

Administrative Information Management System (AIMS)

Contact Information FAQs

Q: How is this new requirement for an email address and a landline and/or mobile phone number different from the previous process?

A: Currently, many staff have not entered this information on Gateway Online, so it becomes difficult for employers to reach these employees. The benefits to employees of the new business system are reliant on having an email in order to gain access to the system. A landline or mobile phone is required should you choose the option of receiving scheduling notifications by phone or text.

Q: I can add more than one email to my account. Which email will be the default email?

A: When more than one email is entered, it is the email entered in the 'Home' field that will be the default email address.

Q: What if I forget my password to Gateway Online?

A: If you have forgotten your password to Gateway Online:

Link: There is a "Forgot Password" link on Gateway Online. If you have an email already on file, it will send an email to you so you can reset your password.

If you do not have an email on file:

By Phone: eHealth Service Desk at 1-888-316-7446

or

By Email: servicedesk@eHealthSask.ca

The technicians at eHealth will help you reset your password.

Q: What if I have an email address that is used by other family?

A: If you have an email address that is used by other family members, it is considered a security risk in today's environment as others are able to view your confidential information. It is a decision you will have to make as to whether you feel comfortable with another individual having access to your work-related information. If you are not comfortable with another individual having access, then opening your own free email account would be an option.

Q: What if I have no computer?

A: The system is accessible through a mobile device app from your mobile phone, or you could use a computer or kiosk at your work.

Q: What if I have no email address?

A: Today, it is easy to create a free email address through Google, Hotmail or another provider of your choice. Each provider supplies easy steps to sign-up for an account.

Q: What if I leave the organization? Will I have access to my email?

A: When leaving the organization you should ensure you update your contact information to include your personal email in order to receive further relevant communications from the employer. Any staff leaving the organization will be asked to confirm that their current information is accurate.

Q: What if my email and phone numbers have not changed since I first added my contact information?

A: If you have a valid email address and a landline and/or mobile phone number in Gateway Online and it has not changed, then there is nothing further required.

Q: What information would be sent by email and what would be sent by phone or text?

A: Email would be the primary method of receiving information from the employer. Scheduling notifications would be sent by phone or text should you choose one of these options.

Q: What will happen if I do not update my information?

A: Without an email address on file, you will be unable to access the system for electronic shift scheduling, pay statements, benefits reports and other important pieces of personal information. Without a landline or mobile phone number, you will not be able to receive scheduling notifications by phone or text. Paper schedules currently being posted to units will remain until the administrative information management system is launched.

Q: Why do you need a landline and/or mobile phone number?

A: Providing a landline and/or a mobile phone number allows you to receive scheduling notifications by phone or text should you choose one of these options.

Q: Why does my employer need my email address and mobile phone number?

A: An email address is required if you wish to apply for another job within the health system. In future, password resets will require a contact email for security reasons. A landline or mobile phone number is needed should you choose to receive scheduling notifications by phone or text.

Q: Will all features of the new system be available for all employees?

A: The majority of employees will experience the benefits of the new system. Various implementation considerations may affect the availability of some features for some employees.

Q: Will my contact information be secure?

A: Your information is stored in a secure environment and will be visible only to authorized personnel on a need-to-know basis. Safeguards are in place to secure your information.