

## SYSTEM ERROR NOTIFICATION: EMAILS NOT BEING RECEIVED

**(April 27, 2022):** Please be advised that we are investigating reports of emails from HiREB's eREB system not being received as expected by users at Hamilton Health Sciences (i.e., whose user accounts are associated with @hhsc.ca email addresses). This may also effect emails from other Infonetica systems (e.g., Clinical Trials Ontario's system).

These emails are being sent by eREB, but they are not being received by all users (many users are not impacted). We are working with partners to understand and resolve the issues.

### What does this impact

For impacted users, this appears to involve all automated emails from the eREB system, including signature requests, signature completion notifications, and correspondence alerts.

Users at HiREB are also not receiving these emails. **If there is an urgent (e.g., participant safety) matter that needs to be brought to our attention, please email [eREBhelpdesk@hhsc.ca](mailto:eREBhelpdesk@hhsc.ca).**

### 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](mailto:eREBhelpdesk@hhsc.ca).**