

## YWRCC Help

If your school's computer network's firewall is blocking your confirmation email, ask your teacher or school division computer network administrator to consider adding these two email addresses to the School Division's network safe list:

[ywrcc2014@gmail.com](mailto:ywrcc2014@gmail.com)  
[ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca)

**If you are experiencing technical difficulties with the course, please check the following:**

- try closing any large programs that may be running in the background;
- try refreshing your page;
- try clearing your browsing history;
- try logging out and logging back in;
- check to see if you need to temporarily disable firewalls or virus scanners;
- make sure that your internet browser is up-to-date;
- make sure you have a fast Internet connection;
- please note the course time-out is set to 4 hours;
- if you experience a time-out you will need to go back to the main screen and log back in.

### Additional Resources

If you require additional information about this course, click on the Menu to view "About this Course" or "Additional Resources". These pages will cover things such as:

- What should I do if I can't print my certificate?
- What do I do if the information on my certificate is incorrect?

### Timeout

A "timeout" is a break in contact between your computer and the course's server. If your computer loses contact with the course's server, this will disrupt your progress in the course.

The course times out after four hours of inactivity. This may happen if you leave your computer logged in to the course overnight.

To prevent timeouts, refresh/reload your pages every so often to maintain contact with the course's server.

To refresh/reload your page, press the refresh button on your menu bar or try logging out and logging back into the course if you are returning from a long break.

### Account Expiry

Your YWRCC account will expire after 1095 days (3 years), at which time you need to contact support at [ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca) to remove your old account if you want to create a new account using the same email address. After 1095 days (3 years) you will not be able to:

- access your account; or
- create a new account with the same email address used to set up your first account; or
- print another certificate.

### Course Resume

When you log back into the course, the "course resume" feature will automatically take you back to where you were in the course, no matter what computer you are using or the location you are taking the course.

### Technical Support with setting up your course account

If you experience any technical problem creating your account, the fastest way to get help is by emailing us at [ywrcc@gov.sk.ca](mailto:ywrcc@gov.sk.ca). This email address is monitored Monday – Friday from 8:00 am to 5:00 pm.

Please include your email address, your first and last name and a phone number in case we need to contact you, along with a brief description of the type of problem you are having with the course.