

# TROUBLESHOOTING

## WORK SITUATION REPORTS FAQ

Revised: May 2026

### HOW DO I ACCESS THE SUN LINK WORK SITUATION REPORT?

SUN members need to download the [SUN Link App](#) from the Apple App Store or Google Play Store and create an account by clicking 'Sign Up Now'. You are now ready to complete a Work Situation Report and access your membership profile in SUN Link.

SUN Link is the preferred method for completing Work Situation Reports. You can find additional information on the [SUN website](#), including video tutorials for immediate assistance.

An alternate way to access SUN Link is via the SUN website's top toolbar.

### WHO DO I CONTACT IF I AM HAVING TECHNICAL ISSUES WITH SUN LINK?

Member Technical Support is available by calling SUN Provincial at (306) 525-1666 or 1-800-667-7060 during business hours (Monday to Friday), or by email at [app.support@sun-nurses.sk.ca](mailto:app.support@sun-nurses.sk.ca).

#### Common Technical Issues:

- Access Denied:
  - No Membership Application Form received
  - Absence of Email Address on file
  - Using a different Email Address
- Setting up your account and accessing the SUN Link app
- Updating your information, employment, and/or position(s),
- System Updates, Maintenance, or Power Outage, and
- Submitting a Work Situation Report in the App or Desktop browser.

If you experience any technical issues with SUN Link when completing a Work Situation Report, please use a Paper form available in your unit or facility.

### WHERE DO I FIND A PAPER WORK SITUATION REPORT?

A Paper Work Situation Report should be available within your unit or facility. If you cannot locate them, please contact your Local President or Nursing Advisory Committee Chairperson to obtain forms in case of technical issues.