Support for Your ONE ID Account

For Online Self-Help, including:

- Changing your Online Password:
  - ➢ If you have forgotten your password
  - ➢ If you want to change your existing password
- Changing your Challenge Questions
- Changing your Contact Information
- Recovering a forgotten ONE ID Login ID
- Reviewing your Service Enrolments

  Go to the ONE ID website at https://oneid.ehealthontario.ca

For Help Desk Support, including:

- Problems with or questions about an eHealth service
- Password Updates or Resets:
  - ➢ If you are unable to update or reset your password online
- Forgotten ONE ID Login ID
  - ➢ If you are unable to find your User Name online

Phone Helpdesk at: **1-866-250-1554**

Email Helpdesk at: **ServiceDesk@eHealthOntario.on.ca**

For Registration questions, including:

- Help Registering and Enrolling for a Service
- Questions about Identity Documents
- Privacy and Security questions

Speak to your organization's Local Registration Agent

Phone eHealth Ontario Registration Agents at: **1-866-250-1554**

Email eHealth Ontario Registration Agents at: **Registration.Agents@eHealthOntario.on.ca**