



# HCR 3.0 — *spordle* Weekly Newsletter

## Information / New release

- Option to block new account creation for online registration. This needs to be requested by a branch to Spordle and we can update this setting.
- Including an email is now mandatory when you create an account and will be copied over to the player profile.
- The notification modules are in the process of being updated. We apologize for the emails that you may be receiving that aren't relevant to your workflows. These issues are permission based.
- **\*Important\*** Since the rostering module has been deployed, there is no need to “card” players anymore. Please go to the “Scheduled & Recorded Webinars” page (click [here](#)) and check out the zoom recordings if you were unable to attend the sessions this week.

## Training updates

- The recordings for the rostering module are now available in the user guide on the “Scheduled & Recorded Webinars” page by clicking [here](#).

## Documentation updates

- Coaching qualifications page (email sent to super users June 29, click [here](#) to view)
- Creating your account as a parent or coach (email sent to super users June 29, click [here](#) to view)

## Question

**When a credit card transaction is declined, is the user notified? Your system shows payment rec'd of \$XXX but the message says that the transaction was declined. Why does the system say payment was made when that's clearly not the case?**

## Answer

First the parents don't get an email for a declined payment. It's displayed right into the payment page with an error message and they can retry right away. As a registrar, you get a notification to tell you that the payment was declined.

There could be a lot of reasons for a declined payment such as a wrong card, wrong expiration date, not enough funds, amongst others.

As a parent, they see a generic message on the page and then they can retry right away. So most of the time, you can get a notification for a declined payment and then a couple of minutes later a successful transaction because the parent was able to pay.

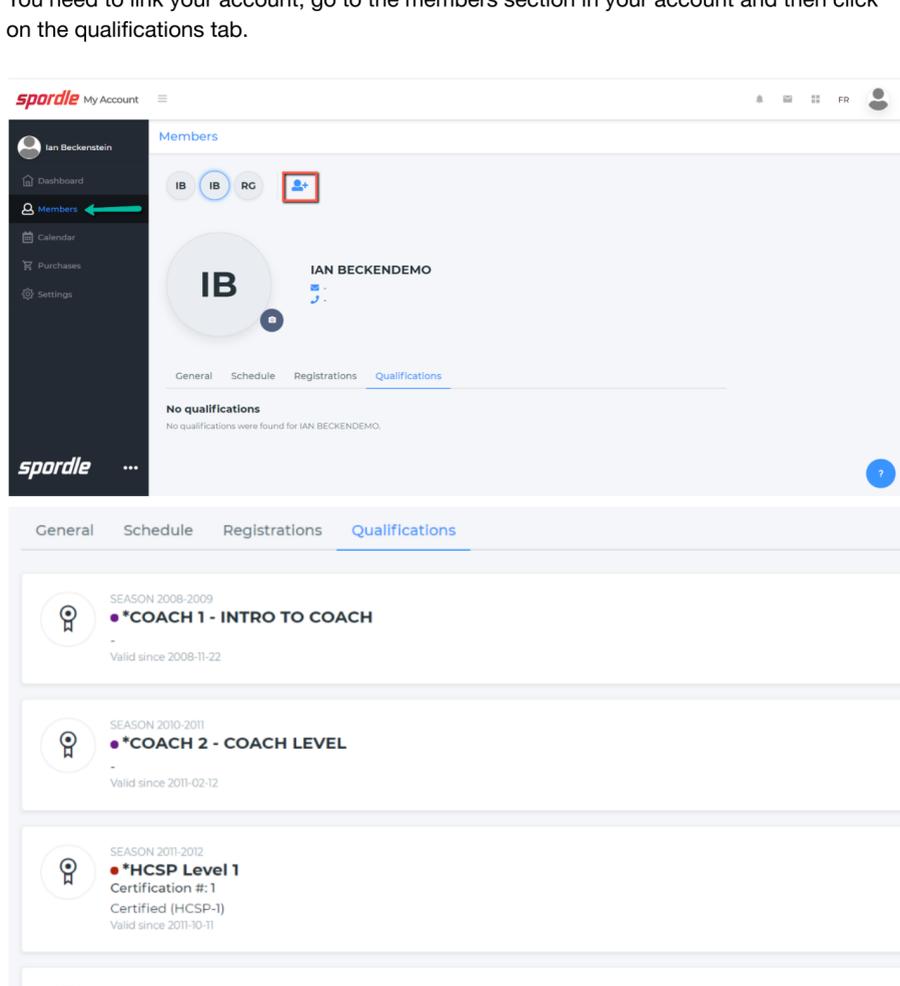
**\*We are working on the wording to clarify this explanation.**

## Question

**How can I see my coaching qualifications?**

## Answer

You need to link your account, go to the members section in your account and then click on the qualifications tab.



## Question

**If a parent is unable to register online, they will receive the following error message:**

**“Contact your local registrar to enable the online registration for your account”**

## Answer

This means the participant has an outstanding balance on their account. They need to pay the outstanding balance first and then their profile can be manually updated by the branch or MHA. Once the outstanding balance is set to \$0.00, they can register.

## Question

**What types of reports will be available and when will we be able to export these?**

## Answer

A lot of the reporting options will be similar to HCR 2.0. You will be able to “save” a report template in HCR 3.0 instead of always re-creating the report. We are aiming to have this ready in the coming weeks.

## Question

**Is the functionality to merge player profiles available yet?**

## Answer

The merge profile functionality is in the final stages of being developed and tested. We are aiming to deploy this next week.