Password" link. At the bottom, there is a "Helpdesk Support" link and a "Vue en Français" link.

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## What You Will See After You Log In:



- Select "Program Access"
- Carry on to complete the new Respect In Sport Parent Edition