

QUICKSHEET – LOGIN & SETUP

About eREB: eREB is the electronic system used for HiREB submissions. This platform can be accessed through the internet without any special downloads or devices. It can be accessed from many different devices like a laptop, desktop and tablets.

In terms of browsers, the latest versions of Google Chrome and Mozilla Firefox work best. Internet Explorer is no longer supported by Microsoft and should not be used. Microsoft Edge Safari (Apple), will also work.

eREB uses pop-ups. If you've disabled these, you may need to allow pop-ups for this website.

Some operating systems (e.g., Windows XP, Windows Vista) are not supported because of security reasons.

Logging In

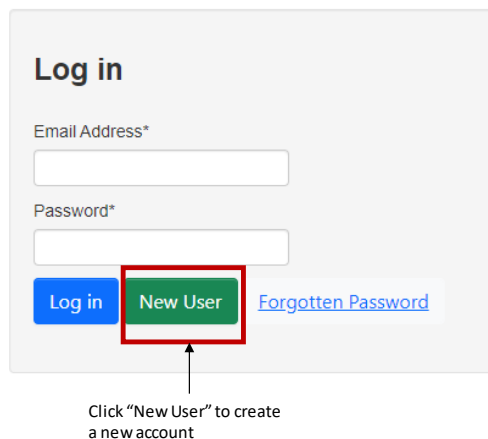
There are three easy ways to access eREB:

1. By typing <https://onlinesubmission.hireb.ca/> into the search bar of the browser (do not use Internet Explorer)
2. By clicking the 'eREB Applicant Login' button on the top right corner of the Hireb.ca website
3. Via the Citrix desktop "HiREB Electronic Submission" icon (HHS users)

This will take you to the log in page. Once there, enter the username and password associated with your account. If you do not have an account you can create one from this page.

Creating a New User Account

To create a new user account, click the green 'New User' button on the login page:



The screenshot shows a login form titled "Log in". It contains two input fields: "Email Address*" and "Password*". Below the fields are three buttons: a blue "Log in" button, a green "New User" button, and a blue "Forgotten Password" link. The "New User" button is highlighted with a red rectangular box. Below the box, an arrow points to the button with the text "Click 'New User' to create a new account".

From there, enter the required information to create your account. Please note that all system communications will be sent to the email address used to create your account (institutional email addresses should be used whenever possible).

When choosing your password, it needs to be 10 to 64 characters long, contain upper and lowercase characters, and contain at least one special character.

Once finished, click the blue ‘Register’ button at the bottom of the page

Once you have registered, you will receive an email to the address you provided during registration to activate the account. This email comes from donotreply@infonetica.net – you may need to check your ‘spam’ or ‘junk mail’ folders as this email.

TIP: add donotreply@infonetica.ca to your address book/mark as a safe address to ensure you receive system emails.

Changing Your Password or Personal Details

Once you log in, you will see a black navigation bar at the top of the page. Your name and email will be displayed on the far right of this bar. By clicking on your name you’ll see a drop-down menu that will let you change your password and your personal details.

When changing your password, the new password needs to be 10 to 64 characters long, contain upper and lowercase characters, and contain at least one special character.

TIP: If you need to change the email address that your eREB account is associated with, please contact our Help Desk

Forgot Your Password?

Navigate to the login page and click the blue ‘Forgotten Password’ link. You’ll be prompted to enter your email address (the one that you used to setup your eREB account), then click the yellow “Reset Password” button - you’ll receive an email with further instructions.

When changing your password, the new password needs to be 10 to 64 characters long, contain upper and lowercase characters, and contain at least one special character (even if your previous password was shorter).

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.