

Possible FAQ issues:

Please try these common troubleshooting steps first before calling.

The website's landing/login page won't load:

- User Steps
 - Check internet connection (try another website – speedtest.net)
 - Check physical/network connection (wired/Wi-Fi).
 - Contact Branch support

I can't log in.

- User Steps
 - Request/reset your password at hockeycanada.ca/eHockey site.
 - Have the user try to log in to eHockey site (if it works there it should work on the training site).
 - Make sure caps lock key is not on (passwords are case sensitive)
 - Contact Branch support

I completed both courses but HCR still shows incomplete:

- User Steps
 - Contact Branch support

The gender diversity modules are not listed when I log in:

- User Steps
 - Contact Branch support

I completed module 1, but still can't access module 2 (grayed out/disabled):

- User Steps
 - Contact Branch support

After clicking the module, course content wont load:

- User Steps
 - Contact Branch support

Module content loads on screen but doesn't have sound:

- User Steps
 - Contact Branch support

I can't navigate the course (next/prev buttons missing, not clickable)

- User Steps
 - Contact Branch support

Course loads but error pops up saying it can't connect to the server:

- User Steps
 - Contact Branch support

Something is not clickable / not responsive in the course (anything below the black navigation bar when in the course)

- User Steps
 - Contact Branch support

Branch support:

- Sue Campbell 226-533-9073
- Jeff Stewart 226-533-9071

Multiple Member Profiles:

In some cases, there are multiple member profiles associated with a user's HC login. In these instances, the training site will ask them to choose one before listing the courses that they are eligible for. This is what that looks like:

Gender Identity and Expression Course training

Choose your eHockey membership to continue:

William Howley

Bill Howley

Once initially selected, a user can change the active profile at any time by clicking the "Hello [name]" link in the navigation bar at any time.