Webmail Access

Important Information:

- To use webmail, users must be granted authorization. If you are not able to log into the website, contact SHR Service Desk (655-8200) to review your access level.

- Windows based computers must be at Windows XP Service Pack 3 or higher. The computer must have Virus Scan software that is up to date. Refer to the Troubleshooting section at the end of the document for more information.

- Mac based computers do not work with this site currently.

- Tablets and phones are not supported.

- Please refrain from using public (internet café) or untrusted computers when accessing Webmail. In most cases these computers won't meet the requirements needed and they won't work.

Instructions:

1. If you are using a home computer, login into your computer with an account that has administrator privileges. Most home computers have the user account setup with administrative privileges by default. If you are using an SHR computer, you won't have local administrative privileges. If the following steps do not work, please contact the SHR Service Desk (655-8200) for assistance.
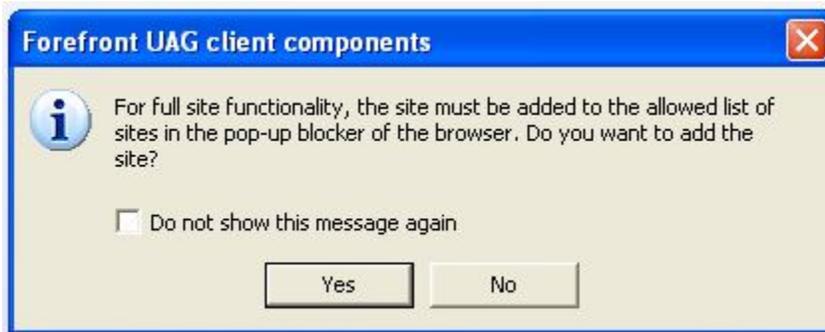
2. Open Internet Explorer

3. In the address bar, type in http://go.saskatoonhealthregion.ca and press enter.

4. You should see a web page with this image.
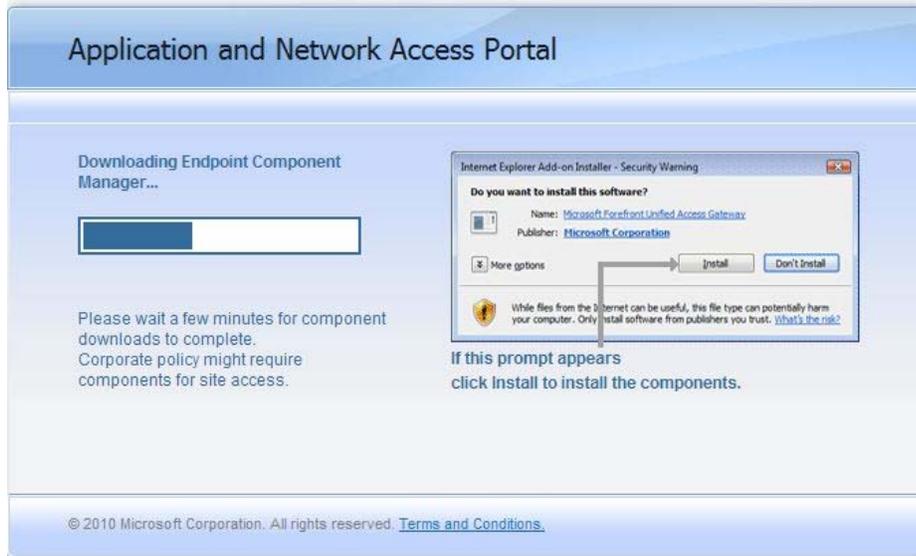
5. You may be prompt with a message asking to allow pop-ups for this site, click Yes.

6. The client will then start downloading and installing to your machine.
7. Once installed you will get a message asking to trust this site to send information from your computer. This is not going to send any personal information, only the status of your virus scanner and operating system version. Check Trust this site, and choose your setting then click Trust.
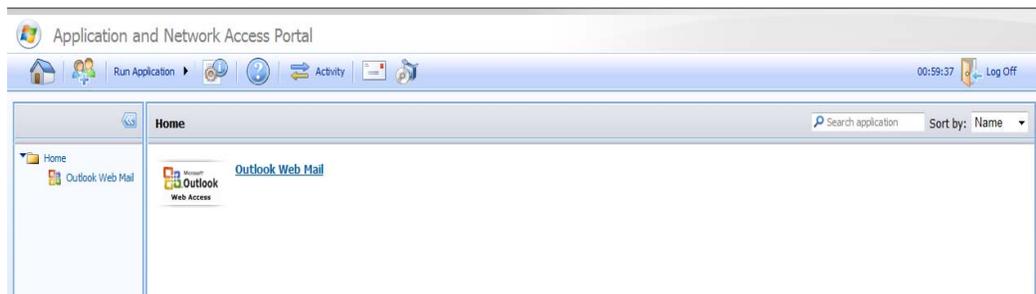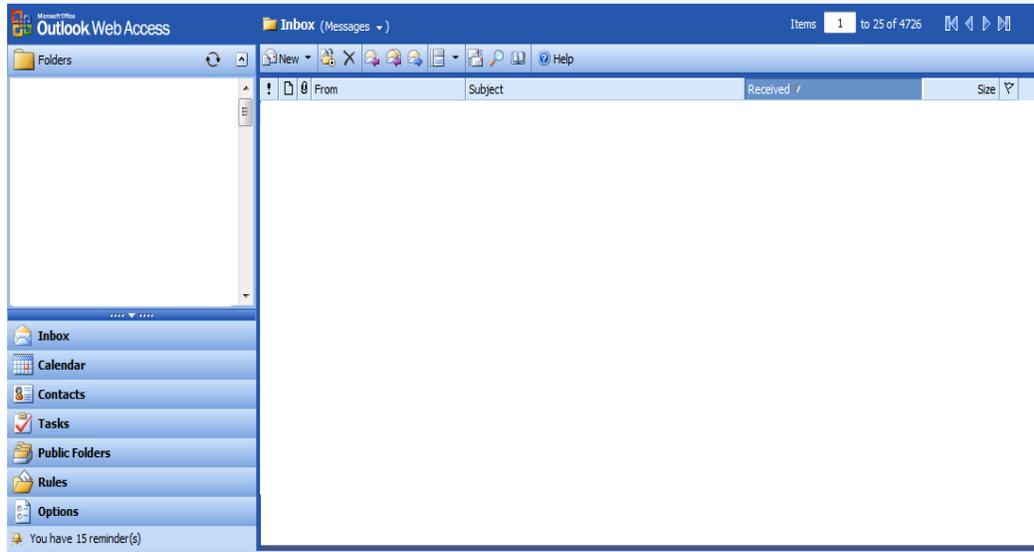
8. You will now be at a login screen.
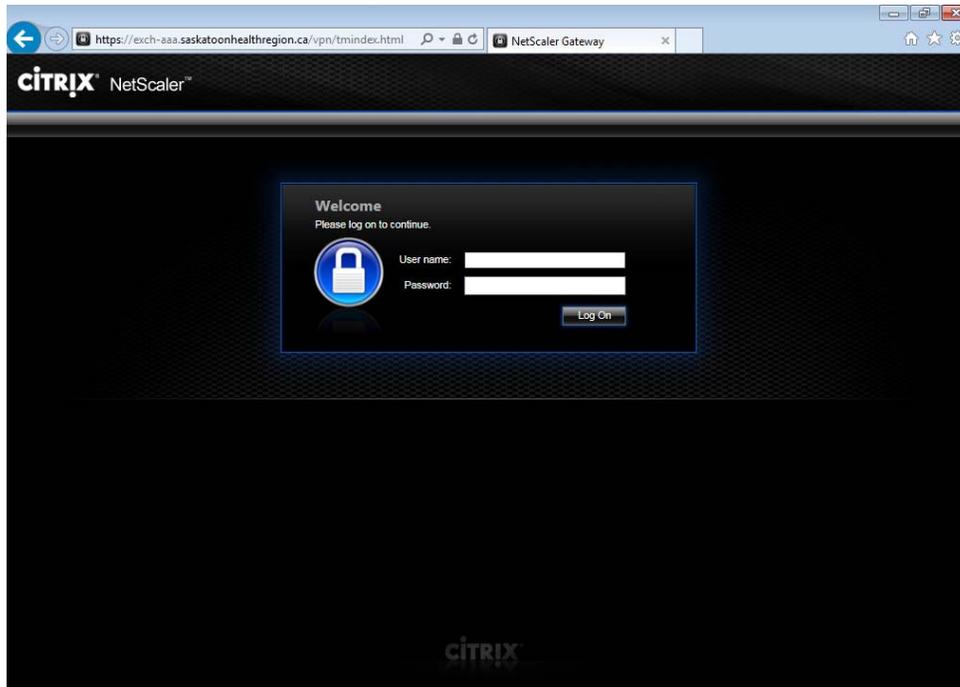
9. Login with your Saskatoon Health Region Username and Password.
10. Once you have successfully authenticated, you will now see an Application and Network Access Portal webpage.

11. Click Outlook Web Mail to open webmail.

Troubleshooting Login Issues:

If you see this page instead of a login page follow the steps below.

Are you on a Microsoft Windows Computer? Mac computers, tablets and phones are not supported.

Is your Computer running XP Service Pack 3 or newer (Vista or Windows 7)? You should be fine if you are running Vista or Windows 7. If you are using Windows XP you must be at **Service Pack 3**. Here is how you check:

    a. Click Start→Right click Computer→Click Properties

    b. On the General Tab you should see the Name and Service Pack Level

c. If you don't have Service Pack 3, try using Windows Update to acquire it. Alternately you will find it on Microsoft's website for download.

Do you have up-to-date virus scan software? Your virus scan software must be up to date. Run a manual update to ensure that the virus scanner is current. If you don't have a virus scan software or it has expired, there are many virus scan software products on the market. Microsoft Security Essentials is free and works well with Microsoft Operating systems. Other products available are Norton Antivirus, and Mcafee. If you have an expired virus scanner it may be easier to renew the software and install the latest version.

Due to the new Internet Explorer versions (IE 10 and IE 11), you may have to select compatibility view for the webpage to load.

(Tools – Compatibility View Settings)   Then add the website address. Screenshot below: