



Trouble Shooting for Respect in Sport for Parents



Below are some common situations found when trying to complete the Respect in Sport for Parents program and the steps that need to be taken to resolve them:

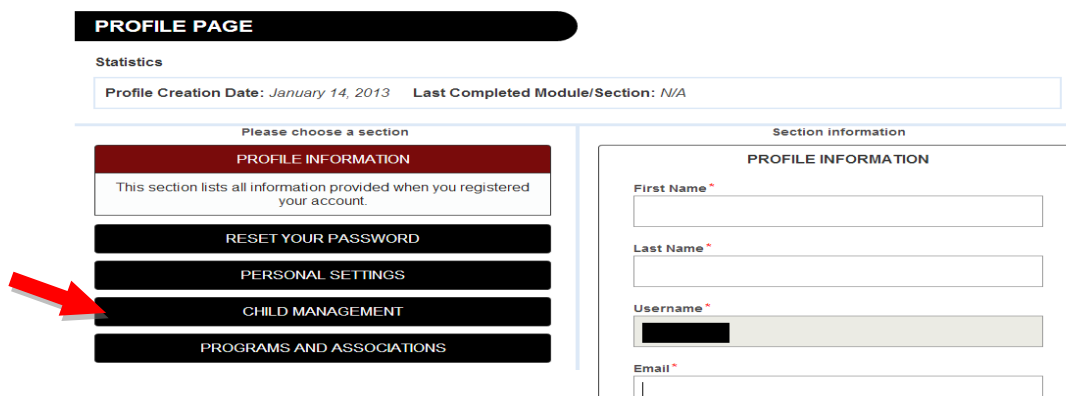
Associating your children with your Respect in Sport for Parents certification.

If you have completed the RIS for Parents program but it is not being displayed within your child's profile, it could be because not all of your children were added to your profile when you created your account. You can add them by accessing the Child Management area found under the Profile section.

1. Log into Respect in Sport for Parents profile.
2. Click on the Profile option at the top of the page.



3. Click on Child Management on the left hand side of the page.



4. Add the corresponding information for each of your children and be sure to click “Add this Child” after each one. Also be sure to click “No Further Children to Add” when you are done.

Add A Child To Your Profile:

First Name

Last Name

Date of Birth

Gender
 Male Female

Click on the arrow below to expand the selections. Choose all associations that pertain to your child and this program.

Association

SAVE
Save and Add Child

CANCEL
Close Without Saving

The RIS for Parents course has been completed but it does not indicate certified.

Ensure that you have completed the Program Survey found at the end of Module 6. If the survey is not completed then you will not register as certified.

The program will not accept a credit card.

Please get in touch with the RIS for Parents Help Desk and they will be able to resolve the situation for you. They can be accessed through the program’s log in page or [1-866-956-9791](tel:1-866-956-9791)/rgihelp@respectgroupinc.com

If you are still having difficulty with any of the above situations please contact the Respect in Sport for Parents Help Desk:

Helpdesk by phone: 1-866-956-9791

Helpdesk by email: rgihelp@respectgroupinc.com