

YWRCC HELP

Accessing the course

You can access the YWRCC course by going to either one of these weblinks:

<https://ywrcc.ca>

<https://ywrcc.ca/user>

Your email address is your username for the account. You need to create a password to access the course.

Course Account Confirmation

After you complete the course registration form you will receive an email confirmation. Click on the [blue hyperlink](#) in the email to enter the course. Your account confirmation will come from this email address:

ywrcc.admin@gov.sk.ca

Network security and anti-virus software may block delivery of confirmation emails to students' computers. If you haven't received your confirmation email, we advise students to ask their teacher to contact the school division's network services to release the confirmation email. School division's network services may consider white-listing the confirmation email address and the course website to prevent this problem. Students should check the junk mailbox on their computer in case the confirmation email has been received there.

Things to check if you experience difficulties accessing the course:

- Check with your email service provider to adjust your security settings.
- Update your internet browser and clear browser history.
- Whitelist the YWRCC website and confirmation email.
- Try closing large programs that may be open on your computer.
- Try logging out of the course and logging back in.
- Refreshing the page if you paused the course for an extended period of time.

Timeouts

A time-out is a break in contact between your computer and the course's server. Your internet browser may time-out after a few minutes of inactivity and lose contact with the server. The course will time out after 4 hours of inactivity. For example, if you leave your computer logged into the course overnight without any activity. To prevent timeouts, refresh the course pages every so often to maintain contact with the course's server by pressing the refresh/reload page button on the course menu bar, clicking the refresh button in the top left-hand corner of your internet browser, or pressing Control +R on your keyboard.

Course Resume Feature

When you log out of the course, the course resume feature will ask you if you want to resume where you left off when you log back in to your account. The course resume feature will automatically take you back to the page you were at.

Account Expiry

Your course account remains active for up to 1095 days (3 years). You can access your certificate by logging back into your course account. To access your account you need to use the same email address you used to create your account. You can reset your password if you have forgotten it.

Changing Your Account Profile

Students are not allowed to change their account profile or amend their YWRCC certificate. Contact technical support to correct errors in your profile such as: email address, name, location, age.

Technical Support

If you need technical help with your course account, email YWRCC support at ywrcc@gov.sk.ca This email address is monitored five days a week from Monday – Friday from 8.00 am – 5.00 pm. Please include your email address, your first and last name and your town or city so we can verify your account.