



Hockey Edmonton Website FAQs

Below are some issues that Manager's have frequently run into but are usually simple fixes. Please read through the below before calling the office as your question may be answered here.

My login information doesn't seem to be working.

The login given must include the spaces on either side of the dash. We recommend that you copy and paste your login to ensure that no necessary spaces are missed.

I'm not seeing Permits when I log into the backend of the website.

This can happen when your organization also has a RAMP website and means you are logging into the back end of their website and not the Hockey Edmonton site. If your organization also has a RAMP website you should have two sets of login information for RAMP, one for their site and one for ours. Your Hockey Edmonton login should begin with your team short (ex. sw356).

I want to change my teams name on the Hockey Edmonton website.

If you would like to change the name of your team (excluding the team short) please send the request to your registrar and they should send it to Ray Vigneau in Ice Management with Hockey Edmonton. This process must go through Ice Management as any name changes would affect the uploading of the schedules. Please do not contact your Tiering Director or League Governor for this task.

Game sheet management and offences (penalties/infractions).

If a player has received any Penalty and Game Misconduct, the Game Misconduct is not automatically added in Ramp when you choose the specific offense. You must first enter the offence, then ADD the Game Misconduct as a separate entry. Please also see the [Manager's Manual](#) for more Game Sheet Management details.

When applying as an Interlock Teams for Permits:

Interlock Teams are required to include their Home Association/HAB permit # in the additional comments section when applying in RAMP for a HE permit. This tells Discipline, League Governors and Tiering Directors they have followed the permit process.

Where can I find black out dates and schedule information?

Our season calendar has Black out dates, Schedule release dates, Minor Hockey Week, Playoff dates and other related dates in one PDF. Find the [CALENDAR](#) button on our home page, then under the Google Calendar is a [link to the pdf current season calendar](#).