

# Express Registration Guide

This guide is intended for individuals executing the ONE ID Express Registration Process on behalf of their organization. Please [CLICK HERE](#) for additional information regarding ONE ID, including how to qualify for this process.

## The Express Registration Agent Role

The “Express Registration Agent” (ERA) role is used to control Express Registration functionality in the ONE ID system and is assigned to Local Registration Authorities (LRAs) at qualifying organizations. This role may also be assigned to an organization’s Legally Authorized Representative and/or their Delegate(s) without additional LRA access. ERA is a system and not a business role, i.e. it does not alter the roles and responsibilities defined in the ONE ID Policy and Standards. For brevity’s sake, the person that executes Express Registration functions is referred to as the “ERA” throughout this document..

## Privacy and Security

ONE ID and its protected services store and provide access to personal information, personal health information, and/or other sensitive information. As an ERA, you must help ensure the privacy and security of this information. Contact Ontario Health immediately if you have reason to believe that an individual has provided false identity information, gained access without proper authorization, or that any ONE ID protected service has been otherwise compromised. Refer to [Express Registration – Privacy and Security](#) for more information on Privacy and Security.

## Identity Validation

Individuals in your organization should already have had their identities validated as part of the hiring process. As an ERA, you are responsible for ensuring that this process has been completed. Contact Ontario Health if you must create an account for a user who has not completed your organization’s identity validation process.

## Authorization

Individuals should only be authorized for Services when there is a legitimate business need for access. The supporting material related to each service should define the respective access criteria. All users must agree to Ontario Health’s Notice of Collection and ONE ID Acceptable Use Policy as part of the registration process.

## Issuing Registration Invitations

This is a high level summary of the process for issuing registration invitations. For a more detailed description of the process and the Express Registration Interface, refer to [Express Registration Invitation Management](#).

- Step 1.** Log onto ONE ID at [www.oneid.ehealthontario.ca](http://www.oneid.ehealthontario.ca) with your Login ID and Password.
- Step 2.** Select “Express Registration Invitation” from the top menu. As an added security measure, you will be prompted to answer two of your three challenge questions.
- Step 3.** Enter the registrant’s information, including Title, First Name, Last Name, and Email Address.



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- Step 4.** Select the eHealth Service(s) for which the registrant has been authorized or indicate that the individual should not be granted access to any services at this time.
- Step 5.** Click the “Send Invitation” button.
- Step 6.** The ONE ID System will generate and display an invitation code. This code should be provided directly to the user.
- Step 7.** Repeat steps 3-6 for any additional registrants or select “Log Out” from the top menu.

## User Management

As an ERA, you may be required to support other user management scenarios, such as revoking access when a staff member leaves your organization or correcting information that has been entered into the ONE ID System incorrectly. You can request that Ontario Health execute any such requests on your behalf by emailing [ONEIDRegistrationAgents@ontariohealth.ca](mailto:ONEIDRegistrationAgents@ontariohealth.ca).

All email requests submitted to Ontario Health should be sent from the email address associated with your ONE ID Account and include:

- Your name
- Your organization’s name
- The user’s ONE ID Login ID (e.g. firstname.lastname@oneid.on.ca)
- The nature of the request (suspend, revoke, change)

**Note: You should never provide a user’s personal information via email. If personal information (e.g. date of birth) must be updated in ONE ID, please make the request by calling 1-866-250-1554.**

## Getting Help

If you have any questions about ONE ID policies or procedures, please contact the Ontario Health Registration Agents at 1-866-250-1554, select your language then option 2 for Registration. You may also refer to the [ONE ID LRA FAQ’s](#).

If you encounter any issues with the Express Registration Interface, please contact the Ontario Health Service Desk at 1-866-250-1554, select your language then option 1 for Technical Support.