Hello,

Thank you for your interest in the MySaskHealthRecord service.

You had contacted us about an issue with your Saskatchewan.ca Account. If your issue has since been resolved, please disregard this email.

Otherwise, please refer to the information below, which are commonly reported issues with possible solutions.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible solutions</th>
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| System does not recognize your username/email | You may need to reset your password  
To Reset your password:  
- Visit MySaskHealthRecord and select the green “Log In” button on the left side of the page  
- Select “Forgot Password” and enter the email which your registered your account with  
- You will be sent an email from no-reply@saskatchewan.ca with a link and instructions to reset your Saskatchewan.ca password  
- After successful reset, continue to log in from MySaskHealthRecord. DO NOT follow the “Return to Saskatchewan Account Log-in” as this will take you back to the incorrect login page. |
| Saskatchewan.ca Account is temporarily locked | This happens after 5 failed attempts to log in. Your account is locked for 10 minutes, and is doubled with each additional failed attempt to login.  
- If you are unable to login, see above for the instructions to reset your password |
| “Email already in use” error          | You have already completed Step 1: Create a Saskatchewan.ca account with the email you have indicated.  
- Search your email (including your junk folder) from no-reply@saskatchewan.ca which includes a link to validate your account.  
Once you have validated your Saskatchewan.ca account, proceed to Step 2: Validate Identity on MySaskHealthRecord  
*Reminder: Each individual Saskatchewan Account must have a unique email address. You can’t use the same email for two individual accounts. If you share an email address with someone, only one of you can use it. The other person will need to set up a new email address to create their own account. |
| “This account is not yet active” error | You have already completed Step 1: Create a Saskatchewan.ca account with the email you have indicated.  
- Search your email (including your junk folder) from no-reply@saskatchewan.ca which includes a link to validate your account.  
Once you have validated your Saskatchewan.ca account, proceed to Step 2: Validate Identity on MySaskHealthRecord |
| “Invalid Link” error                 | The Activation Link that sent on registration is only valid for one time use.  
- Please visit MySaskHealthRecord and proceed to Step 2: Validate Identity |
| “Activation Link Expired” Error      | Activation links are only valid for 30 days.  
- Visit MySaskHealthRecord, and proceed to Step 1: Create a Saskatchewan.ca Account to re-register for an account. |

If you have additional questions, please refer to MySaskHealthRecord Frequently Asked Questions (FAQs).

If you continue to experience challenges, please REPLY to this email. Your request will be logged for support.