

**From:** [Hapeman, Carolyn \(GAMING\)](#)  
**To:** [Michelle Hadden](#); [Jim Maney](#)  
**Subject:** FW: Problem Gambling Training Issue  
**Date:** Monday, September 26, 2022 8:31:00 AM  
**Attachments:** [Problem Gambling Training Log In Failure.png](#)  
[External THANK YOU FOR REGISTERING.msg](#)  
[External THANK YOU FOR REGISTERING.msg](#)

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Good Morning-

I think this one is for you.

Best,

CH

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**From:** Greg Kolocin <Greg.Kolocin@dellagoresort.com>  
**Sent:** Sunday, September 25, 2022 4:25 PM  
**To:** Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>  
**Subject:** Problem Gambling Training Issue

*ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.*

Good afternoon, Carolyn

I'm hoping you can assist me. I registered yesterday to complete my Problem Gambling certification online. When I entered the provided username and password, I received the attached error message. I tried to log-in again today and received the same message. In hope of correcting the issue, I registered once more online today. Unfortunately, I received the same "user not found" error message. Could you point me in the direction of someone who could correct this issue? Thank you very much for your assistance.

Best regards,  
Greg

Greg Kolocin  
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