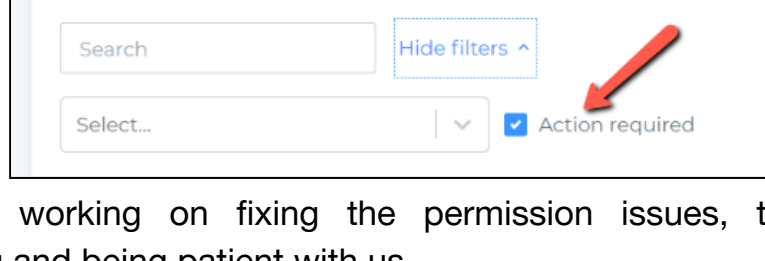
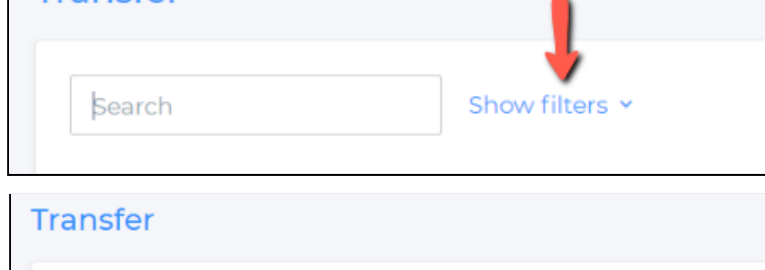




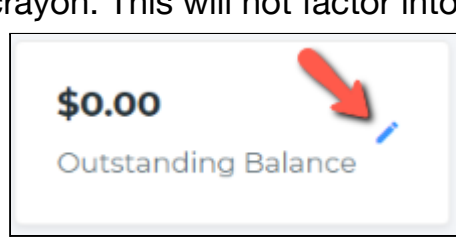
# HCR 3.0 — spordle Weekly Newsletter

## Information / New release

- Hockey Canada has lowered their membership fee by \$3. Please note this change so that your registration fees reflect this update.
- Transfers module has had all fixes deployed in Production for all Member Branches – you should now see the following: A2A / IATs and IBTs have been corrected and should now display correct approval orders w/ correct organizations represented Action button w/ available selections will now appear for Super Users & Administrators (at expected levels).
- The document upload limit has been upgraded to 10 MB.
- If you want to filter notifications in tasks, you use the filters and select the action required. This will only show the tasks that require you to take action.



- We are still working on fixing the permission issues, thank you for your understanding and being patient with us.
- We are working on some updates to the help desk but in the meantime, please make sure to mention which organization you are a part of.
- Continuing on the helpdesk note, you may receive some communication in french. We have identified this issue and have a solution in place that is being finalized.
- **All remaining Paysafe Merchant Accounts have now been migrated over to HCR 3.0;** please note there may still be some accounts showing as “Disabled” on Paysafe’s side of the equation, but their technical support team will need to process any required account status changes via their own customer portal – please direct any further support requests accordingly.
- **SportsPay by QE future installment payments functionality has been fixed;** will allow future payments as expected for upcoming installment schedules.
- The outstanding balance is now working, you can edit this on a participant’s profile by clicking on the blue crayon. This will not factor into the “Amount Due” box.



- Organization’s should not be using the “exclude all fees” option for player registrations. These membership fees need to be captured as they include the Hockey Canada insurance when stepping on the ice.
- Membership fees continued: What must be understood is that we don't do live splits so no money is transferred. e.g.: The parent pays 75\$ today the system logs in the cart that you owe 10\$ of membership fee and displays it in your reports. This is done on the first transaction of the season, for all other transactions it will not charge. At the end of the year, the club will receive an invoice for the membership fee. If the club excludes the fee, the only difference is that the system will still charge the same price even if a participant registers twice for the same activity because it will not deduct the membership fee. The club will receive the same bill at the end of the year.
- If you are submitting a ticket request such as “a video isn’t playing properly” or “the page isn’t loading on my browser”, please let us know which video specifically isn’t playing or which web browser so we can investigate. We need as much detail as possible to help look into your issue. If possible, please provide us with screenshots.
- The criminal record checks (over 300,000 records) have been fully migrated over. If there are missing CRC checks, please let us know.
- The next phase of data migration from HCR 2.0 is for qualifications and this should be done by the end of this weekend.

## Training updates

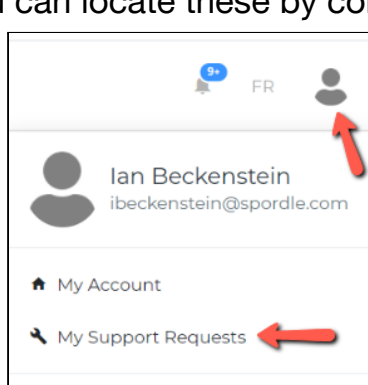
- This week, we had training sessions in french which covered the topics of organization, catalog, online stores, participants, registration, clinics and transfers. These are now available on the french webinars support page: <https://spordle.atlassian.net/wiki/spaces/HCR/pages/1895170049/Webinaires%2Bprogramm%2Bs%2Benregistr%2Bs>
- We have two optional drop- in Q/A sessions scheduled for June 11 + June 18 at 1:30pm EDT. **No other training sessions are scheduled for June** until we roll out the next modules which will be Teams, Rostering & Reports.

## Documentation updates

- The my account page has been updated: <https://spordle.atlassian.net/wiki/spaces/HCR/pages/1946026028/My+Account>
- Participant video to register for clinics has been updated: <https://spordle.atlassian.net/wiki/spaces/HCR/pages/1935605966/HCR+Site++Register+for+Clinics>
- Participant registration has been updated: <https://spordle.atlassian.net/wiki/spaces/HCR/pages/1946025985/HCR+Site++Register+to+play>
- Please don't forget that our user guide is available in the HCR dashboard at the bottom left. Here is the link: <https://spordle.atlassian.net/wiki/spaces/HCR/pages/1821212685/HCR+3.0+General+User+Guide>



- Please remind your users that they need to check *My Support Requests* if they send in a question or issues. You can locate these by consulting the following screenshot.



## Question

**How come I can't delete items that I have created in my catalog section?**

## Answer

We understand that this basic function being not available is frustrating. This falls under the permission issues that we are working to correct and will be available soon.

## Question

**If I want to add a mandatory tryout fee, administration fee or non refundable fee that is different from my registration fee, how can I do this?**

## Answer

You can create these as “other items” and attach these to your online store.

## Question

**I am part of one of OHF's member partners or branches. How come I don't see Rowan's law as it is supposed to be pushed down to me?**

## Answer

Rest assured, Rowan's law will be pushed down and into your participants' registrations. You won't see it in your “waivers” section but it will appear when the participant's register. However, you can see them in the Waiver tab of a participant's profile when they complete a registration.

## Question

**Are there numerous types of discounts available?**

## Answer

We are working on future developments however a discount for registering multiple participants is the only discount available right now.