

ONE® ID Identity and Access Management System

Local Registration Authority User Guide

Document Identifier: 2274

Version: 2.3

Copyright Notice

Copyright © 2011, eHealth Ontario

All rights reserved

No part of this document may be reproduced in any form, including photocopying or transmission electronically to any computer, without prior written consent of eHealth Ontario. The information contained in this document is proprietary to eHealth Ontario and may not be used or disclosed except as expressly authorized in writing by eHealth Ontario.

Trademarks

Other product names mentioned in this document may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

Revision History

Date	Version	Revision
March 4, 2021	2.3	Revisions to reflect RSA SecurID token management
August 13, 2018	2.2	Update to Appendix F – 13.3.6 do not add PD to TR accounts
August 21, 2017	2.1	Added Appendix G – Diagnostic Imaging and updated available CCO roles
September 22, 2015	2.0	Added Appendix F - Panorama
April 15, 2015	1.9	Added sections 5.4, RSA SecurID Token Modification and 4.6.2 Registering Organizations Updates to Account Statuses
December 1, 2014	1.8	Changes to “Identify Individual” page
June 8, 2014	1.7	Added enrolments in Appendix C; updated images
March 2, 2014	1.6	Added section 4.6.1, Supplemental Identity Verification
January 21, 2014	1.5	Updates to enrolment listing and sections 4.7, 5.2.6 & 5.2.7
March 20, 2013	1.4	Addition of “Guidelines to Protecting Personal Information” and updated enrolments listing
June 19, 2012	1.3	Updates to Home page image with Dashboard and sections 4.7, 5.2.6 & 5.2.7
December 5, 2011	1.2	Mandatory phone number and new banner
August 15, 2011	1.1	Added enrolments in Appendix C
June 6, 2011	1.0	Initial Release

Table of Contents

1.0	About This Document	5
1.1	Purpose	5
1.2	Scope	5
1.3	References.....	5
2.0	Introduction	6
3.0	Logging In	7
3.1	Home Page.....	9
4.0	Register and Enrol Individuals	11
4.1	Verification and Sponsorship.....	11
4.2	Identify Individual.....	13
4.3	View Registrant Profile.....	15
4.4	Add Preferences.....	16
4.5	Add Service Desk Challenge Questions	17
4.6	Add Professional Designation.....	18
4.7	Add Identity Documents	20
4.8	Add Enrolments.....	23
5.0	Registrant Maintenance	27
5.1	Modifying a Registrant.....	27
5.2	Registrant Profile Modifications.....	31
5.3	Enrolment Modifications	43
6.0	Guidelines to Protecting Personal Information	55
7.0	Glossary	56
8.0	Appendix A – Valid Values	57
8.1	Service Desk Challenge Questions	57
8.2	Titles.....	57
8.3	Preferred Languages.....	57
8.4	Identity Documents.....	58
8.5	Sponsorship Suspend Reasons	58
8.6	Sponsorship Reinstate Reasons	59
8.7	Sponsorship Revoke Reasons	59
9.0	Appendix B – Verification and Sponsorship	60
10.0	Appendix C – Enrolments	61
11.0	Appendix D – Requesting Replacement Tokens	62
11.1	No tokens for New Registration or enrolment	62
11.2	Replacement tokens for Lost, Damaged or Reinstated Enrolments	62
12.0	Appendix E – Account Status	63

13.0 Appendix F – Panorama	64
13.1 Sponsorship	64
13.2 Registration	64
13.3 Enrolment	64
13.4 Requesting multiple enrolments for a user’s access	75
14.0 Appendix G – Diagnostic Imaging Enrolments	80

1.0 About This Document

1.1 Purpose

The purpose of this manual is to describe the detailed procedures of the various registration functions that a Local Registration Authority can perform in the ONE® ID Identity and Access Management System. Each function has a brief description, followed by steps on how to perform the function in the system.

1.2 Scope

This document contains procedures for the following:

- Registering and Enrolling Individual Users
- Viewing Account Information
- Modifying Registrant Information
- Modifying Enrolment information
- Suspending, Reinstating and Revoking an Enrolment

1.3 References

For more detailed procedures on processes and policies, see the ONE® ID LRA Procedures Manual, located on the Registration Community Site – <http://www.ehealthontario.on.ca/one-id-lra>

2.0 Introduction

ONE® ID is a set of systems and business processes that provides trusted and secure access to eHealth applications and services to healthcare providers registered with Ontario Health.

ONE® ID enables registration, authentication and authorization security for access to designated eHealth systems. The purpose of the *ONE® ID* system is to ensure that only those people who are authorized to electronically access personal health information under the control of Ontario Health are capable of doing so.

3.0 Logging In

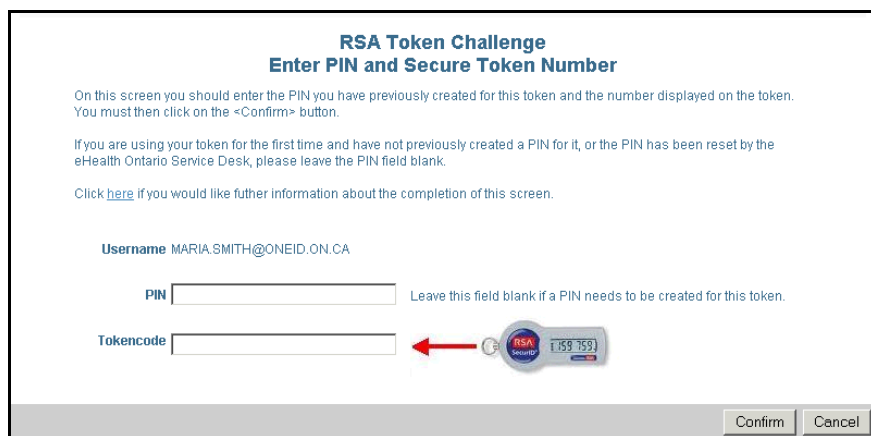
Prior to logging into the ONE® ID system, you must have been registered and enrolled as a Local Registration Authority; received a RSA SecurID token; self completed your registration online and activated your RSA token. Logging into the ONE® ID system requires two factors of authentication: Login ID and password, along with an RSA token challenge.

To login, navigate to the URL <http://www.ehealthontario.on.ca/en/support-topics/one-id-lra> . Click **Access the ONE® ID Application** button.



The screenshot shows the ONE ID login page. At the top left is the Ontario eHealth Ontario logo. At the top right is the ONE ID Identity & Access Management logo with 'Help' and 'Links' links. The main heading is 'ONE ID Identity & Access Management'. Below this is a sub-heading: 'ONE ID identity and access management enables secure access to eHealth services.' The instruction reads: 'Please log in with your login ID and password'. There are two input fields: 'Login ID:' and 'Password:'. Below the 'Password:' field is a blue 'Login' button. At the bottom of the form are two links: 'Forgot Login ID' and 'Forgot Password'.

1. Enter your **Login ID** and **Password**.
2. Click **Login**.



The screenshot shows the RSA Token Challenge page. The heading is 'RSA Token Challenge Enter PIN and Secure Token Number'. The text reads: 'On this screen you should enter the PIN you have previously created for this token and the number displayed on the token. You must then click on the <Confirm> button.' Below this is another paragraph: 'If you are using your token for the first time and have not previously created a PIN for it, or the PIN has been reset by the eHealth Ontario Service Desk, please leave the PIN field blank.' A link is provided: 'Click [here](#) if you would like further information about the completion of this screen.' The form has a 'Username' field with the value 'MARIA.SMITH@ONEID.ON.CA'. Below it are two input fields: 'PIN' and 'Tokencode'. A note next to the PIN field says 'Leave this field blank if a PIN needs to be created for this token.' To the right of the 'Tokencode' field is an image of an RSA SecurID token with a red arrow pointing to the display showing the number '1 759 759'. At the bottom right are 'Confirm' and 'Cancel' buttons.

3. Enter your token **PIN** and the 6-digit **Token code**.
4. Click **Confirm**.

If logging in for the first time or your PIN has been reset by the Ontario Health Digital Support Desk, you must create your token PIN number.

RSA Token Challenge
Enter PIN and Secure Token Number


On this screen you should enter the PIN you have previously created for this token and the number displayed on the token. You must then click on the <Confirm> button.

If you are using your token for the first time and have not previously created a PIN for it, or the PIN has been reset by the eHealth Ontario Service Desk, please leave the PIN field blank.

Click [here](#) if you would like further information about the completion of this screen.

Username MARIA.SMITH@ONEID.ON.CA

PIN Leave this field blank if a PIN needs to be created for this token.

Tokencode 

5. Leave the **PIN** field blank and enter the 6-digit **Token code**.

RSA Token Challenge
Enter New PIN

On this screen you must enter a PIN number that you will be able to remember. You must then click on the <Confirm> button.

Click [here](#) if you would like further information about the completion of this screen.

Username MARIA.SMITH@ONEID.ON.CA

New PIN The PIN must be a number containing 4 to 8 digits.
Do not use anything that could be easy to guess,
e.g. your date of birth or a simple pattern such as 1234 or 999999

Re-enter new PIN

6. Enter a 4 to 8 digit PIN number.

7. Click **Confirm**.

RSA Token Challenge
Enter PIN and Secure Token Number

On this screen you should enter the PIN you have previously created for this token and the number displayed on the token. You must then click on the <Confirm> button.


If you are using your token for the first time and have not previously created a PIN for it, or the PIN has been reset by the eHealth Ontario Service Desk, please leave the PIN field blank.

Click [here](#) if you would like further information about the completion of this screen.

New PIN accepted. You are required to authenticate with your new PIN. Wait for the code to change on your token and then enter it in the space provided.

Username MARIA.SMITH@ONEID.ON.CA

PIN Leave this field blank if a PIN needs to be created for this token.

Tokencode 

You will receive a confirmation that your new PIN number has been created. You can now proceed with logging into the ONE® ID System.

8. Enter your token **PIN** and the 6-digit **Token code**.

9. Click **Confirm**.

Upon successful authentication, the **Home Page** opens.

3.1 Home Page

From the Home Page, you can make a new registration request and view your profile.



3.1.1 Home

If at any time you wish to return to the Home Page, click **Home**.

3.1.2 User Status Dashboard

The User Status Dashboard allows LRAs to view the status their registrants newly added service enrolment. Names under Successful Status are users whose service enrolments have successfully provisioned while names under Pending Status are users whose service enrolments are still in the process of being provisioned

3.1.3 New Request

Click here to initiate a new request such as a new registration, add a new enrolment, or modify an enrolment or account information.

3.1.4 My Profile

To verify the information in your profile, change your password or online and Service Desk challenge questions, click **My Profile**. You can also view your enrolment information, identity documents and professional designations. For more information and on how to manage your account, see the ONE® ID Registrant Reference Guide.

3.1.5 Help

In subsequent releases, this link opens a new window with Help information.

3.1.6 Logout

When you have completed using the ONE® ID system, click **Logout**.

3.1.7 Acceptable Use Policy

To view the Acceptable Use Policy, click this link located at the bottom of the Home screen.

3.1.8 Privacy Statement

To view the Privacy Statement, click this link located at the bottom of the Home screen.

4.0 Register and Enrol Individuals

Registration and enrolment of an individual into a ONE® ID service using the ONE® ID Identity and Access Management System consists of three main steps:

1. **Verification and Sponsorship** – Your name appears as the individual who verified the new request. Select the organization sponsoring the registrant’s access.
2. **Identify the Individual** – Identify information about the new registrant and by matching the information provided, determine if the registrant already exists.
3. **Enrolment** – Provide the Registrant with access to the enrolment(s) in which they have been sponsored by their organization.

4.1 Verification and Sponsorship

The following is the process of collecting the necessary information about verification and sponsorship that is required to register a new individual. The verifier and selected sponsor determine your ability to register an individual.

After you login, the Home Page opens. From here, select the type of request to process.



1. Click **New Request**.
2. From the **New Request** menu, select **Individual**. This takes you to the **Verification and Sponsorship** screen.

Verification and Sponsorship

Please select the person that verified the individual's identity and the organization that is sponsoring the change.

Identity Verified By:

*Verified On:

RA or LRA Selected: *Maria Smith*

Maria Smith MARTA.SMITH@OREID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization

Available Services

The system displays your name as the LRA performing the registration and/or enrolment and cannot be changed.

3. Select the **Verified On** date. Date selected should be the same date you verified the identity information.

Verification and Sponsorship

Please select the person that verified the individual's identity and the organization that is sponsoring the change.

Identity Verified By:

*Verified On:

RA or LRA Selected: *Maria Smith*

Maria Smith MARTA.SMITH@OREID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization Selected: *PHU - Northwestern*


PHU - Northwestern

Available Services

- Application_Owner
- ENLB
- Enterprise Reporting
- eReferrals_Support_Console
- IPHIS
- ISCIS

4. Confirm **that** sponsorship has been received for the request. If the request has been authorized, select **Authorization for this request was received from a recognized sponsor**. The system then displays a list of sponsoring organization(s) in which you have been enrolled as an LRA

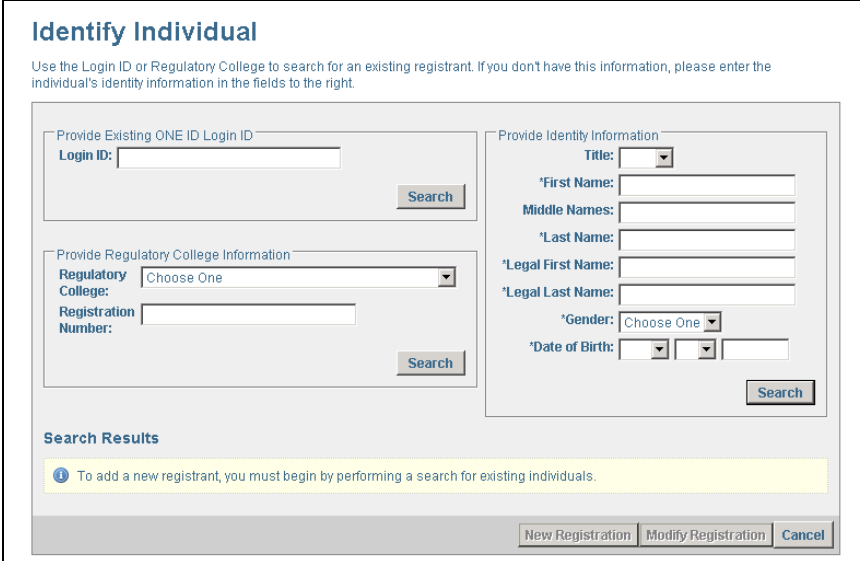
Note: If sponsorship was not received for the request, you cannot register a new individual.

5. From the list of Sponsoring Organization, select the organization that has authorized the request. Registering Organizations can be identified by the  icon located next to the organization's name.
6. From the list of **Available Services**, verify that the service being requested is available for the selected sponsoring organization and select **Next**. If the requested service is not listed, contact the Ontario Health ONE ID Registration Agents for further assistance.

The system then opens the **Identify Individual** screen.

4.2 Identify Individual

To prevent duplicate registration records, you must determine whether a registrant already exists prior to creating a new registration record. A search is conducted for registrants matching the identity information provided. If the registrant already exists, you can modify the existing registrant. If the registrant does not exist, you create a new registrant.



1. Enter the login ID (first.last@oneid.on.ca) or Regulatory College to search for an existing registrant. If you do not have this information, enter the full identity information for the registrant under “Provide Identity Information” on the right of this screen.
2. Click **Search**.

Note: The **New Registration** button is greyed out until you have performed a search for an existing registrant. Wildcard (* or %) searches are not permitted. Maximum characters that can be used for Name fields is 25

If matching results:

The system displays all registrants that exactly match the information provided. You may click on the registrant’s name to view a read-only profile for that registrant to confirm you are selecting the correct account. The status of the registrant account is also displayed. See [Appendix E – Account status](#) for a listing of statuses a registrant’s account can have.

Name	Login ID	Contact Info	Reg. College	Status*	Account Type
Santa Rosa	SANTA.ROSA@ONEID.ON.CA	santarosa@test.ca 416-555-1212	CHDO D1245	Active	

*Legend: Active Pending Self-Complete Locked Suspended Revoked

1. Select the radio button next to the registrant’s profile you wish to modify. The **Modify Registration** button is now active.
2. Select **New Registration**. See section [5.2 Registrant Profile Modifications](#), for more information on modifying a registrant’s profile.

If potential matching results:

Confirm that the identity information provided has been entered correctly. If not, make the necessary changes and click **Search**. Once you have confirmed that the correct identity information has been entered, you may proceed with creating a new registration.

⚠ No matching results.

⚠ Potential matching individuals exist, please double check the inputs. **Double Checked**

1. Select the check box **Double Checked**. The **New Registration** button is now active.
2. Select New Registration to create a new registrant record.

If no matching results:

The New Registration button becomes active and may now be selected and you may proceed with creating a new registrant record.

Identify Individual

Use the Login ID or Regulatory College to search for an existing registrant. If you don't have this information, please enter the individual's identity information in the fields to the right.

Provide Existing ONE ID Login ID

Login ID:

Provide Identity Information

Title:

*First Name:

*Middle Names:

*Last Name:

*Legal First Name:

*Legal Last Name:

*Gender:

*Date of Birth:

Provide Regulatory College Information

Regulatory College:

Registration Number:

Search Results

⚠ No matching results.

[Acceptable Use Policy](#)
[Privacy Statement](#)

1. Select **New Registration** to create a new registrant record.

Note: If the registrant is less than the minimum age of fourteen (14) required for Assurance Level One (AL1), or sixteen (16) for Assurance Level Two (AL2) you must submit a request directly to Ontario Health ONE ID Registration Agents.

4.3 View Registrant Profile

Once you have collected the identity information, an incomplete set of the registrant's details are displayed. You can enter any remaining detail here before you save the registration. If the identify information is not correct, click cancel to return to the previous screen to re-enter the information and perform a duplicate search on the corrected information.

Note: You may cancel the registration at any time by selecting **Cancel**. In this case, all data entered for the account is discarded. A cancel confirmation warning appears, asking you to confirm the cancellation.

Registrant

Santa Rosa
Female, born Jan 20, 1971, legal name Santa Rosa
Rudimentary Assurance

(set contact email)
(set contact phone)
English (change)

Challenge Questions Documents Professional Designation Enrolments

Add
No questions defined.

This record is not yet complete. Please address the issues below before proceeding.

- Service desk challenge questions have not yet been entered.
- Please enter a valid contact email address for this individual.

Save Cancel

Note: The highlighted field at the bottom of the screen provides you with the necessary tasks to complete before the registrant record can be saved.

4.4 Add Preferences

The following steps outline the process for adding the registrant's contact preferences.

Registrant

Santa Maria
Female, born Jan 10, 1971, legal name Santa Maria
Rudimentary Assurance

(set contact email)
(set contact phone)
English (change)

1. From the **Registrant** screen, just below the registrant's name, click on **set contact email**. This opens the **Preferences** screen.

Preferences

*Contact Email:

*Contact Phone Number:

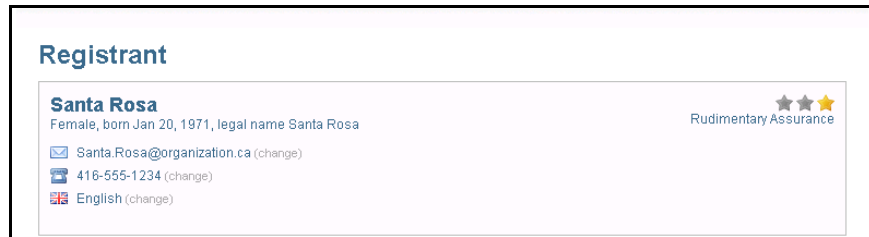
Preferred Language: English

OK Cancel

2. Enter the **Contact Email** and **Contact Phone Number** and select the **Preferred Language**. The fields marked with an asterisk are mandatory fields.

Note: The email address entered will be used to notify the Individual when their password is due to expire.

3. When you are done entering the information, click **OK** to save it. You then return to the registrant's profile.

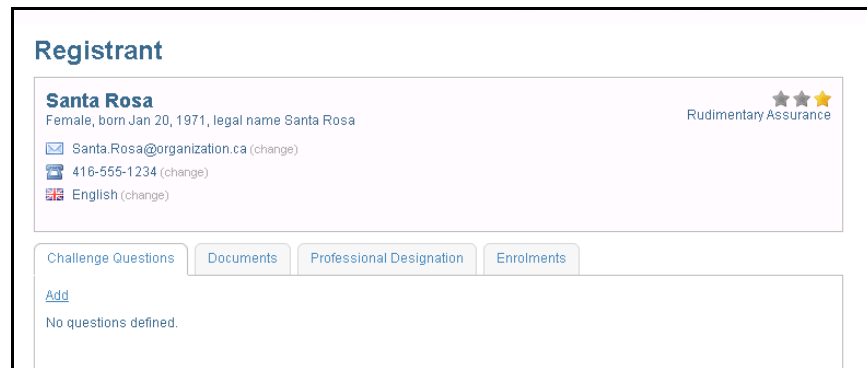


The screenshot shows the 'Registrant' profile for Santa Rosa. The profile includes the name 'Santa Rosa', gender 'Female', birth date 'born Jan 20, 1971', and legal name 'Santa Rosa'. It also shows contact information: email 'Santa.Rosa@organization.ca', phone '416-555-1234', and language 'English'. A 'Rudimentary Assurance' status is indicated with three stars.

Once you have added the preferences, you will see a change link. To make a modification to any of the preferences, select **change** next to the preference you wish to modify. The Preferences screen opens where you can complete the modification.

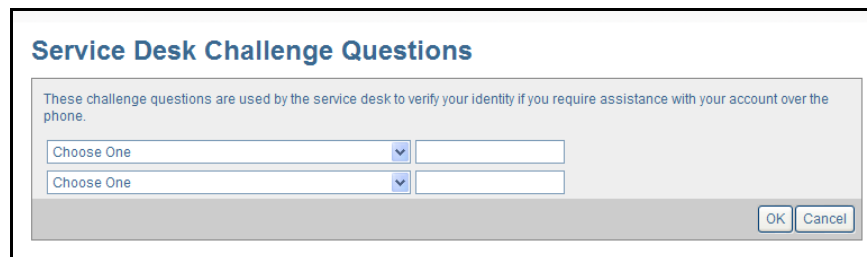
4.5 Add Service Desk Challenge Questions

The following steps outline the process for adding the registrant's Service Desk **Challenge Questions**.



The screenshot shows the 'Registrant' profile for Santa Rosa, with the 'Challenge Questions' tab selected. The profile information is the same as in the previous screenshot. Below the profile information, there are tabs for 'Challenge Questions', 'Documents', 'Professional Designation', and 'Enrolments'. The 'Challenge Questions' tab is active, showing an 'Add' link and the text 'No questions defined.'

1. On the **Challenge Questions** tab, click **Add**. This takes you to the Service Desk Challenge Questions screen.



The screenshot shows the 'Service Desk Challenge Questions' screen. It includes a heading 'Service Desk Challenge Questions' and a sub-heading 'These challenge questions are used by the service desk to verify your identity if you require assistance with your account over the phone.' Below this, there are two rows of input fields, each with a 'Choose One' dropdown menu and a text input field. At the bottom right, there are 'OK' and 'Cancel' buttons.

2. From the drop-down menu, select two challenge questions.
3. Enter the responses.

4. Click **OK**. The updated Registrant Profile is displayed, masking the Answers to the Challenge Questions for security purposes.

Note: If either the challenge questions or the answers are the same (i.e., same question chosen or same answer provided), the system displays a SAME QUESTION or SAME ANSWER message and a different question or answer must be provided. See [Appendix A](#) for a list of available questions.

The screenshot shows the 'Registrant' profile for Santa Rosa. The profile information includes: Santa Rosa, Female, born Jan 20, 1971, legal name Santa Rosa, Rudimentary Assurance (indicated by two stars), email Santa.Rosa@organization.ca, phone 416-555-1234, and language English. Below the profile information are tabs for Challenge Questions, Documents, Professional Designation, and Enrolments. The 'Challenge Questions' tab is active, showing a 'Change' link and a table with two rows of questions and masked answers.

Question	Answer
Name of first pet?	*****
What city or town was your mother born in?	*****

Once you have added the challenge questions, a **change** link appears. To modify either of the challenge questions, click **change**. The Service Desk Challenge Questions screen opens, so you can modify the challenge questions.

4.6 Add Professional Designation

The ONE® ID system validates a registrant's legal name, Regulatory College and Registration Number against the Provider Registry when entering the Professional Designation. If the college registration number does not match against the Provider Registry, the ONE® ID system will display an error message.

The following steps describe the process for adding the registrant's professional designation.

The screenshot shows the 'Registrant' profile for Santa Rosa. The profile information includes: Santa Rosa, Female, born Jan 20, 1971, legal name Santa Rosa, Medium Assurance (indicated by three stars), email Santa.Rosa@organization.ca, phone 416-555-1234, and language English. Below the profile information are tabs for Challenge Questions, Documents, Professional Designation, and Enrolments. The 'Professional Designation' tab is active, showing an 'Add' link.

1. On the **Professional Designation** tab, click **Add**. The **Professional Designation** screen opens.

The Professional Designation tab is visible for both Rudimentary and Medium level of assurance registrants. However, the addition of a professional designation is mandatory only for medium level of assurance registrations.

Professional Designation

*Regulatory College: Choose One

OK Cancel

- From the drop-down menu, select the **Regulatory College** provided. If no Regulatory College has been provided, select **Not Applicable**. In this case, you do not need to enter a Registration Number.

Professional Designation

*Regulatory College: College of Physicians and Surgeons of Ontario

*Registration Number:

OK Cancel

- Enter the **Registration Number**. The Registration Number is mandatory only if a Regulatory College is selected.
- Click **OK**.

Note: The ONE® ID system validates a registrant's first name (legal and/or preferred), legal last name, Regulatory College and Registration Number against the Provider Registry when entering the Professional Designation. If the college registration number does not match against the Provider Registry, the ONE® ID system will display an error message.

Registrant

Santa Rosa
Female, born Jan 20, 1971, legal name Santa Rosa
Medium Assurance

Santa.Rosa@organization.ca (change)
416-555-1234 (change)
English (change)

Challenge Questions Documents Professional Designation Enrolments

Add

Professional Designation	Number
Board of Directors of Drugless Therapy - Naturopathy (change)	d123456

- The updated Registrant's profile is displayed.

Once you have added the professional designation, a **(change)** link appears next to the document. To modify the professional designation, click **(change)**. The Professional Designation screen opens, where you can modify the professional designation and/or registration number. You may also add additional professional designations as required by selecting the **Add** link.

Now that the Preferences, Service Desk Challenge Questions and Professional Designation have been entered, the system indicates that the record is complete and can be saved. To save the record at Assurance Level 1 (AL1), go to Step 6 or continue to section **4.6 Add Identity Documents** to create an - Assurance Level Two (AL2) registration.

Question	Answer
Name of first pet?	*****
What city or town was your mother born in?	*****

The record is now complete and may be saved. Save Cancel

6. From the Registrant profile screen, click **Save**
 - a. The registrant record is created at Assurance Level One (AL1).
 - b. You receive confirmation that the registrant record has been successfully saved. The record displays with the Login ID and temporary password.

Successfully saved registrant. Login ID is SANTA.ROSA1@ONEID.ON.CA and temporary password is 7S7923bV.

- c. The registrant receives an automatic enrolment into the eHealthOntario.ca portal

Note: Record the registrant’s Login ID and temporary password and provide the credentials to the registrant. The temporary password is not displayed again and the registrant must call the Ontario Health Digital Support Desk to obtain a new temporary password if it is not recorded.

4.7 Add Identity Documents

The following steps describe the process for adding the registrant’s identity documents.

Registrant

Santa Rosa
Female, born Jan 20, 1971, legal name Santa Rosa Rudimentary Assurance ★★☆☆

✉ Santa.Rosa@organization.ca (change)
☎ 416-555-1234 (change)
🇬🇧 English (change)

Challenge Questions Documents Professional Designation Enrolments

[Add Primary Document](#)
[Add Document](#)
No documents for this individual.

1. On the **Documents** tab, click **Add Primary Document**. The **Identity Document** screen opens.

2. From the **Document Type** drop-down menu, make a selection.
3. Enter the document number. The document number must be recorded for the primary document and impacts the Level of Assurance if not entered. The document number is not mandatory for the secondary document.
4. Enter the **Expiry Date** (if applicable).
5. Click **OK**.

To add the second document, click **Add Document** and repeat the process.

Document Type	Verified By	Verified On
Driver's License	Chris Online	Mar 28, 2011
Birth Certificate issued by a Canadian Province or Territory	Chris Online	Mar 28, 2011

The updated Registrant's profile is displayed.

4.7.1 Supplemental Identity Verification

You may select Supplemental Identity Verification through the **Add Document** interface. This option may be used in lieu of Secondary Identity Document.

1. From the **Document Type** drop-down menu, select **Supplemental Identity Verification**

2. The **Number** and **Expiry Date** fields become locked and a new drop-down menu, **Registration Context** appears.
3. Select the relevant context from the **Registration Context** drop-down.
4. Click **OK**.

Supplemental Identity Verification is sufficient to establish Medium Level of Assurance when used in conjunction with a **Photo ID** from the **Primary Documents** list.

4.7.2 Registering Organizations

In the ONE® ID system, Registering Organizations have an additional identity validation option. If you are an LRA at a Registering Organization, please proceed with the following steps to capture the unique identifier as part of validating the user's identity. If you are registering a user who has not met your organization's onboarding process requirements (e.g. third party staff or contractor), please follow steps 1-5 in the above [4.7 Identity Document section](#).

Registrant

Santa Rosa
Female, born Jan 20, 1971, legal name Santa Rosa
Rudimentary Assurance

✉ Santa.Rosa@organization.ca (change)
☎ 416-5551234 (change)
🇬🇧 English (change)

Challenge Questions | Documents | Professional Designation | Enrolments

[Add Employee Identifier](#)
[Add Primary Document](#)
[Add Document](#)

No documents for this individual.

1. On the Documents tab, click **Add Employee Identifier**

Identity Document

*Document Type: Employee Identifier
*Number:
Organization: PHU - Thunder Bay

OK Cancel

2. Enter the **Identification Number** (e.g. Health Service Provider ID or Professional License Number).

Note: **Document Type** is preset to “**Employee Identifier**” and the **Organization** is displayed

3. Click **OK**.

Registrant

Santa Rosa

Female, born Jan 20, 1971, legal name Santa Rosa

★ ★ ★
Medium Assurance

✉ Santa.Rose@organization.ca (change)

☎ 416-555-1234 (change)

🇬🇧 English (change)

Challenge
Questions

Documents

Professional
Designation

Enrolments

[Add Primary Document](#)

[Add Document](#)

Document Type	Verified By	Verified On
Employee Identifier 🔄 (change)	Rita Smith	Apr 20, 2015

Note: The unique identifier is sufficient to grant **Assurance Level 2 (AL2)**. There is no need to review additional documents.

Once you have added the identity document(s), a **(change)** link appears next to each document. To modify an identity document, click **(change)**. You will be directed to the Identity Document screen, where you can modify the document type, number and/or expiry date. You may also add additional identity documents as required.

The registrant's profile is updated with the Level of Assurance, represented by stars. 1 star denotes Assurance Level One (AL1) and 3 stars denotes Assurance Level Two (AL2).

Place your mouse over the stars to show the list of requirements required to fulfill Assurance Level Two.

- ✓ User is sixteen years of age or older.
- ✓ Two verified identity documents.
- ✓ One primary identity document.
- ✓ One primary identity document with a number.
- ✓ One identity document with a photo.
- ✓ Neither identity document was expired when verified.

4.8 Add Enrolments

The following steps outline the process for requesting a new enrolment or role for which the sponsor of the request (as selected on the Verification and Sponsorship screen) has provided authorization.

Note: If authorization from a recognized sponsor was not selected on the Verification and Sponsorship screen, you cannot add any enrolments.

Enrolment	Status
eHealthOntario.ca	

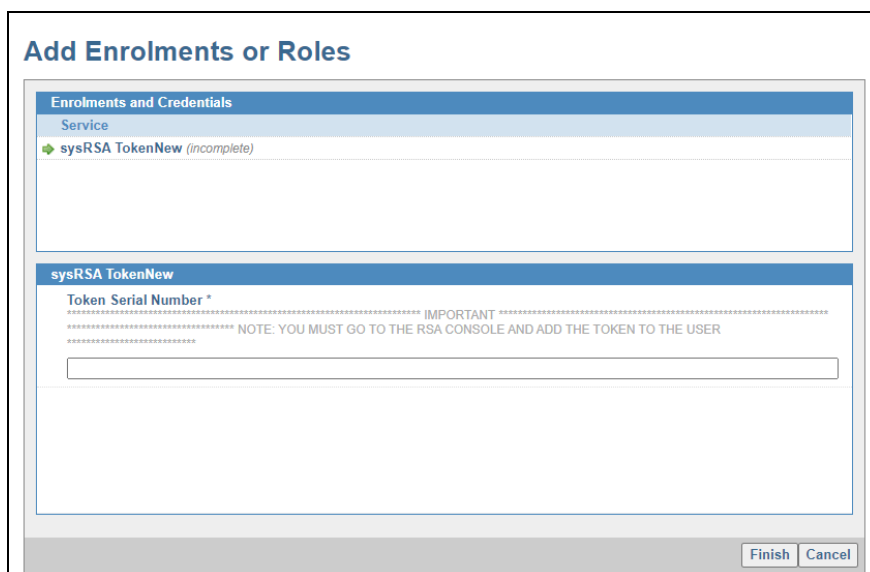
1. On the Enrolments tab, click **Add Enrolments or Roles**. This takes you to the Add Enrolments or Roles screen.

Note: This screen displays the services available to the sponsoring organization as indicated on the Sponsorship and Verification screen, as well as the level of assurance required for each service enrolment. If the registrant does not have the correct level of assurance for the requested service, you cannot add the service.

Service	LOA Required
Application_Owner	Medium
ENLB	Medium
Enterprise Reporting	Medium
IPHIS	Medium
ISCIS	Medium
OHISS_PRODUCTION	Medium
OHISS_UAT	Medium
ONE ID Application	Medium
ONE Network Gateway	Medium
PSL-IH_SFTP_MCYS_Support	Medium
Panorama	Medium
eReferrals_Support_Console	Medium

2. Select the enrolment(s) and role(s) that have been authorized for the registrant by the sponsoring organization.

Note: To expand and view the list of roles available for the selected enrolment, click +. Mandatory roles are not displayed as they are automatically provisioned.



3. Enter the attributes associated to the selected enrolment. **Incomplete** is indicated next to each enrolment that requires attributes to be entered. If multiple enrolments are being added, you must select each enrolment to display the attributes required. All attributes for each enrolment must be completed before you can proceed. For more information regarding enrolment attributes, see [Appendix C](#).

For enrolments requiring a token, enter the token serial number. You will need to assign the token to the user in the RSA Console, please refer to the [RSA Console User Guide for ONE ID Local Registration Authorities](#) for further details.

If you are adding an enrolment that requires a token and the registrant has an existing token, you are not prompted to enter a token serial number.

In the event that you have run out of tokens, enter 0000000 in the Token Serial Number field and contact the Ontario Health ONE ID Registration Agents to assign a token. See [Appendix D](#) for Details

4. Click **Finish**. The registration and enrolment tasks are complete.



5. From the Registrant profile, click **Save**.

Note: You must complete the Challenge Questions, Documents, Professional Designation, and Enrolments along with Email Contact prior to clicking **Save**. Once you have completed the record with the mandatory information, the system displays a confirmation that the record is complete and can be saved.

Select the plus (+) sign next to the enrolment to expand and view the following enrolment information:

- a. Status of enrolment.
Active – If sponsorship of the enrolment is not suspended or revoked
Temporarily Unavailable – If the enrolment is in the process of being completed or provisioned
- b. Organization that sponsored the enrolment.
- c. Attributes associated to the enrolment. Click on the enrolment to view the attributes.
- d. Role(s).

The screenshot shows a web interface for a 'Registrant' profile. At the top, a green banner displays a success message: 'Successfully saved registrant. Login ID is SANTA.ROSA1@ONEID.ON.CA and temporary password is 7S7923bV.' Below this, the registrant's details are listed: 'Santa Rosa' (change), email 'SANTA.ROSA1@ONEID.ON.CA', 'Female, born Jan 20, 1971, legal name Santa Rosa', phone '416-555-1234' (change), language 'English' (change), and a 'Pending Self-Complete' status. A 'Medium Assurance' indicator with three stars is visible. Navigation tabs include 'Enrolments', 'Challenge Questions', 'Documents', 'Professional Designation', and 'Credentials'. A 'Manage Enrolments and Roles' dropdown menu is open, showing a table with two enrolments:

Enrolment	Status
ISCIS	
eHealthOntario.ca	

Confirmation that the registrant record has been successfully saved is displayed along with the Login ID and temporary password. The registrant receives an automatic enrolment into the eHealth Ontario Portal.

If you have added an enrolment with a token you must assign the token to the users account in the RSA Console. Please refer to the [RSA Console User Guide for Local Registration Authorities](#) for further information or contact the Ontario Health Digital Support Desk.

Note: Record the registrant's Login ID and temporary password and provide the credentials to the registrant. The temporary password is not displayed again and the registrant must call the Ontario Health Digital Support Desk to obtain a new temporary password if it is not recorded.

5.0 Registrant Maintenance

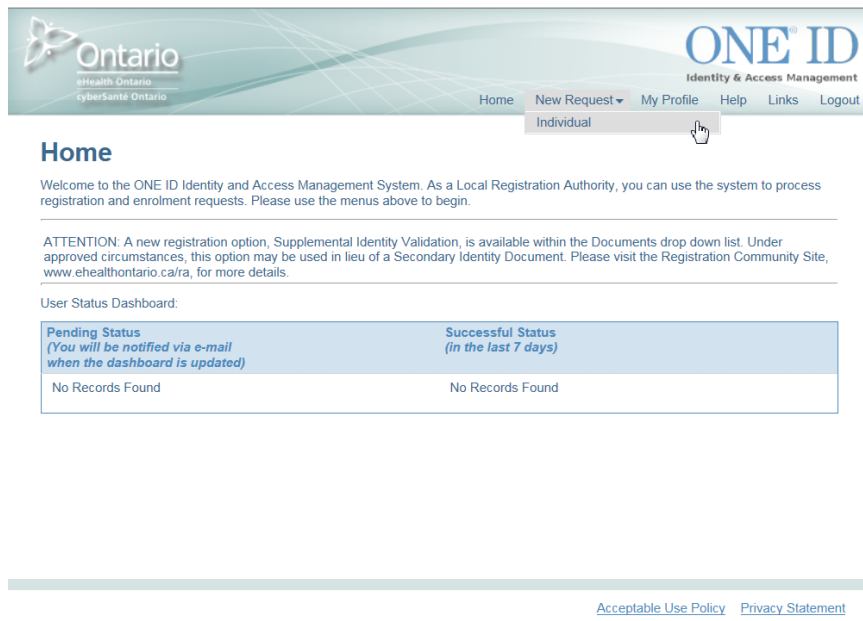
Registrant maintenance and modification using the ONE® ID Identity and Access Management System is comprised of 3 main steps:

1. **Verification and Sponsorship** – Your name appears as the verifier for the request. Select the organization that is sponsoring the change.
2. **Identify the Individual** – Identify information about the registrant and determine by matching the information provided, the correct registrant in order to perform the change.
3. **Modify** – Modify the Registrant details or access to the service(s) in which they have been sponsored by their organization

5.1 Modifying a Registrant

5.1.1 Verification and Sponsorship

The following process describes how to collect the necessary information about verification and sponsorship that is required for you to modify a registrant account. Your previous selections of verifier and selected sponsor determine which aspects of the Registrant's record you can modify.



1. From the **New Request** menu, select **Individual**. This takes you to the **Verification and Sponsorship** screen.

Verification and Sponsorship

Please select the person that verified the individual's identity and the organization that is sponsoring the change.

Identity Verified By:

*Verified On:

RA or LRA Selected: *Maria Smith*

Maria Smith MARIA.SMITH@OREID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization

Available Services

The system displays your name as the LRA

2. Select the **Verified On** date. The date should be the same date you verified the request to modify a registrant's account information.

Verification and Sponsorship

Please select the person that verified the individual's identity and the organization that is sponsoring the change.

Identity Verified By:

*Verified On:

RA or LRA Selected: *Maria Smith*

Maria Smith MARIA.SMITH@OREID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization Selected: *PHU - Northwestern*

PHU - Northwestern

Available Services

- Application_Owner
- ENLB
- Enterprise Reporting
- eReferrals_Support_Console
- IPHS
- ISCIS

3. Confirm that you have received sponsorship for the request. If the request has been authorized, select **Authorization for this request was received from a recognized sponsor**. The system then displays the sponsoring organization(s) in which you have been enrolled as an LRA.

If sponsorship was not received for the request, you cannot add or modify enrolments. See [Appendix B – Verification and Sponsorship](#) for a complete list of functions that can be performed based on this selection.

4. From the list of Sponsoring Organization, select the organization that has authorized the request.
5. From the list of **Available Services**, verify that the service being modified is available for the selected sponsoring organization and select **Next**. If the requested service is not listed, contact the Ontario Health ONE ID Registration Agents for further assistance.

The system then takes you to the **Identify Individual** screen.

5.1.2 Search for Registrant

The following process is necessary to determine if the registrant exists. A search is conducted for records matching the identity information and login ID provided.

Identify Individual

Use the Login ID or Regulatory College to search for an existing registrant. If you don't have this information, please enter the individual's identity information in the fields to the right.

Provide Existing ONE ID Login ID

Login ID:

Search

Provide Regulatory College Information

Regulatory College:

Registration Number:

Search

Provide Identity Information

Title:

*First Name:

Middle Names:

*Last Name:

*Legal First Name:

*Legal Last Name:

*Gender:

*Date of Birth:

Search

Search Results

To add a new registrant, you must begin by performing a search for existing individuals.

New Registration Modify Registration Cancel

1. Enter the login ID (first.last@oneid.on.ca) or Regulatory College to search for an existing registrant. If you do not have this information, enter the full identity information for the registrant under “Provide Identity Information” on the right of this screen.
2. Click **Search**.

Note: The **New Registration** button is greyed out until a search for existing registrant has been performed. Numerical values for Name fields cannot be used. Wildcard (* or %) searches are not permitted.

If matching results:

The system displays all registrants that exactly match the information provided. Click on the registrant’s name to view a read-only profile and display more information about the registrant. Validate and determine that the correct account is selected. The status of the registrant account is also displayed. See Appendix E – Account status for a listing of statuses a registrant’s account can have.

Identify Individual
Use the Login ID or Regulatory College to search for an existing registrant. If you don't have this information, please enter the individual's identity information in the fields to the right.

Provide Existing ONE ID Login ID
Login ID:

Provide Regulatory College Information
Regulatory College:
Registration Number:

Provide Identity Information
Title:
*First Name:
Middle Names:
*Last Name:
*Legal First Name:
*Legal Last Name:
*Gender:
*Date of Birth:

Search Results

Name	Login ID	Contact Info	Reg. College	Status*	Account Type
Santa Rosa	SANTA.ROSA@ONEID.ON.CA	santarosa@test.ca 416-555-1212	CHDO D1245		

*Legend: Active Pending Self-Complete Locked Suspended Revoked

3. If registrant is an exact match, select the radio button next to the registrant’s profile you wish to modify. The **Modify Registration** button becomes active and you can select it.

If no matching results:

Confirm the identity information provided has been entered correctly. If required, modify the information and perform a search on the corrected information. If no matching results, select **New Registration** to create a new registrant record.

Identify Individual
Use the Login ID or Regulatory College to search for an existing registrant. If you don't have this information, please enter the individual's identity information in the fields to the right.

Provide Existing ONE ID Login ID
Login ID:

Provide Regulatory College Information
Regulatory College:
Registration Number:

Provide Identity Information
Title:
*First Name:
Middle Names:
*Last Name:
*Legal First Name:
*Legal Last Name:
*Gender:
*Date of Birth:

Search Results

No matching results.

[Acceptable Use Policy](#) [Privacy Statement](#)

1. Select **New Registration** to create a new registrant record. See [Section 4.3 – View Registrant Profile](#) for more information on creating a new registrant record.

5.1.3 Registrant Profile

The Registrant profile screen displays a complete set of the registrant’s details and provides options for their modifications.



View the registrant’s profile to determine which information you want to modify.

5.2 Registrant Profile Modifications

5.2.1 Modify Identity Information

The following steps outline the process to modifying a registrant’s identity information such as Login ID, Legal First name, Legal Last name, Gender or Date of Birth. Identity documents are used to validate any changes to the core identity information and may be required to validate a modification. Changes to a Registrant’s Login ID are allowed only when a name change has occurred.

Note: If a registrant has active medium level of assurance enrolments, modification of a registrant’s DOB to less than the minimum age of sixteen (16) is not permitted as this would cause the registrant’s level of assurance to drop below the level required for the enrolments. This request must be submitted to Ontario Health ONE ID Registration Agents.

Note: Modification of a registrant’s DOB to less than the minimum age of fourteen (14) must be submitted to Ontario Health ONE ID Registration Agents.

1. On the **Registrant** profile screen, click **Change** next to the registrant's name.
 - a. If the registrant is a medium level of assurance user, the **Verify Identity Information Change** screen appears.
 - b. If the registrant is a rudimentary user, the **Change Identity Information** screen appears.

2. In the **Verify Identity Information Change** screen, select which verification method was provided for the request.
 - An identity document was not verified for this request; or
 - One or more of the documents verified for this registrant in the past were verified for this request; or
 - A new identity document was verified for this request.

Legal First or Legal Last name cannot be modified if:

- the registrant is registered at a Medium Level of Assurance and you have selected the first option; or
- If document provided in the third option is not a Legal Change of Name Certificate. Only in the event that the legal name was mistyped, you may select the second option.

Gender or Date of Birth cannot be modified if:

- The registrant is registered at a Medium Level of Assurance and you have selected the first option. In this case select the third option and provide new document.

For a gender change, the registrant must provide a new birth certificate. You can select the second option only in the event that the gender or date of birth was mistyped.

If you have selected the first option, you can modify Login ID, Title, First, Last and Middle Names.

3. Click **Next**. This takes you to the **Change Identity Information** screen.

Change Identity Information
Please provide the modified information for this registrant.

Login ID: SANTA.ROSA1 @ONEID.ON.CA

Title: [dropdown]

*First Name: Santa

Middle Names: [text box]

*Last Name: Rosa

*Legal First Name: Santa

*Legal Last Name: Rosa

*Gender: Female [dropdown]

*Date of Birth: Jan [dropdown] 20 [dropdown] 1971 [text box]

OK Cancel

You may be able to modify the fields, depending on the selection made on the Verify Identity Information Change screen. The fields that you cannot modify are greyed out.

4. Make the requested modification to the registrant.

Note: When modifying the Login ID, you must provide a unique login ID. If the login ID you provide is not unique, the system displays a duplicate login message and suggest an alternate login ID.

• Login ID SANTA.MARIA is not available. The next available login ID is SANTA.MARIA3@ONEID.ON.CA.

5. Update the Login ID to ensure it is unique (if required) and Click **OK**. The updated **Registrant** profile screen displays with modified information. The modified information is provisioned for all service enrolments.

Registrant

• The registrant's identity information has been modified.

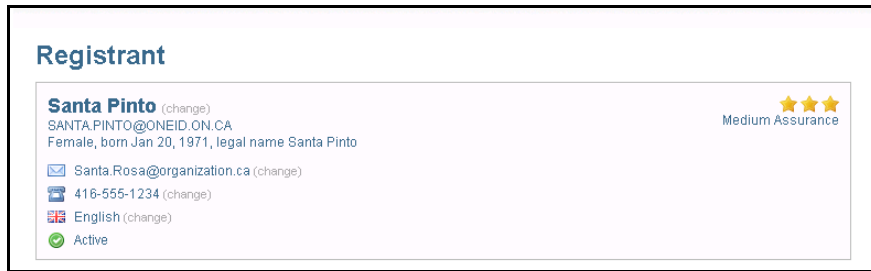
Santa Pinto (change)
SANTA.PINTO@ONEID.ON.CA
Female, born Jan 20, 1971, legal name Santa Pinto
Medium Assurance

✉ Santa.Rosa@organization.ca (change)
☎ 416-555-1234 (change)
🇬🇧 English (change)
✔ Active

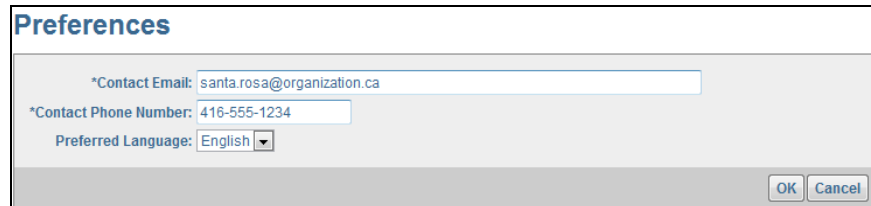
6. Confirm the identity modification has been made correctly.

5.2.2 Modify Preferences

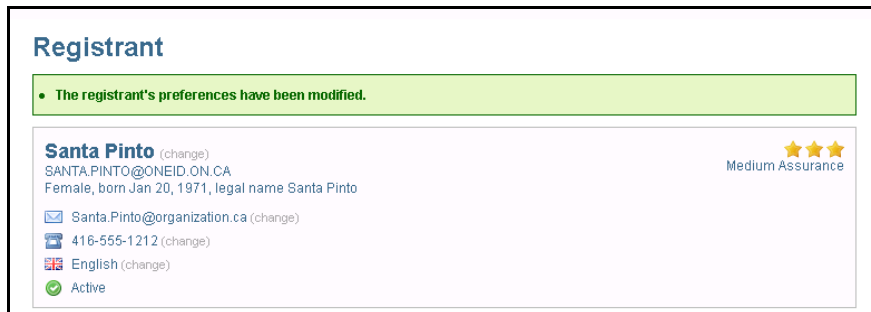
The following steps outline the process to modify a registrant's preferences such as email address, phone number and language preference.



1. From the **Registrant** profile screen, beside the email, phone or language preference, click **change**. This takes you to the **Preferences** screen.



2. Modify the **Contact Email**, **Contact Phone Number** and/or **Preferred Language**. The preferred language is only applicable to the eHealth Ontario portal enrolment.
3. Click **OK**. The registrant profile screen is displayed with the modified preferences. The modified preferences are provisioned to any systems that require it.



4. Confirm the modified information is correct.

5.2.3 Modify Service Desk Challenge Questions

Service Desk Challenge Questions are collected for support purposes. A registrant is asked these questions when he/she calls in to the Service Desk to verify his/her identity. The following steps outline the process to modify a registrant's Service Desk Challenge Questions.

Registrant

Santa Pinto (change)
 SANTA.PINTO@ONEID.ON.CA
 Female, born Jan 20, 1971, legal name Santa Pinto

Medium Assurance ★★ ★

✉ Santa.Pinto@organization.ca (change)
 ☎ 416-555-1212 (change)
 🇬🇧 English (change)
 🟢 Active

Enrolments | **Challenge Questions** | Documents | Professional Designation | Credentials

[Change](#)

Question	Answer
Name of first pet?	*****
What city or town was your mother born in?	*****

1. From the **Registrant** profile screen, go the **Challenge Questions** tab and click **Change**. This takes you to the **Service Desk Challenge Questions** screen.

Service Desk Challenge Questions

These challenge questions are used by the service desk to verify your identity if you require assistance with your account over the phone.

Name of first pet?

What city or town was your mother born in?

OK Cancel

2. From the drop-down menu, select the challenge questions.
3. Enter the responses.

Note: If either challenge questions or answers are the same (i.e., same question or answer chosen in the fields provided) the system displays a SAME QUESTION or SAME ANSWER message and a different question or answer must be provided. See [Appendix A](#) for a list of available questions.

4. Click **OK**.

Registrant

• The registrant's service desk challenge questions have been modified.

Santa Pinto (change)
 SANTA.PINTO@ONEID.ON.CA
 Female, born Jan 20, 1971, legal name Santa Pinto

Medium Assurance ★★ ★

✉ Santa.Pinto@organization.ca (change)
 ☎ 416-555-1212 (change)
 🇬🇧 English (change)
 🟢 Active

Enrolments | **Challenge Questions** | Documents | Professional Designation | Credentials

[Change](#)

Question	Answer
What is the middle name of your father?	*****
What is your oldest sibling's middle name?	*****

5. The updated **Registrant** profile screen is displayed with the modified challenge questions.

5.2.4 Modify Identity Documents

The following steps outline the process to modify a registrant's identity documents should any document need to be replaced. If a replacement document has been provided, the document must be verified by the LRA. If an identity document was found to be fraudulent, report the identity document to the Ontario Health Digital Support Desk.

Warning: Modification of identity documents can, in some cases, result in the level of assurance dropping below the level required for the enrolments. Ensure that the appropriate replacement Primary or Secondary Identity documents are provided before proceeding, to ensure the registrant maintains their required level of assurance for the services in which they are enrolled. To achieve a Medium Level of Assurance, the registrant's account must contain two identity documents, one of which must contain a photo, one must be a primary document with the document number recorded, and both documents must be current and must have been verified. For more information on identity documents and level of identity assurance, see the LRA Procedure Manual.

The screenshot shows the 'Registrant' profile page for Santa Pinto. The profile information includes: Santa Pinto (change), SANTA.PINTO@ONEID.ON.CA, Female, born Jan 20, 1971, legal name Santa Pinto, Santa.Pinto@organization.ca (change), 416-555-1212 (change), English (change), and Active status. The assurance level is Medium Assurance (3 stars). The 'Documents' tab is selected, showing a table of documents:

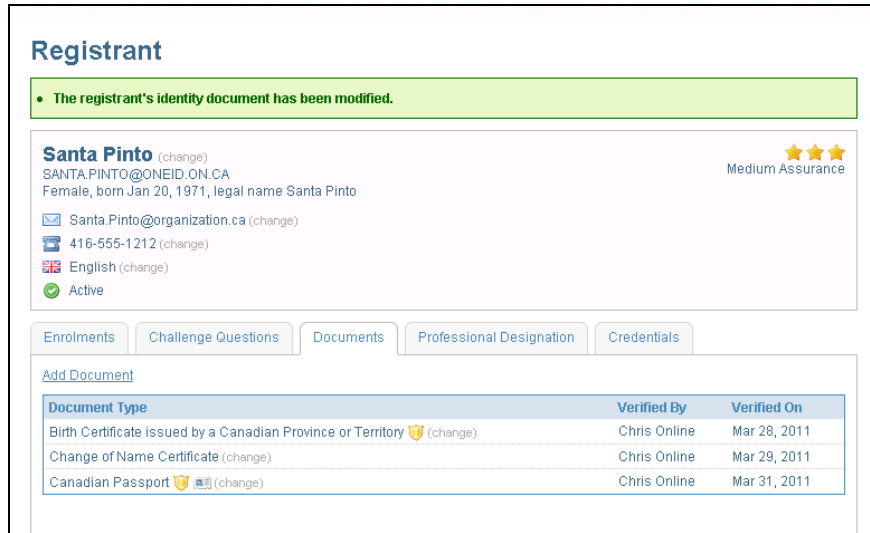
Document Type	Verified By	Verified On
Driver's License (change)	Chris Online	Mar 28, 2011
Birth Certificate issued by a Canadian Province or Territory (change)	Chris Online	Mar 28, 2011
Change of Name Certificate (change)	Chris Online	Mar 29, 2011

1. From the **Registrant** profile screen, go the **Documents** tab.
2. Beside the document to be modified, click **Change**. This takes you to the **Change Identity Document** screen.

The screenshot shows the 'Change Identity Document' screen. It displays the selected identity document: Driver's License, verified by Chris Online on Mar 28, 2011. Below this, there is a section for replacing the document with a radio button selected. The form includes a 'Document Type' dropdown menu (set to 'Choose One'), a 'Photo ID' checkbox, a 'Number' text input field, and an 'Expiry Date' dropdown menu. 'OK' and 'Cancel' buttons are at the bottom right.

3. In the **Document Type** drop-down menu, make a selection in the list provided.
4. Enter the **Document Number** (if applicable). The document number must be recorded if replacing a primary document. If not entered, you are affecting the Level of Assurance.

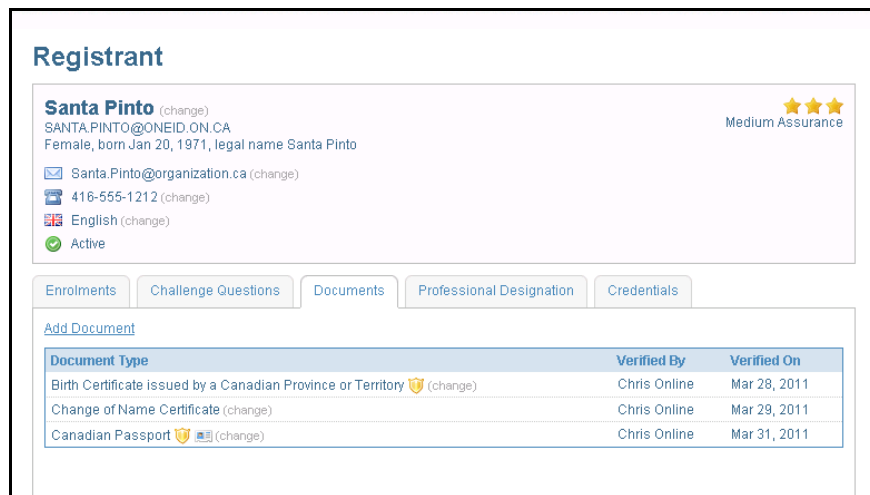
5. Enter the **Expiry Date** (if applicable).
6. Click **OK**.



7. The updated **Registrant** profile screen is displayed with the modified identity documents.

5.2.5 Add Identity Document

Identity documents are used to validate identity during the registration and service enrolment of Registrants. Identity documents are captured as part of the registration record and can be used to uniquely identify a registrant. The following steps outline the process to add a new identity document to a registrant's profile.



1. From the **Registrant** profile screen, go the **Documents** tab and click **Add**. This takes you to the **Identity Documents** screen.

2. From the **Document Type** drop down menu, make a selection.
3. Enter the **Document Number** (if applicable). If you are adding a primary document, you must record the document number. If not entered, it may affect the Level of Assurance.
4. Enter the **Expiry Date** (if applicable).

Note: If the registrant has a document with the same type and number already existing, this entry is considered a replacement and you are prompted to confirm the replacement document.

5. Click **OK**.

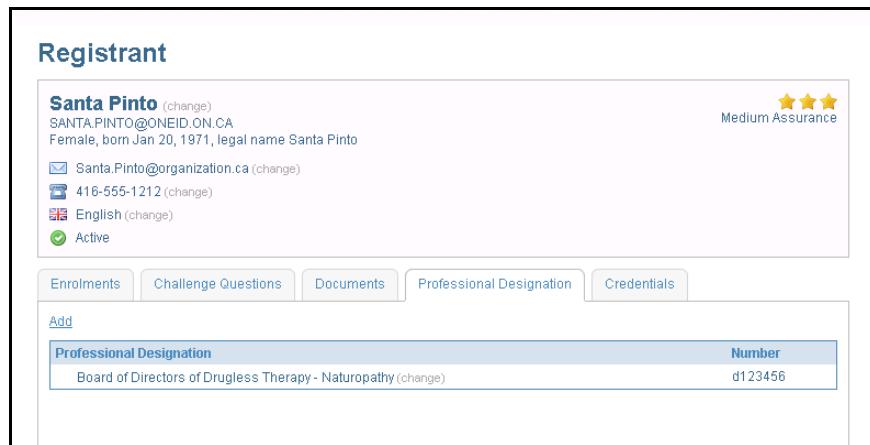
Document Type	Verified By	Verified On
Birth Certificate issued by a Canadian Province or Territory (change)	Chris Online	Mar 28, 2011
Change of Name Certificate (change)	Chris Online	Mar 29, 2011
Canadian Passport (change)	Chris Online	Mar 31, 2011
Firearm Registration License (change)	Chris Online	Mar 31, 2011

6. The updated **Registrant** profile screen is displayed with the modified identity documents.

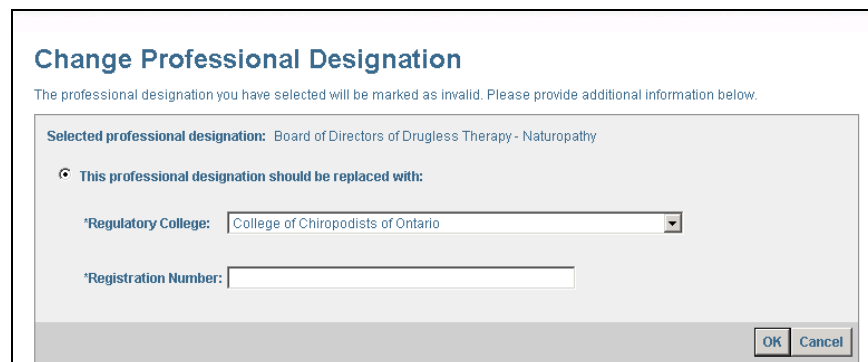
Place your mouse over the level of assurance to show a listing of the criteria that is used to determine the level of assurance.

5.2.6 Modify Professional Designation

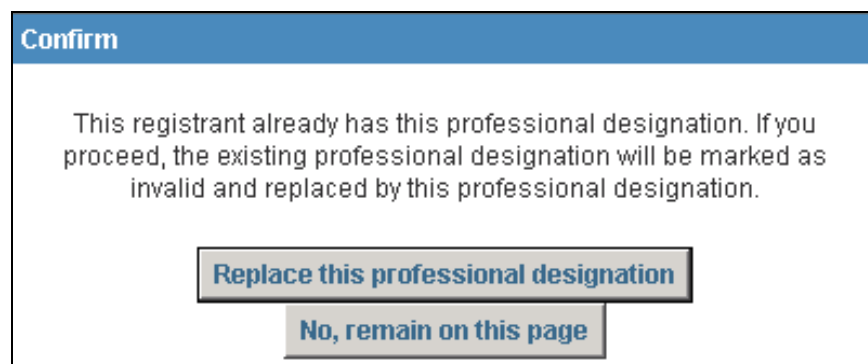
The following steps outline the process to modify a registrant's Professional Designations.



1. From the **Registrant** profile screen, go the **Professional Designation** tab.
2. Next to the document to be modified, click on **Change**. This takes you to the **Change Professional Designation** screen.



3. In the **Regulatory College** drop down menu, make a selection.
4. Enter the **Registration Number**. This is a mandatory field if a Regulatory College is selected.
5. Click **OK** and a confirmation box appears.



- a. Click **Replace this professional designation** to confirm the change. If you select **No, remain on this page** you are returned to the Change Professional Designation page.

Note: The ONE® ID system validates a registrant's first name (legal and/or preferred), legal last name, Regulatory College and Registration Number against the Provider Registry when replacing the Professional Designation. If the college registration number does not match against the Provider Registry, the ONE® ID system will display an error message.

The screenshot shows the 'Registrant' profile page for Santa Pinto. At the top, a green notification bar states: 'The registrant's professional designation has been modified.' Below this, the registrant's details are listed: Santa Pinto (change), SANTA.PINTO@ONEID.ON.CA, Female, born Jan 20, 1971, legal name Santa Pinto. Contact information includes an email (Santa.Pinto@organization.ca (change)), a phone number (416-555-1212 (change)), and a language (English (change)). The status is 'Active'. A 'Medium Assurance' badge with three stars is visible. Below the details are tabs for 'Enrolments', 'Challenge Questions', 'Documents', 'Professional Designation', and 'Credentials'. Under the 'Professional Designation' tab, there is an 'Add' link and a table with one entry:

Professional Designation	Number
College of Chiropractors of Ontario (change)	C23456

6. The updated **Registrant** profile screen is displayed with the modified Professional Designation.

5.2.7 Add Professional Designation

The following steps outline the process to add a registrant's Professional Designation, should a new or additional designation be provided.

This screenshot is identical to the previous one, but the 'Professional Designation' tab is now selected and highlighted. The table below the 'Add' link shows the same entry: College of Chiropractors of Ontario (change) with number C23456.

1. From the **Registrant** profile screen, go the **Professional Designation** tab.

2. In the **Professional Designation** tab, click **Add**. This takes you to the **Professional Designation** screen.
3. In the **Regulatory College** drop down menu, make a selection.
4. Enter the **Registration Number**. The Registration number is mandatory if you have selected a Regulatory College.

Note: The ONE® ID system validates a registrant’s name (legal and/or preferred), Regulatory College and Registration Number against the Provider Registry when adding the Professional Designation. If the college registration number does not match against the Provider Registry, the ONE® ID system will display an error message.

5. Click **OK**.

Professional Designation	Number
College of Chiropractors of Ontario (change)	C23456
College of Dental Hygienists of Ontario (change)	H56789

6. The updated **Registrant** profile screen displays with the added Professional Designation.

5.2.8 Remove Professional Designation

The following steps outline the process to remove a registrant’s Professional Designation.

Registrant

Santa Pinto (change)
 SANTA.PINTO@ONEID.ON.CA
 Female, born Jan 20, 1971, legal name Santa Pinto

Medium Assurance ★★ ★

✉ Santa.Pinto@organization.ca (change)
 ☎ 416-555-1212 (change)
 🇬🇧 English (change)
 ✅ Active

Enrolments | Challenge Questions | Documents | **Professional Designation** | Credentials

Add

Professional Designation	Number
College of Chiropractors of Ontario (change)	C23456
College of Dental Hygienists of Ontario (change)	H56789

1. From the **Registrant** profile screen, go the **Professional Designation** tab.
2. Next to the document to be removed, click on **Change**. This takes you to the **Change Professional Designation** screen.

Change Professional Designation

The professional designation you have selected will be marked as invalid. Please provide additional information below.

Selected professional designation: College of Dental Hygienists of Ontario

This professional designation should be replaced with:

*Regulatory College: College of Physicians and Surgeons of Ontario

*Registration Number:

OK Cancel

3. From the drop down menu, select **Not Applicable** from the list provided.
4. Click **OK** and a confirmation box appears.

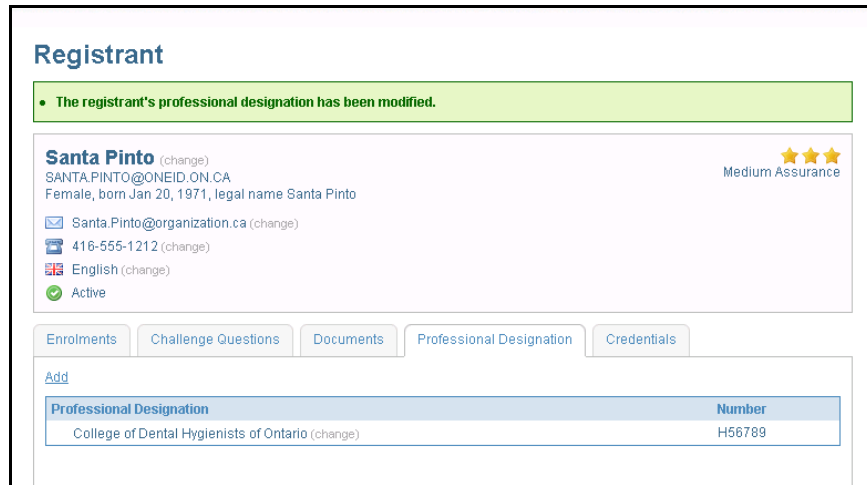
Confirm

This registrant already has this professional designation. If you proceed, the existing professional designation will be marked as invalid and replaced by this professional designation.

Replace this professional designation

No, remain on this page

5. Click **Replace this professional designation** to confirm the change. If you select **No, remain on this** page you are returned to the Change Professional Designation page.



6. The updated **Registrant** profile screen appears, no longer displaying the Professional Designation.

5.3 Enrolment Modifications

This process allows for the modification of Enrolments or Roles. The following modifications can be performed: Addition, Suspension, Reinstatement or Revocation of Enrolments or Roles. Sponsorship is required in order to perform any of these modifications. Only those enrolments or roles used by your organization are available for selection.

5.3.1 Manage Enrolments and Roles

Manage Enrolments or Roles lets you select the type of modification required.



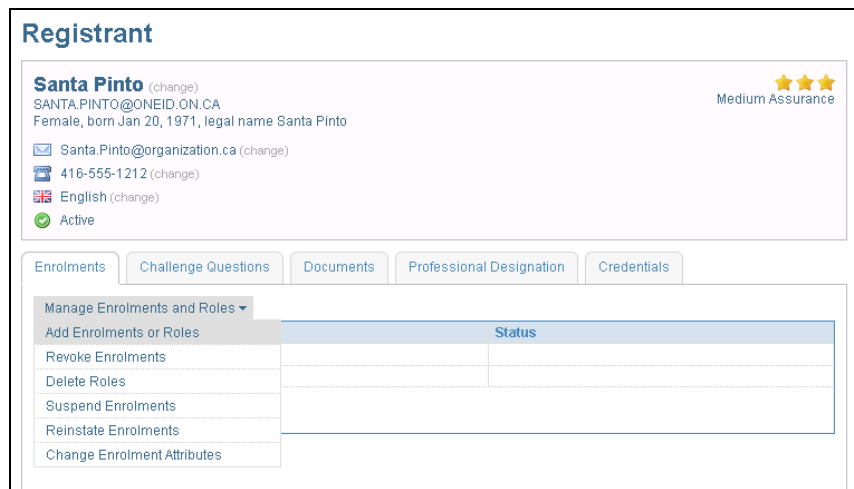
1. From the **Registrant** profile screen, go to the **Enrolments** tab and click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Select the modification to be performed:
 - a. Add Enrolments or Roles
 - b. Revoke Enrolments

- c. Delete Roles
- d. Suspend Enrolments
- e. Reinstate Enrolments
- f. Change Enrolment Attributes

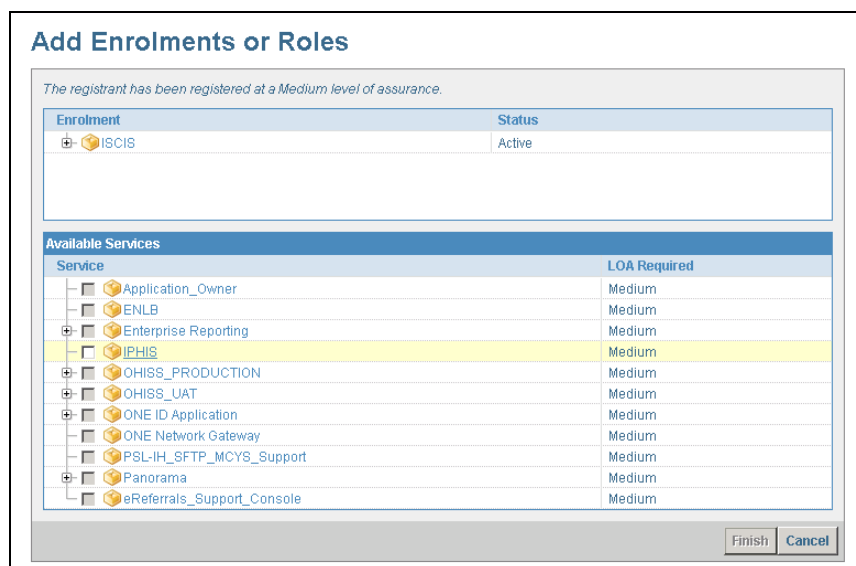
5.3.2 Add Sponsored Enrolment or Role

Adding a sponsored enrolment or role is the process by which one or more enrolments or roles are added to a registrant at the request of a sponsoring organization. The following is the process of adding a sponsored enrolment or role.

Note: Before adding a sponsored enrolment, ensure that the eHealth Ontario portal is not suspended. If suspended, notify Ontario Health ONE ID Registration Agents before attempting to add a sponsored enrolment.



1. From the **Enrolments** tab, click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Click on **Add Enrolments or Roles**. This takes you to the **Add Enrolments or Roles** screen.

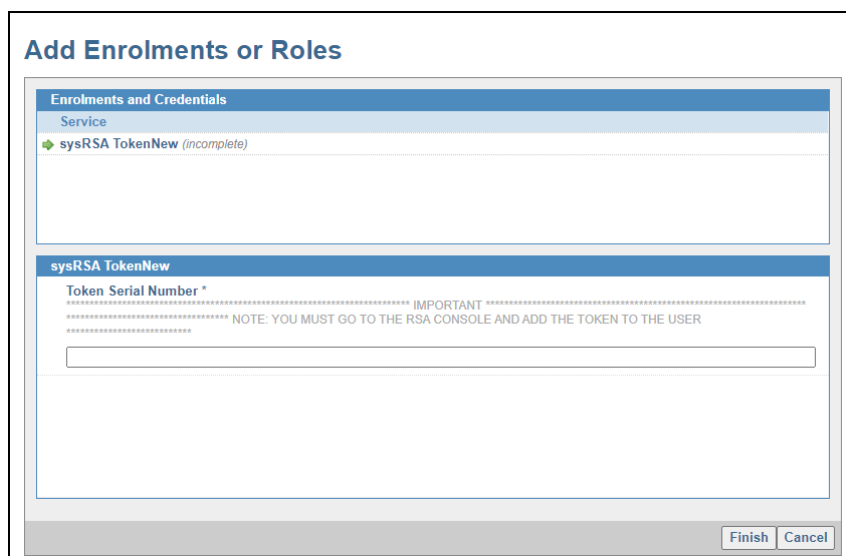


The top window displays a list of active services in which the user is currently enrolled in. All available services for the sponsoring organization are listed below. Some Services may appear greyed out. These Services are currently not available for selection and may be available for future releases of the ONE® ID System.

3. From the list of Available Services, select the enrolment(s) and/or role(s) to be added.

Note: To display a list of roles available for the selected enrolment, click +. Mandatory roles are not displayed as they are automatically provisioned

4. The system presents the option of **Finish** if no attributes are required or **Next** if the enrolment contains attributes to be entered.
 - a. Click **Finish**, if there are no attributes to enter (proceed to step 7)
 - b. Click **Next**, if there are attributes for the selected enrolment that must be entered (proceed to next Step)



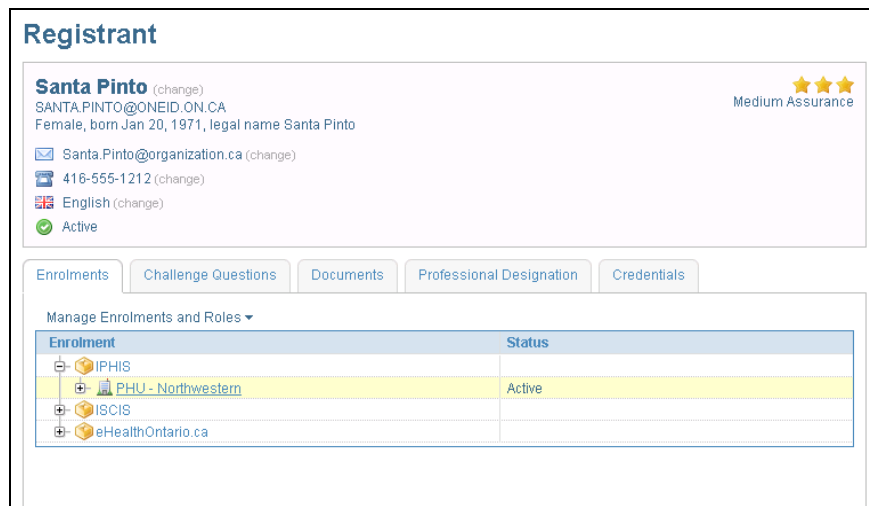
5. Enter the attributes associated to the selected enrolment.

For enrolments requiring a token, enter the token serial number. You will need to assign the token to the user in the RSA Console, please refer to the [RSA Console User Guide for ONE ID Local Registration Authorities](#) for further details.

If you are adding an enrolment that requires a token and the registrant has an existing token, you are not prompted to enter a token serial number.

If you have run out of tokens, enter 00000000 in the Token Serial Number field and contact the Ontario Health ONE ID Registration Agents. See [Appendix D – Requesting Replacement Tokens](#) for more details.

6. Click **Finish**.



7. The updated **Registrant** profile screen displays. The new enrolment(s) are provisioned and you can view them in the **Enrolments** tab.

The status of the enrolment may be displayed as Temporarily Unavailable. The enrolment is in the process of being provisioned and appears as Active once the provisioning has been completed. Wait a few minutes and refresh the page to view the updated status. If the enrolment fails to provision after 30 minutes, contact the Ontario Health Digital Support Desk.

5.3.3 Suspend Sponsored Enrolment

Suspending a sponsored enrolment is the process by which one or more enrolments are suspended at the request of a sponsoring organization. Suspending an enrolment temporarily suspends the registrant's access to the service. A registrant's enrolments may be suspended due to extended leave or absence, compromised credentials, etc. Only the organization that authorized an enrolment may request that the sponsorship be suspended. The following is the process of suspending sponsorship.

Registrant

Santa Pinto (change)
 SANTA.PINTO@ONEID.ON.CA
 Female, born Jan 20, 1971, legal name Santa Pinto

Medium Assurance ★★☆☆

✉ Santa.Pinto@organization.ca (change)
 ☎ 416-555-1212 (change)
 🇬🇧 English (change)
 ✅ Active

Enrolments | Challenge Questions | Documents | Professional Designation | Credentials

Manage Enrolments and Roles ▾

- Add Enrolments or Roles
- Revoke Enrolments
- Delete Roles
- Suspend Enrolments
- Reinstate Enrolments
- Change Enrolment Attributes

1. On the **Enrolments** tab click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Click **Suspend Enrolments**. This takes you to the **Suspend Sponsorship** screen.
3. From the list of enrolments:
 - a. select the enrolment(s) to be suspended;

or

 - b. Click on **Select All Enrolments** if all enrolments are to be suspended.

Suspend Sponsorship

Please select the enrolments that the sponsor has requested to suspend.

Enrolments for PHU - Northwestern

Service

- IPHIS
- ISCIS

Select All Enrolments

*Suspension Reason: Choose One

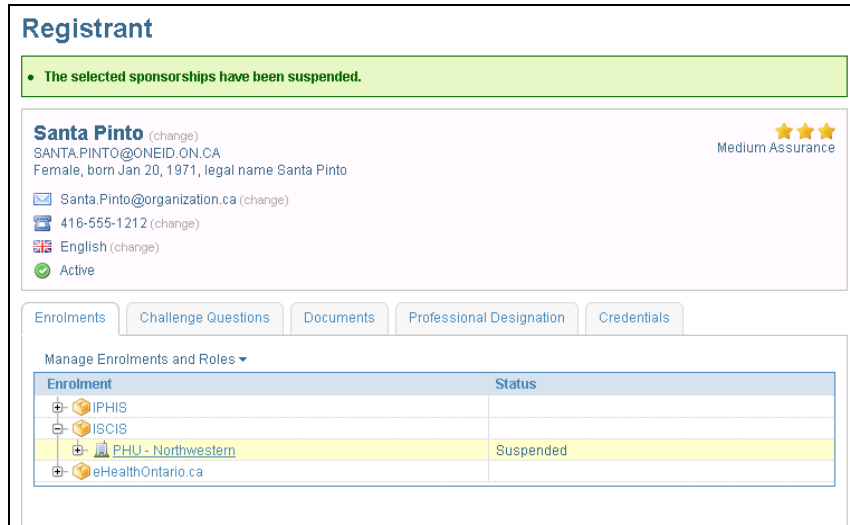
Flag as candidate for reinstatement on or after: [] [] []

OK Cancel

4. Select the **Suspension Reason** from the drop down menu. See [Appendix A](#) for suspension reasons.
5. Enter the Flag as candidate for reinstatement date.

Note: Flag date is for reporting purposes only. Enrolments are not automatically reinstated on that date.

- Click **OK**.



- The updated **Registrant** profile screen displays. The Enrolment(s) should now have a status of **Suspended**.

For suspended enrolments that use a token, the token is automatically disabled unless there are any other token-dependant enrolments.

The status of the enrolment may be displayed as Temporarily Unavailable. The enrolment is in the process of being provisioned and appears as Suspended once the provisioning has been completed. Wait a few minutes and refresh the page to view the updated status.

5.3.4 Reinstate Sponsored Enrolment

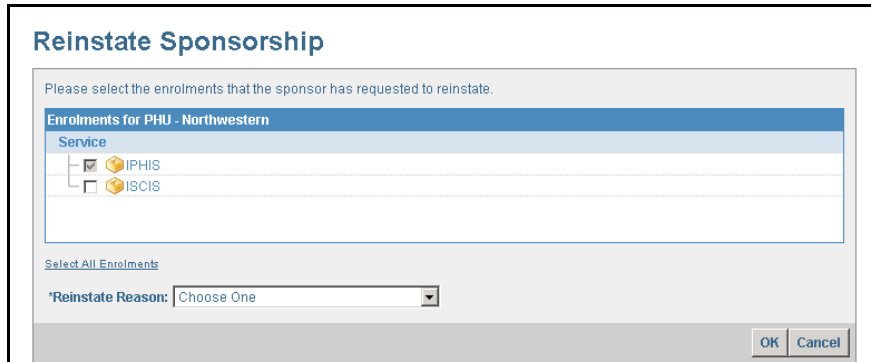
Reinstating a sponsored enrolment is the process by which one or more enrolments are reinstated at the request of a sponsoring organization. Reinstatement of an enrolment allows access to the service to which the registrant had access prior to the suspension. A registrant's enrolments may be reinstated due to the registrant returning from an extended leave of absence, etc. The following is the process of reinstating sponsorship.



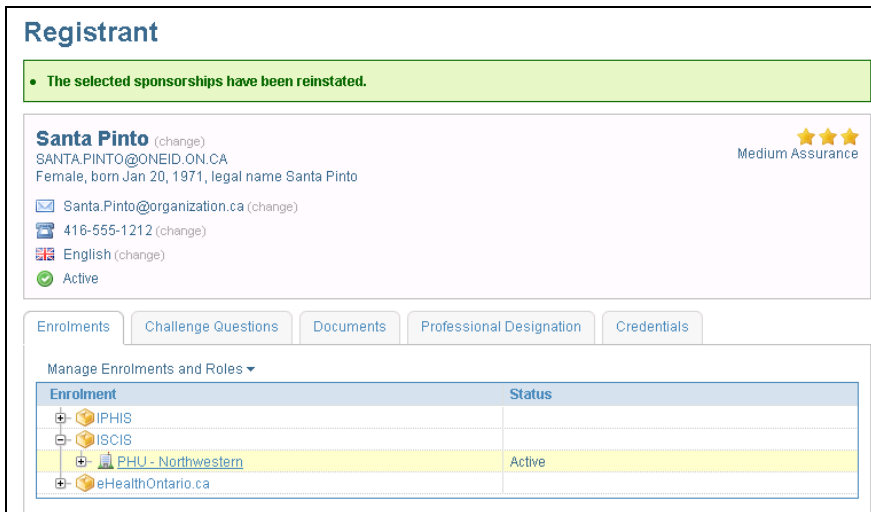
- On the **Enrolments** tab, click **Manage Enrolments and Roles**. This displays the enrolment modification options.

2. Click **Reinstate Enrolments**. This takes you to the **Reinstate Sponsorship screen**.
3. From the list of enrolments:
 - a. select the enrolment(s) to be reinstated;
 - or*
 - b. Click **Select All Enrolments** if all enrolments are to be reinstated.

Note: Authorization must have been received prior to reinstating an enrolment.



4. Select the **Reinstate Reason** from the drop down menu. See [Appendix A](#) for reinstatement reasons.
5. Click **OK**.



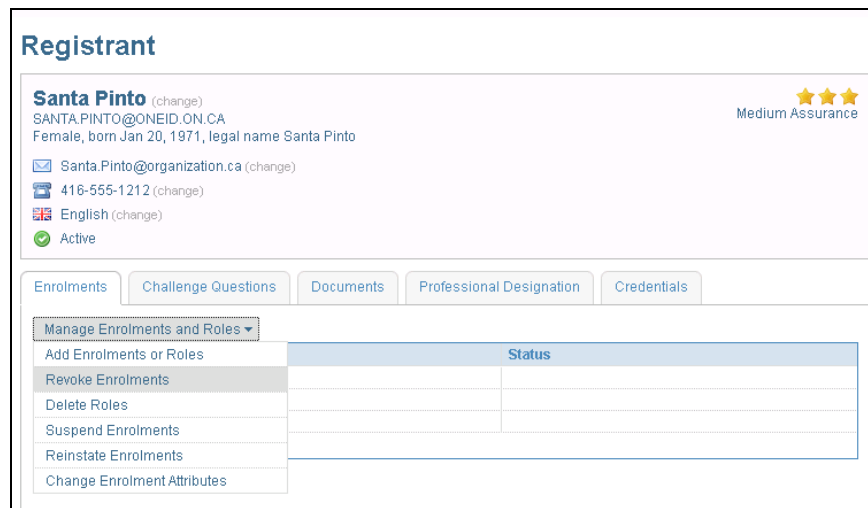
6. The updated **Registrant** profile screen is displayed. The Enrolment(s) should now have a status of **Active**.

The status of the enrolment may be displayed as Temporarily Unavailable. The enrolment is in the process of being provisioned and appears as Active once the provisioning has been completed. Wait a few minutes and refresh the page to view the updated status.

Note: If a new token is to be issued to the registrant as a result of the registrant's reinstated sponsored enrolment, you must assign the token to the user in the RSA Console or contact the Ontario Health Digital Support Desk.

5.3.5 Revoke Sponsored Enrolment

Revoking a sponsored enrolment is the process by which one or more enrolments are revoked at the request of a sponsoring organization. Once you have revoked an enrolment, you cannot reinstate it. If the registrant subsequently requires access, the enrolment must be added as a new enrolment, provided that the appropriate authorization has been received. A registrant's enrolments may be revoked if access to a service is no longer required; the registrant has left the organization, etc. The following steps describe the process of revoking sponsorship.

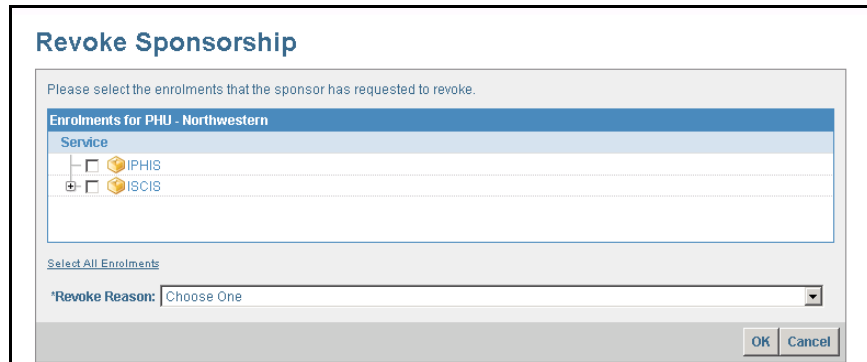


1. On the **Enrolments** tab click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Click **Revoke Enrolments**. This takes you to the **Revoke Sponsorship screen**.
3. From the list of enrolments:
 - a. select the enrolment(s) to be revoked;

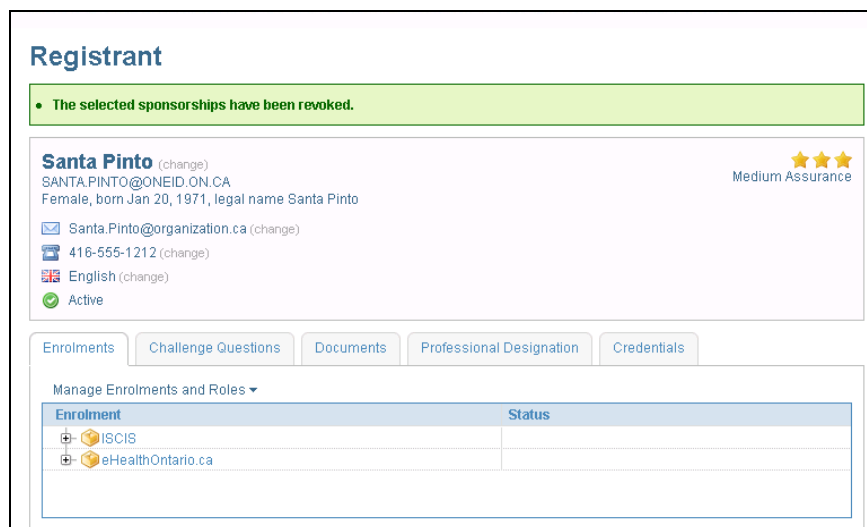
or

 - b. Click **Select All Enrolments** if all enrolments are to be revoked.

Note: If the enrolment to be revoked is needed to maintain use of other active enrolments, the system notifies you, and then prompts you to confirm the revocation.



4. Select the **Revoke Reason** from the drop down menu. See [Appendix A](#) for revocation reasons.
5. Click **OK**.

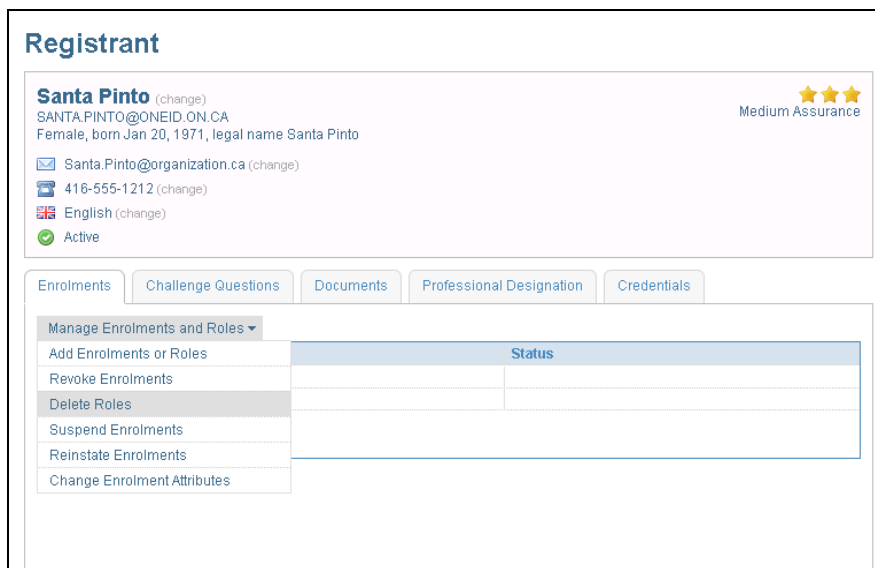


6. The updated **Registrant** profile screen is displayed and the revoked enrolment(s) is no longer displayed in the enrolment listing.

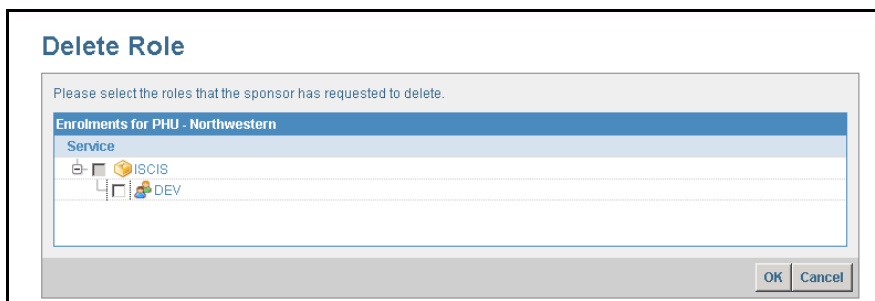
For revoked enrolments using a token, the token is automatically unassigned within 24 hours unless there are any other token-dependant enrolments.

5.3.6 Delete Roles

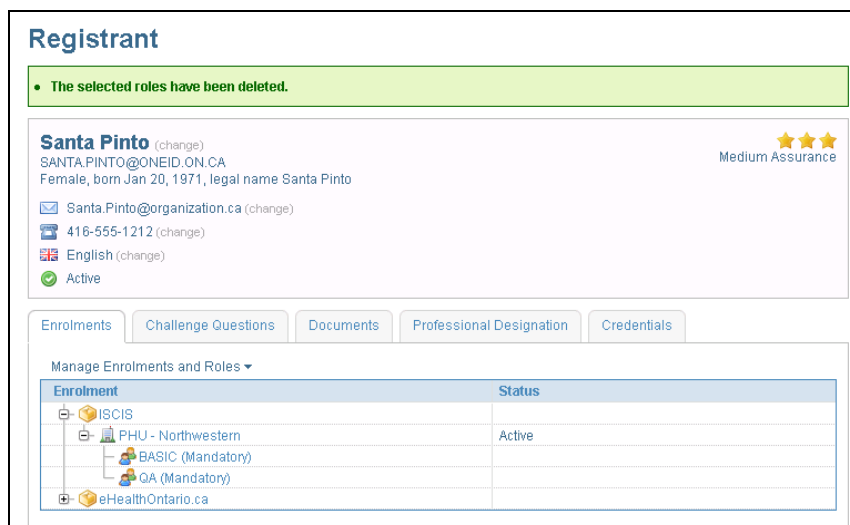
Deleting a sponsored role is the process by which one or more roles are revoked at the request of a sponsoring organization. Once you have revoked a role, you cannot reinstate it. If the registrant subsequently requires the role, it must be added as a new role; provided that the appropriate authorization has been received. The role(s) may be revoked if the registrant no longer requires access to the role(s). The following is the process of revoking a role.



1. On the **Enrolments** tab click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Click **Delete Roles**. This takes you to the **Delete Role** screen.



3. A list of all non-mandatory roles is displayed. Expand the enrolment to view the role to be deleted. Select the role(s) to be revoked.
4. Click **Ok**.



5. The updated registrant profile is displayed and the role no longer shows in the enrolment listing.

5.3.7 Change Enrolment Attributes

A sponsoring organization may request a modification to a registrant's enrolment attributes. A registrant's enrolment attributes may be modified as the result of a role change or if an incorrect value has been entered for the enrolment.

The screenshot shows the 'Registrant' profile for Santa Maria. The profile includes contact information, a 'Medium Assurance' rating, and a 'Reset Password' link. Below the profile, there are tabs for 'Enrolments', 'Challenge Questions', 'Documents', 'Professional Designation', and 'Credentials'. The 'Enrolments' tab is active, and a dropdown menu is open, showing options: 'Add Enrolments or Roles', 'Revoke Enrolments', 'Delete Roles', 'Suspend Enrolments', 'Reinstate Enrolments', and 'Change Enrolment Attributes'.

1. On the **Enrolments** tab, click **Manage Enrolments and Roles**. This displays the enrolment modification options.
2. Click **Change Enrolment Attributes**. This takes you to the Change Enrolment Attributes screen.

The screenshot shows the 'Change Enrolment Attributes' window. It has a title bar and a main content area. The content area is divided into two sections: 'Enrolments and Credentials' and 'ENLB'. The 'Enrolments and Credentials' section shows a list of enrolments with 'ENLB' selected. The 'ENLB' section shows the following details: 'Legal Last Name' (Maria), 'Facility ID' (197), 'Initial Effective Date of IBR Enrolment' (Jan 01 2010), and 'Effective Date' (empty). There are 'OK' and 'Cancel' buttons at the bottom right.

Only enrolments that have attributes that can be modified (and which the registrant has an active enrolment for) appears at the top of the window.

3. **Under the Enrolments and Credentials** window, select the enrolment for which the attributes need to be modified.
4. Modify the attributes and click **OK**.

Registrant

• The registrant's enrolment attributes have been modified.

Santa Maria (change)
 SANTA.MARIA@ONEID.ON.CA ★ ★ ★
Medium Assurance
 Female, born Jan 10, 1971, legal name Santa Maria

✉ [Santa.Maria@test.ca](#) (change) [Reset Password](#)
 📞 [416-555-1212](#) (change)
 🇬🇧 [English](#) (change)
 ✅ **Active** Suspend | Revoke

Enrolments | Challenge Questions | Documents | Professional Designation | Credentials

Manage Enrolments and Roles ▾

Enrolment	Status	LOA Override
⊕ ENLB		
⊕ IPHIS		
⊕ eHealthOntario.ca		

The updated **Registrant** profile screen is displayed confirming that the registrant's enrolment attributes have been modified.

6.0 Guidelines to Protecting Personal Information

As an LRA, you are responsible for protecting the privacy and security of the Personal Information collected during the registration process

- Do not retain any of the identity documents – originals or photocopies
- Do not record any information about an individual other than the information requested in the ONE® ID system.
- Store any temporarily retained registration paperwork in a locked cabinet
- Log out of the ONE® ID system when not in use
- Use the screen lock functionality every time you leave your computer
- If available, make use of a privacy screen for your monitor
- Never share your password and/or RSA token
- Do not email completed registration forms
- Upon confirmation of user registration, handle all original forms in accordance with your organizations Privacy, Security and document management policies

7.0 Glossary

Term	Definition
Authentication	Validation of an individual's identity when the user attempts to access a health care application.
Authorization	Decision as to what services a user is entitled to access. An individual receives authorization to access a health care application through an enrolment process involving sponsorship by the custodians of the health care application or their delegates.
Challenge Question	A question chosen by a registrant with an answer that is known to the registrant and should be kept secret from others. The registrant's identity is assumed valid if the registrant can provide the answers that correspond to his or her questions.
Credential	A document, secret knowledge, or combination of which that allows its holder to be authenticated by another party. ONE® ID credentials may include a password, secure token, PKI certificate.
eHealth Service	Electronic health service offered to healthcare providers and patients in the province of Ontario for which ONE® ID registration is required.
Enrolment	The process of enrolling a Registrant as being authorized to access specific Service(s). Enrolment assumes that Registration has established identity to a specified Level of Assurance.
Identity Document	A document issued to an individual by an authoritative source that contains the information necessary to verify the individual's identity. ONE® ID specifies a list of acceptable identity documents and classifies them as Primary or Secondary.
Level of Assurance (LOA)	A classification assigned to each registrant that represents the rigour to which proof of the registrant's identity is gathered. The classification is used in determining the registrant's eligibility for access to services.
Login ID	An identifier that is unique in the system that is provided to the registrant to use to log in to use services.
Registrant	An Individual, Computer Application or Organizational Unit which has been registered and assigned a unique identity as an End User of the Ontario Health information infrastructure for purposes other than the management of the information infrastructure.
Registration	Process that establishes an individual's electronic identity and provides electronic credentials for the individual allowing them access to health care applications.
Sponsoring Organization	An organization that has entered into an agreement with Ontario Health to perform defined duties with respect to identifying Individuals, Organizational Units and Computer Applications for registration in the eHealth Ontario information infrastructure and for enrolment in a specific Service.

8.0 Appendix A – Valid Values

8.1 Service Desk Challenge Questions

1. What was your nickname as a child?
2. Who was your first employer? (e.g. name of company)
3. What year did you leave home?
4. What was your mother's first job?
5. What is the middle name of your father?
6. What is your oldest sibling's middle name?
7. What school did you attend for sixth grade?
8. What was the name of your first stuffed animal?
9. What city or town was your mother born in?
10. What was your maternal grandfather's profession?
11. Name of first pet?
12. What is your paternal grandmother's maiden name?
13. What was the first movie you ever saw?

8.2 Titles

- Dr
- Miss
- Mrs
- Ms
- Mr
- (blank)

8.3 Preferred Languages

- English
- French

8.4 Identity Documents

8.4.1 Acceptable Primary Identity Documents

Identity Document Name	Expiry Date	Photo
Birth Certificate issued by a Canadian Province or Territory	No	No
Canadian Certificate of Birth Abroad	No	No
Canadian Certificate of Indian or Métis Status	Yes	Yes
Canadian Permanent Resident Card	Yes	Yes
Certificate of Canadian Citizenship	No	Yes
Certification of Naturalization	No	No
Citizenship Identification Card issued by a foreign jurisdiction	Unknown	Unknown
Confirmation of Permanent Resident (IMM 5292)	Yes	No
CANPASS	Yes	Yes
Nexus	Yes	Yes
Firearm Registration License	Yes	Yes
Permanent Resident Card	Yes	Yes
Driver's License	Yes	Yes
Canadian Passport	Yes	Yes
Foreign Passport	Yes	Yes
Statement of Live Birth from Canadian Province (Certified Copy)	No	No
Citizenship and Immigration Canada Refugee Protection Claimant Document	Yes	Yes
Ontario Photo Card	Yes	Yes

8.4.2 Acceptable Secondary Identity Documents

Identity Document Name	Expiry Date	Photo
Old Age Security Card	No	Unknown
Certificate issued by a government ministry or agency	No	Unknown
Canadian Convention Refugee Determination Division Letter	No	Unknown
Canadian Employment Authorization	Yes	Unknown
Canadian Minister's Permit	Yes	Unknown
Canadian Immigrant Visa Card	Yes	Unknown
Canadian Student Authorization	Yes	Unknown
Record of Landing (IMM 1000)	Yes	Unknown
Change of Name Certificate	No	Unknown
Current Registration Document from the College of a Health Profession	Unknown	Unknown
Current Professional Association License/Membership Card	Unknown	Unknown
Federal, Provincial, or Municipal Employee Card	Unknown	Unknown
Current Employee Card from a Sponsoring Organization	Unknown	Unknown
Union Card	Unknown	Unknown
Other Federal Id Card, including Military	Unknown	Unknown
Ontario Ministry of Natural Resources Outdoors Card	Unknown	Unknown
Judicial ID Card	No	Unknown
Student Identification Card	No	Unknown
BYID Card (Formerly Age of Majority Card)	Unknown	Unknown
CNIB Photo Registration Card	Unknown	Unknown
Canadian Police Force Identification Card	Unknown	Unknown
Blind Persons Right Act ID Card	Unknown	Yes

8.5 Sponsorship Suspend Reasons

- This registrant is on a leave of absence from this organization.
- This registrant no longer has the level of assurance necessary to be enrolled in this service.

- Other

8.6 Sponsorship Reinstate Reasons

- This registrant has returned from leave.
- Other

8.7 Sponsorship Revoke Reasons

- This registrant no longer requires access to this service.
- This registrant is no longer associated with this sponsoring organization.

9.0 Appendix B – Verification and Sponsorship

The following are the functions that can be performed based on selection of Authorized Sponsor on the Verification and Sponsorship screen.

Authorized by Sponsor Selected						
Function	Registrant Profile	Preferences	Enrolments	Challenge Questions	Documents	Professional Designation
New Registration	<ul style="list-style-type: none"> ▪ Add 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add enrolments 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change
Modify Registration	<ul style="list-style-type: none"> ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add enrolments or roles ▪ Revoke enrolment ▪ Delete roles ▪ Suspend enrolments ▪ Reinstate enrolments ▪ Change enrolment attributes 	<ul style="list-style-type: none"> ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change
Authorized by Sponsor Not Selected						
Function	Registrant Profile	Preferences	Enrolments	Challenge Questions	Documents	Professional Designation
New Registration	NO	NO	NO	NO	NO	NO
Modify Registration	<ul style="list-style-type: none"> ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Read Only 	<ul style="list-style-type: none"> ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change 	<ul style="list-style-type: none"> ▪ Add ▪ Change

10.0 Appendix C – Enrolments

The following table lists enrolments that are in the ONE® ID system. Only those enrolments used at your organization are available to you for registration and/or enrolment. For LRA Registrations and/or Enrolments, submit the LRA registration and enrolment form to Ontario Health ONE ID Registration Agents for processing.

Enrolment Name	Attributes	Roles
Application Owner	Title/Position E-Mail	User*
CCO Site		User*
		eClaims
		eReports
		Ectas
		iPort
		iPort Access
DPV	Physician Pharmacist Pharmacy Technician Nurse Administrative Clerical MOHLTC Employee Other	User*
ENLB	Facility ID Initial Effective Date	User*
eHealth Services Portlet		Lab
		Diagnostic Imaging
IPHIS		User*
ISCIS		Basic*
		QA*
		Dev
OHISS_ Production (OHISS_ UAT must also be provided)	Business Phone Number Business E-Mail	Token User (must be selected)
OHISS_ UAT	Business Phone Number Business E-Mail	Token User (must be selected)
ONE Mail Direct	Email Prefix	User
		Room
Panorama	Health Unit Organization User Role(s) User Services Delivery Location(s)	User
		CCM-BI
		Inventory
		Training
Panorama (Subsidiary Account)	Health Unit Organization User Role(s) User Services Delivery Location(s)	User
		CCM-BI
		Inventory
RSA Lab Automation		User*

* Indicates a mandatory role.

11.0 Appendix D – Requesting Replacement Tokens

11.1 No tokens for New Registration or enrolment

If you have performed a registration and/or enrolment but have run out of RSA SecurID tokens, complete the following steps.

1. Enter a serial number of 00000000 in the Token Serial Number field to complete the enrolment.
2. Contact Ontario Health ONE ID Registration Agents at ONEIDRegistrationAgents@ontariohealth.ca advising that a registration and/or enrolment has taken place using the following template.

Subject:

New Registration Token Assignment

Body:

Assign a token for new *<state enrolment>* user

Name: FirstName LastName

Login Name: First.Last@oneid.on.ca

Also, kindly send me replacement tokens as we no longer have any on site.

Your Name

Your Organization and Site Name

Address

Phone number

Ontario Health assigns a token to the registrants and couriers it along with the requested replacements to you.

11.2 Replacement tokens for Lost, Damaged or Reinstated Enrolments

If you are replacing a token due to lost or damaged tokens, or a new token is being issued due to reinstatement of a sponsored enrolment

1. Telephone or email the Ontario Health Digital Support Desk at 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca asking to replace the registrants token using the following template.

Subject:

Assign Replacement Token

Body:

Assign replacement token *<provide serial number>* to *<state enrolment>* user

Name: FirstName LastName

Login Name: First.Last@oneid.on.ca

Your Name

Your Organization and Site Name

Address

Phone number

12.0 Appendix E – Account Status

The following describes the various statuses a registrant's account can have.

Pending Self-Complete

This status indicates that the registrant has yet to log in for the first time and self-complete their registration either after an initial account creation or password reset. The registrant must self-complete their registration prior to accessing their services.

Revoked

This status indicates that the registrant's account and all enrolments have been revoked. The registrant's profile is read only and cannot be modified.

Suspended

A suspended status indicates that a registrant's account, including all enrolments, has been temporarily suspended. The registrant cannot access any of their services while their account is suspended. The registrant's profile is read only and cannot be modified. To reinstate a registrant's account, the request must be submitted to Ontario Health ONE ID Registration Agents.

Locked

The status of an account appears as locked if there has been a maximum number of failed password attempts, or the account password has been expired for more than 180 days. Assurance Level Two (AL2) users cannot access their account and must obtain a password reset from the Ontario Health Digital Support Desk. Assurance Level One (AL1) users may recover their password at any time and unlock their account without calling the Ontario Health Digital Support Desk.

Active

This status indicates that the registrant has self-completed their registration and has activated their account. The account is available to be modified.

13.0 Appendix F – Panorama

13.1 Sponsorship

The following organizational units are currently the only sponsors for the Panorama service.

- a) Public Health Units (PHUs)
- b) Ministry of Health and Long Term Care - Health Services Cluster
- c) Ministry of Health and Long Term Care - Ontario Government Staff (includes Ontario Government Pharmacy (OGP) staff).

13.2 Registration

Existing ONE® ID registrants who have been authorized for enrolment to Panorama; must have the minimum level of assurance (LOA) required for access to the Panorama service i.e. Assurance Level 2 (AL2) also known as Medium LOA.

Existing ONE® ID registrants with Assurance Level 1 (AL1) (Rudimentary LOA), must meet with their LRA to undergo additional identity validation to upgrade their ONE® ID account to AL2. Upgrades to an assurance level and/or updates to Panorama user information should be applied to the user's existing ONE® ID account without resulting in multiple ONE® ID accounts for the same user (Some exceptions do apply, if you are unsure, please contact the Ontario Health Digital Support Desk). For further information on how to update a user's identity documents, please refer to section [5.2.4 Modify Identity Documents](#).

The **only** scenario that warrants a separate ONE® ID account (i.e. multiple ONE® ID accounts for the same user) is for existing users who require access to the Panorama Training environment. The Login ID format will be created distinctively so registrants can identify their account FirstName.LastNameTR@ONEID.ON.CA. For further details on the Panorama Training enrolment, please refer to section [13.3.3 Enrolling a User in Panorama with Training Role](#).

A registrant's account can only contain the Panorama enrolment for one Sponsoring Organization. Once this enrolment has been added to a registrant's profile, it will not be available for selection again in the ONE® ID Online System.

13.3 Enrolment

To add the Panorama enrolment and applicable role(s) using the ONE® ID Online System, please follow the below steps:

The screenshot shows the 'Verification and Sponsorship' page in the ONE ID system. At the top, there are logos for Ontario eHealth Ontario and ONE ID Identity & Access Management. The page title is 'Verification and Sponsorship'. Below the title, there is a instruction: 'Please select the person that verified the individual's identity and the organization that is sponsoring the change.' The form contains the following fields and elements:

- 'Identity Verified By:' dropdown menu with 'RA' selected.
- 'Verified On:' date picker showing 'Apr 25 2013'.
- 'RA or LRA' search section with a search box containing 'say' and a 'Search' button. The results show 'SayoA StagingRA' with the email 'SAYOA.STAGINGRA@ONEID.ON.CA'.
- A checkbox at the bottom left is checked, with the text 'Authorization for this request was received from a recognized sponsor'.

1. Log into the ONE® ID Online System, and the Home Page opens. From here, select **New Request, Individual** and you will be directed to the **Verification and Sponsorship** screen.
2. The system will display your name as the LRA performing the registration and/or enrolment, enter the **Verified On** date (Date selected should be the same date you verified the registrants identity information).
3. Confirm that sponsorship has been received for the request. If the request has been authorized, put a check in the box next to **Authorization for this request was received from a recognized sponsor**.

Authorization for this request was received from a recognized sponsor

Sponsoring Organization Selected: MOHLTC - Health Services Cluster (HSC)

MOHLTC - Health Services Cluster (HSC)

Available Services

- OHSS_PRODUCTION
- OHSS_UAT
- ONE ID Application
- Panorama
- RSA
- Secure_File_Transfer

Next >> Cancel

1. Select the Sponsoring Organization
2. In the list of available services, verify that the service enrollment being requested (Panorama) is available for the selected sponsoring organization. If the requested service is not listed, contact the Ontario Health Digital Support Desk at 1 866 250 1554.
3. Click **Next**.

Identify Individual

Provide Existing ONE ID Login ID

If the individual currently has a ONE ID account, you can use the login name to search for the individual. If you don't have the individual's login ID, provide their identity information in the fields to the right.

Login ID: LILY.SIENNA@ONEID.ON.CA Search

Provide Identity Information

Title: [v]
 *First Name: Lily
 Middle Names:
 *Last Name: Sienna
 *Legal First Name: Lily
 *Legal Last Name: Sienna
 *Gender: Female [v]
 *Date of Birth: Oct [v] 18 [v] 1990 Search

Search Results

Login ID	Email	Phone	Status	Account Type
<input checked="" type="checkbox"/> LILY.SIENNA@ONEID.ON.CA	lsienna@toyota.com	444 223 4466	⚠ Pending Self-Complete	

New Registration Modify Registration Cancel

4. Identify the registrants ONE® ID account to be enrolled and/or modified by performing a search. Enter the **Login ID** (first.last@oneid.on.ca) or **Regulatory College** to search for an existing registrant. If you do not have this information, enter the full identity information for the registrant under **Provide Identity Information**.
5. Click **Search**.

6. Select the radio button next to the registrant's profile you wish to modify (existing users only).
7. Click **Modify Registration** for an existing account or select **New Registration** if the applicant is new.

Note: For new registrants, please follow steps [4.3 View Registrant Profile](#) to [4.7 Add Identity Documents](#) before continuing with the below steps.

The registrant has been registered at a Medium level of assurance.
This registrant currently has no enrolments for the sponsor.

Available Services		Minimum LOA Required
Service		
<input type="checkbox"/>	Federated Services	Medium
<input type="checkbox"/>	ISCIS	Medium
<input type="checkbox"/>	ONE ID Application	Medium
<input checked="" type="checkbox"/>	Panorama	Medium
<input checked="" type="checkbox"/>	CCM-BI	
<input checked="" type="checkbox"/>	Inventory	
<input type="checkbox"/>	Training	
<input checked="" type="checkbox"/>	User	

Next >> Cancel

8. From the registrants profile page, navigate to the Enrolments tab and click **Add Enrolments or Roles**. This takes you to the **Add Enrolments or Roles** screen.

Note: If authorization from a recognized sponsor was not selected on the Verification and Sponsorship screen, you cannot add any enrolments.

9. Select the Panorama enrolment and applicable role(s) that have been authorized for the registrant. There are several roles available for the Panorama enrolment (CCM-BI, Inventory and User). Select the checkbox next to the role(s) the registrant has been authorized for and click **Next**.

Add Enrolments or Roles

Enrolments and Credentials

Service
<input checked="" type="checkbox"/> Panorama (incomplete)
<input type="checkbox"/> RSA SecurID Token (incomplete)

Panorama

Organization
 (i.e. Health Unit name)

Role(s) *
if you input more than one role, the first one will be the primary role

Services Delivery Location(s) *
(i.e. Health Unit location that the user will most often deliver services from), if you input more than one SDL, the first one will be the default SDL

10. Enter the enrolment information and additional attributes as specified in the sponsorship request from the authorized sponsor directly in the required fields in the system (the information may also be found under Part 1 – Applicant Details in the enrolment form where a form has been completed).
11. Incomplete is indicated next to each enrolment that requires attributes to be entered, fill in the enrolment attributes for Panorama enrolment; these are user Health Unit organization, role(s) and services delivery location(s).

*Role(s) indicated on the enrolment attribute screen is used by the administrator to create the user account directly in the Panorama application. If a modification is required for these attributes, please contact the Panorama Administrator directly at the Ministry.**

Part 1 - Applicant			
1A - Applicant Details			
<input type="checkbox"/> New Applicants-Complete all sections below <input type="checkbox"/> Existing Registrants-Provide Login Name (first.last@oneid.on.ca) <input type="text" value=""/> Health Unit Name, Service Delivery Location(s), Role(s) and continue to Section 1C and 1E.			
Salutation * <input type="checkbox"/> Dr. <input type="checkbox"/> Mr. <input type="checkbox"/> Miss <input type="checkbox"/> Mrs. <input checked="" type="checkbox"/> Ms.	Legal First Name * <input type="text" value="Lily"/>	Preferred First Name <input type="text" value=""/>	Middle Name(s) <input type="text" value=""/>
Gender* <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	Legal Last Name * <input type="text" value="Sienna"/>	Preferred Last Name <input type="text" value=""/>	Date of Birth * (yyyy-mm-dd) <input type="text" value="1990-10-18"/>
Organization Name * Health Unit Name (e.g., Twin Falls Health Sciences Network) <input type="text" value="Health Services Cluster"/>		Location Name (e.g., ABC General Hospital) <input type="text" value=""/>	
Business Address * (Number and Street) <input type="text" value="5700 Office Street"/>		Suite/Unit/Floor <input type="text" value=""/>	City/Town * <input type="text" value="North York"/>
Province * <input type="text" value="ON"/>	Postal Code * <input type="text" value="L2L 3C4"/>	Business Telephone * (incl. Extension) <input type="text" value="416 999 9999"/>	Business Email * <input type="text" value="lily.sienna@moh.ca"/>
Service Delivery Location(s)* (Location where Panorama application will be accessed by registrant) <input type="text" value="Health Services Cluster"/>			
Role(s)* (Required by Panorama administrator to create user account in Panorama application, check applicable role(s))			
<input type="checkbox"/> Immunization View Only <input checked="" type="checkbox"/> Immunization Management <input type="checkbox"/> Immunization Full Clinical <input type="checkbox"/> Immunization Provider <input type="checkbox"/> Immunization Full Administrative <input type="checkbox"/> Immunization Reminder/Recall <input type="checkbox"/> Immunization Data Entry <input type="checkbox"/> Immunization Data Upload/Download <input type="checkbox"/> Immunization Duplicate Management <input checked="" type="checkbox"/> Immunization PHU Superuser <input type="checkbox"/> OPHIS Immunization Support <input type="checkbox"/> OPHIS Inventory Support			

Access to the Panorama application from the eHealth Ontario portal requires second factor Authentication in the form of a secure token along with the user's ONE® ID Login ID and password.

Add Enrolments or Roles

Enrolments and Credentials

Service
Panorama
sysRSA TokenNew (incomplete)

sysRSA TokenNew

Token Serial Number *

***** IMPORTANT *****
***** NOTE: YOU MUST GO TO THE RSA CONSOLE AND ADD THE TOKEN TO THE USER *****

Finish Cancel

12. Enter the **Token Serial Number** in the field, click **Finish**. Note: You must also complete the token enrolment in RSA i.e. You will need to assign the token to the user in the RSA Console, please refer to the RSA Console User Guide for ONE ID Local Registration Authorities for further details. **(step 3, under 4.8 Add Enrolments)**

Note: If the registrant already has an RSA token for one or more of their other services e.g. the Integrated Public Health Information System (IPHIS), you will not be prompted to add a token as the user can use their existing ONE® ID token.

In the event that you have run out of tokens, enter 0000000 in the Token Serial Number field and contact the Ontario Health Digital Support Desk to assign a token. **See Appendix D** for Details.

The following service(s) have been requested for your account:
 Panorama - CCM-BI
 Panorama - Inventory
 Panorama - User

Lily Sienna (change)
 LILY.SIENNA2@ONEID.ON.CA
 Female, born Oct 18, 1990, legal name Lily Sienna
 This is a subsidiary account of: [LILY.SIENNA@ONEID.ON.CA](#) (change)
 ✉️ lsienna@toyota.com
 📞 444 223 4466
 🇬🇧 English
 ⚠️ Pending Self-Complete Suspend | Revoke

Medium Assurance

[Reset Password](#)

Enrolments Challenge Information Documents Professional Designation Credentials Event Log

Manage Enrolments and Roles ▾

Enrolment	Status	LOA Override
<ul style="list-style-type: none"> <ul style="list-style-type: none"> New Era Health Care CCM-BI Inventory User 	Active	No
eHealthOntario.ca Portal		

- For existing users you will see a message in highlighted in green confirming that the registrant has been successfully enrolled into the Panorama service with authorized roles under the sponsoring organization you have selected.
- For new Registrants, click **Save** at the bottom of the page. Confirmation that the registrant record has been successfully saved is displayed along with the Login ID and temporary password. The registrant receives an automatic enrolment into the eHealth Ontario Portal.

If you entered a token that you have on hand, please provide it directly to the user along with their Login ID and/or temporary password (if applicable).

13.3.1 Panorama Administrator

When a user is enrolled into Panorama or their enrolment is modified in the eHealth Ontario ONE® ID Online system, the Panorama Administrator will receive a system generated email notification with the enrolment information. This information is used by the authorized Panorama Administrator to create user accounts and configure role-based access permissions within the Panorama application itself.

- If the registrant is a new Panorama user and is being enrolled in any of the roles, the enrolment attributes will be requested. I.e. Health Unit organization, role(s) and service delivery location(s).
- If a registrant already has a Panorama enrolment/role in their profile and a new role is being added to the profile, the enrolment attributes will not be requested again.
- An email notification will be generated for the following Panorama enrolment/role modifications:
 - Panorama enrolment added to a new or existing Registrant.
 - Additional Panorama role added to an existing registrant
 - Panorama enrolment is revoked
 - Panorama role is deleted

13.3.2 Enrolling a User in Panorama with Inventory Role

Ministry of Health and Long Term Care - OGPMS was the initial organization sponsoring users for Panorama inventory role however all PHUs can now sponsor eligible users for the service. The appropriate organization must be selected in the ONE® ID system for enrolment purposes.

13.3.3 Enrolling a User in Panorama with Training Role

If a user has been authorized to access the Panorama Training Environment, a new and separate ONE® ID account must be created for the user, even if they have an existing ONE® ID account. The registration information from the existing ONE® ID account i.e. personal information must be used to create the new account.

A distinct ONE® ID Login ID must be created for access to the Panorama training environment so it can be easily identified. The Login ID that must be created for the Panorama training ONE® ID account is

FirstName.LastNameTR@oneid.on.ca

Note: Only the Panorama Training role can be added to the FirstName.LastNameTR@ONEID.ON.CA account. If any other service enrolment or Panorama role is added to this account, access to the service will be denied.

The initial steps to select the correct sponsoring organization for the user's enrolment will follow the general process outlined above; however creating the actual training user account will entail the following steps:

13.3.4 Identify the individual

1. Enter and complete all the mandatory fields with the personal information for the user, note that the information entered in the last name field automatically populates to the legal last name field. Then add **TR** to the last name field only and ensure that the legal last name field does not contain TR, otherwise modify the legal last name field to contain only the Legal Last name.
2. Click **Search**.

Identify Individual

Provide Existing ONE ID Login ID
If the individual currently has a ONE ID account, you can use the login name to search for the individual. If you don't have the individual's login ID, provide their identity information in the fields to the right.

Login ID:

Search

Provide Identity Information

Title: Ms.

*First Name: Lily

Middle Names:

*Last Name: SiennaTR

*Legal First Name: Lily

*Legal Last Name: Sienna

*Gender: Female

*Date of Birth: Oct 18 1990

Search

Add "TR" with no space to the Last Name field

13.3.5 Potential matches for the individual's identity

Search Results

⚠ No matching results.

⚠ Potential matching individuals exist, please double check the inputs. Double Checked

[New Registration](#) [Modify Registration](#) [Cancel](#)

3. If the user already has a ONE® ID account, the system will alert on possible matches found with existing records, check the box for double checked and click the new registration button.

13.3.6 Enter the registrant's preferences and registration information

Registrant

Ms. Lily SiennaTR Female, born Oct 18, 1990, legal name Lily Sienna ☆☆☆ Rudimentary Assurance

[✉ \(set contact email\)](#) ←

[☎ \(set contact phone\)](#) ←

[🇬🇧 English \(change\)](#)

[Challenge Questions](#) [Documents](#) [Professional Designation](#) [Enrolments](#)

[Add](#)

No questions defined.

4. Complete the registrant screen with all the required information to bring the account to AL2 (also known as medium level of assurance). Information from an existing account should be reused where possible.

However professional designation numbers **must not** be added to the TR account created for training access; this is to prevent the account from being auto enrolled to other services that provide access to users who have professional designation numbers added to their account. Training account must be used specifically for access to the training environment.

Registrant

Ms. Lily SiennaTR
Female, born Oct 18, 1990, legal name Lily Sienna

Medium Assurance 

✉ Isienna@ontario.ca (change) ←

☎ 444 223 4466 (change) ←

🇬🇧 English (change)

Challenge Questions Documents Professional Designation Enrolments

[Add Enrolments or Roles](#)

Enrolment	Status	LOA Override
  eHealthOntario.ca and PublicHealthOntario.ca Portals		


Registration has been completed at assurance level 2 (medium level of assurance).

Note: Professional designation numbers **must not** be added to the TR account since it is specifically created for access to the training environment; this is to prevent the account from being auto enrolled to other services that provide access to users who have professional designation number in their profile.

13.3.7 Add the enrolment and role to the registrant's profile

Registrant

Ms. Lily SiennaTR
Female, born Oct 18, 1990, legal name Lily Sienna

Medium Assurance 



✉ Isienna@ontario.ca (change)

☎ 444 223 4466 (change)

🇬🇧 English (change)

Challenge Questions Documents Professional Designation **Enrolments**

[Add Enrolments or Roles](#)

Enrolment	Status	LOA Override
  eHealthOntario.ca and PublicHealthOntario.ca Portals		

- Click the **Enrolments** tab and click **Add Enrolments or Roles**.

The registrant has been registered at a Medium level of assurance.
This registrant currently has no enrolments for the sponsor.

Available Services		Minimum LOA Required
Service		
<input type="checkbox"/>	Federated Services	Medium
<input type="checkbox"/>	ISCIS	Medium
<input type="checkbox"/>	ONE ID Application	Medium
<input checked="" type="checkbox"/>	Panorama	Medium
<input type="checkbox"/>	CCM-BI	
<input type="checkbox"/>	Inventory	
<input checked="" type="checkbox"/>	Training	
<input type="checkbox"/>	User	

Next >> Cancel

- Select **Panorama** as the enrolment and **Training** as the role.

While other roles are available for selection, only the training role can be added to the account since it is exclusively for access to the training environment, any other service enrolment or Panorama role will not work on this account.

13.3.8 Enter the Enrolment Attributes

Enrolments and Credentials

Service

▶ Panorama (incomplete)

Panorama

Organization *
(i.e. Health Unit name)

Health Services Cluster

Role(s) *
if you input more than one role, the first one will be the primary role

Training Superuser

Services Delivery Location(s) *
(i.e. Health Unit location that the user will most often deliver services from), if you input more than one SDL, the first one will be the default SDL

5700 Yonge Street

Finish Cancel

- These are mandatory information which must be entered before clicking the finish button. A token is not required to be entered.

Ms. Lily Sienna TR
 Female, born Oct 18, 1990, legal name Lily Sienna ★★★
Medium Assurance

✉ [lsienna@ontario.ca](#) (change)
 ☎ 444 223 4466 (change)
 🇬🇧 English (change)

Challenge Questions | Documents | Professional Designation | Enrolments

[Add Enrolments or Roles](#)

Enrolment	Status	LOA Override
📁 Panorama		
📁 eHealthOntario.ca and PublicHealthOntario.ca Portals		

The record is now complete and may be saved. **Save** Cancel

Click **Save** to complete the registration and enrolment process.

Registrant

• Successfully saved registrant. Login ID is **LILY.SIENNATR@ONEID.ON.CA** and temporary password is aNgAf5b7.

Ms. Lily Sienna TR (change)
LILY.SIENNATR@ONEID.ON.CA ★★★
Medium Assurance

Female, born Oct 18, 1990, legal name Lily Sienna

✉ [lsienna@ontario.ca](#) (change) [Reset Password](#)
 ☎ 444 223 4466 (change) [Create Subsidiary Account for ONE Mail](#)
 🇬🇧 English (change)
 ⚠ Pending Self-Complete [Suspend](#) | [Revoke](#)

Enrolments | Challenge Questions | Documents | Professional Designation | Credentials | Subsidiary Accounts | Event Log

Manage Enrolments and Roles ▾

Enrolment	Status	LOA Override
📁 Panorama		
📁 Health Services Cluster	Active	No
📁 Training		
📁 eHealthOntario.ca and PublicHealthOntario.ca Portals		
📁 Public Health Information & Information Technology (PH	Active	No
📁 User (Mandatory)		

- The registrant's account is now saved, provide the user with their credentials and have them self-complete the account to activate it.

- Users will access the Panorama Training environment via the eHealth Ontario portal with their TR account credentials .i.e. Username and Password.
- A token is not required for access to the Panorama Training environment; instead, users will be required to answer two out of their three online Challenge Questions for the second factor authentication. (These can be the same as the questions the user has entered in their current ONE® ID account).
- In other words a user accessing the training environment will require their ONE® ID login ID, password and be able to provide the correct answers to their challenge questions when prompted to do so.

13.4 Requesting multiple enrolments for a user's access

Panorama is a single sponsor enrolment; in other words only one Panorama enrolment can be associated with a user's ONE® ID account regardless of the sponsoring PHU. When a user needs to access Panorama application at multiple public health units (e.g. a nurse who works in more than one public health unit) a parent and subsidiary account must be set up for the user rather than create multiple registration records.

To achieve this:

- User must have a parent ONE® ID account and be enrolled for Panorama access at the primary PHU where the user operates with this parent account. The LRA can create the initial account if it does not already exist.
- LRA can send a request by email with the enrolment form to Ontario Health ONE ID Registration Agents to provision a unique user ID for access at other PHU location(s) where the user is eligible and has been sponsored for access. A subsidiary account will be created by the Registration Agent to accommodate the request.
 - As an example, if the user operates at two PHUs – Peel and Toronto, with Peel being the primary location of operation, the user's parent ONE® ID account will contain the Panorama enrolment sponsored by Peel while the subsidiary account will contain the secondary enrolment sponsored by Toronto.
 - The administrator will configure each of the two user accounts to have access to the data for only Peel or Toronto respectively so that the user cannot view both sets of data at the same time, in other words the user cannot view Toronto's data when they located at Peel and vice versa.
- The user will have to manage multiple accounts and each account will have its own RSA token.
- Existing ONE® ID user ID format of **firstname.lastname@oneid.on.ca** from the parent account will be replicated for the subsidiary account; however with a number added to the prefix to create a new unique user ID.

Example:

To represent the parent vs subsidiary structure for a user it will look like the following:

<u>User's Name</u>	<u>Master -Primary PHU Account</u>	<u>Subsidiary -2nd PHU Account</u>	<u>Subsidiary-3rd PHU Account</u>
Jane Doe	jane.doe@oneid.on.ca	jane.doe1@oneid.on.ca	jane.doe2@oneid.on.ca

In the event that there is a second Jane Doe she will get the following user IDs:

<u>User's Name</u>	<u>Master -Primary PHU Account</u>	<u>Subsidiary -2nd PHU Account</u>	<u>Subsidiary-3rd PHU Account</u>
Jane Doe	jane.doe3@oneid.on.ca	jane.doe4@oneid.on.ca	jane.doe5@oneid.on.ca

In the future if the first Jane Doe requires additional new sub account, she will get jane.doe6@oneid.on.ca

13.4.1 Create the parent account under the primary sponsoring organization

As an example a parent account will be created for Lulu Bright (LULU.BRIGHT@ONEID.ON.CA) under the primary sponsoring organization - Health Services Cluster if the account does not already exist.

Send a request to Ontario Health ONE ID Registration Agents to create the subsidiary account for additional subsequent ID requested under a different sponsoring organization. (Sample enrolment form template is further below)

13.4.2 Enrolment and role added to the subsidiary account

A subsidiary account LULU.BRIGHT1@ONEID.ON.CA has been created for the user under the new PHU by Ontario Health ONE ID Registration Agents and Panorama enrolment has been added to the account.

[Return to Search Results](#)

Registrant

Mrs. Lulu Bright
LULU.BRIGHT@ONEID.ON.CA
Female, born Oct 3, 1990, legal name Lulu Bright

✉ lulub@ontario.ca
☎ 444 666 8888
🇬🇧 English
⚠ Pending Self-Complete

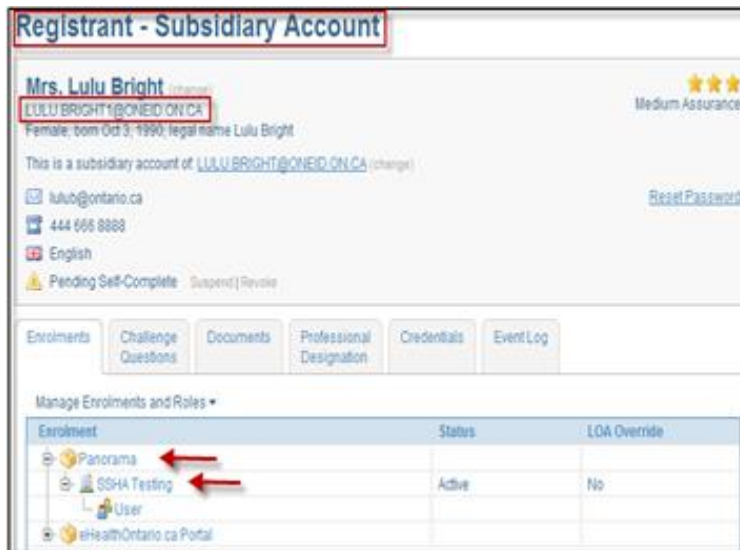
★ ★ ★
Medium Assurance

[Reset Password](#)

Enrolments
Challenge Questions
Professional Designation
Credentials
Subsidiary Accounts
Event Log

Login ID	First Name	Last Name	Status
LULU.BRIGHT1@ONEID.ON.CA	Lulu	Bright	⚠ Pending Self-Complete

Primary account



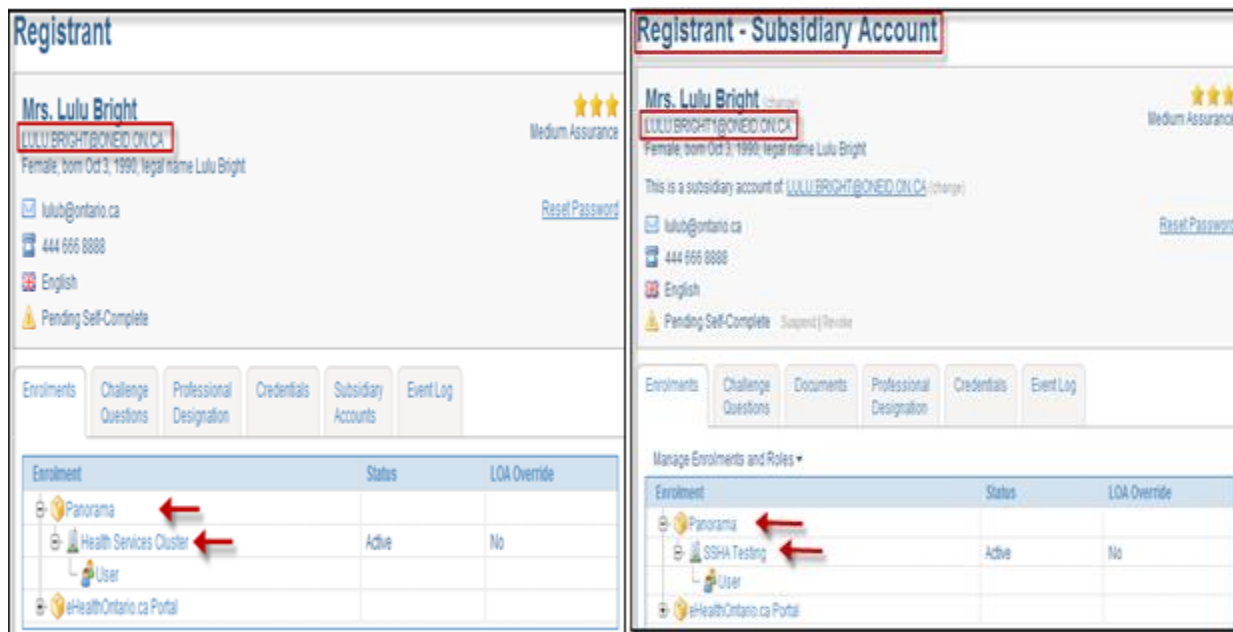
Subsidiary account

13.4.3 Receive completion notification from Ontario Health ONE ID Registration Agents

Upon completion of creating additional ID(s) for a user, Ontario Health ONE ID Registration Agents will send a notification to inform the LRA and associated token with each respective ID will be couriered to the LRA.

13.4.4 Verify enrolment and role added to the subsidiary account

Search the user’s profile and ensure that accounts have been created and provisioned appropriately



Primary account

Subsidiary account

13.4.5 Information to include in email request

Send e-mail request (along with the completed Panorama enrolment form) for additional unique username for a user to Ontario Health ONE ID Registration Agents at ONEIDRegistrationAgents@ontariohealth.ca with the following information:

For the user's existing ONE® ID account (parent account), please specify the username and the name of PHU the user is currently enrolled under.

For the new additional account being requested, specify the following:

- a) User's First Name
- b) User's Last Name
- c) Requesting Organization Name (sponsoring organization)
- d) Sponsor's Name and Designation
- e) LRA Name
- f) Type of enrolment/role (Note: User and Inventory are the only roles available for the subsidiary account)**
- g) List attributes (Health Unit organization, role(s) and service delivery location(s))**

Panorama Service Enrolment for Existing Registrants

Form Completion Instructions

Before proceeding with the enrolment request, the user must be registered with an @oneid.on.ca account. If the user is not registered, please do so using the ONE ID LRA online tool.

- This form must be completed for each existing registrant who:
 - requires enrolment into any of the specified Panorama roles
 - is working at more than one PHU concurrently (subsidiary account is required)
- All fields **must** be completed as specified.
- The Local Registration Authority must email the completed form to registration.agents@ehealthontario.on.ca for processing.
Do not submit any personal information via email including: Gender, Date of Birth, and Identity Document Information

Part 1 – Registrant Information

First Name [Redacted]	Last Name [Redacted]
Login ID (firstname.lastname@oneid.on.ca) [Redacted]	

Part 2 – Sponsor Information

Sponsoring Organization Name and Location* Health Unit Name (e.g. Twin Falls Health Sciences Network – ABC General Hospital) [Redacted]	
Sponsor's First Name [Redacted]	Sponsor's Last Name [Redacted]
Sponsor's Business Telephone (incl. Extension) [Redacted]	Sponsor's Business Email [Redacted]
This request was authorized by the above sponsor via: <input type="checkbox"/> Email <input type="checkbox"/> Memo <input type="checkbox"/> Other (specify): [Redacted]	
Does the user require a subsidiary account for multiple PHU access? <input type="checkbox"/> Yes (complete B below) <input type="checkbox"/> No (complete A below)	

A. Complete this section for enrolment into Panorama

Service Enrolment*

Panorama

Role(s)*

User
 CCM-BI
 Inventory
 Training

B. Complete this section if a subsidiary account is required

Service Enrolment *

Panorama

Role(s)*

User
 CCM-BI
 Inventory

Panorama Role(s)* (Required by Panorama administrator to create user account in Panorama application, check applicable role(s))

Immunization View Only Immunization Management Immunization Full Clinical Immunization Provider

Immunization Full Administrative Immunization Reminder/Recall Immunization Data Entry Immunization Data Import/Export

Immunization Duplicate Management Immunization PHU Superuser Inventory PHU Clerk 1 Inventory PHU Clerk 2

INVENTORY Customer Service Clerk 1 INVENTORY Customer Service Clerk 2 INVENTORY Warehouse Service Clerk 1

INVENTORY Warehouse Service Clerk 2 INVENTORY Procurement Clerk 1 INVENTORY Procurement Clerk 2

INVENTORY Superuser Role

Part 3 – Local Registration Authority Information

First Name [Redacted]	Last Name [Redacted]
Login ID (firstname.lastname@oneid.on.ca) [Redacted]	

Sample of email enrolment form to request a subsidiary account

14.0 Appendix G – Diagnostic Imaging Enrolments

The eHealth Services Portlet-Diagnostic Imaging enrolment requires further provisioning once you have added the enrolment to a users ONE ID account. This step is completed based on the enrolment you the LRA has taken, and does not require any further action on your part. Please advise the user that they must allow up to 7 Business days before they can access the Diagnostic Imaging Portlet.