**New Store Operations Portal**

As many of you know, FGL Sports has been working on a project to overhaul our existing Operations Portal. Our goal in updating the Portal is to streamline and simplify how store staff across Canada access the very information needed to run the business, along with only being presented with updates that are relevant to your store. A second element to this project is the improved ability for head office staff to upload and manage the information and documents that we provide stores.

After months of planning and development, a focus group session with Calgary-based Sport Chek and Atmosphere staff, and extensive collaboration with IT, we are excited to announce that the new Operations Portal will be piloted by our Sport Chek and Atmosphere stores within the Calgary district.

The pilot will begin on Tuesday, May 31, and last until we feel the site is stable enough to share with all stores. The existing Portal will continue to be populated with the information you require, and will not be retired until we feel confident that the new Operations Portal is functioning at its best.

The new Operations Portal is very user-friendly, however, we are providing stores with an overview document that describes each section of the website. The document xxxxxx

In the coming weeks and months, we will look to learn from the pilot and search for opportunities to improve upon what has been developed. As always, we appreciate your feedback on ways to make improvements. We want the new Operations Portal to be the best it can be.

When the new Operations Portal is launched across Canada, we will provide an update on how stores can provide feedback. In the meantime, please send me your feedback directly via [rob.petrollini@fglsports.com](mailto:rob.petrollini@fglsports.com) or 403 717-1484.

**Frequently Asked Questions**

**What is the new Operations Portal?**

The new Operations Portal is the central resource and information centre for Sport Chek and Atmosphere retail operations. Here, you will find the important information you need to execute the many aspects of our business.

**What will happen to the current Operations Portal?**

The current Portal will continue to run as usual until we feel that the new Portal is stable. We will provide sufficient notice before we retire the existing Operations Portal.

**How is the new Operations Portal better?**

The new Operations Portal contains several upgrades, including:

* Streamlined navigation
* Information specific only to your store
* Featured content so stores can quickly access timely information
* User-friendly workload calendar specific to your store
* Quick links to relevant resources
* A robust search feature and the ability to view / hide archived content

**How do I get to the new Operations Portal?**

The URLs to access the sites are:

* Sport Chek – URL
* Atmosphere – URL

The site can only be accessed while on our network or through Citrix.

**Is the site mobile friendly?**

The Operations Portal was developed to work seamlessly on a tablet or smart phone.

**Which browser should I use?**

We recommend the latest version of Google Chrome.

**Can we expect more changes?**

Yes. Phase one of the new Operations Portal involves moving a selection of information from the old Portal to the new and improved site. The Operations team will be working with our in-house developers to continually improve how head office communicates through the Operations Portal to make your job easier and more efficient.

**What if I need technical support?**

If the website is not loading or you cannot print a file, please contact the TSC at [fgl.tsc@fglsports.com](mailto:fgl.tsc@fglsports.com) or 1 (866) 217-1105.If you require support in locating a file, please contact Rob Petrollini at [rob.petrollini@fglsports.com](mailto:rob.petrollini@fglsports.com) or 403 717-1484.