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HCR 3.0 — spordle
Weekly Newsletter

Information / New release

REMINDER When submitting help desk requests, please mention your MHA and provide examples of the issue with as much detail as possible.

- Search by member type is **not** available, this is a work in progress. We apologize for this being miss leading with the “coming soon” label going away.

- We are getting help desk requests for coaches and officials who aren’t aware that ehockey is no longer available. This information should’ve been disseminated at the branch/MHA level that they need follow the redirect link to create their new HCR account. For Ehockey,we need to link new accounts for coaches. They need to go to the member tab of My Account to see their HCR account and click on the icon of their initials to see their qualifications.
- Make sure to mention their MHA
- Clinic creation issue for branch super user (it was related to permissions). Super users should be able to create clinics now.
- Registration at $0 is now possible.
- All permissions issues related to shared players are solved now including editing contacts and addresses have now been updated.
- Transfer workflows for OHA and Maritimes have been corrected.
- Issues when trying to save a late fee without an early fee have now been resolved.
- The issue regarding the date of birth being a day off in My Account has been fixed.
- Email notifications for transfers are now sent right away
- Response email for new answers from CS team is now sent with the Jira ticket ID
- Super users now have access for USA transfers
- The qualifications and waivers in the participant’s tab have been updated.
- Transactions done with CC get charged automatically, you don’t need to confirm the transaction.
- If a parent locks their account, we are setting up an automatic reset which we are aiming to have ready next week

Training updates

- We have an optional drop- in Q/A sessions scheduled for June 18 at 1:30pm EST. **No other training sessions are scheduled for June** until we roll out the next modules which will be Teams, Rostering & Reports.

Documentation updates

- We have updated screenshots and text for the qualifications tab and waivers tab in the participant’s section.

Question

What is the process of starting a transfer and where do I locate this?

Answer

In order to start a transfer, you must locate the participant. You must click on the row and the side panel will open. You need to click the blue +*Action* button in the top right and request a transfer. After that, you must fill out the next box of information and press submit.

Question

Where can I find the invoice for my registration?

Answer

You are able to view the invoices two separate ways. You will receive an email and you can view the transaction history in the purchases section of My Account.

Question

Is the migration process for Respect In Sport qualifications complete?

Answer

No, we are still migrating over these over, thank you for being patient with us.

Question

Where can I locate my criminal record checks for my participants?

Answer

The criminal record checks are in the final stage of being completed and these can be found in the History tab on the participant’s profile.

Question

How come my discounts for multiple participant’s isn’t functioning properly?

Answer

The wording of the discounts has been an issue on the catalog page when you review. This has been noted and the discounts should be applied to participant #2, participant #3 etc. The first rule will still be applied.

Example: If you want to give $10 off per participant after your first participant, the discount will be $10 for two participants, $20 for 3 participants etc.

Rule #1 is $10 off the 2nd participant
Rule #2 is $10 off the 3rd participant

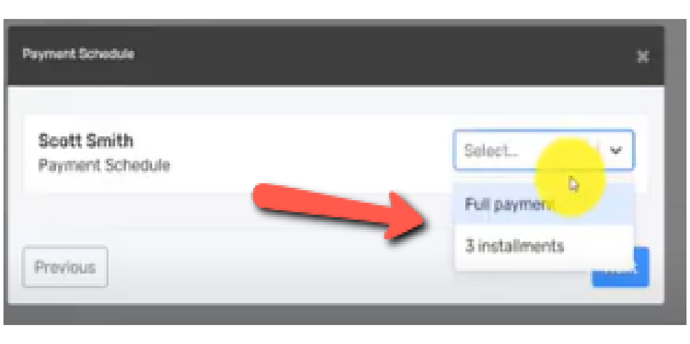
Now the family is getting $20 off if they have three participant’s registering.

Question

Can I make full payment an option as an installment?

Answer

You do not need to make a new installment for a full payment option. When checking out, the participant will have the option to pay in full or use the installments that the organization has created.



Question

Can I delete registration fees, waivers and questionnaires?

Answer

Unfortunately you are not able to delete your registration fees, waivers or questionnaires. Right now, you need to make them “inactive” and they won’t be available to your participants.