
ONE® ID Implementation Package

ONE® ID is Ontario Health's Identity and Access Management Service, a set of systems and processes which enables trusted and secure access to eHealth Services. You have received this implementation package because ONE® ID is the means by which users at your organization will access select eHealth Services.

This implementation package is intended as an overview of the process for implementing ONE® ID. At your request, the deployment contact for your eHealth Service can connect you with a representative of the ONE® ID Business Delivery Team to help walk you through this process and/or provide more details regarding ONE® ID.

If your organization has previously implemented ONE® ID in support of another eHealth Service, you can leverage established processes for new services. Refer to [Adding a New ONE® ID Protected Service](#) for details.

Organization Specific Considerations

While the ONE® ID service offering is common for all clients, the specifics of its implementation may vary depending on the nature of your organization.

If your organization has more than 10 staff, you should read [Getting Started with ONE® ID](#). It contains a more detailed description of ONE® ID and provides guidance regarding how to integrate the service with your existing business practices.

If your organization has 10 or fewer staff, you should read [Implementing ONE® ID in Small Organizations](#). This guide describes a streamlined approach to implement ONE® ID under these circumstances.

Legal Responsibility and Delegation

Your organization's Legally Responsible Person (LRP) is the individual who signs the Legal Agreement with Ontario Health. This agreement will be sent separately from the Implementation Package with its own set of instructions.

The LRP is also responsible for implementing and overseeing ONE® ID processes within your organization. If the LRP will not have visibility into these processes, it is recommended that they complete the [LRP Delegation Form](#). Delegates are treated as the LRP in all respects outside of signing the Legal Agreement.

Depending on the **Registration Model** selected by your organization (see below) the LRP and/or their Delegate may take on direct responsibility for the Registration and Enrolment of End Users.

Selecting a Registration Model

ONE® ID has a robust set of processes for validating End User identity such that they may gain access to eHealth Services. However, there may be overlap between this process and the identity validation already performed by your organization. If possible, we recommend that your own identity validation processes be leveraged for ONE® ID.

Refer to the document [ONE® ID Registering Organizations Overview](#) for more.

Identification and Training of Staff for ONE® ID Roles

As part of the implementation process you will need to identify staff that will fulfill the roles of Sponsor and Local Registration Authority (LRA) to support ONE® ID processes in your organization. Depending on the size of your organization, these roles may be fulfilled by one or more individuals. Refer to [Getting Started with ONE® ID](#) and/or [Implementing ONE® ID in Small Organizations](#) for more details.

The Sponsor role is managed internally by your organization while LRAs must be registered and enrolled by Ontario Health. Where the LRA(s) will be distinct from the LRP/Delegate, nominations may be submitted via the [LRA Nomination Form](#). Ontario Health will then arrange for their registration and online training.

Registration and Enrolment of End Users

Once the Sponsor and LRA roles have been established within your organization, the Registration and Enrolment of End Users can commence. Sponsors should identify to LRAs the initial group of users requiring access. LRAs will receive online training on how to complete the process.

Further Reading

While this package contains all necessary information to deploy ONE® ID at your organization, it is also recommended that you review the following material to gain a more thorough understanding of the service.

Policy and Standards

<https://ehealthontario.on.ca/en/support/article/one-id-registration-community/one-id-registration-community-policy-and-standards>

These documents provide a complete description of the ONE® ID requirements and, as part of its Legal Agreement with Ontario Health, your organization agrees to be bound by them.

Registrant Reference Guide

https://ehealthontario.on.ca/files/public/support/ONE_ID/Registration_Community/one_id_registrant_reference_guide.pdf

This document provides further details on the end user's experience with using the ONE® ID System for account set up and maintenance.

Local Registration Authority Procedure Manual

https://ehealthontario.on.ca/files/public/support/ONE_ID/Registration_Community/one_id_lra_procedures_manual.pdf

This manual provides a complete description of all ONE® ID processes and is required reading for Local Registration Authorities.

Frequently Asked Questions

https://ehealthontario.on.ca/files/public/support/ONE_ID/Registration_Community/registration_faqs_lra.pdf

Provides answers to frequently asked questions regarding ONE® ID and the Registration Process.