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## Frequently Asked Questions

### 1. How do I register for a workshop, seminar or event?

We recommend you [register online](#). This will allow you to view past purchases, update your contact information and reprint receipts. In order to use our online registration service you are required to create an account. You may also register for workshops and seminars [over the phone or in-person](#).

### 2. How do I create my account?

To create an account, visit [www.embevents.ca](http://www.embevents.ca). You will be required to enter an email address and password. Please make note of your login information for future reference as you will need it to register for other workshops/seminars, update your account information, view past purchases and reprint receipts. Each client is required to create an account with Entrepreneurship Manitoba in order to register for workshops/seminars online.

### 3. How do I get help registering online?

Contact Entrepreneurship Manitoba for assistance:

- Phone: 204-945-8200 or toll-free 1-855-836-7250, Monday to Friday 8:30 a.m. - 4:30 p.m.
- Email: [EMBevents@gov.mb.ca](mailto:EMBevents@gov.mb.ca)

### 4. What are my payment options?

Entrepreneurship Manitoba accepts the following payment methods:

- Credit (MasterCard, Visa): Online, in-person, or over the phone
- Debit: In-person
- Cash: In-person
- Cheque: In-person or by mail

**5. Can I register for workshops and seminars over the telephone or in-person?**

You may register for workshops and seminars over the phone or in-person, Monday to Friday 8:30 a.m. - 4:30 p.m.:

Phone: 204-945-8200 or toll-free 1-855-836-7250

In Winnipeg:  
Entrepreneurship Manitoba  
Suite 250 - 240 Graham Avenue  
Winnipeg, Manitoba

In Brandon:  
Entrepreneurship Manitoba  
Western Regional Office  
Room 157, 340 – 9<sup>th</sup> Street  
Brandon, Manitoba

**6. I do not have a credit card. How do I register for workshops and seminars?**

You may register for workshops and seminars [over the phone or in-person](#).

**7. I do not have an email address. How do I register for workshops and seminars?**

You may register for workshops and seminars [over the phone or in-person](#).

**8. I forgot my password. How can I access my account?**

[Click here](#) to reset your password. If you do not receive the password reset message within a few minutes, please check your Spam or Junk E-Mail folder in case the email was delivered there instead of your inbox.

We recommend that you add [EMBevents@gov.mb.ca](mailto:EMBevents@gov.mb.ca) to your 'Approved Sender' list, within your email reader.

**9. I would like to change my password or update my email address.**

[Login](#) to your account, click 'Account' on the top menu bar and select either 'Update Password' or 'Update Profile' from the menu.

**10. I would like to register multiple people for the same workshop/seminar.**

In order to use our online service to register for workshops and seminars, each participant is required to create an account. You may also register for workshops and seminars [over the phone or in-person](#).

### **11. I lost my receipt. How can I obtain another copy?**

[Login](#) to your account; click 'My Past Purchases' on the top menu bar. Click 'View Receipt' in the right hand column. The receipt will open as a PDF allowing you to save or print the receipt.

You may also contact us at 204-945-8200, toll-free at 1-855-836-7250 or by email [EMBevents@gov.mb.ca](mailto:EMBevents@gov.mb.ca) to request a copy of your receipt.

### **12. How can I see my past purchases?**

[Login](#) to your account, click 'My Past Purchases' on top menu bar. You may also view, save or print your receipts by clicking 'View Receipt' in the right hand column. The receipt will open as a PDF allowing you to save or print the receipt.

### **13. I need to cancel or reschedule a workshop or seminar.**

You may cancel or reschedule a workshop/seminar that you have registered for by contacting [Entrepreneurship Manitoba](#). Participants cancelling up to 48 hours prior to the beginning of a workshop or seminar may request a full refund. **No refunds will be issued within 48 hours of the beginning of a workshop or seminar.**

### **14. I am registered for a seminar and did not receive a confirmation email or receipt.**

Upon successfully registering for a workshop/seminar, a confirmation email including a PDF receipt will be sent to the email address you provided. Please check your Spam or Junk E-Mail folder in case the email was delivered there instead of your inbox. We recommend that you add [EMBevents@gov.mb.ca](mailto:EMBevents@gov.mb.ca) to your 'Approved Sender' list, within your email reader.

For assistance, contact Entrepreneurship Manitoba at 204-945-8200 or 1-855-836-7250.

### **15. How is my personal information protected?**

Your personal information is protected under *The Freedom of Information and Protection of Privacy Act* (Manitoba) (FIPPA). Please view our [Terms of Use, Privacy Notice and Consent](#).

If you have questions about the collection, use or disclosure of the personal information that you have provided to Entrepreneurship Manitoba, please contact us by phone at 204-945-8200 or at 1-855-836-7250 or by email at [EMBevents@gov.mb.ca](mailto:EMBevents@gov.mb.ca).

**16. How do I find out more information about on upcoming seminars, programs and services for entrepreneurs?**

For more information on the events, programs and services available at Entrepreneurship Manitoba please [subscribe to our newsletter](#) and view our website at [www.manitoba.ca/emb](http://www.manitoba.ca/emb).