Frequently Asked Questions about Gateway Online - SCHR

12. Do I need a SAHO network account?

No. Gateway Online will provide access to all employees through the internet from home, approved organization computers/kiosks, or anywhere with internet access (i.e. public library, internet cafes).

13. If I do not have a computer at home, how can I get my pay statement?

Gateway Online can be accessed on the internet from any computer with internet access (e.g,. public libraries, internet cafes, kiosks/computers at work and home computers).

14. I do not know how to use a computer. What do I do?

12) After Gateway Online is launched, you will still receive your printed statement for four (4) pay periods (eight weeks). During this period, you will have the opportunity to learn the new process through:

Written instructions that have been included stapled to your March 16, 2012 pay statement.
Written instructions located throughout your workplace.
A how-to video on the Gateway Online website.
Help from family and friends.
Contact eHealth Saskatchewan at 1-888-316-7446 or 337-0600, Monday to Friday between 7 a.m. and 9 p.m..

15. Can I print my pay statement?

There should be *no need to regularly print your pay statement* because you can access historical pay statements at any time online. You can also save your pay statement on your personal computer.

You can, however, print your pay statement from any computer that is hooked up to a printer.

16. How do I print or save my pay statement?

Left-click the **Print/Save** icon on the top right of your pay statement to print or save a copy.
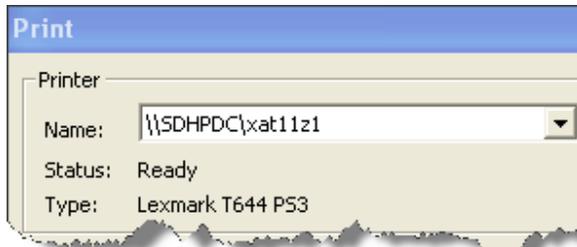

17. A new window will appear with the option to print or save the document as a PDF. If you are unable to view this new window as a PDF, please see the instructions below to download a PDF viewer. Then proceed to the print or save instructions.

To Print: Once you have opened your pay statement, left click on the print icon
found on
the top left corner of your pay statement.

A print dialog box will appear.
Select your printer by left clicking on the
down arrow, and then left click on your
printer. For more instructions on printing
options left click **Printing Tips** , otherwise left
click on **OK** found on the bottom

To Save: Once you have opened your pay statement, left click on the save logo
on the top left corner of your pay statement. Click the save icon. Select the location you
would like to save your pay statement. **Note - Please do not save your pay slip on your
work computer.**

To Download PDF viewer: If you are unable to view the PDF click on this link

http://get.adobe.com/reader/ to download Adobe reader. Then click **Download now**
to install Adobe Reader on your computer.

18. How to stop pop up blockers?
If you are unable to open your pay slip or the help documents within the region gateway
your internet browser may have blocked the file from popping up. When the browser has
blocked you from seeing the file you requested you will get this window notifying you.
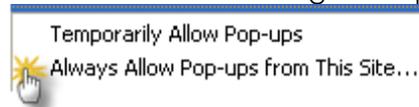Close this message by left clicking on close.

You will see a yellow bar at the top of your screen

Pop-up blocked. To see this pop-up or additional options click here…

Click on the yellow bar.

You will see the following menu pop up.

Temporarily Allow Pop-ups
Always Allow Pop-ups from This Site…

Then left click your mouse into the File name box and type in what you would like to name your file as. Then left click the Save button. Unclick the "include in your download" (unless you would like to install the Google Toolbar).

Left click on *Always Allow Pop-ups from This Site…*

Click **Yes** to "*Allow pop-ups from this site?"*. You will be re-directed to your home page. Now re-try viewing your pay statement or file.

19. What are the required computer specifications?
The computer must have access to internet. A high speed internet connection is preferred, however a modem (dial up) connection will work, but it will load more slowly. Modem connections less than 56kb are not recommended.

The following internet browsers will work:
Internet Explorer (IE) 7.0 and higher
Mozilla Firefox 4.0 and higher
Google Chrome
Safari

20. Who do I contact if I have problems accessing the portal account?
For assistance contact eHealth Saskatchewan at 1-888-316-7446 or 337-0600, Monday to Friday between 7 a.m. and 9 p.m.

21. What is eHealth Saskatchewan and what is their role in this initiative?
eHealth Saskatchewan is a provincial crown corporation that provides technical support for a number of health care applications/systems. For Gateway Online they provide support to employees who need help accessing the portal and who have forgotten their password and need help using the self service password recovery.

22. Who do I contact if I have errors on my pay statement?
For questions or to report errors with your pay statement, contact your manager.

Gateway Online is an initiative of Saskatchewan's health regions, Saskatchewan Cancer Agency, and the Saskatchewan Association of Health Organizations (SAHO).