

VA Hub – Frequently asked questions

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New registration

Welcome to the CPAD Visual Analytics Hub! Our VA Hub homepage lists the interactive reports created by the Ministry of Health’s Health Analytics and Insights Branch.

To access these reports and underlying data, you must first register with GO Secure. GO Secure allows registered users to securely access our Visual Analytics reports.

For users who DO NOT have GO Secure access, please follow [Instructions for Access to VA Reports](#). For users who have an existing GO Secure account but DO NOT have access to the VA Hub, instructions are on page 2 of the same document.

Forgot GO Secure password

If you previously had access to the VA reports and have forgotten your GO Secure password, use the following link to reset it: <https://www.iam.security.gov.on.ca/>

To do so you will have to answer the **stored questions** you created when you first registered with GO Secure.

Forgot stored questions

When attempting to follow the previous instructions, should you have an issue with your GO Secure stored questions, GO Secure has a “[Forgot your ID or password?](#)” section.

VA account is locked

If you get the following message when trying to access a report, “*SAS Visual Analytics: Cannot access the requested resource on the server. Contact your SAS Administrator*”, it is likely because your VA account is locked. To troubleshoot:

- Are you trying to log in with a different email address than you used previously? Follow the instructions in the next section when your email has changed.
 - Password and email address are correct? Please email VAhelp@ontario.ca with the report’s name you were trying to open, the user/username (email address) that was logged in, and what the error message says.
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Change to your email address

If your email address has changed in any way, a new GO Secure account is required.

Follow the instructions under “New Registration” to regain access to the VA reports.

Error when accessing a report

If you receive an error message when opening a VA report, please contact VAhelp@ontario.ca. When emailing, please include the name of the report you were trying to open, the user/username (email address) that was logged in, and what the error message says.

Report opens with a blank screen

When a report is opened and all you see is a blank screen on VA, please:

- Use Google Chrome to access the reports. If you are using another browser, switch to Google.
 - If you are using Google, click on the three dots icon at the top of the VA page to refresh the report.
 - Clear Google Chrome's cache and reload the page.
 - If you have tried all three suggestions, email VAhelp@ontario.ca.
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Exporting data from a report

In some reports, you can export the underlying data by:

- Hovering over the visualization (graph, table, etc.) to get the options menu on the top right. Select the three vertical dots.
 - Selecting *Export Data...*
 - Selecting the contents you need using the checkboxes and *Rows:* field.
 - Selecting the file type using the drop down.
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