

## TROUBLESHOOTING THE ONLINE WSR

May 2021

**Question:** I'm having troubles accessing the online *Work Situation Report (WSR) form* - what do I do?

**Answer:** The following are a few general troubleshooting tips for common issues with the online WSR.

### Accessing The Online Form

- The online WSR is accessible from main menu on SUN's website (sun-nurses.sk.ca).
- A SUN account is required to access the form.
  - To log into you account you will require your SUN ID # and password.
- Don't have a SUN account?
  - To create an account, you will need to enter the following criteria:
    - ◆ First Name
    - ◆ Last Name
    - ◆ Email Address
    - ◆ SUN ID # from your Membership Card
  - **NOTE:** In order to create an account, the above criteria must match the information SUN has on file in our Membership Database.
- If you are having difficulty with the online form or do not know your SUN ID #, contact SUN's Database Administrator:
  - Email: [database@sun-nurses.sk.ca](mailto:database@sun-nurses.sk.ca) Toll-free: 1-800-667-7060
- **TIP:** If you are unable to access the online form, complete and submit a paper WSR.

### Completing The Online Form

- Before you start an online WSR, you will need your:
  - SUN ID #
  - Password for SUN Online Account
  - Manager's Email Address
- Form won't submit? Double check you have met the following criteria:
  - Minimum of one (1) check box marked in each section.
  - All required fields are completed.
  - Valid email address entered for Manager.

.. See page 2 for more tips

## Common Technical Issues

1. Creating an Account
  - Information entered does not match SUN Database:
    - ◆ Spelling of Name
    - ◆ Email Address on File
  - Log-In Error
    - ◆ SUN ID # does not match SUN Database
    - ◆ Password does not match SUN Database
2. System Update / Maintenance
  - SUN Provincial may be conducting an update or maintenance limiting access
3. Power Outage
  - In the event of a power outage in Regina access may not be possible

## Do You Have Questions or Need Help?

For assistance with technical issues, please contact:

- SUN Database Administrator
  - Toll-free: 1-800-667-7060 OR Email: [database@sun-nurses.sk.ca](mailto:database@sun-nurses.sk.ca)
  - Hours of Operation: Monday – Friday 0800 – 1600 hrs
- After Hours:
  - Complete a Paper Work Situation Report (WSR)
  - Contact SUN Database Administrator via email; you will be contacted during regular business hours

### Contact SUN Provincial @ ...

#### Regina Office

(306)525-1666 or (800)667-7060  
[regina@sun-nurses.sk.ca](mailto:regina@sun-nurses.sk.ca)

#### Saskatoon Office

(306)665-2100 or (800)667-3294  
[saskatoon@sun-nurses.sk.ca](mailto:saskatoon@sun-nurses.sk.ca)