

From: [Michelle Hadden](#)
To: [Hapeman, Carolyn \(GAMING\)](#)
Subject: Re: Problem Gambling Training Issue
Date: Monday, September 26, 2022 8:39:40 AM
Attachments: [Problem Gambling Training Log In Failure.png](#)
[External THANK YOU FOR REGISTERING.msg](#)
[External THANK YOU FOR REGISTERING.msg](#)

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

Thank you
We will take care of it

Sent from my iPhone

On Sep 26, 2022, at 8:31 AM, Hapeman, Carolyn (GAMING)
<Carolyn.Hapeman@gaming.ny.gov> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning-

I think this one is for you.

Best,

CH

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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