

YWRCC Help

If your school's network firewall is blocking the course, ask your teacher or IT administrator to add these two websites and email addresses to the network's safe list:

<http://ywrcc.ca/lb/course>

<http://ywrcc.ca/hb/course>

ywrcc2014@gmail.com

ywrcc@gov.sk.ca

If you are experiencing difficulties, please check the following:

- try closing any large programs that may also be running;
- 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 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.

Your browser may time out after a few minutes of inactivity and break contact with the course's server. The course times out after four hours of inactivity, for example, 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. (Press the refresh button on your menu bar.) Log out and log back in to 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 to remove your old account to create a new account. After 1095 days (3 years) you will not be able to:

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

Course Resume

When you log back in to the course, the “course resume” feature should automatically take you back to where you were, no matter what computer you are using.