



**NEW SECTIONS ARE HIGHLIGHTED IN GREEN.**

**1. What happened on May 1?**

If you are included in the group that is required to recertify, as of May 1, the following occurred:

- In the Respect Group system, your Profile was reset to “Recertification”.
- In the Hockey Canada Registry (HCR), the system was reset for the 2018-19 season to indicate that you are required to complete Recertification.

**2. How will I know if I am required to recertify?**

An email was sent to the address on file with Respect in Sport indicating the certificate has expired. The email provided directions for logging in to access the new program and complete recertification. **This email is important. Please review it.**

**Sample Email for a Parent**

**Hello Tessa Stoney**

*This email is to notify you that your Respect in Sport Parent certification for Hockey Alberta has now expired and your profile has been set for re-certification. The life-cycle of your certificate and the expiry date are determined by Hockey Alberta.*

*Certificate Number: RGP-6850761-1-T6A  
Completed on: January 12, 2017  
Expiring on: March 30, 2017 (Note: this is a fictional date)*

*The web address for re-certification is [hockeyalbertaparent.respectgroupinc.com](http://hockeyalbertaparent.respectgroupinc.com). If you are no longer connected to this organization, [click here](#) and you will not receive further email related to re-certification for Hockey Alberta.*

*To initiate re-certification, login to [hockeyalbertaparent.respectgroupinc.com](http://hockeyalbertaparent.respectgroupinc.com) and select Program Access.*

*Depending on the organization you are associated with, payment may be required.*

**Sample Email for a Coach/Team Official**

**Hello Tessa Stoney**

*This email is to notify you that your Respect in Sport Activity Leader certification for Hockey Alberta has now expired and your profile has been set for re-certification. The life-cycle of your certificate and the expiry date are determined by Hockey Alberta.*

*Certificate Number: RGP-6850761-1-T6A  
Completed on: January 12, 2017  
Expiring on: March 30, 2017 (Note: this is a fictional date)*

*The web address for re-certification is [ha.respectgroupinc.com](http://ha.respectgroupinc.com). If you are no longer connected to this organization, [click here](#) and you will not receive further email related to re-certification for Hockey Alberta.*

*To initiate re-certification, login to [ha.respectgroupinc.com](http://ha.respectgroupinc.com) and select Program Access.*

*Depending on the organization you are associated with, payment may be required.*

**3. What happened if my email address has changed?**

If your email address has changed from the one used when originally completing Respect in Sport (for example, you used a work address, and you have a new job), you likely did not receive an email notification from Respect in Sport. However, you should have received an email from your Minor Hockey Association informing you of the requirement to recertify.



# Respect in Sport – Required Recertification FAQ for Parents, Coaches, Team Officials

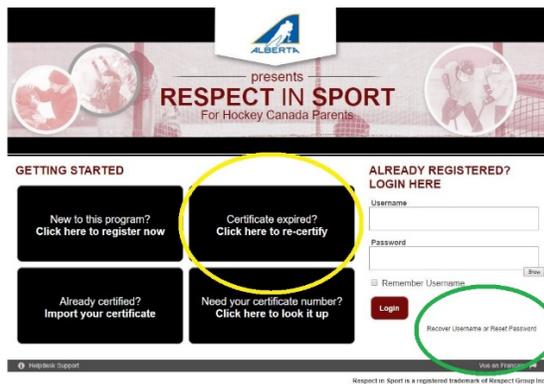
UPDATED July 31, 2018

## 4. How do I log in to Respect in Sport?

To login to your Respect in Sport account, go to the appropriate website address, based on whether you are a Parent or a Coach/Team Official. Once at the website, you need to know your user name and password.

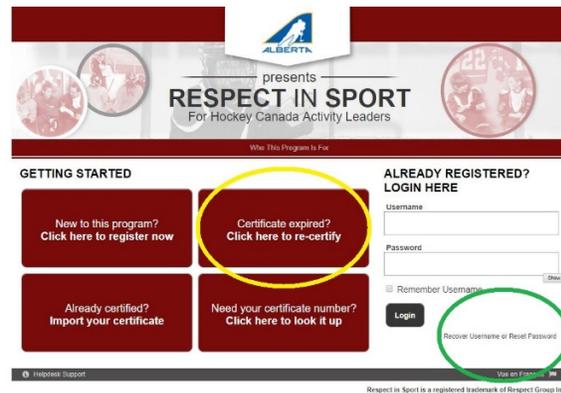
### Parents

hockeyalbertaparent.respectgroupinc.com



### Coaches/Team Officials

ha.respectgroupinc.com



## 5. How do I recover my Username, or reset my Password to log in?

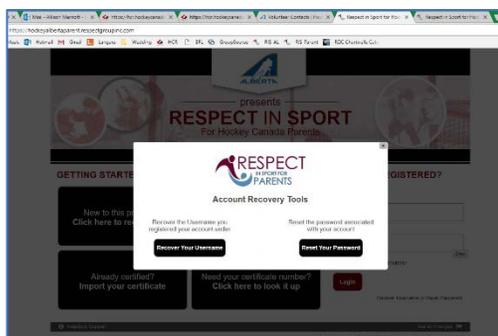
NEW

Respect in Sport has implemented a new process to Recover Username or Reset Password. The process is the same for Respect in Sport Parent and Activity Leader.

NEW

You must know username to reset your password.

- Ensure the correct website is being used
  - **PARENTS:** hockeyalbertaparent.respectgroupinc.com
  - **COACHES/TEAM OFFICIALS:** ha.respectgroupinc.com
- Click “**Recover Username or Reset Password**” link (green circle in images above in question 4) in the bottom right hand corner of the main page under the **Login** button, and then select your option in Account Recovery Tools:



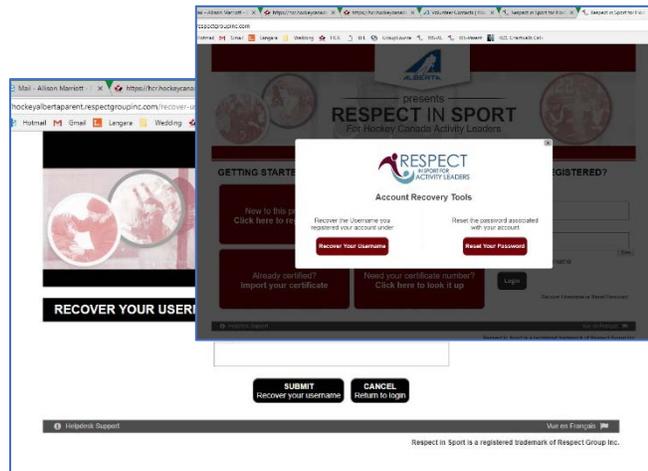


# Respect in Sport – Required Recertification FAQ for Parents, Coaches, Team Officials

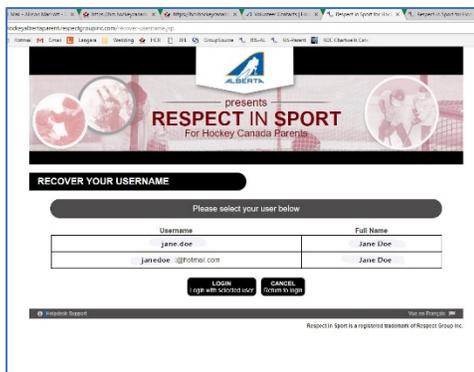
UPDATED July 31, 2018

## To recover Username:

1. Enter the email used to create/register an account and click “SUBMIT Recover your username”



2. Select the “Username/Full Name” from the search results and click “LOGIN Login with selected user”.



3. Select the program you wish to log in to with the selected username and click “LOGIN Login to the selected program”



## To reset Password:

1. Enter Username and click “CONTINUE Reset your password”





# Respect in Sport – Required Recertification FAQ for Parents, Coaches, Team Officials

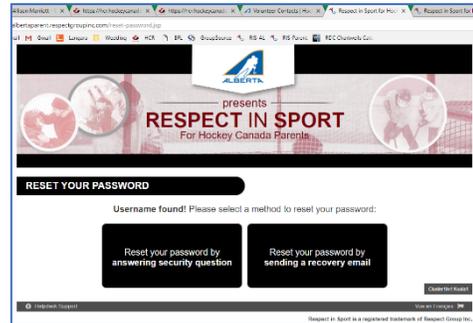
UPDATED July 31, 2018

2. Select one of the options:

a. **Reset your password by answering security question**

OR

b. **Reset your password by sending a recovery email**



If you selected: **Reset your password by answering security question**

- Enter response to security question and click VERIFY Verify your answer
- Enter “New Password” and enter password again to “Verify Password” and click “SUBMIT Save your new password”
- Click “Login now”



If you selected: **Reset your password by sending a recovery email**

- A notice will appear that reads “An email has been sent to the address associated with this username. Please follow the instructions in the recovery email to successfully reset your password. Thank you.”
- Once email has been received and password has been successfully reset, click “OK Return to Login”



If additional help is required with User Name, Password or other issues accessing your Respect Group account, you **MUST** contact the Respect Group Helpdesk:

Phone: **1-866-956-9791**

Email: [helpdesk@respectgroupinc.com](mailto:helpdesk@respectgroupinc.com)

Live Chat: [support.respectgroupinc.com](http://support.respectgroupinc.com)

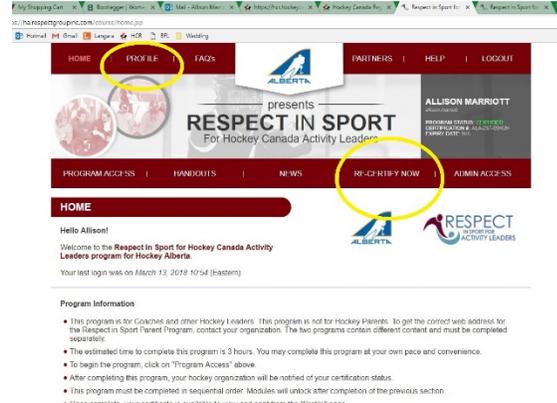
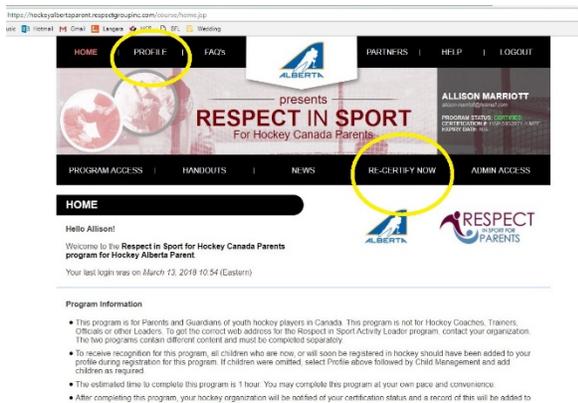


# Respect in Sport – Required Recertification FAQ for Parents, Coaches, Team Officials

UPDATED July 31, 2018

### 3. Where do I go once I have logged in?

Once logged in, please check your PROFILE information, and update email address and any other information required. Then click RE-CERTIFY NOW (yellow circles in images below).



### 4. What happens when Recertification is complete?

Once you have recertified, you will be issued a new certificate number which will be updated in the profile.

For Parents, this will also be sent to HCR using the child information on file. Please ensure this information is 100% in agreement with the information in your child's HCR profile.

For Coaches/ Team Officials, the information will be sent to HCR. Please ensure the information is completely accurate.

### 5. How did Hockey Alberta determine that recertification was necessary?

Hockey Alberta identified a need to better serve and support the parents, family members and coaches of our participants through the creation of a Parent Engagement Strategy for the 2018-19 season.

A report submitted by the Hockey Alberta's Risk and Player Safety Committee made multiple recommendations including the recertification of Respect in Sport for both the Parent and Coach/ Team Official programs and no longer recognizing Speak Out as a relevant program for Coaches.

A study conducted by Mount Royal University reported that 70% of families recommended that the Respect In Sport program be taken a minimum of every three years and wanted all adults certified.

A study conducted by the University of Toronto showed that following completion of the Respect In Sport program that 94% of parents became more child-centred.



## **6. How much does it cost?**

The cost is unchanged: \$12 for the Parent program; \$30 for the Activity Leader/Coach program. Hockey Alberta is confident that the values are not a barrier to continue to foster an improved player experience.

## **7. Why is Speak Out no longer being recognized?**

Since the implementation of Respect In Sport in 2011, many topics from the Speak Out program are no longer relevant or to the same standard as the Respect In Sport program. Our goal is to ensure players are supported by Coaches with the same level of knowledge on concussions, social risks, etc.

## **8. Has the program changed?**

The content of the Respect in Sport program has been updated since the previous time you completed certification. Respect Group has committed to developing new content that addresses new research and changing social challenges. The Parent program has new content and experts, and in 2017 added a full screen interface, closed captioning and a faster pace as part of the improved experience. The Activity Leader/Coach program updated content in 2016.

## **9. Can I do the program on my phone or tablet?**

Yes. The Respect in Sport program is Apple and Android friendly, operates on mobile browsers and does not require additional applications or plug-ins. The Parent program will be available this summer as an App for both iOS and Android.

## **10. How long does it take to complete the new programs?**

The programs have been condensed. The Parent program: 60-90 minutes. The Activity Leader/Coach program: 120-150 minutes. Users can stop at the end of any module and continue later.

## **11. What happens if someone recertified prior to May 1?**

Both HCR and Respect Group databases will reset as of May 1. If someone recertified prior to May 1, s/he will lose a year of Respect in Sport qualification and would now be required to recertify again in three years, rather than four years.

## **12. How do I add a child who is new to hockey this year to my account?**

For any children who are new to hockey for this season, add them under the Child Management section on the Profile page. A new HCR record will be created when/if recertification has been completed.