

eHR Viewer Login Troubleshooting Guide

This Guide is for Users who are unable to successfully login to the eHR Viewer. Below are some errors and the steps that can be taken to resolve those errors.

1. Error Message - “Your Browser is not supported to access this web page.”

Action:

In order to resolve this error, we recommend you install the Firefox Browser.

- Go to <https://www.mozilla.org/en-US/firefox/new/> to download the latest version.



Supported Browsers for eHR Viewer are: Internet Explorer 8 or 9, Firefox for Windows or MAC, and Safari on iPad.

If you do not have access to one of the supported Browsers, you will need to contact your Organization Head or Health Region for support.



2. Error Message - “Page cannot be displayed.” or “Proxy Error.”

Action:

a) This is a caching problem and if you have Firefox Browser you can resolve it by closing and reopening your browser.

- To close your Browser, click the “close”  button on the top right hand of your Browser.
- Then click on the “Firefox icon”  which should be on your Desktop to open the Browser again.

b) This is a caching problem and if you have Internet Explorer 8 or 9 you can resolve it as follows:

- Click on “Tools”, then click on “Internet Options”
- Then in the middle of the page click on “Delete...” button
- Ensure that all boxes are checked except “Preserve Favorites website data” and “Password”, then click on “Delete”
- Click on “Advanced” tab, then check the box “Empty Temporary Internet Files folder when browser is closed”
- Click “Apply”, and then “OK”
- Then close and re-open Browser
 - To close your Browser, click the “close”  button on the top right hand of your browser.
 - Then click on the “Internet explorer icon”  which should be on your Desktop to open the Browser again.

3. Error Message - “An incorrect Username or Password was specified.”

Action:

You have entered either an incorrect user id or password too many times. Please verify your user id or reset your password:

- a) Go to <https://services.ehealthsask.ca>
 - Click on “Reset my password” or
 - Click on “Retrieve my user id”
 - Follow the steps on the screen

4. Error Message - “Your session has timed out.”

Action:

You have exceeded the time allowed for non-activity in the current session. Please remember:

- a) Your session will timeout after 30 minutes of idle time.
- b) Your session will end after 4 minutes of idle time, if you are on the:
 - myeHealth Login screen
 - myeHealth Registration screen
 - myeHealth Reset password screen
 - myeHealth Retrieve user id screen

5. Error Message - “The Adobe Acrobat/Reader that is running cannot be used to view PDF files in a web browser.”

Action:

You need to download the latest version of Adobe Reader.

1. To download Adobe Reader go to <http://get.adobe.com/reader>
2. Click “Install Now”, then click on the “Run” button
3. Deselect the “Optional Offer” for McAfee

For further assistance or information:

1. Please contact the eHealth Service Desk:

- a) Telephone: 306-337-0600 (Regina) / 1-888-316-7446 (toll free)
- b) Email: ServiceDesk@eHealthsask.ca
- c) Fax: 306-781-8480

2. Please visit the eHR Viewer main page for more information:

- a) <http://www.ehealthsask.ca/services/ehrViewer/Pages/default.aspx>