# ONE® ID Identity and Access Management System

**Ontario**
eHealth Ontario

LRAs can now use ONE ID to register and enroll individuals for eHealth Ontario services and to maintain registrant accounts, thereby providing quicker access to services for these healthcare professionals.

## ONE ID Tasks LRAs Can  Perform

Listed below are the tasks that LRAs can perform in ONE ID:

| | | | |
|---|---|---|---|
| ✓ | Add/Modify/View Preferences | ✓ | Add/Delete/View Enrolments and/or Roles |
| ✓ | Add/Modify Service Desk Challenge Questions | ✓ | Add/Modify/View Enrolment Settings & Attributes |
| ✓ | Add/Modify/View Documents | ✓ | Suspend/Revoke/Reinstate Service Enrolments |
| ✓ | Add/Modify/View Professional Designations | ✓ | View Credentials |

## ONE ID Tasks LRAs <u>Cannot</u> Perform

### Registrations

LRAs cannot perform the following types of registrations:

1. Computer Applications
2. Generic Accounts
3. Individuals Under the Age of 14

In these cases, the appropriate registration and enrolment form must be  submitted to the eHealth Ontario Registration Agents for processing.

### Registration Maintenance Tasks

LRAs cannot perform the following registration maintenance tasks:

1. Password Resets
2. Suspend / Reinstate / Revoke Registrants and LRAs

In these cases, follow the current procedures.

### Service Enrolments

There are some service enrolments that LRAs cannot perform. In ONE ID, such enrolments will display in grey, as shown below:



## Contact eHealth Ontario for Support

| Dial | If you: | Dial | If you: |
|---|---|---|---|
| 1 866 250 1554<br>Option 1 -<br>Technical Support | • encounter technical difficulties such as an inability to access or to log into ONE ID | 1 866 250 1554<br>Option 2 -<br>Registration Support | • have questions concerning the registration process or procedures<br>• experience difficulty with a registration |