



# HCR 3.0 User Guide – Parents/Coaches

'My Account' Set-up



"Lead, Develop and Promote Positive Hockey Experiences."

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HCR 3.0 is Hockey Canada's universal platform for managing all Hockey Canada participant registration.

Please note that all legacy platforms (HCR 2.0; HCR Online Registration; and eHockey) have now been discontinued, with all data & service offerings now available via HCR 3.0.

Note: For more information on using 'My Account' please see the My Account User Guide



# Steps to Linking Your Hockey Canada Information

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Setting up and viewing your Hockey Canada information is a three-step process, outlined below:

**Note: It is important to understand and complete each step to see your qualifications.**

1. Creating a log in for your 'My Account'.
2. Linking your Hockey Canada Information to your 'My Account' log in.
3. Going to the 'Members' tab to navigate to all of your Hockey Canada Information, including qualifications.

# Questions this Guide Answers

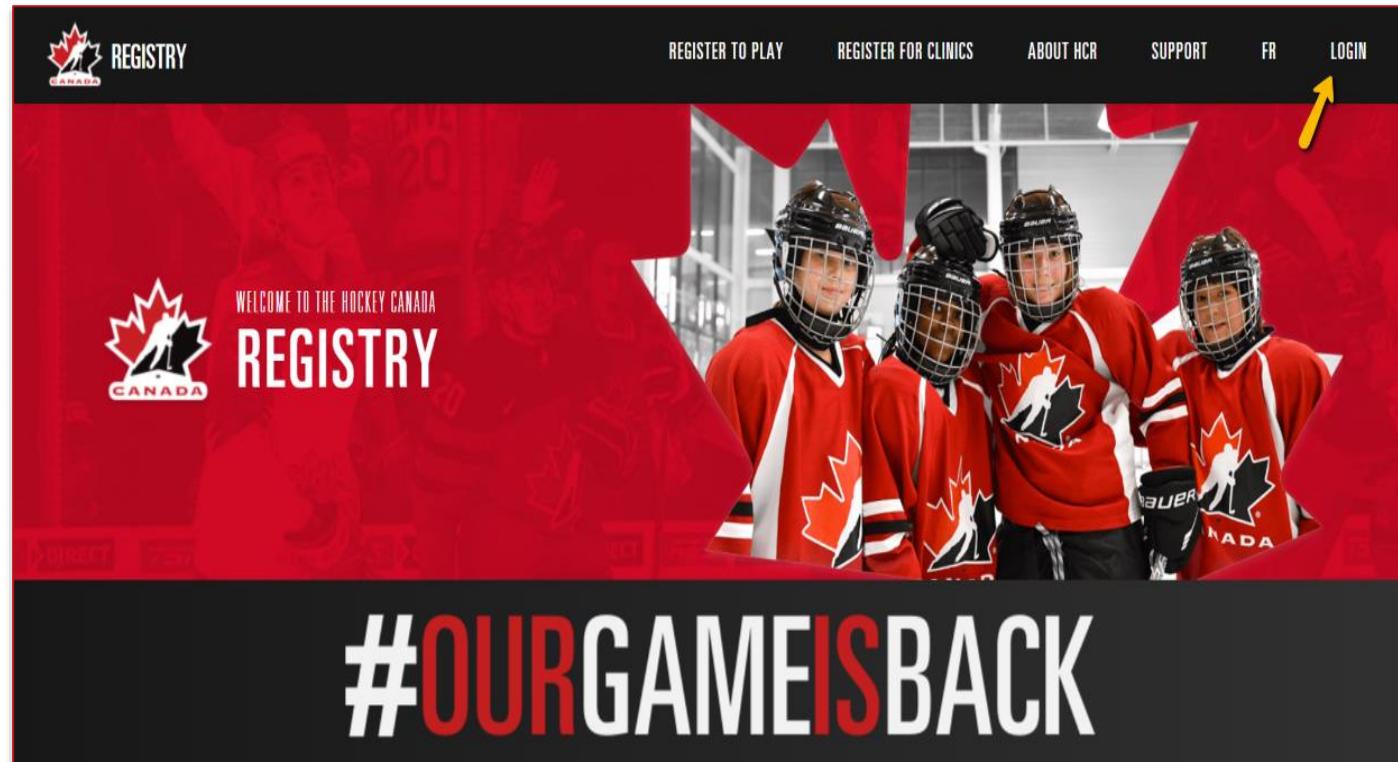
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- I had an account on the old system, why did I have to create a new one?
- I created an account why didn't my qualifications come over?
- I've linked my accounts and my qualifications still aren't there?

# 1. Creating My Account (1/2)

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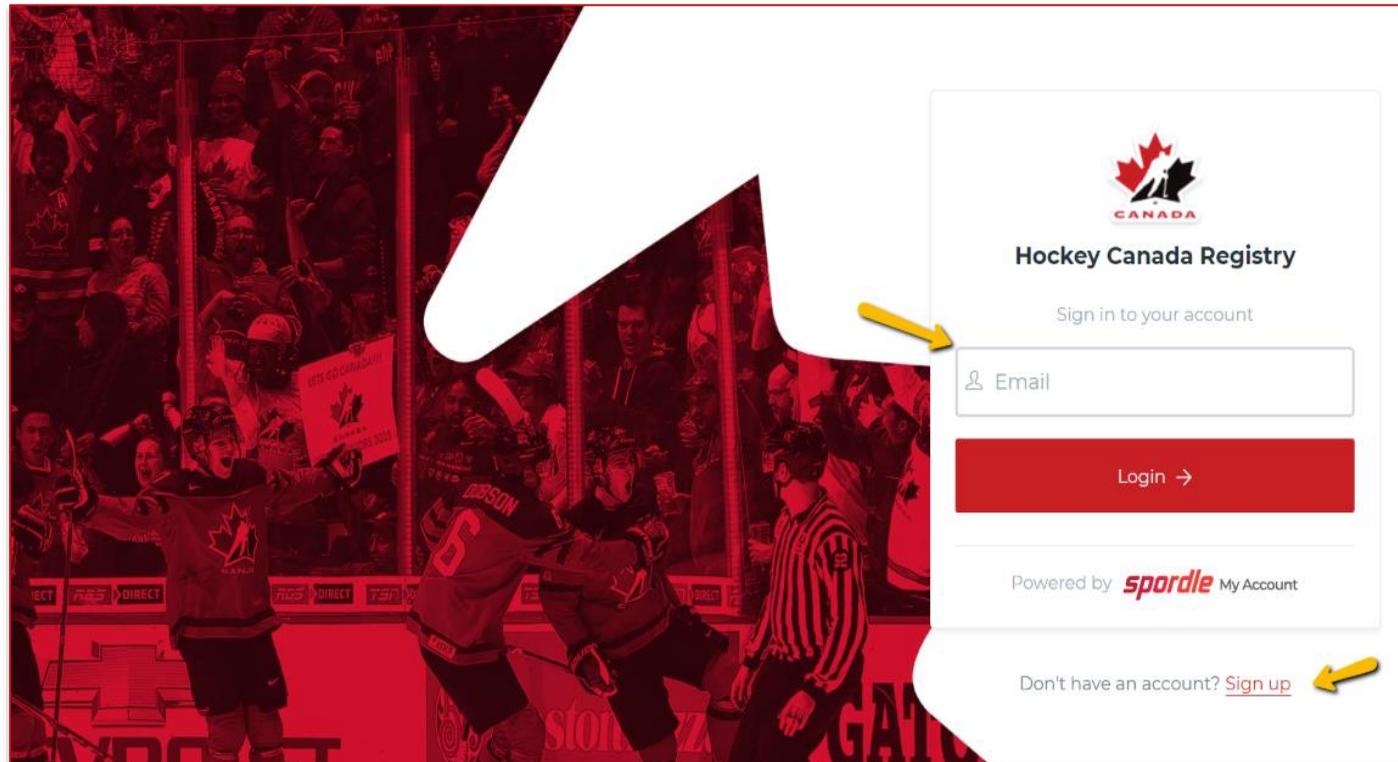
**Step 1:** Navigate to <https://register.hockeycanada.ca/home> and click 'Login'.



# 1. Creating My Account (2/2)

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**Step 1:** To create a new account, you will first need to enter your email to confirm if an account exists with that email. If no account is found, click sign up to create your login. A 6-digit code will be sent to your email.



Note: Check your junk mail

## 2. Linking your Hockey Canada Information

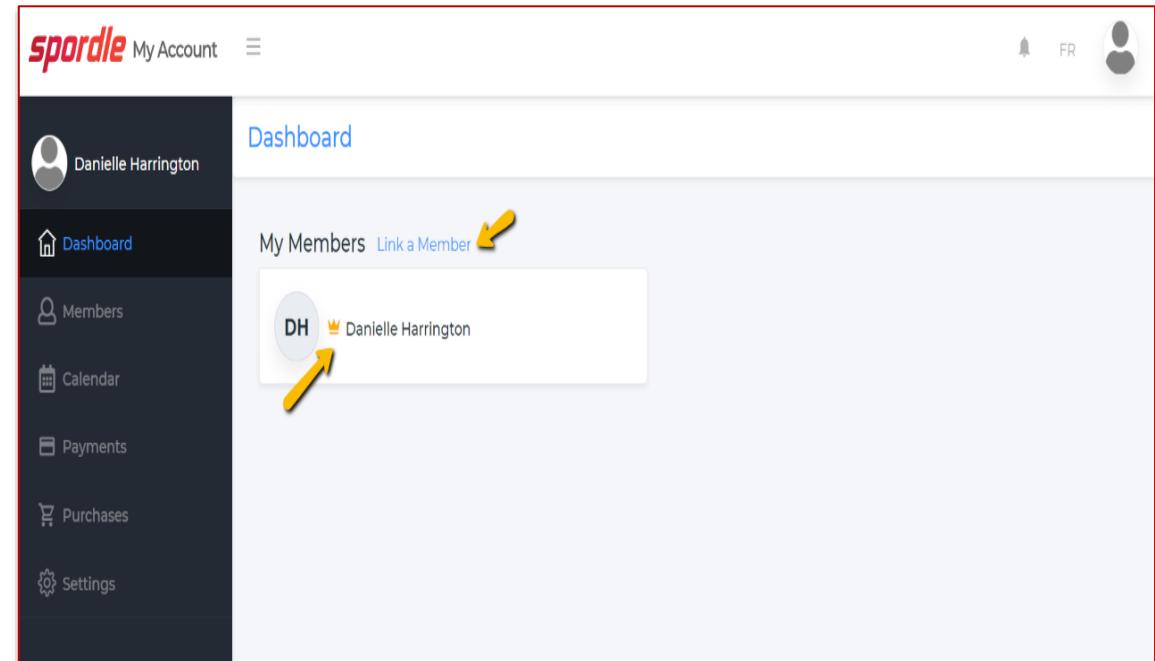
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**Step 2:** Once you create your My Account, you need to link your Hockey Canada information to your login.

**Note:** you will need to do this for each family member and for yourself.

From the Dashboard menu click Link a Member:

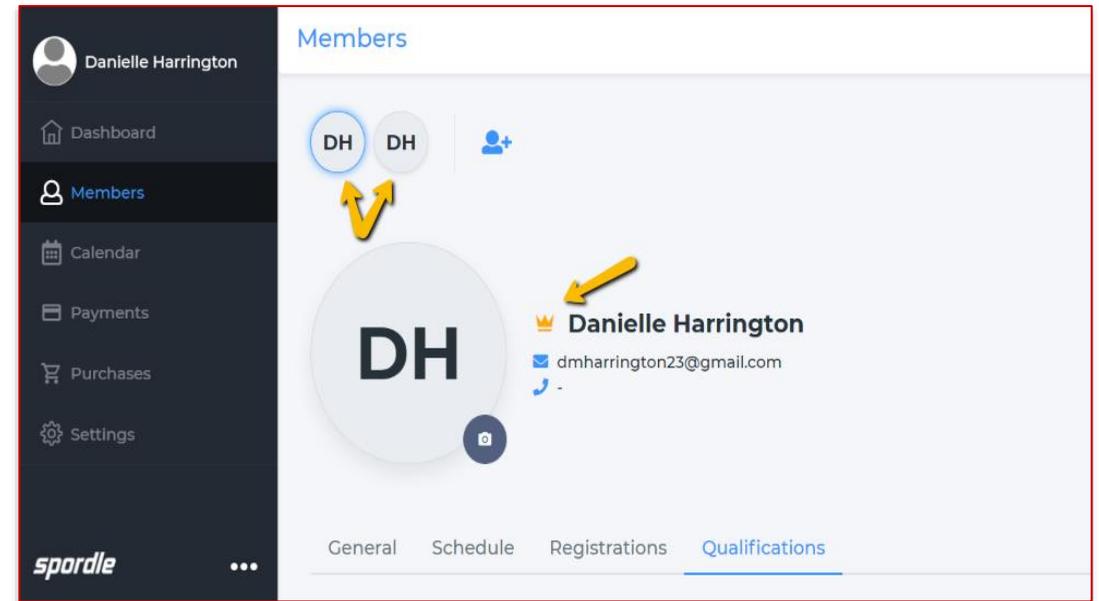
- Enter the name and birthday of the member or HCR#.
- Click 'Search'.
- Select the relationship of the member, there is an option to select 'Self'.
- Click 'Link'.



# 3. Finding Your Qualifications

**Step 3:** To locate your qualifications, click the 'Members' tab.

- All your linked member's initials will appear at the top of the screen.
- There will be **two sets of initials** for yourself.
  - One is your 'log in', the other one is your 'Hockey Canada Information'



**Note:** The initials with the gold crown is your 'log in'.

- **To see your Qualifications:** Select the 'Hockey Canada Information' set of initials.

# Still have Questions?

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I followed the steps, but I still can't see my Qualifications?

- Confirm the linked member account is the correct account. (common issues maybe be incorrect birthday format, or legal name difference. i.e. Alex and Alexandra or a hyphenated last name.

**Note: if you created more than one account they may need to be merged (please contact your local MHA registrar to confirm their profile information)**

If more help is required, please create a ticket via the help bubble in HCR3.0.