

## SYSTEM ERROR NOTIFICATION: AUTOSUBMIT NOT WORKING AS EXPECTED

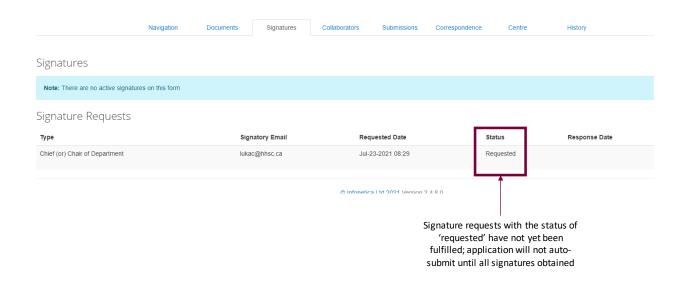
(July 23, 2021): Please be advised that we are investigating reports of applications not auto-submitting as expected.

Normally, once the last signature is applied, the application will automatically submit. We have become aware that there are instances of applications (particularly GRA forms) not automatically submitting when the last signature is applied.

We believe this might be related to the signature block in section 18.5 – if you are NOT obtaining a signature in this section, it may be more likely that your form will not auto-submit.

## How will I know, and what should I do?

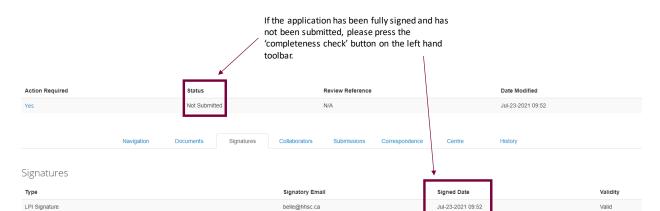
An automatic email is sent when an application has automatically been submitted to HiREB. If you have not received this email, please check your application to see if all signatures have been applied. <u>Please check prior to the REB meeting deadline.</u>



If all signatures have been applied and the application has not submitted, please:

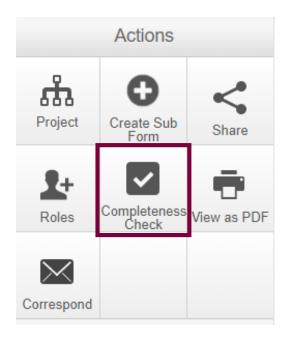
- (1) Send an email to <a href="mailto:erebHelpdesk@hhsc.ca">erebHelpdesk@hhsc.ca</a> with the project ID and stating that the form didn't auto-submit so that we can investigate further, and
- (2) Press the "Completeness Check" button on the left hand toolbar (you do not need to wait for a reply from Help Desk before doing this).



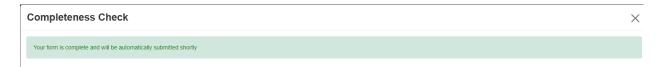


lukac@hhsc.ca

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The form should automatically submit once the completeness check has been run.



If it does not, please contact the Help Desk (eREBhelpdesk@hhsc.ca) for further guidance.

## **Questions?**

Should you have any questions or require further assistance, please contact Mirela Lukac, the eREB Helpdesk Administrator: 905 521-2100, ext. 70014 or eREBhelpdesk@hhsc.ca.

Chief (or) Chair of Department