

This guide details some of the common problems with Capital Health’s Self-Service applications.

Problem	Solution(s)
<p><i>Processing... Processing... Processing... then timing out?</i></p>	<p>If the page you are attempting to access is saved in Favorites, it is possible that the bookmark has been corrupted. Delete the bookmark and navigate to it rather than using Favorites.</p> <p>If you are unsuccessful in navigating to your destination: Navigate to: Start – Programs - Internet Explorer – Tools – Internet Options – General tab</p> <p>Under Temporary Internet files category, click on:</p> <ul style="list-style-type: none"> • Delete ‘Cookies’ – Select OK • Delete ‘Files’ – Select OK <p>Under History category:</p> <ul style="list-style-type: none"> • Check that ‘Days to keep in history’ is set to zero (0). • Click on ‘Clear History’ – Select OK
<p><i>“Web Server is incorrectly configured.”</i></p>	<p>Navigate to: Start – Programs - Internet Explorer – Tools – Internet Options – Privacy</p> <p>Check that the slider bar located under the heading Settings is set to Medium. A setting higher than this will disable cookies and cause the above message to be generated.</p>
<p><i>"You are not authorized to view this page."</i></p>	<p>This error normally occurs when your password has been reset or when you have many browser windows open on your PC. Close all open browser windows, re-open a new browser window and navigate back to the page you were on. If the error still occurs, do a complete shutdown.</p> <p>Navigate to: Start – Shutdown</p> <p>If you still get a 'Not Authorized' error, verify that you have the most current browser version downloaded to your machine. The recommended browser by PeopleSoft and for accessing PeopleSoft is Internet Explorer.</p> <p>Navigate to: Start – Programs - Internet Explorer – Help – About Explorer</p>
<p><i>Receive error when I try to log in.</i></p>	<p>Should the sign in error message appear, try re-entering your User ID and Password. Make sure you are entering the correct characters. If you continue to receive the sign in error message, your password may have expired or there are other issues.</p> <p>Remember, your User ID is the same as your employee ID and is nine (9) digits long. The Self Service Password will appear as ●●●●● when typed in, for security reasons.</p> <p>Lockout: You will be locked out after three (3) incorrect user ID/password combinations. You must contact the HR/Financial Services Call Centre to resolve this problem.</p> <p>Forgot your Password? If you think you may have forgotten your password, open another Internet Explorer browser window, and go to the Capital Health Intranet at http://cdhaintra/index.cfm. Click “For Employees” on the banner at the top of the page. Then click the Forgot Password? Link. This will email a temporary password to you.</p> <p>More Help Available: See the on-line help Accessing Employee Self-Service > Logging into Employee Self-Service for instructions.</p>