

**From:** [Michelle Hadden](#)  
**To:** [Hapeman, Carolyn \(GAMING\)](#)  
**Cc:** [jmaney@nyproblemgambling.org](mailto:jmaney@nyproblemgambling.org); [Colleen Jones](#)  
**Subject:** Re: Problem Gambling Training Issue  
**Date:** Thursday, October 6, 2022 9:36:50 AM

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Hi Carolyn

Hope you are well

This training is becoming outdated and we are taking down the RG Hub site at the end of this year because it is not being utilized

Beginning 2023 facilities should reach out to their regional PGRC for staff training options.

Let me know if you have any questions.

Thank you,

**Michelle Hadden, MSW**  
**Assistant Executive Director, Program**  
**New York Council on Problem Gambling**  
**O: 518-867-4084**  
**C: [REDACTED]**

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**From:** Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>  
**Sent:** Monday, September 26, 2022 8:31 AM  
**To:** Michelle Hadden <mhadden@nyproblemgambling.org>; Jim Maney <jmaney@nyproblemgambling.org>  
**Subject:** FW: Problem Gambling Training Issue

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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  
Director of Compliance  
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