



ONE ID Local Registration Authority Procedures Manual

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1.0 About this Document

1.1 Purpose

This document is to provide Local Registration Authorities (LRAs) step-by-step procedures to register individuals within the organization with ONE ID, enroll registrants into Ontario Health services, and support registrants once they are registered and enrolled.

1.2 Scope

This document outlines and describes the various roles, responsibilities and functions of an LRA who is managing the ONE ID processes within their organization on behalf of Ontario Health.

1.3 Audience

This document is intended for LRAs that have been authorized to execute ONE ID processes on behalf of Ontario Health and their organization(s). An LRA should have an intermediate level of understanding of registration, service enrolment, and change management concepts.

1.4 Approach

This document describes the procedures for the various functions that an LRA can perform for ONE ID. This document describes each function, why it is required, and instructions on how to perform the function.

1.5 Reference Material

The LRA is expected to be familiar with the documents found on the [ONE ID Registration Community](#):

- **ONE ID Policy and Standards**: These documents provide the conditions and requirements of ONE ID pertaining to registering, enrolling and authenticating individuals, in which an organization is bound to as part of an Agreement with the Agency.
- **ONE ID Implementation Package**: This document serves as an overview and guide to implement ONE ID within an organization.
- **Privacy FAQs**: This document addresses some basic questions about Privacy and Security practices endorsed by the Agency.
- **ONE ID Local Registration Authority User Guide**: This document provides LRAs detailed step-by-step procedures of registration functions they can perform in the ONE ID System.
- **ONE ID Registrant Reference Guide**: This document provides the registrant with detailed step-by-step procedures to self-manage their ONE ID account.
- **ONE ID Acceptable Use Policy**: This document must be agreed to by all registrants (including LRAs) of services protected by ONE ID.

Additional supplemental and service specific reference material can be found on the [ONE ID Registration Community](#) and should be reviewed as necessary.



2.0 Introduction

ONE ID is a set of systems and business processes that provides secure and trusted access to health care applications and services to healthcare providers registered with Ontario Health. ONE ID enables registration, authentication and authorization security for access to digital health services offered by Ontario Health.

The purpose of the ONE ID System is to ensure that individuals who are authorized to electronically access personal health information (PHI) under the control of Ontario Health are permitted to do so.

ONE ID leverages employees at health care organizations to perform registration and enrolment duties on behalf of Ontario Health. These individuals are registered, sponsored and trained on the ONE ID processes, policies and system as the organization's Local Registration Authority (LRA).

Ontario Health has Registration Authorities (RAs) and are the experts on the ONE ID service to support LRAs in any ONE ID registration activity.



3.0 Sponsorship, Registration, and Enrolment

This section will an overview of ONE ID key concepts:

- **An Infrastructure of Trust** – the foundation that permits this model to build a network of trust.
- **Sponsorship** – the nomination of applicants by an authorized source for access to one or more services.
- **Registration** – the process of verifying the identity of applicants and proving that they are who they claim to be.
- **Service Enrolment** – the process of providing registrants with access to services.

For step-by-step instructions for the registration and enrolment of individuals, refer to [section 6.0](#).

Registration Roles		
There are several key roles involved in authorizing registrations.		
Role	Description	Example
Authorized Representative (also known as Legally Responsible Person)	Person who is legally responsible for overseeing the ONE ID process in their organization or within their health care team, and identifies the sponsors and LRA(s).	Hospital CEO or Lead Physician at a Family Practice clinic
Sponsoring Organization	An entity that has signed a legal agreement with Ontario Health and is represented by the Authorized Representative who has been given the authority to sponsor individuals for enrolment in one or more Sponsored services.	ABC Hospital or Dr. Jones Clinic. The hospital would serve as the sponsor and have a designated LRA.
Sponsor	Person who nominates individuals on behalf of their health care team or organization to be registered and enrolled for a sponsored service.	Managers within ABC Hospital or Dr. Jones
Individual	Person or applicant who applies for registration and service enrolment. Once the individual is registered, they are referred to as the registrant .	Staff members of ABC Hospital or Dietician in Physician’s care team
Local Registration Authority (LRA)	Person who is responsible for the execution of ONE ID (Registration and Sponsorship) processes within their organization. The LRA’s main responsibility is to register and/or authorize registrant(s) for Ontario Health services and act as a liaison between Ontario Health and their organization. For a complete description, refer to Section 4.0.	Staff members of ABC Hospital

3.1 Infrastructure of Trust

Trust is the cornerstone in the effective delivery of health care services and that includes the electronic delivery of personal health information (PHI). While trust can be established within health care teams or organizations though professional or personal relationships, the ONE ID Service is intended to help establish trust and secure access to Ontario Health applications on a provincial-wide scale.

Infrastructure of Trust is when ONE ID relies on recognized, trained, and **trusted** individuals within an organization to verify the identity and provide authorized access to Ontario Health services to healthcare personnel.

For the Trust model to work, questions must be answered for all individuals requesting registration for ONE ID such as (a) **Who are you?** (b) **Who provided you sponsorship and from which organization?** And (c) **Can you provide your identity?**



An organization (e.g. Hospital, FHT, Solo-Practitioner or PHU) may sponsor members of their health care team or staff to access digital health services offered by Ontario Health or other digital health solution providers.

Once an individual is sponsored and registered with a ONE ID Credential (login ID and password), this credential has the full weight and authority of the sponsoring organization.

3.1.1 Building Trust

The **Trust model** must be established from the top-down, as follows:

- 1) The organization must be sponsored and registered with Ontario Health as a Sponsoring Organization.
- 2) The organization sponsors individuals for access to Ontario Health services.
- 3) The individual interacts with their organization’s LRA to validate their identity for registration.
- 4) The individual understands and agrees to the Agency’s Acceptable Use Policy as part of the registration process.
- 5) The LRA enrolls the registrants for services they have been sponsored for. This is known as service enrolment.

3.2 Sponsorship

Sponsorship is the first key concept in ONE ID. This is an organization that has entered into a legal agreement with Ontario Health for the provisioning of services, products or technologies as well as identifying the Authorized Representative and Individual Sponsors.

Levels of Sponsorship in an Organization	
Authorized Representative (LRP) (for Registration)	<p>The individual who is legally responsible and oversees the ONE ID registration process within their organization. The Authorized Representative has the authority to sign a legal agreement on behalf of their organization, typically a senior executive (e.g. the CEO or CAO) or the Lead Physician in a Family Practice Clinic.</p> <p>Authorized Representative duties include the following:</p> <ul style="list-style-type: none"> ▪ Signing a legal agreement with Ontario Health ▪ Acting as a Sponsor or identifying Individual Sponsors for service enrolments ▪ Nominating LRA(s) for their organization ▪ Ensuring LRA(s) agree acknowledgement of understanding of their obligations to this role <p>If the Authorized Representative does not have visibility into the operations of ONE ID processes within their organization, they may delegate these duties by completing the <u>Authorized Representative (LRP) Delegation Form</u>.</p>
Sponsor (for service)	<p>Individual Sponsors are nominated by the Authorized Representative and are responsible for identifying and sponsoring individuals for access to Ontario Health services. This role is managed internally within their organization and should be familiar with the Ontario Health service(s) they are authorizing access for users.</p>



3.3 Registration

Registration is the process of validating the identity of an individual and recording their identity information in the ONE ID System. This establishes the individuals “real world” identity to a prescribed level of assurances and ties it to a ONE ID credential (login ID and password).

All individuals must undergo some level of identity check. This is known as **identity assurance**, and it assures that you are doing more than just taking someone’s word for their identity.

End-users of a system or service that access PHI must meet at least an Assurance Level Two (AL2); LRAs must also meet AL2.

The following is required for identity validation:

- ✓ The individual must be sponsored
- ✓ The individual must be directly involved in the registration process
- ✓ The LRA must review all identity documentation presented
- ✓ The accepted evidence must confirm the core identity information (**legal name, gender, date of birth**) required for registration
- ✓ The individual must provide evidence to support their identity for Assurance Level Two Registration:
 - Documentation
 - At least one identity document from the Primary Identity Document list
 - A second identity document from either the Primary or Secondary Identity Document lists
 - At least one document must include a photo of the individual
 - Identity documents must be originals (not photocopies)
 - Identity documents must have the name of the individual
 - Identity documents must be current.

Refer to section 6.3.2 for full details on the use of documents to validate applicant identity

- Supplemental
 - In lieu of a second identity document, LRAs may rely on the context of a registration to support the identification of an applicant

Refer to section 6.3.2.3 for full details on applicable supplemental evidence

- Other

Ontario Health may approve other forms of evidence as sufficient to support the identity of applicants. Such alternative methods are not approved for general use and are only acceptable under specific circumstances.



3.3.1 Registration Record

Once an individual has been registered in ONE ID, a **registration record** is created that uniquely identify an individual, such as:

- ✓ Legal names (first and last)
- ✓ Preferred names (e.g. “Bob” rather than “Robert”)
- ✓ Date of birth
- ✓ Gender
- ✓ Identity documents

3.4 Service Enrolment

A **service enrolment** is the provisioning of access to a service granted by the sponsor to the registrant. Registrants must receive sponsorship for the service and their accounts must meet the requisite assurance level (AL2).

A registrant may have several service enrolments and depending on the service, the LRA may need to capture information beyond the user’s authorization for access. Different services may have various roles and/or attributes.

For example, a registrant can be authorized by two different hospitals and have access to two Ontario Health services at each hospital. Therefore, they will have **one** registration record and **four** service enrolments.

LRA(s) in each organization are enrolled into the ONE ID system in the “**role**” of LRA. The LRA service allows them to function in the role of an LRA which requires an RSA token.

3.5 Sponsor and the LRA

For the purposes of registration and service enrolments, the roles and responsibilities, qualifications, and prerequisites may be shared by the Sponsor or LRA as depicted in the table below.

- Unconditional
- Conditional upon whether the LRA has been granted the authority to perform this function on behalf of the organization

Roles and Responsibilities	Sponsor (for service)	LRA
Identifies prospective service users	■	□
Documents the user’s entitlement to access a service	■	□
Responsible for the registration processes		■
Responsible for adhering to the ONE ID policies	■	■
Maintains list of sponsors per service and assists other LRAs		■
Conducts identity validation and processes the Registration & Service Enrolment Requests		■
Processes changes to service enrolments		■
Processes changes to registration information		■
Answers registration and service enrolment questions from registrants		■



Roles and Responsibilities	Sponsor (for service)	LRA
Liaises with eHealth Ontario on registration issues		■



4.0 The Role of the Local Registration Authority

The Local Registration Authority (LRA) is a role assumed by individuals who have been nominated by their organization and approved by Ontario Health to perform registrations and service enrolments.

4.1 Duties and Responsibilities

The LRA is responsible for registering and enrolling individuals for access to Ontario Health services, as well as provide registrant support and maintenance for ONE ID. The LRA may also carry out registrations and service enrolments for individual affiliated with the organization or register individuals outside the organization.

LRA responsibilities:

- ✓ Adhering to all compliance and auditing requirements established by the provincial government, the Ministry of Health and Long-Term Care, your organization, and Ontario Health.
- ✓ Adhering to and communicating the Privacy and Security practices outlined in this guide regarding information collection, storage, retention, and incident management to individuals within the organization (see Section 9.0: Compliance and Assurance).
- ✓ Establishing and communicating discretionary guidelines. These are guidelines unique to the LRA's organization and include organizational interaction, communications, and training.
- ✓ Communicating and maintaining the list of sponsors for their organization
- ✓ Registering other Local Registration Authorities
- ✓ Notifying registrants of all relevant information pertaining to their rights and obligations
- ✓ Providing guidance to other LRAs within their organization where required
- ✓ Being accountable for transactions performed as an LRA
- ✓ Validating the identity of individuals
- ✓ Validating that sponsors are on the organization's list of sponsors
- ✓ Creating ONE ID accounts for individuals
- ✓ Adding service enrolments to authorized accounts
- ✓ Liaising with Ontario Health on registration issues
- ✓ Responding to Ontario Health requests for assistance in validating the identity of individuals.

4.2 ONE ID Support

For ONE ID support, you can contact Ontario Health Service Centre at 1-866-250-1554, Monday to Friday during the hours of 8:00 a.m. to 5:00 p.m.

Refer to the [Registration Community](#) at for additional information about ONE ID.

Online Self-Management and Ontario Health Service Centre support are also available for registrants.



5.0 Getting Started and Staying on Track

As an LRA, you are responsible for the following:

- ✓ Communicating the Privacy and Security practices outlined in this guide regarding information and incident management.
- ✓ Establishing and communicating the guidelines which are unique to your organization, and within your domain.
- ✓ Managing and accounting for the transactions performed within your organization.

5.1 Information Management

You are responsible for communicating the information management practices outlined in this guide to registered individuals within your organization. Components of information management include:

- ✓ Information collection
- ✓ Information storage and retention

These practices and reasonable steps are necessary to safeguard the privacy of personal information (PI) (including PHI) that is collected, transmitted, stored, or exchanged by and through the information infrastructure to ensure the privacy and security of that information.

If you have any questions or require further information about the collection described above, please contact the Ontario Health Chief Privacy Officer, Privacy and Security at:

P.O. Box 148
777 Bay Street, Suite 701
Toronto, ON M5G 2C8
Tel: (416) 586-6500

5.1.1 Information Collection

You are responsible for adhering to the Privacy and Security practices outlined in this guide and communicating the practices for Information Collection to applicants affiliated with your organization.

The practices address how information will be collected from individuals, and how the information will be used. You will be responsible for ensuring that your organization is in compliance with these practices. See Section 9.0: *Compliance and Assurance* for more information.

As part of the ongoing support and maintenance, you should revisit how the process is working for your organizations after a suitable period, and refine as needed.

5.2 Incident Management

You are responsible for adhering to the Privacy and Security practices outlined in this guide and communicating the practices for managing incidents relating to Privacy and Security within your organization.

Incident management addresses what needs to be done in the event that an individual's identity information is compromised or used in a manner that is unrelated to registering or enrolling individuals into Ontario Health services.

Examples of incidents include but are not limited to Personal Information (PI):



- ✓ recorded is stolen or misplaced
- ✓ used to perpetrate identity theft
- ✓ used for purposes other than registration, such as updating an HR contact database

For more information on the practices for incident management, refer to **Section 9.0: Compliance and Assurance**. You are responsible that your organization is in compliance with these practices.

5.3 Interaction with New LRAs

You are responsible for registering, training and monitoring the activities of new LRAs within your organization. This includes:

- ✓ Ensure that the nomination has come from the LRP or their authorized delegate.
- ✓ Registering the new LRAs and submitting the enrolment request.

Directing the new LRAs to the [Registration Community](#) to take the mandatory ONE ID LRA Training Module.

- ✓ Training LRAs on any organization-specific processes (see section 5.4: Discretionary Guidelines).
- ✓ Monitoring the activities of new LRAs for compliance with the procedures described in this guide.

More details can be found in **Section 9.0: Compliance and Assurance**.



5.4 Discretionary Guidelines

You are permitted by Ontario Health to establish **and** communicate how the following will be implemented, supported, and maintained for your organization. These are referred to as **discretionary guidelines** since they may vary from organization to organization.

- ✓ Organizational interaction
- ✓ Communications and Training

More extensive material regarding how ONE ID can be integrated into your organization can be found in the *ONE ID Implementation Package*.

5.4.1 Organizational Interaction

You can work with the following to determine how you and the other LRAs in the organization will interact with:

- ✓ Registrants
- ✓ Sponsors
- ✓ “Staff” within the organization
- ✓ External users affiliated to the organization

5.4.1.1 Interacting with Individuals and Registrants

The types of questions you may want to address include:

- ✓ Which individuals/groups will require access?
- ✓ Does your organization have multiple ONE ID protected services? What is the overlap between the user groups?
- ✓ How high is the turnover in your user group(s)? How many registrations/revokes/suspends/reinstates will need to be processed on a monthly basis?

Important: Identity confirmation is a key component of all interactions with users, not just registration. Always confirm a registrant’s identity before updating their account information or providing information regarding it. If you previously registered or otherwise know the registrant, you may rely on this knowledge as confirmation of their identity. You may also, at your discretion, request to review an identity document to confirm their identity.

5.4.1.2 Interacting with Sponsors

The types of questions you may want to address include:

- Has a process been established for your organization as to how you will be notified of new sponsors?
- How will the list of sponsors be communicated amongst the LRAs within your organization; how will the list be updated?
- Will an email from a sponsor or memo be acceptable as proof of sponsorship?



You will be responsible for documenting the answers to these questions and communicating them within your organization, and to Ontario Health if required (such as, in support of an audit), and for ensuring that your organization is in compliance. See Section 9.0: Compliance and Assurance for more information.

As part of the ongoing support and maintenance, you may also want to revisit how the process is working for your organization after a suitable period, and refine as needed.

5.4.1.3 Interacting with “Staff”

Depending on your organization, there may be other departments you can work with to ensure that the processes and policies that you are developing are in keeping with federal or provincial legislation, and your organization’s operations.

For example: If your organization has a Human Resources division, you may want to exchange information when individuals have been hired or have left the organization.

5.4.2 Communications and Training within the Organization

You are responsible for the following:

- Communicating how the registration and enrolment processes will work within your organization or care team.
- Ensuring that all registrants understand the Ontario Health *Acceptable Use Policy* and *Notice of Collection*.
- Training and support for other LRAs within your organization.

5.4.3 Communications Plan

The types of questions you may want to address as you develop an effective communications plan for your organization include:

- Will you use posters or send emails to educate the organization about the framework and process?
- How will you communicate the process(es) the sponsor or applicants need to follow
- What information will be requested of them, why the information is required, and how the information will be used?
- How will you communicate changes to the processes?

5.4.4 New LRA Training Plan

The types of questions you may want to address as you develop the LRA training plan include:

- Has the LRA read and understood the LRA Procedures Manual?
- Do you want the new LRA to “shadow” an experienced LRA for a certain period of time? If so, for how long?
- How will you note that the LRA has been trained?
- How will you ensure that the LRA is fulfilling the duties and responsibilities of the position especially within the first few weeks, and provide feedback?

You will be responsible for documenting the answers to these questions and communicating them within your organization and to Ontario Health if required (such as, in support of an audit), and for ensuring that your organization is in compliance. See Section 9.0: Compliance and Assurance for more information.

As part of the ongoing support and maintenance, you may also want to revisit how the process is working for your organizations, and refine as needed.



5.5 Record Keeping

All LRAs are accountable for their own and other LRAs transactions within the organization. Upon request, the ONE ID Program can provide you with a report of registrants sponsored by your organization and transactions performed by the LRAs. However, it is recommended that you maintain your own records as a point of comparison.

The following are records to maintain by the organization's LRAs:

- Registrations performed
- Service enrolments
- Updates performed
- Sponsorship requests (electronic or hard copy) received

Do not keep any personal identity information other than the name of the person for whom the transaction was performed, the transaction date, and the transaction type.

A Registration and Enrolment Audit Log Template is available on the Registration Community (<https://ehealthontario.on.ca/en/support/article/one-id-registration-community>) to help facilitate this record keeping.



6.0 The Standard Process for Registering and Enrolling Individuals in ONE ID

As the LRA, you should be familiar to how ONE ID is implemented within your organization as per the Discretionary Guidelines (Section 5.4). The standard registration and enrolment process is intended to work within this framework.

If an authorized individual cannot meet the requirements described, please contact ONEIDRegistrationAgents@ontariohealth.ca about process alternatives.

6.1 Registrant's Responsibilities

The registrant is responsible for the following:

- Directly participating in the registration process.
- Protecting and disclosing their ONE ID Credentials (such as Login ID and password).
- Notifying Ontario Health or their LRA of any compromises to their ONE ID credentials.

6.2 Information Requirements

The registration and enrolment process requires the collection of key information from the registrant and the sponsors. As an LRA, you are responsible for the security and accuracy of this information.

6.2.1 Core Identity Information

Registrants are uniquely identified in ONE ID by their **Core Identity Information**, which includes the individual's **Legal Name**, **Gender**, and **Date of Birth**.

6.2.2 Additional Identity Information

Individuals are required to provide additional PI such their contact **Phone Number**, **Contact Email address**, and **Professional Credentials** (if applicable) for security and support purposes.

Contact information may be used by Ontario Health to alert users regarding changes to their account, help resolve technical issues with the account and/or in the event that the account is involved in a suspected security breach.

6.2.3 Challenge Information

6.2.3.1 Challenge Questions

During the registration and self-completion process, individuals are required to provide answers to five (5) challenge questions. These are questions to which only individuals know the answers and are collected for the purposes of verifying their identity via phone or internet, to safeguard the integrity of the system.

Individuals will be asked to provide answers to two (2) Service Desk Challenge questions collected for support purposes. Service Desk Challenge Questions may be asked when registrants call Ontario Health Service Centre (e.g. cannot reset their password online, forget their Login ID and password, or have lost their temporary password) to verify their identity.



Individuals will need to self-complete their registration process online in which they are required to select and answer three (3) **Online Challenge Questions**. These questions are used by the ONE ID system for self-recovery (e.g. Forgot Login ID, Forgot Password).

6.2.3.2 Challenge Phone Numbers

When individuals self-complete the registration process online, they will be asked to add a challenge phone number(s). Registrants may add up to three (3) challenge phone numbers to their ONE ID account. Challenge Phone Numbers are used to verify a registrant's identity under select circumstances (e.g. using an unrecognized computer).

6.2.4 Enrolment Information

Enrolment information (e.g. roles and attributes) may need to be collected for select services. As this information may determine the registrant's level of access within a service, it must be provided or confirmed by the authorized sponsor.

6.3 Overview: Registering and Enrolling an Individual

Sponsorship

- ✓ Requests must be authorized by the sponsor before the process can proceed.
- ✓ LRAs may engage the sponsor directly to approve the request or redirect the user.

Identity Validation

- ✓ The individual's identity must be validated via an approved method.
- ✓ You may combine multiple validation methods in order to establish identity to the required level of assurance.

Record Applicant Information

- ✓ The individual's core identity information must be entered into ONE ID.
- ✓ Information about the identity validation method must also be recorded in ONE ID at the time of account creation.

Enrolment

- ✓ The account will need to be granted access via the ONE ID System.
- ✓ Alternatively, access can be requested via email.

Credential Distribution / Completion

- ✓ The applicant's credential must be distributed to them in a secure manner and they must complete the process to activate it.

Note: If any problems arise during the registration and service enrolment process, contact Ontario Health Service Centre at 1-866-250-1554 for assistance.

6.3.1 Sponsorship

All requests for access to Ontario Health services must either come from an authorized sponsor or, if being made by the individual, approved by one. Sponsorship must include the name of the individual, the service being requested, and any enrolment-specific information required for that service. Refer to the *ONE ID Local Registration Authority User Guide* for detailed descriptions of the roles and attributes associated with each enrolment.



6.3.2 Identity Validation

All individuals must have their identity validated via two separate means in an in person meeting with an LRA to be issued an account with AL2. This is the minimum level of assurance required for electronic access to Personal Information and Personal Health Information.

Individuals must present at least one document from the Primary Identity Documents list and either a second document from the Primary or Secondary Documents lists or meet the requirements for supplemental identity validation.

As an LRA, you must be satisfied with the legitimacy of the means used to validate the individual's identity. If you have any cause to doubt the veracity of a individual's identity, you may request to review an additional identity document or reject the registration.

6.3.2.1 Primary Identity Documents

One or two documents from the Primary Document list (Appendix A) must be presented during the registration and enrolment process. When reviewing Primary Identity Documents, the following requirements apply:

- ✓ Document must be original, photocopies are not accepted.
- ✓ Document must be current, i.e.: not expired.
- ✓ The document type, number, and expiry date (if applicable) must be recorded in the ONE ID System.
- ✓ The document photo (if applicable) must be that of the individual.
- ✓ The document must indicate the individual's name.
- ✓ The document must contain a photo or be reviewed in conjunction with another approved document that contains a photo.
- ✓ The document, on its own or combined with the second identity document, must confirm the individual's legal name, date of birth and gender.

6.3.2.2 Secondary Identity Documents

A document from the secondary identity document list (Appendix A) may be presented during the registration and enrolment process if only one primary document is presented and the LRA does not leverage Supplemental Identity Validation. When validating a Secondary Identity Document, the following requirements apply:

- ✓ Document must be original, photocopies are not accepted.
- ✓ Document must be current, i.e. not expired.
- ✓ The document type must be recorded in the ONE ID System.
- ✓ The document photo (if applicable) must be that of the applicant.
- ✓ The document must indicate the applicant's name.
- ✓ The document, on its own or combined with the primary identity document, must confirm the individual's legal name, date of birth and gender.



6.3.2.3 Supplemental Identity Validation

Supplemental Identity Validation accepts the context of a registration as supporting the identity of an individual and may be used in conjunction with a Primary Identity Document during the registration and enrolment process. The following contexts are considered acceptable to support the identity of an applicant:

- ✓ **Prior Professional Relationship:** If the LRA has known the individual professionally for more than 12 months, they may rely on this relationship as a form of identity validation. Professional Relationship includes those with coworkers, colleagues, and patients.
- ✓ **Confirmed Practice Location:** The location at which an individual is registered may be relied on as a form of identity validation. LRAs must confirm the legitimacy of the practice location with an authoritative source (e.g. a regulatory college) and that the individual is undertaking the legitimate role of supporting the provision of health care at that location.

The means of supplemental identity validation used must be recorded in the ONE ID System.

6.3.3 Professional License Validation

Users who are licensed by one of Ontario's regulatory health colleges should have their professional credentials associated with their ONE ID account. A registrant's professional license may affect their access privileges within certain services (e.g. physicians may have different functionality than nurses).

Professional credentials should be validated against either supporting documentation provided by the applicant or an authoritative source. The ONE ID System automatically validates credentials for Physicians, Nurses, and Dieticians (Refer to the [ONE ID Local Registration Authority User Guide](#) for details), all other credentials may be validated via their issuing Regulatory College.

Professional credentials may be relied on as a secondary form of documentary evidence of identity (Section 6.3.2.2). In such cases, credentials may still be validated via the method described above as an alternative to documentation provided by the applicant.

6.3.4 Recording Registration Information

All information gathered during the registration and enrolment process needs to be associated with the individual's ONE ID user account. This section provides a high level overview of how to enter this data. For more details and a complete description of the ONE ID System functionality, please refer to the [ONE ID Local Registration Authority User Guide](#). The system workflow is designed such that data can be entered in parallel with the registration and enrolment process.

1. Confirm that the request is authorized. Sponsorship must be received for all new accounts created. If you are an LRA for more than one organization, you will need to select which organization sponsored the individual.
2. Enter Core Identity Information. The individual's name, date of birth, and gender must be entered and a duplicate search performed before a new account can be created.
3. Enter Identity Validation Information. The individual's identity document information and/or the type of supplemental validation used must be entered into the system.
4. Enter Challenge Questions and corresponding answers.
5. Enter Other Account Information. Before being able to save the account, you will need to enter the individual's phone number, email address, and professional license (if applicable).
6. Add Enrolments/Roles. Requisite Service Enrolments should be associated with the account at the time of registration as per the sponsor's request. All sponsorship requests should contain sufficient enrolment information (i.e. roles and attributes) to complete the request.



Note: It is always preferable to enter information directly into the ONE ID System while meeting with the individual but this may not always be possible. If you are unable to access the ONE ID System while performing the identity validation, you may record the individual's information for entry at a later time.

As any such recording will contain PI, it should be stored in a secure location (e.g. locked cabinet) until the information can be entered into ONE ID. Afterwards, it should be handled in accordance with your organization's privacy, security, and document retention policies.

6.3.5 Issuing Credentials

Upon successful creation of the registrant's ONE ID account, the ONE ID system will display on the screen their Login ID and a temporary password. This temporary password will appear only once and should be recorded by the registrant immediately for use when they self-complete their account. In the event that the individual is not present when the account is created in ONE ID, they will need to call the Ontario Health Service Centre to obtain a new temporary password by answering their Service Desk Challenge Questions.

For further details, you can refer to the *[ONE ID Local Registration Authority User Guide](#)*.

Important: Do not send passwords to registrants via email.

6.3.6 Tokens

Select services may require RSA tokens for an additional layer of authentication. If you have a supply of tokens on hand, you may assign one during the enrolment process and distribute it directly to the registrants.

For token requests, you can contact Ontario Health Registration Agents at ONEIDRegistrationAgents@ontariohealth.ca.

Refer to the *[ONE ID Local Registration Authority User Guide](#)* for complete instructions regarding RSA Tokens.

6.4 Registering and Enrolling New LRAs

As an LRA, you can register other Local Registration Authorities. The process for creating a LRA is relatively the same as creating a registrant. The Authorized Representative, or an appointed delegate, needs to identify and nominate LRAs for their organization.

Steps to enroll an LRA are outlined below:

- ✓ The LRP or their delegate identifies a candidate who will act as an LRA, and who can satisfy the identity assurance level for the role. See [Registration Roles](#) for a listing of qualifications.
- ✓ Verify that the work space which will be allocated to the LRA:
 - Allows the LRA to conduct confidential work in private
 - Provides the LRA with access to a lockable filing cabinet in a lockable room



- Request all of the business tools (such as a telephone and private email account for communications with Ontario Health) required for the LRA to effectively perform their duties.



7.0 Registrant Support and Maintenance

Registrants are able to complete account maintenance activities themselves online or by calling the Ontario Health Service Centre but, as an LRA, you are also the first line of support for the registrants within your organization.

7.1 Account Self-Management

Common scenarios in which registrants can manage their own accounts include:

- ✓ Password reset and recovery
- ✓ Changing Challenge Questions and Challenge Phone Numbers
- ✓ Updating Contact Information

The *ONE ID Registrant Reference Guide* provides detailed instructions on how to complete each of these activities.

Note: Registrants can obtain assistance with any of the above activities by calling the Ontario Health Service Centre but may be referred back to their LRA in the event that the Service Desk cannot validate their identity over the phone.

7.2 Adding a Service Enrolment

Reasons to Add a Service Enrolment

- An existing registrant has been sponsored for an additional enrolment

Note: If adding the LRA enrolment, sponsorship must be provided by their organizations LRP or their delegate.

7.2.1 Before You Begin

Requests to add new enrolments to existing accounts have the same sponsorship requirements as those for new accounts.

Process:

1. Verify Sponsorship for the request
2. Obtain the user's ONE ID account information
3. Initiate a New Request in the ONE ID System, using the user's Login ID, professional license information, or core identity information to locate their account.
4. Add the new enrolment as requested by the sponsor
5. Inform the user that the new enrolment has been added to their ONE ID account.



Detailed steps for adding a Service Enrolment can be found in the (<https://ehealthontario.on.ca/en/support/article/one-id-registration-community>) **Suspending a Service Enrolment**

When you suspend a registrant's service enrolment, you are temporarily taking away access to a service. If the registrant is enrolled for several services (e.g., email, portal, and so on), and one of those services (e.g., email) is suspended, the registrant will still have access to the remaining services.

Note: If suspending the LRA enrolment, then the sponsorship must be provided by his/her organization's Authorized Representative or their delegate.

Reasons to Suspend a Service Enrolment:

- Extended leave (such as maternity leave, sabbatical)
- The registrant's credentials have been compromised
- Any other reason the sponsor or LRA deems appropriate

Who can Request that a Service Enrolment be Suspended?

- The sponsor
- The LRA

Process:

1. Verify authorization for the request
2. Obtain the user's ONE ID account information
3. Initiate a New Request in the ONE ID System, using the user's Login ID, professional license information, or core identity information to locate their account.
4. Suspend the service enrolment as requested
5. Inform the requestor that the enrolment has been suspended.

Detailed steps for suspending a Service Enrolment can be found in the [*ONE ID Local Registration Authority User Guide*](#).

7.3 Reinstating a Service Enrolment

When you reinstate a registrant's service enrolment, you are granting a registrant access to an Ontario Health product or service that was **previously** accessible to the registrant.

Note: If reinstating the LRA enrolment, then the sponsorship must be provided by his/her organization's Authorized Representative or the Authorized Representative delegate.

Reasons to Reinstate a Service Enrolment:

- The registrant has returned from extended leave
- The registrant's credentials are no longer compromised

Who can Request that a Service Enrolment be Reinstated?

- The sponsor



- The LRA

A registrant may **not** request that any of their service enrolments be reinstated.

Process:

1. Verify Sponsorship for the request
2. Obtain the user's ONE ID account information
3. Initiate a New Request in the ONE ID System, using the user's Login ID, professional license information, or core identity information to locate their account.
4. Reinstatement the enrolment as requested by the sponsor
5. Inform the user that the enrolment has been reinstated.

Detailed steps for reinstating a Service Enrolment can be found in the [ONE ID Local Registration Authority User Guide](#).

7.4 Revoking a Service Enrolment

When you revoke a service enrolment, you are rescinding the registrant's access to the service and deleting the service from the registrant's service enrolment record. If the registrant is enrolled for several services (e.g., ONE Mail, OLIS, and so on), and one service enrolment (e.g., ONE Mail) is revoked, the registrant will still have access to the remaining services.

Note: If revoking the LRA enrolment, then the sponsorship must be provided by their organization's Authorized Representative or the Authorization Representative delegate.

Reasons to Revoke a Service Enrolment:

- The registrant has left the organization
- The registrant no longer requires access to the service

Who can Request that a Service Enrolment be Revoked?

- The registrant
- The sponsor
- The LRA

Process:

1. Verify Sponsorship for the request
2. Obtain the user's name, ONE ID account information
3. Initiate a New Request in the ONE ID System, Login ID, professional license information, or using the user's core identity information to locate their account
4. Revoke the enrolment as requested by the sponsor
5. Inform the requestor that the enrolment has been revoked

Detailed steps for revoking a Service Enrolment can be found in the [ONE ID Local Registration Authority User Guide](#).



7.5 Revoking a Registration

Revoking a registration involves the permanent removal of an individual's registration record and all associated service enrolments. If the individual subsequently requires access to services, they will have to re-register.

Reasons to Revoke a Registration:

- The registrant is deceased
- The registrant no longer wishes to be an active registrant
- It is determined that the identity documents provided **during registration** were misleading, false or fraudulent, OR
- The identity of the registrant has been otherwise compromised (e.g. identity theft)

Who can Request that a Registration be Revoked?

- The registrant
- The sponsor
- The LRA

Process:

1. Verify authorization for the request
2. Send an email request to the Ontario Health Registration Agents. See Section 8.0 for detailed instructions on submitting requests via email
3. Ontario Health Registration Agents will revoke the registration and send a confirmation
4. Relay the confirmation of revoke to the requestor

7.6 Changing a Registrant's Legal Name

Reasons to Change a Registrant's Legal Name:

- The registrant's legal name was entered incorrectly in the registration system
- The registrant's legal name has been legally changed

Who Can Request a Legal Name Change?

- The registrant
- The LRA (only in cases where an error has been detected)

Process:

1. Confirm the name change
 - a. **If the name has been legally changed** the registrant must present a Change of Name Certificate (as described in the Ontario Change of Name Act R.S.O 1990 C:&)
 - b. **If the name was entered incorrectly into the ONE ID System** you may, at your discretion, request the presentation of an identity document to validate the correction
2. Acquire the registrant's ONE ID account information.



3. Login to ONE ID and initiate a 'New Request' in the ONE ID System and search by Login ID, professional license information, or core identity information to update locate their account
4. Update the legal name information
5. Inform the user that the change has been completed

For any modifications or updates made to a registrant's account, the ONE ID System will send an automated notification email regarding the changes that were made to their ONE ID Account.

Detailed steps for changing a legal name can be found in the [*ONE ID Local Registration Authority User Guide*](#).

7.7 Changing a Registrant's Gender

Reasons to Change a Registrant's Gender:

- The registrant's gender was entered incorrectly in ONE ID System
- The registrant's gender has been legally changed

Who Can Request a Change of Gender?

- The registrant
- The LRA (only when an error has been detected)

Steps:

1. Confirm the change of gender:
 - a. **If the registrant's gender has been legally changed** the registrant must present a New Birth Certificate issued by the Register General (as described in the Ontario Vital Statistics Act R.S.O 1990 C:4, Section 36).
 - b. **If the registrant's gender was entered incorrectly into the ONE ID System** you may, at your discretion, request the presentation of an identity document to validate the correction.
2. Acquire the registrant's ONE ID account information (First Name, Last Name, Gender and Date of Birth).
3. Login to ONE ID and initiate a 'New Request' in the ONE ID System and search by the registrant's Login ID, regulated health professional information, or core identity information.
4. Update the registrant's gender information.
5. Inform the registrant that the change has been completed.

For any modifications or updates made to a registrant's account, the ONE ID System will send an automated notification email regarding the changes that were made to their ONE ID Account.

Refer to the [*ONE ID Local Registration Authority User Guide*](#) for detailed steps for changing a registrant's gender.

7.8 Changing a Registrant's Date of Birth

Reasons to Change a Registrant's Date of Birth:

- The registrant's date of birth was entered incorrectly in the ONE ID System

Who Can Request a Change to Date of Birth:



- The registrant
- The LRA

Steps:

1. Confirm the registrant's date of birth by reviewing an Ontario Health approved identity document
2. Acquire the registrant's ONE ID account information (First Name, Last Name, Gender and Date of Birth).
3. Login into ONE ID and initiate a 'New Request' in the ONE ID System and search by the registrant's Login ID, regulated health professional information, or core identity information.
4. Update the date of birth information
5. Inform the user that the change has been completed

For any modifications or updates made to a registrant's account, the ONE ID System will send an automated notification email regarding the changes that were made to their ONE ID Account.

Refer to the [*ONE ID Local Registration Authority User Guide*](#) for detailed steps for changing a registrant's date of birth.

7.9 Changing a Registrant's Service Desk Challenge Questions

Reasons to Change a Registrant's Service Desk Challenge Questions:

- A registrant contacts Ontario Health for support but is unable to correctly answer their Service Desk Challenge Questions AND cannot update their questions using the self-management function in ONE ID.

Who Can Request a Change to a Registrant's Service Desk Challenge Questions in ONE ID?

- The registrant

Steps:

1. Confirm the registrant's identity. If the LRA has previously validated the registrant's identity or have a working relationship, the LRA may rely on this knowledge as confirmation of identity. To the discretion of the LRA, they may also ask to review a valid identity document from the registrant.
2. Acquire the registrant's ONE ID account information (First Name, Last Name, Gender and Date of Birth).
3. Login into ONE ID and initiate a 'New Request' in the ONE ID and search for the registrant's by their Login ID, regulated health professional information, or core identity information.
4. Update the Service Desk Challenge Questions.
5. Inform the registrant that the change has been completed.

For any modifications or updates made to a registrant's account, the ONE ID System will send an automated notification email regarding the changes that were made to their ONE ID Account.

Refer to the [*ONE ID Local Registration Authority User Guide*](#) for detailed steps for changing a registrant's service desk challenge questions.



8.0 Submitting Requests to Ontario Health via email

The ONE ID System is the primary method for executing all Registration, Enrolment, and Account Maintenance requests. However, requests related to select services cannot be processed directly in the online system and require the intervention of Ontario Health. In such as cases, LRAs can submit requests via email.

Note: Submitting requests via email creates delays in the process and increases the risk of errors due to miscommunication. For these reasons, Ontario Health may reject email requests that could be completed using the ONE ID Online system.

8.1 Privacy Considerations

Transmission of any PI via email is against Ontario Health's policy and will result in a security incident being raised. **Do not submit any PI about users via email, including: Gender, Date of Birth, and Identity Document Information.** Registrants should be identified in email only by their name and Login ID (FIRSTNAME.LASTNAME@ONEID.ON.CA).

8.2 General Guidelines

Email requests can be submitted to ONEIDRegistrationAgents@ontariohealth.ca for any enrolment, suspension, reinstate, or revoke requests that cannot be processed via the ONE ID System.

8.2.1 Sender's Email

Email requests must clearly identify you as the LRA (either in the body of the email or your signature) and be sent from the email account entered in your ONE ID Account. Ensure that your contact information in ONE ID is up to date and correct.

8.2.2 Subject

The subject line of your email should indicate the type of request (Enroll / Suspend / Reinstate / Revoke), the relevant service, and the Login ID (FIRSTNAME.LASTNAME@ONEID.ON.CA) of the relevant user, e.g.: "ONE Mail Enrolment Request for JOHN.SMITH@ONEID.ON.CA."

8.3 Request Statement

The body of your email should contain an explicit statement of the request being made, including:

- ✓ **Type of request** (Enroll/Suspend/Reinstate/Revoke Enrolment / role or Revoke user registration)
- ✓ **Login ID of the Registrant** (FIRSTNAME.LASTNAME@ONEID.ON.CA)
- ✓ **Service Enrolment** (DPV, ONE Mail, OLIS Web Application, etc.)
- ✓ **Relevant Role(s)** (As applicable per service)
- ✓ **Enrolment Attributes** (as applicable per service)



- ✓ **Expected Return Date** (only applicable for suspend requests)
- ✓ **Reason** (only applicable for revoke and suspend requests), select from:
 - **The registrant no longer requires access to the service**
 - **The registrant's level of assurance no longer meets the minimum required for the service**
 - **The registrant is no longer associated with the sponsoring organization**

In lieu of including these details in the body of your email, you may instead complete one of the email enrolment templates located at the Registration Community, <https://ehealthontario.on.ca/en/support/article/one-id-registration-community> and include it as an attachment.

8.4 Sponsorship Assertion

The LRA must include an explicit statement of sponsorship, indicating that the request has received proper authorization, e.g.:

This request has been authorized by <<Individual Sponsor Name>> at <<Sponsoring Organization>>.

The organization must be one for which the LRA have been authorized to act and the individual sponsor must have appropriate authority therein.



9.0 Compliance and Assurance

Ontario Health delegates the responsibilities for identity validation, registration and enrolment to the Sponsoring Organization's LRA(s). LRAs are responsible for adhering to the practices outlined in LRA Procedures Manual and Ontario Health may request the LRA to assure they are complying with these practices.

The LRA is also responsible for monitoring the registration activities within the organization to ensure that they are performed in conformity with this guide.

Upon request, the LRA should be prepared to confirm the names of all Sponsors, LRAs, and authorized registrants within their organization and to provide documentation regarding their organization's established discretionary guidelines.

9.1 Training of Local Registration Authorities

As an LRA, you are responsible for ensuring that an LRA training plan has been established for new LRAs.

Training an LRA

- The LRA should be directed to the Registration Authority Community Site Training section to complete ONE ID LRA Online Training.
- Have the LRA read the documentation regarding the processes around registration, especially those regarding privacy and security. All relevant documentation can be found at <https://ehealthontario.on.ca/en/support/article/one-id-registration-community>
- Have the LRA "shadow" an experienced LRA through a few user registrations
- Allow yourself some time to review the registrations and enrolments processed by the LRA within the first couple of weeks to ensure that the LRA is fulfilling the duties and responsibilities of the position and vice-versa.

9.2 Monitoring the Activities of a Local Registration Authority

All LRAs are responsible for tracking their own activities within their organization and ensure they are in compliance with the LRA Procedures Manual.

It is recommended that the Authorized Representative conduct an internal audit of the LRAs on a yearly basis to ensure their continued compliance.

Ontario Health may request proof of compliance to the procedures and practices outlined in this document.

9.3 Auditing of LRAs

For auditing purposes, the Authorized Representative may be required to provide evidence that LRAs are trained and complying with the processes defined in this document for ONE ID Registrations and Service Enrolments.

An LRA may be asked to show compliance with the Privacy and Security practices outlined in this procedures guide regarding:

- Information collection
- Information storage and retention
- Incident management



9.3.1 Verifying Registration and Enrolment Information

The LRA is responsible for the following:

- Collecting all the required information to register members of their organization with Ontario Health and enroll them for sponsored services.
- Performing due diligence on the registration and service enrolment information provided by the organization and individual.

Ontario Health may request the assistance of the LRA to confirm the identity of existing registrants in ONE ID due to:

- A Security Incident
- An apparent duplicate account
- Any account information that appears to be incorrect

9.4 Information Collection

The LRA is responsible for adhering to the Privacy and Security practices outlined in this guide regarding information collection and communicating the Privacy and Security practices, such as:

- Advising the individual what information will be requested of them, why the information is required, and how the information will be used.
- Adhering to privacy legislation (Freedom of Information and Protection of Privacy Act).

The LRA must **NOT**:

- Retain any of the identity documents presented during the registration process.
- Record PHI (such as the state of the individual's health).
- Use any of the PI provided by individuals for any other purpose than to register and enrol them in Ontario Health services.

For questions or concerns about the collection described above, please contact the Chief Privacy Officer, Privacy and Security at:

Ontario Health
P.O. Box 148
777 Bay Street, Suite 701
Toronto, Ontario
M5G 2C8
Tel: (416) 586-6500

9.5 Information Storage and Retention

PI physically documented outside of the ONE ID System as part of the organization's internal process must be stored in a secure location (i.e. locked file cabinet) until the information has been entered into the ONE ID System.

Hereafter, these documents should be handled in accordance to your organization's Document Management, Privacy, Security Policy.

9.6 Incident Management

If the LRA or individuals within the organization suspects a security or privacy breach, immediately report the incident to Ontario Health's Service Centre at 1-866-250-1554.



Ontario Health will be responsible for investigating the incident and follow through its lifecycle. Security or privacy breaches includes:

- PI recorded during the registration process is stolen or misplaced.
- PI is stolen and used to perpetrate identity theft.
- Someone other than the LRA accesses registrant identity information.
- Information collected during the registration process is used for other purposes, such as updating an HR contact database.



Appendix A - Identity Documents

Identity documents are the standard means of validating identity during the ONE ID registration and service enrolment of individuals. They are also used to validate any changes to registration information (such as legal name, date of birth and gender) after the applicant has been registered.

During identity validation, perform a visual inspection of the document for signs of tampering or forgery. If the document appears to be altered, the LRA may reject at their own discretion.

Primary Identity Documents

Acceptable Primary Identity Documents	
1	Birth Certificate issued by a Canadian Province or Territory
2	Canadian Certificate of Birth Abroad
3	Canadian Certificate of Indian or Metis Status
4	Canadian Permanent Resident Card
5	Certificate of Canadian Citizenship (paper document or plastic card, excluding commemorative issue)
6	Certification of Naturalization (paper document or plastic card, excluding commemorative issue)
7	Citizenship Identification Card issued by a foreign jurisdiction where these exist (e.g., Mexico, Europe)
8	Confirmation of Permanent Resident (IMM 5292)
9	CANPASS (A Remote Area Border Crossing permit allowing the bearer to cross into Canada at certain remote areas without reporting to a port of entry as long as imported goods are declared.)
10	Nexus (A cross-border express pass available to low-risk individuals who have passed a stringent Canadian and American security check, including a fingerprint biometric, photograph, and personal interview with immigration officials. In order to maintain this pass, the individual must reapply every two years.)
11	Firearm Registration License
12	Permanent Resident Card (i.e., Maple Leaf Card)
13	Driver's License (including graduated driver's license)
14	Canadian Passport (currently valid)
15	A valid Passport issued by a foreign jurisdiction
16	Statement of Live Birth from Canadian Province (Certified Copy)
17	Immigration Canada – Refugee Claimant ID Document
18	Ontario Photo Card

This list is available as a separate document on the Registration Community (<https://ehealthontario.on.ca/en/support/article/one-id-registration-community>) and may be distributed to applicants to help prepare them for the registration and enrolment process.



Secondary Identity Documents

Acceptable Secondary Identity Documents	
1	Any document listed as an Acceptable Primary Identity Document except for the Primary Identity Document being recorded in the Registration Management System.
2	Old Age Security Card
3	Certificate issued by a government ministry or agency (e.g., Marriage, Divorce, Adoption)
4	Canadian Convention Refugee Determination Division Letter
5	Canadian Employment Authorization
6	Canadian Minister's Permit
7	Canadian Immigrant Visa Card
8	Canadian Student Authorization
9	Record of Landing (IMM 1000)
10	Document showing the registration of a legal change of name accompanied by evidence of use of prior name for the preceding 12 months.
11	Current Registration Document from the College of a Health Profession under the Regulated Health Professions Act, 1991. (Audiology and Speech-Language Pathology, Chiropody and Podiatry, Chiropractic, Dental Hygiene, Dental Technology, Dentistry, Denturism, Dietetics, Homeopathy, Kinesiology, Massage Therapy, Medical Laboratory Technology, Medical Radiation Technology, Medicine, Midwifery, Naturopaths, Nursing, Occupational Therapy, Opticianry, Optometry, Pharmacy, Physiotherapy, Psychology, and Psychotherapy, Respiratory Therapy and Traditional Chinese Medicine and Acupuncture)
12	Current Professional Association License/Membership Card (for any Regulated Health Profession, including the following: Association of Ontario Midwives, Denturist Association of Ontario, Nurse Practitioner Association of Ontario, Ontario Association of Medical Radiation Technologists, Ontario Association of Naturopathic Doctors, Ontario Association of Orthodontists, Ontario Association of Speech Language Pathologists and Audiologists, Ontario Chiropractic Association, Ontario Dental Association, Ontario Medical Association, Ontario Nurses Association, Ontario Opticians Association, Ontario Pharmacists' Association, Ontario Physiotherapy Association, Ontario Podiatric Medical Association, Ontario Society of Chiropodists, Ontario Society of Medical Technologists, Registered Nurses Association of Ontario, Registered Practical Nurses Association of Ontario, or Respiratory Therapy Society of Ontario)
13	Federal, Provincial, or Municipal Employee Card
14	Current Employee Identification or Identifier from a Sponsoring Organization
15	Union Card
16	Other Federal ID Card, including Military
17	Ontario Ministry of Natural Resources Outdoors Card
18	Judicial ID Card
20	BYID Card (Formerly Age of Majority Card)
21	CNIB Photo Registration Card
22	Canadian Police Force Identification Card
23	Identification Card issued under the <i>Blind Persons Rights Act</i>



This list is available as a separate document on the Registration Community (<https://ehealthontario.on.ca/en/support/article/one-id-registration-community>) and may be distributed to applicants to help prepare them for the registration and enrolment process.



Appendix B – LRA Acknowledgement

This form is intended for your review only. Acknowledgement is made via the ONE ID Online System.



Form of Local Registration Authority Acknowledgement

I, _____, understand that I will be registered in Ontario Health (“**Ontario Health**”) ONE ID and appointed as a Local Registration Authority (“**LRA**”). Local Registration Authority means an individual that has been delegated responsibility by a Client Organization or the Ontario Health Certificate Authority for the performance of tasks associated with identifying, authenticating, registering, enrolling, and managing registrants who are within the scope of his or her authority as delegated by a Client Organization or the Ontario Health Certificate Authority. “**Certificate Authority**” or “**CA**” means an individual or group of individuals designated by Ontario Health that are responsible for the registration, service enrolment, and authentication services provided by Ontario Health to clients.

As an LRA I will be obligated to:

1. Read and adhere to Ontario Health’s LRA Procedures Manual as amended from time to time.
2. Complete such training, including security and privacy training, related to Ontario Health’s registration and appointment processes and technologies used for authentication as Ontario Health may reasonably require and provide from time to time.
3. Take reasonable steps to keep my Authentication Credentials provided by Ontario Health secure and confidential at all times. “**Authentication Credentials**” means any credential including but not limited to a user identification, password, token, or any combination of these, that is issued by Ontario Health to a registrant to allow the authentication of the registrant’s identity to a system or application. I understand that I am responsible for any unauthorized or inappropriate use of my Authentication Credentials. Should I suspect or become aware that my Authentication Credentials have been compromised, or unauthorized access has been made of any computer terminal or other device connected to Ontario Health’s infrastructure, I will immediately notify Ontario Health by calling the support number provided by Ontario Health in the LRA Procedures Manual or by any other method set out in LRA Procedures Manual.
4. Read and abide by Ontario Health’s Acceptable Use Policy, as amended from time to time. A copy of Ontario Health’s current Acceptable Use Policy can be found at www.ehealthontario.on.ca.
5. Not exceed the scope of authority delegated to me by Ontario Health including but not limited to registering and enrolling only individuals, (as defined in the LRA Procedures Manual) and Computer Applications (as defined in the LRA Procedures Manual) that have been sponsored and the identity of the individual or validity of the Computer Application, as the case may be, has been verified as set out in the LRA Procedures Manual.
6. Obtain any necessary consent required before collecting, using, or disclosing personal information as set out in the LRA Procedures Manual.
7. Safeguard confidential and personal information collected or received by me in connection with my duties as an LRA and meet privacy requirements as set out in the LRA Procedures Manual.
8. Perform my duties as an LRA fully, responsibly, and diligently, in a professional and competent manner.
9. Immediately notify a Local Registration Authority within my organization or Ontario Health when the organization identified below no longer requires me to act as an LRA or I no longer wish to act as an



LRA for any reason.

I understand that:

- ✓ My appointment as an LRA is not approved unless Ontario Health provides me with Authentication Credentials signifying Ontario Health's acceptance of me as an LRA;
- ✓ Ontario Health may suspend me from acting as an LRA or terminate my designation as an LRA for any reason, including but not limited to, my failure to comply with the obligations set out above;
- ✓ My actions as an LRA may be subject to an audit from time to time to ensure compliance with the obligations set out above; and
- ✓ My appointment as an LRA is subject to the obligations set out above and by signing below I acknowledge that I have read and understand these obligations and commit to adhere to same.