

ONE[®] ID Local Registration Authority Training

**How to support ONE[®] ID
within your organization**



Agenda

1. **ONE[®] ID Overview**
2. **LRA Role**
3. **Privacy and Security**
4. **LRA Online
Registration System**
5. **Register New Individuals**
6. **Registrant Modification**
7. **Self-Management**
8. **ONE[®] ID Support**



ONE[®] ID Overview

What is ONE[®] ID?

- ONE[®] ID is eHealth Ontario's identity and access management service
- A set of systems and processes that enables trusted and secure access to eHealth applications for healthcare providers throughout the province

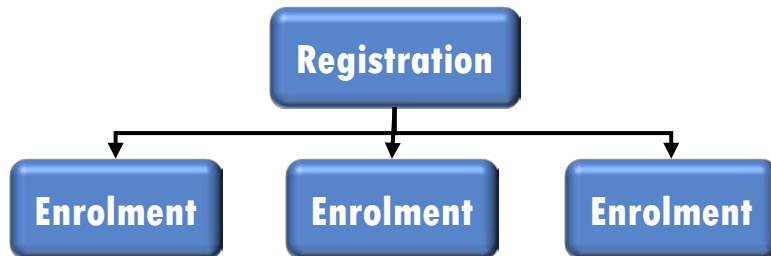
Why is ONE[®] ID important?

- Establishing identity assurance increases trust and security during the transmission of sensitive and Personal Health Information (PHI)
- Implementing access management controls means that only authorized users can access and use eHealth services

ONE[®] ID Overview

How ONE[®] ID Works:

- Identity information of prospective users is verified through a managed registration process
- Identity information is then entered into the ONE[®] ID system and used to create an electronic credential (i.e. user account) which is tied to the registrant's "real world" identity
- This credential, in turn, is enrolled for access to the appropriate services



Register once...
Enroll many times

ONE[®] ID Overview – Key Concepts

There are 3 key concepts in ONE[®] ID:

1. Sponsorship

- Entitlement of individuals to access information

2. Registration

- Verification of the real-world identity of users with an appropriate assurance level

3. Enrolment

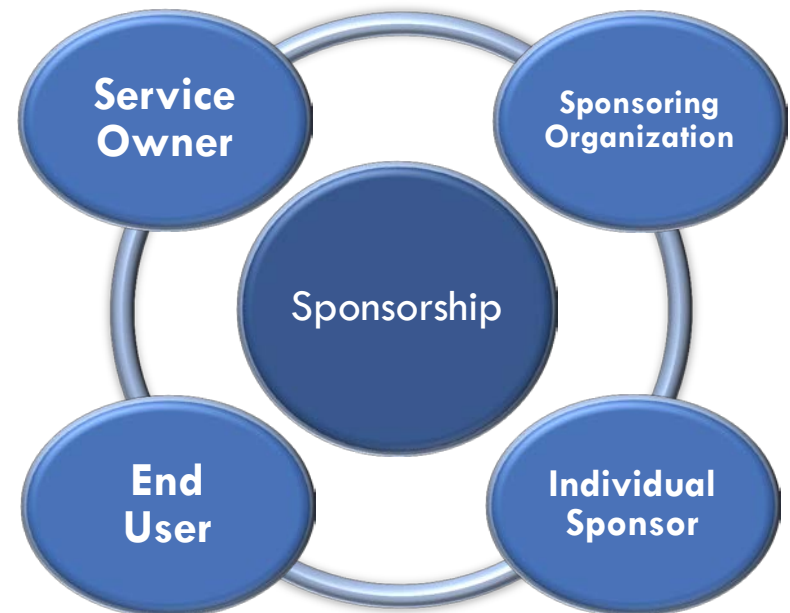
- Specific access to a service granted to a registrant

Sponsorship

ONE[®] ID operates under an authorization framework established by trust titled **Sponsorship**:

- Sponsorship creates a chain of accountability:

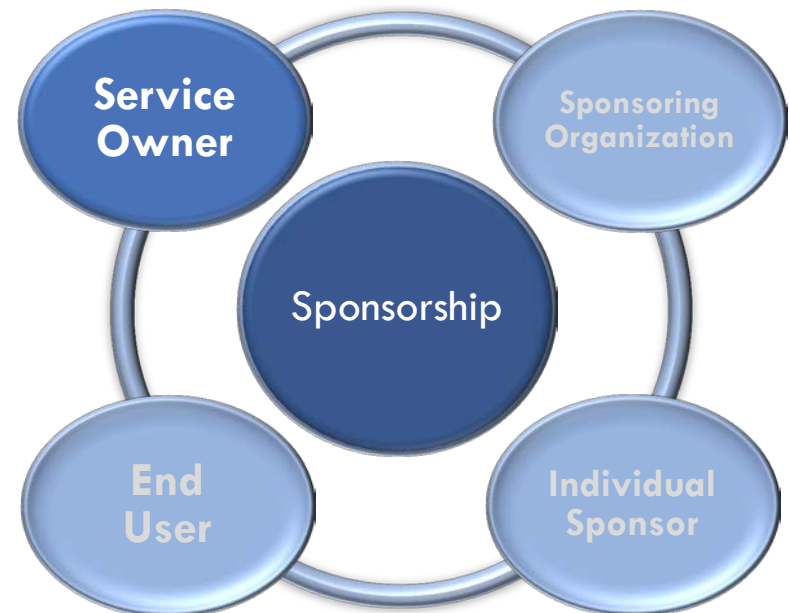
Beginning from the **Service Owner**
to the **Sponsoring Organization**
to the **Individual Sponsor**
to the **End User**



Sponsorship

Service Owner:

- The ultimate sponsor and owner of a service
- Sets the eligibility criteria for access and may authorize other organizations to sponsor end users



Sponsorship

Sponsoring Organization:

- Authorized by the service owner as the sponsor of a service
- Represented by a Legally Responsible Person (LRP)
- An LRP is an individual with authority to sign a Legal Agreement on behalf of their organization. An LRP's responsibilities include:
 - Nominating Local Registration Authorities (LRAs)
 - Identifying Individual Sponsors
 - Overseeing ONE[®] ID processes in their organization

Note: If the LRP does not have visibility into the ONE[®] ID operations of their organization, we recommend that they identify a **Delegate** who does.

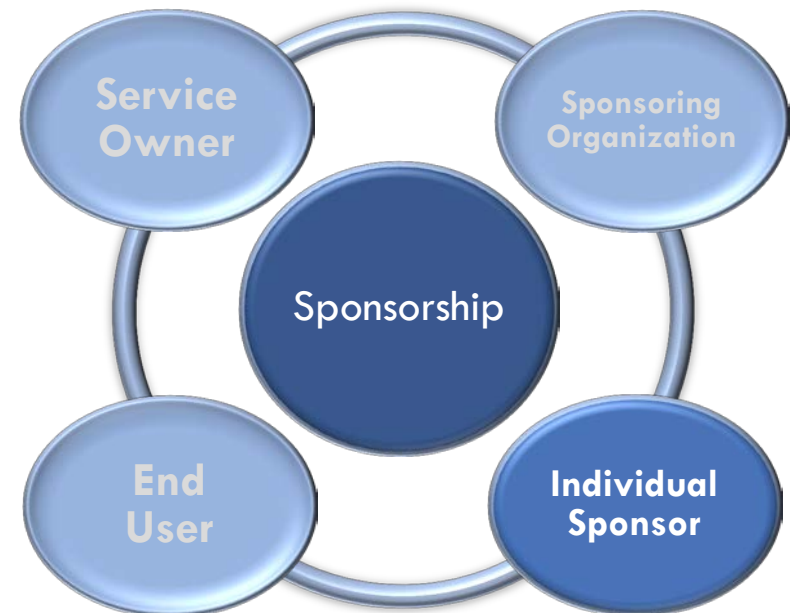


Sponsorship

Individual Sponsor (“Sponsor”):

- An individual who acts on behalf of their organization to identify end users of a service

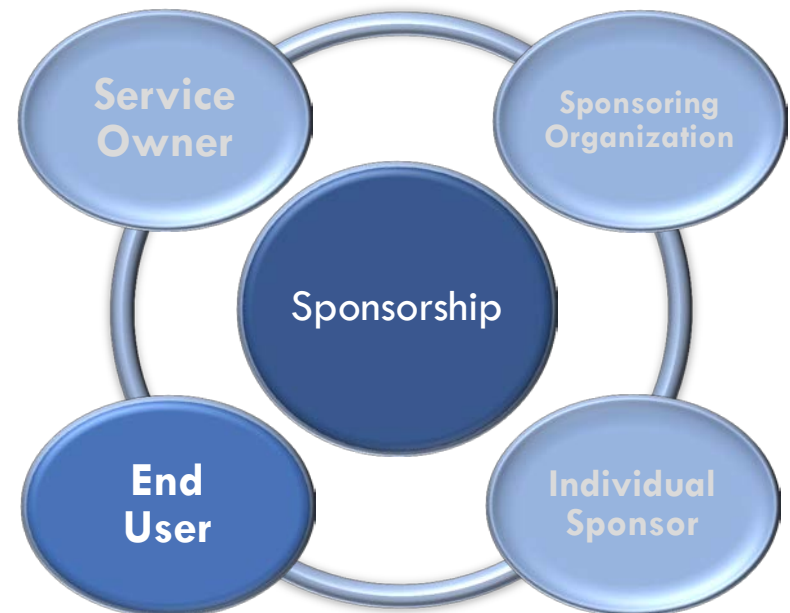
Note: An individual may be both the Sponsor and the LRP in their organization



Sponsorship

End User:

- An individual with authorized access to eHealth service(s) granted by the Sponsor



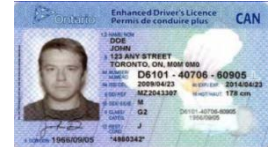
Registration

The process of validating an individual's identity and creating their ONE[®] ID account is known as **Registration**.

- **Identity Validation:** Identity must be validated to a requisite Assurance Level corresponding to the rigour of proof used. Assurance Level Two (AL2) is the minimum assurance level necessary for access to personal health information.
- **Data Collection:** Each ONE[®] ID account is tied to an individual's "real world" identity. During registration, an individual's identity information is captured in the system including their Legal Name, Gender, and Date of Birth.

Registration – Identity Validation

Assurance Level Two Registration requires:



1. The in-person review of at least one (1) eHealth Ontario approved Primary Identity Document

AND



2. Any one (1) of the following Secondary Verification options:
 - A) Supplemental Validation
 - B) Professional License Number
 - C) Identity Document Validation (Primary or Secondary)

All forms of identifying documents must indicate the applicant's name and be current. Combined, they must contain a photo, confirm the applicant's Legal Name, Gender, and Date of Birth.

Registration – Identity Validation

Secondary Verification Options:

A) Supplemental Validation

- Registrant has a prior professional relationship with the LRA of ≥ 12 months
- OR**
- Met at registrant's practice location

B) Professional License Number

- LRA validates license number via applicable professional college website

C) Identity Document Validation

- LRA validates an eHealth Ontario approved Primary Identity Document
- OR**
- Secondary Identity Document

Registration – Data Collection

All data collected during the registration process must be recorded as part of the registrant record, including:

- The registrant's First and Last Names (both preferred and legal), Gender, and Date of Birth
- The type, number and expiry date (if applicable) of the Primary Identity Document
- The type of the Secondary Identity Document or the context used for Supplemental Validation
- The registrant's professional license information (if applicable)

Additionally, you are also required to enter the registrant's contact email address and phone number for security and service support purposes.

Registering Organization Model

What is the Registering Organization Model?

- Leverages an organization's existing internal identity validation process for registration into ONE[®] ID
 - Registrants need not present identity documents face-to-face to the LRA. The LRA enters the registrant's core identity information in the system.

How does an organization implement this model?

- The LRP or their delegate must provide approval for its use and complete a questionnaire for assessment confirming that the organization's internal process meets AL2 requirements

Enrolment

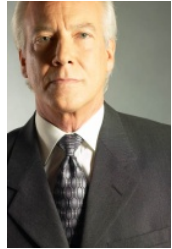
Enrolment establishes an individual's entitlement to use a service by authorizing their account for access. Before being enrolled:

- Sponsorship for the service must be established
- The account must have the requisite assurance level

Depending on the service, you may need to capture information beyond the user's authorization for access. Different services have various roles and/or attributes depending on the type of user or access required.

All roles and attributes should be validated by the sponsor prior to enrolment being completed.

The Registration and Enrolment Process



Sponsor

1 Provides authorization for access to the service

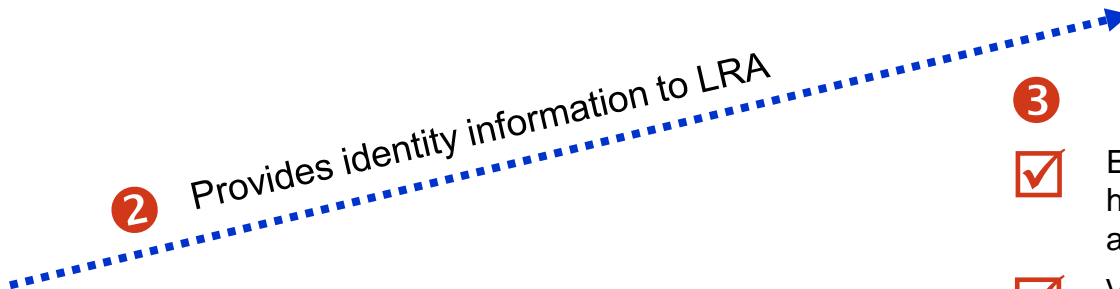


Evidence Validating:

- Legal Name
- Gender
- Date of Birth

LRA

2 Provides identity information to LRA



Registrant

3



Ensures that the correct Sponsor has clearly identified both the user and the service being authorized



Validates Identity to AL2

5 LRA gives credentials to the registrant



4

Enters Sponsorship, Identity, and Enrolment information into ONE[®] ID system, and the system displays the credentials to the LRA

6 Logs into website, performs self-complete, and can access the service



The LRA Role

As an LRA, your responsibilities extend beyond the registration and enrolment of end users. You are the first point of contact for ONE[®] ID related matters within your organization.

Specific responsibilities include:

- Manage ONE[®] ID processes and ensure policy compliance
- Process adds, changes, deletions of end users on an ongoing basis
- Answer registration and enrolment questions from end users
- Help activate user accounts
- Liaise between eHealth Ontario and your organization

Privacy and Security

The ONE[®] ID Registration process requires LRAs to deal with sensitive information regarding their users. Hence, it is important to understand the privacy and security principles.

What is privacy?

- Privacy is an individual's right to control the collection, use, or disclosure of his/her personal information

What is information security?

- Information security means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording, or destruction



Personal Information

Personal information means recorded information about you:

- Name
- Address
- Gender
- Age
- Education
- Medical or Employment history

Personal information recorded as part of the registration process:

1. Name
2. Gender
3. Date of birth
4. Primary identity document number

Guidelines for 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 required in the ONE[®] ID system
- Do **not** disclose any personal information collected
- Store any temporarily retained registration paperwork in a locked cabinet
- Follow your organization's document retention policies
 - If your organization requires disposal of paperwork, ensure it is done securely
- Do **not** email personal information (e.g. identity information, user passwords, etc.)

What is a Privacy Incident?

A **privacy incident** is the suspected unauthorized collection, use, disclosure, retention, or destruction of personal information that is not in accordance with applicable legislation or other privacy standards.

An incident may be real or perceived, intentional or inadvertent.

Contact eHealth Ontario immediately if you suspect a breach of privacy or security, such as:

- Personal information is stolen and used to perpetrate identity theft
- Documentation for destruction is disposed of in a manner other than secure shredding (cross-cut shredding is acceptable)

The ONE[®] ID System

The **ONE[®] ID system** is a web interface that allows an LRA to perform the following activities:

- Register new individuals to create their ONE[®] ID accounts
- Record identity document information to bring users up to AL2
- Maintain users' preferences to keep them current
- Enroll users into new services
- Update identity information for users



Log in to ONE® ID

The screenshot shows the eHealth Ontario website. The top navigation bar includes 'About Us', 'Contact', 'News', and 'Français'. Below this, there are dropdown menus for 'For Patients and Families', 'For Health Care Professionals', 'For IT Professionals', and 'Client Support'. The main content area is titled 'ONE ID Registration Community' and 'Welcome to the ONE® ID Registration Community'. It contains text explaining the purpose of the page and a button labeled 'Access the ONE ID Application'. A green callout box with a white arrow points to this button, containing the text 'Click here to access the ONE® ID Application'. Below the button, there is a list of quick links: 'Local Registration Authority Procedures Manual', 'Local Registration Authority User Guide', 'Registration FAQs', 'Privacy FAQs', and 'Registrant Reference Guide'. A 'Back to Support Main Page' link is visible in the bottom left corner.

Log in to ONE® ID

1. Go to:
<https://www.ehealthontario.on.ca/one-id-lra>
2. Click **Access the ONE® ID Application**

Log in to ONE® ID



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ONE® ID
Identity & Access Management
Help Links

ONE® ID
Identity & Access Management
ONE® ID identity and access management enables secure access to eHealth services.

Please log in with your login ID and password.

*Login:

*Password:

[Forgot Login ID](#) [Forgot Password](#)

Log in to ONE® ID

3. Enter your ONE® ID Login ID & Password
4. Click **Login**

Log in to ONE[®] ID

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management
Help

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 PEARL.SHAW@ONEID.ON.CA

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

Tokencode



Confirm **Cancel**

Log in to ONE[®] ID

5. Enter your *RSA* PIN and Tokencode

6. Click **Confirm**

ONE[®] ID Home Page

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ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Home

Welcome to the ONE ID Identity and Access Management System. As a Local Registration Authority, you can use the system to process registration and enrolment requests. Please use the menus above to begin.

ATTENTION: A new registration option, Supplemental Identity Validation, is available within the Documents drop down list. Under approved circumstances, this option may be used in lieu of a Secondary Identity Document. Please visit the Registration Community Site, www.ehealthontario.ca/ra, for more details.

User Status Dashboard:

Pending Status <i>(You will be notified via e-mail when the dashboard is updated)</i>	Successful Status <i>(in the last 7 days)</i>
No Records Found	No Records Found

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

ONE[®] ID Home Page

1. System notices
2. Summary of pending & successful registrations and modifications

Register and Enroll New Individuals



The screenshot shows the ONE ID Identity & Access Management system home page. The header includes the Ontario eHealth Ontario logo on the left and the ONE ID logo on the right. The navigation menu contains links for Home, New Request (with a dropdown arrow), My Profile, Help, Links, and Logout. The 'New Request' dropdown menu is highlighted with a red box, and the 'Individual' option is selected. Below the navigation menu, the page content includes a 'Home' section with a welcome message, an attention notice about Supplemental Identity Validation, and a 'User Status Dashboard' table. The table has two columns: 'Pending Status' and 'Successful Status', both showing 'No Records Found'. At the bottom of the page, there are links for 'Acceptable Use Policy' and 'Privacy Statement'.

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cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout
Individual

Home

Welcome to the ONE ID Identity and Access Management System. As a Local Registration Authority, you can use the system to process registration and enrolment requests. Please use the menus above to begin.

ATTENTION: A new registration option, Supplemental Identity Validation, is available within the Documents drop down list. Under approved circumstances, this option may be used in lieu of a Secondary Identity Document. Please visit the Registration Community Site, www.ehealthontario.ca/ra, for more details.

User Status Dashboard:

Pending Status <i>(You will be notified via e-mail when the dashboard is updated)</i>	Successful Status <i>(in the last 7 days)</i>
No Records Found	No Records Found

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To begin:

1. On the Home screen, click **New Request and Individual**

Overview: Registration and Enrolment Steps

1.

Verification & Sponsorship

Select the date verification was performed and the sponsoring organization; confirm that authorization for the request was received.

2.

Identify Individual

Prevent duplicates by determining whether a registrant already exists before creating the record.

3.

Registrant Profile

Enter:

- Preferences
- Service Desk Challenge Questions
- Identity Document(s)
- Professional Designation(s)

Step 1: Verification & Sponsorship

Verification and Sponsorship

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

Identity Verified By: LRA

Verified On: Dec 01 2014

Registration Agent

Selected: Pearl Shaw

Pearl Shaw

PEARL.SHAW@ONEID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization

Selected: The Toronto East General Hospital

The Toronto East General Hospital

Available Services

Application_Owner

DPV

eHealth Services Portlets

EMPI

ENLB

Enterprise Reporting

Next >>

Cancel

Asterisk (*) denotes required field.

Verification/Sponsorship

1. Capture date verified
2. If authorization was received, place a checkmark in the **Authorization** box
3. Select the organization sponsoring the individual's enrolment
4. Ensure the requested service is available
5. Click **Next**

Step 2: Identify Individual

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

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

Identify the Individual

1. Enter the individual's:

- First & Last Name

Note: Legal First and Last Name will self-populate

- Gender

- Date of Birth

2. Click **Search**

Asterisk (*) denotes required field.

Step 2: Identify Individual

Identify the Individual

3. Click **New Registration**

The screenshot shows the 'Identify Individual' page of the ONE ID system. The page header includes the Ontario eHealth Ontario logo and the ONE ID Identity & Access Management logo. Navigation links include Home, Invitations, Search, New Request, My Profile, Help, Links, and Logout. The main content area is titled 'Identify Individual' and contains instructions: '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.' There are two search sections: 'Provide Existing ONE ID Login ID' with a 'Login ID' text box and a 'Search' button; and 'Provide Regulatory College Information' with a 'Regulatory College' dropdown menu (set to 'Choose One') and a 'Registration Number' text box, also with a 'Search' button. To the right is a 'Provide Identity Information' section with fields for Title (Mrs.), *First Name (Rita), Middle Names, *Last Name (Sinclair), *Legal First Name (Rita), *Legal Last Name (Sinclair), *Gender (Female), and *Date of Birth (Jan 01 1970), with a 'Search' button. Below these is a 'Search Results' section with a yellow warning box stating 'No matching results.' At the bottom of the form, there are three buttons: 'New Registration' (highlighted with a red box), 'Modify Registration', and 'Cancel'. The footer contains links for 'Acceptable Use Policy' and 'Privacy Statement'.

Asterisk (*) denotes required field.

Step 3: Registrant Profile



Before proceeding, verify that the information entered so far is correct.

If there are errors:

1. Click **Cancel**
2. Re-enter the information
3. Search again on the corrected information

 **ONE ID**
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair ★★★
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.
- Please enter a valid phone number for this individual.

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

Step 3: Registrant Profile

The screenshot shows the ONE ID web interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID' logo with 'Identity & Access Management' below it. A navigation bar contains links for 'Home', 'New Request', 'My Profile', 'Help', 'Links', and 'Logout'. The main content area is titled 'Registrant' and displays the profile for 'Mrs. Rita Sinclair', a female born on Jan 1, 1970, with a 'Rudimentary Assurance' level indicated by three stars. Below the name are three links: '(set contact email)', '(set contact phone)', and 'English (change)'. There are four tabs: 'Challenge Questions', 'Documents', 'Professional Designation', and 'Enrolments'. The 'Challenge Questions' tab is active, showing 'Add' and 'No questions defined.' A yellow warning box at the bottom states: 'This record is not yet complete. Please address the issues below before proceeding.' followed by a bulleted list of three items: 'Service desk challenge questions have not yet been entered.', 'Please enter a valid contact email address for this individual.', and 'Please enter a valid phone number for this individual.'

This panel keeps you informed of the remaining details to be entered before the record can be saved.

Step 3: Registrant Profile

The screenshot shows the ONE ID Identity & Access Management interface. At the top left is the Ontario eHealth Ontario logo. At the top right is the ONE ID logo. Below the logos is a navigation menu with links for Home, New Request, My Profile, Help, Links, and Logout. The main content area is titled "Registrant" and displays the profile for Mrs. Rita Sinclair, a female born on Jan 1, 1970, with Rudimentary Assurance (indicated by three stars). Below the profile information are links to set contact email, set contact phone, and change language. There are also tabs for Challenge Questions, Documents, Professional Designation, and Enrolments. The Challenge Questions tab is active, showing "Add" and "No questions defined." At the bottom right of the page, there is a "Cancel" button. A large green arrow points from a text box to this button.

Registrant

Mrs. Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair
Rudimentary Assurance ★★☆☆

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

Challenge Questions | Documents | Professional Designation | Enrolments

[Add](#)
No questions defined.

[Cancel](#)

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

At any time, you can click **Cancel** to stop the registration process. All previously entered data is discarded.

Step 3: Registrant Profile

 **ONE ID**
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ★★★
Rudimentary Assurance

Female, born Jan 1, 1970, legal name Rita Sinclair

(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.
- Please enter a valid phone number for this individual.

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Preferences

1. Click **set contact email**

Step 3: Registrant Profile

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ONE ID
Identity & Access Management

Home New Request My Profile Help Links Logout

Preferences

*Contact Email: rita.sinclair@teghospital.on.ca

*Contact Phone Number: 123-456-1230

Preferred Language: English

OK Cancel

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

Asterisk (*) denotes required field.

Preferences

2. Enter the contact email address
3. Enter the contact phone number
4. Change the preferred language (optional)

Note: Preferred Language applies to the Portal enrolment only

5. Click **OK**

Step 3: Registrant Profile

The screenshot shows the ONE ID web interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID Identity & Access Management' logo. A navigation bar contains links for 'Home', 'New Request', 'My Profile', 'Help', 'Links', and 'Logout'. The main content area is titled 'Registrant' and displays the profile for 'Mrs. Rita Sinclair', a female born on Jan 1, 1970, with 'Rudimentary Assurance' indicated by three stars. Contact information includes an email address, a phone number, and the language 'English'. Below this is a tabbed interface with 'Challenge Questions' selected. An 'Add' button is visible, and the main area contains the text 'No questions defined.' At the bottom, a yellow warning box states 'This record is not yet complete. Please address the issues below before proceeding.' with a list item: 'Service desk challenge questions have not yet been entered.' 'Save' and 'Cancel' buttons are also present. The footer contains links for 'Acceptable Use Policy' and 'Privacy Statement'.

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eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ★★☆☆
Female, born Jan 1, 1970, legal name Rita Sinclair
Rudimentary Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 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.

Save Cancel

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Challenge Questions

1. On the Challenge Questions tab, click **Add**

Step 3: Registrant Profile

The screenshot shows the 'Service Desk Challenge Questions' form in the ONE ID system. The form is titled 'Service Desk Challenge Questions' and includes a header with the Ontario eHealth Ontario logo and the ONE ID Identity & Access Management logo. The navigation menu includes Home, New Request, My Profile, Help, Links, and Logout. The form contains two dropdown questions: 'What city or town was your mother born in?' with the answer 'London' and 'What year did you leave home?' with the answer '1988'. Both questions and the 'OK' button are highlighted with red boxes. At the bottom of the form, there are links for 'Acceptable Use Policy' and 'Privacy Statement'.

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Identity & Access Management

Home New Request My Profile Help Links Logout

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.

What city or town was your mother born in? London

What year did you leave home? 1988

OK Cancel

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Challenge Questions

2. Select two (2) *Service Desk Challenge Questions* and enter the answers

Each question can only be selected once.
The values entered for each answer must differ from the other.

3. Click **OK**

Step 3: Registrant Profile

 **ONE ID**
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ☆☆☆
Rudimentary Assurance

Female, born Jan 1, 1970, legal name Rita Sinclair

✉ rita.sinclair@teghospital.on.ca (change)

☎ 123-456-1230 (change)

🇬🇧 English (change)


Challenge Questions Documents Professional Designation Enrolments

Change

Question	Answer
What city or town was your mother born in?	*****
What year did you leave home?	*****


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

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



The answers to the Challenge Questions are masked to keep them confidential.

Step 3: Registrant Profile



Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ★★★
Female, born Jan 1, 1970, legal name Rita Sinclair Rudimentary Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions Documents Professional Designation Enrolments

Change

Question
What city or town was your mother born in?
What year did you leave home?

- ✓ 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.

The record is now complete and may be saved.

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

The requirements for
Assurance Level 1
have now been met.

Step 3: Registrant Profile

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ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair
Rudimentary Assurance ★★☆☆

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions **Documents** Professional Designation Enrolments

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

No documents for this individual.

The record is now complete and may be saved.

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

Primary Identity Document

1. On the Documents tab, click **Add Primary Document**

Step 3: Registrant Profile

The screenshot shows the 'Identity Document' form in the ONE ID system. The form is titled 'Identity Document' and is part of the 'ONE ID Identity & Access Management' interface. The form contains the following fields and controls:

- *Document Type:** A dropdown menu with 'Driver's License' selected.
- Photo ID:** A checkbox that is checked.
- *Number:** A text input field containing '654321'.
- Expiry Date:** A date picker showing 'Jan', '01', and '2016'.
- Buttons:** 'OK' and 'Cancel' buttons.

At the bottom of the form, there are links for 'Acceptable Use Policy' and 'Privacy Statement'.

Asterisk (*) denotes required field.

Primary Identity Document

2. Select the type of document
3. Enter the document number
4. Enter the expiry date (if applicable)
5. Click **OK**

Step 3: Registrant Profile

The screenshot shows the ONE ID web interface. At the top left is the Ontario eHealth Ontario logo. At the top right is the ONE ID Identity & Access Management logo. A navigation bar contains links for Home, New Request, My Profile, Help, Links, and Logout. The main content area is titled "Registrant" and displays the profile for Mrs. Rita Sinclair, a female born on Jan 1, 1970, with Rudimentary Assurance (indicated by three stars). Her contact information includes an email address (rita.sinclair@teghospital.on.ca), a phone number (123-456-1230), and her preferred language (English). Below the profile information are four tabs: Challenge Questions, Documents, Professional Designation, and Enrolments. The "Add Document" link under the Documents tab is highlighted with a red rectangle. Below this is a table with three columns: Document Type, Verified By, and Verified On. The table contains one entry: "Driver's License" verified by "Pearl Shaw" on "Nov 21, 2014". At the bottom of the page, a yellow message box states "The record is now complete and may be saved." with "Save" and "Cancel" buttons. Footer links for "Acceptable Use Policy" and "Privacy Statement" are also present.

Registrant

Mrs. Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair
Rudimentary Assurance

rita.sinclair@teghospital.on.ca (change)
123-456-1230 (change)
English (change)

Challenge Questions | Documents | Professional Designation | Enrolments

[Add Document](#)

Document Type	Verified By	Verified On
Driver's License (change)	Pearl Shaw	Nov 21, 2014

The record is now complete and may be saved.

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

Secondary Verification

1. To enter a secondary verification, click **Add Document**

Step 3: Registrant Profile

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home Invitations Search New Request My Profile Help Links Logout

Identity Document

*Document Type: Supplementary Identity Verification Photo ID

Number: [Greyed out]

Expiry Date: [Greyed out]

*Registration Context: Choose One
Choose One
Met registrant at recognized practice location
Established professional relationship with user for a minimum of 12 months

OK Cancel

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

Asterisk (*) denotes required field.

A) Supplemental Validation

2. Select **Supplementary Identity Verification** as the document type

Note: Document number, expiry date & Photo ID appear greyed out

3. Select the contextual evidence used to support applicant's identity
4. Click **OK**

Step 3: Registrant Profile

The screenshot shows the 'ONE ID Identity & Access Management' web interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' text. At the top right is the 'ONE ID Identity & Access Management' logo. A navigation bar contains links for 'Home', 'New Request', 'My Profile', 'Help', 'Links', and 'Logout'. The main content area is titled 'Identity Document'. It features a form with the following elements: a required field '*Document Type:' with a dropdown menu showing 'Current Registration Document from the College of a Health Profession'; a 'Photo ID:' checkbox; a 'Number:' text input field; and an 'Expiry Date:' field with two dropdown menus for month and year. At the bottom right of the form are 'OK' and 'Cancel' buttons. At the bottom of the page are links for 'Acceptable Use Policy' and 'Privacy Statement'.

B) Professional Designation

2. Select **Current Registration Document from the College of a Health Profession**
3. Click **OK**

Asterisk (*) denotes required field.

Step 3: Registrant Profile

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home Invitations Search New Request My Profile Help Links Logout

Identity Document

*Document Type: Supplementary Identity Verification Photo ID

Number: Choose One

Expiry Date: Approved Alternative Registry

*Registration Context: BYID Card (formerly Age of Majority card)
Birth Certificate issued by a Canadian Province or Territory
Blind Persons Right Act ID Card
CANPASS
CNIB Photo Registration Card
Canadian Certificate of Birth Abroad
Canadian Certificate of Indian or Metis Status
Canadian Convention Refugee Determination Division Letter
Canadian Employment Authorization
Canadian Immigrant Visa Card
Canadian Minister's Permit
Canadian Passport
Canadian Permanent Resident Card
Canadian Police Force Identification Card
Canadian Student Authorization
Certificate issued by a government ministry or agency
Certificate of Canadian Citizenship
Certificate of Naturalization
Change of Name Certificate
Citizenship Identification card issued by a foreign jurisdiction
Citizenship and Immigration Canada Refugee Protection Claimant Document
Confirmation of Permanent Resident (IMM 5292)
Current Employee Card from a Sponsoring Organization
Current Professional Association License/Membership Card
Current Registration Document from the College of a Health Profession
Driver's License
Federal, Provincial, or Municipal Employee Card
Firearm Registration License

OK Cancel

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

C) Identity Document Validation

2. Select a second identity document (Primary or Secondary)
3. Click the checkbox for Photo ID (if applicable)
4. Click **OK**

Asterisk (*) denotes required field.

Step 3: Registering Organization Option

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair ☆☆☆
Rudimentary Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions Documents Professional Designation Enrolments

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

No documents for this individual.

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

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

Employee Identifier

Registering Organizations have an additional identity validation option:

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

Step 3: Registering Organization Option

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home Invitations Search New Request My Profile Help Links Logout

Identity Document

*Document Type: Employee Identifier

*Number:

Organization: Toronto East General Hospital

OK Cancel

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

Asterisk (*) denotes required field.

Employee Identifier

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

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

3. Click **OK**

Step 3: Registering Organization Option

Ontario
e-Health Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ☆☆☆ Medium Assurance
Female, born Jan 1, 1970, legal name Rita Sinclair

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions **Documents** Professional Designation Enrolments

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

Document Type	Verified By	Verified On
Employee Identifier (change)	Pearl Shaw	Dec 9, 2014

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

- No professional designations were provided. Please add one or else select Not Applicable in dropdown.

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

Employee Identifier

- The Documents tab displays the **Document Type** as “Employee Identifier”

The identifier number is sufficient to grant **Assurance Level 2**. There is no need to review additional documents.

Step 3: Registrant Profile



Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ☆☆☆
Medium Assurance

Female, born Jan 1, 1970, legal name Rita Sinclair

✉ rita.sinclair@teghospital.on.ca (change)

☎ 123-456-1230 (change)

🇬🇧 English (change)

Challenge Questions Documents Professional Designation Enrolments

[Add Document](#)

Document Type
Driver's License   (change)
Supplementary Identity Verification (change)

- ✓ 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.

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

- No professional designations were provided. Please add one or else select Not Applicable in dropdown.

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

The requirements for **Assurance Level 2** have now been met. However, Professional Designation details must be entered to complete the record.

Step 3: Registrant Profile

The screenshot shows the ONE ID Professional Designation page for Mrs. Rita Sinclair. The page header includes the Ontario logo and the ONE ID Identity & Access Management logo. The main content area is titled "Registrant" and displays the user's name, gender, birth date, and legal name. Below this, there are fields for email, phone number, and language, each with a "change" link. A "Professional Designation" tab is highlighted with a red box, and an "Add" button is also highlighted with a red box. At the bottom, a yellow warning box states: "This record is not yet complete. Please address the issues below before proceeding." with "Save" and "Cancel" buttons. The warning box also contains a bullet point: "No professional designations were provided. Please add one or else select Not Applicable in dropdown." The footer contains links for "Acceptable Use Policy" and "Privacy Statement".

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Mrs. Rita Sinclair ★★☆☆ Medium Assurance
Female, born Jan 1, 1970, legal name Rita Sinclair

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions Documents **Professional Designation** Enrolments

[Add](#)

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

Save Cancel

- No professional designations were provided. Please add one or else select Not Applicable in dropdown.

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

Professional Designation

1. On the Professional Designation tab, click **Add**

Step 3: Registrant Profile

The screenshot shows the ONE ID Professional Designation form. The header includes the Ontario logo (eHealth Ontario, cyberSanté Ontario) and the ONE ID logo (Identity & Access Management). Navigation links include Home, New Request, My Profile, Help, Links, and Logout. The form has two required fields: *Regulatory College (a dropdown menu with 'College of Nurses of Ontario' selected) and *Registration Number (a text box containing '12345678'). Both fields are highlighted with red boxes. At the bottom right, there are 'OK' and 'Cancel' buttons, with the 'OK' button also highlighted with a red box.

Asterisk (*) denotes required field.

Professional Designations match against the Provider Registry. An error may be received if the number entered does not correspond with the registrant's name.

Professional Designation

2. Select the **Regulatory College**

Note: If the registrant is not a licensed healthcare professional, select **Not Applicable**

3. Enter the **Registration Number** (if applicable)
4. Click **OK**

Step 3: Registrant Profile

The screenshot shows the ONE ID Identity & Access Management interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID' logo with 'Identity & Access Management' below it. A navigation bar contains links for 'Home', 'New Request', 'My Profile', 'Help', 'Links', and 'Logout'. The main heading is 'Registrant'. Below this is a profile card for 'Rita Sinclair', a female born on Jan 1, 1970, with a 'Medium Assurance' level indicated by three stars. Her contact information includes an email address (rita.sinclair@teghospital.on.ca), a phone number (123-456-1230), and her preferred language (English). Below the profile card are tabs for 'Challenge Questions', 'Documents', 'Professional Designation', and 'Enrolments'. Under the 'Enrolments' tab, there is a table with the following data:

Enrolment	Status
eHealthOntario.ca Portal	

At the bottom of the page, a yellow message box states 'The record is now complete and may be saved.' with 'Save' and 'Cancel' buttons. At the very bottom, there are links for 'Acceptable Use Policy' and 'Privacy Statement'.

The eHealthOntario Portal enrolment is added by default.

Step 3: Registrant Profile

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair ☆☆☆ Medium Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions Documents Professional Designation **Enrolments**

[Add Enrolments or Roles](#)

Enrolment	Status
eHealthOntario.ca Portal	

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

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

Enrolments

1. To add an enrolment, click the Enrolments tab, then click **Add Enrolments or Roles**

Step 3: Registrant Profile

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

Service	Minimum LOA Required
<input type="checkbox"/> Application_Owner	Medium
<input checked="" type="checkbox"/> DPV	Medium
<input type="checkbox"/> EMPI	Medium
<input type="checkbox"/> ONE ID Application	Medium
<input type="checkbox"/> eHealth Services Portlets	Medium

[Next >>](#) [Cancel](#)

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

Enrolments

2. Click the checkbox beside the desired service(s)
3. Click **Next**

Note: A greyed out checkbox indicates enrolment(s) available to the organization, but not available for the LRA to enroll. If a user requires access to such service(s), submit a request to Registration Agents after completing the user's registration.

Step 3: Registrant Profile

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home Invitations Search New Request My Profile Help Links Logout

Add Enrolments or Roles

Enrolments and Credentials
Service
DPV (incomplete)

DPV

DPV Usage Type *

- Choose One
- Administrative
- Clerical
- Ministry of Health and LTC Employee
- Nurse
- Pharmacist
- Pharmacy Technician
- Physician
- Other

Drop-down list above, please select 'Other' and specify the role here.

Finish Cancel

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

Enrolment Attributes

The enrolment attribute screen will appear if an attribute is required.

1. Enter the attribute as required (e.g. Token code, role)
2. Click **Finish**

Asterisk (*) denotes required field.

Step 3: Registrant Profile

The screenshot shows the ONE ID Identity & Access Management interface. At the top left is the Ontario e-health Ontario cyberSanté Ontario logo. At the top right is the ONE ID logo and navigation links: Home, New Request, My Profile, Help, Links, Logout. The main heading is "Registrant". Below it is a profile card for Rita Sinclair, Female, born Jan 1, 1970, legal name Rita Sinclair. Her profile includes three stars and "Medium Assurance". Contact information includes email (rita.sinclair@teghospital.on.ca), phone (123-456-1230), and language (English). Below the profile card are tabs for Challenge Questions, Documents, Professional Designation, and Enrolments. The Enrolments tab is active, showing a table with two rows: DPV and eHealthOntario.ca Portal. At the bottom, a yellow message box states "The record is now complete and may be saved." with "Save" and "Cancel" buttons.

Registrant

Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair
Medium Assurance

rita.sinclair@teghospital.on.ca (change)
123-456-1230 (change)
English (change)

Challenge Questions Documents Professional Designation Enrolments

Add Enrolments or Roles

Enrolment	Status
DPV	
eHealthOntario.ca Portal	

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

To save the record:

1. Click **Save**

Step 3: Registrant Profile

The screenshot shows the ONE ID web interface. At the top left is the Ontario logo with 'e-Health Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID Identity & Access Management' logo. A navigation bar contains links for Home, New Request, My Profile, Help, and Logout. The main heading is 'Registrant'. A green banner displays the message: 'Successfully saved registrant. Login ID is RITA.SINCLAIR@ONEID.ON.CA and temporary password is R3qaK6Ue.' Below this, the registrant's details for Rita Sinclair are shown, including her email (RITA.SINCLAIR@ONEID.ON.CA), phone number (123-456-1230), and language (English). A 'Pending Self-Complete' warning is visible. A row of buttons includes Enrolments, Challenge Questions, Documents, Professional Designation, Credentials, and Subsidiary Accounts. Under 'Manage Enrolments and Roles', a table lists two enrolments: DPV and eHealthOntario.ca Portal.

Enrolment	Status
DPV	
eHealthOntario.ca Portal	

The registrant's Login ID and temporary password are displayed.

Provide the Login ID and temporary password to the registrant. These credentials are required for Self-Completion.

Step 3: Registrant Profile

The screenshot shows the ONE ID web interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID Identity & Access Management' logo. A navigation bar contains links for 'Home', 'New Request', 'My Profile', 'Help', 'Links', and 'Logout'. The main heading is 'Registrant'. Below this is a profile card for Rita Sinclair, including her name (with a '(change)' link), email 'RITA.SINCLAIR@ONEID.ON.CA', and personal details: 'Female, born Jan 1, 1970, legal name Rita Sinclair'. There are three stars and 'Medium Assurance' text. Below the profile card are several tabs: 'Enrolments', 'Challenge Questions', 'Documents', 'Professional Designation', 'Credentials', and 'Subsidiary Accounts'. The 'Enrolments' tab is active, showing a table with columns 'Enrolment', 'Status', and 'LOA Override'. The table has one row for 'DPV' at 'Toronto East General Hospital' with status 'Active' and 'No' for LOA Override. Below the table is a section for 'Attributes for DPV as sponsored by Toronto East General Hospital' with a table listing 'Legal First Name' (Rita), 'Legal Last Name' (Sinclair), 'DPV Usage Type' (Other), and 'Other DPV Role' (preceded enrolment attribute). At the bottom of the page are links for 'Acceptable Use Policy' and 'Privacy Statement'.

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request My Profile Help Links Logout

Registrant

Rita Sinclair (change)
RITA.SINCLAIR@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Rita Sinclair

★ ★ ★
Medium Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)
⚠ Pending Self-Complete

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Manage Enrolments and Roles ▼

Enrolment	Status	LOA Override
DPV Toronto East General Hospital User (Mandatory) eHealthOntario.ca Portal	Active	No

Attributes for DPV as sponsored by Toronto East General Hospital

Attributes	
Legal First Name	Rita
Legal Last Name	Sinclair
DPV Usage Type	Other
Other DPV Role	preceded enrolment attribute

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

Click “+” beside an enrolment to display its attributes (e.g. status, sponsoring organization)

ONE[®] Mail Direct Enrolments



Step 3: Add ONE[®] Mail Direct Enrolment

Add ONE[®] Mail Direct

1. Under the Enrolments tab, click **Add Enrolments or Roles**

Ontario
e-Health Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Rita Sinclair
Female, born Jan 1, 1970, legal name Rita Sinclair ☆☆☆
Medium Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)

Challenge Questions Documents Professional Designation **Enrolments**

Add Enrolments or Roles

Enrolment	Status
eHealthOntario.ca Portal	

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

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

Step 3: Add ONE[®] Mail Direct Enrolment

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

Available Services	
Service	Minimum LOA Required
<input type="checkbox"/> ONE ID Application	Medium
<input checked="" type="checkbox"/> One Mail Direct	Medium

[Next >>](#) [Cancel](#)

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

Add ONE[®] Mail Direct

2. Select the checkbox beside “One Mail Direct”
3. Click **Next**

Step 3: Add ONE[®] Mail Direct Enrolment

Add ONE[®] Mail Direct

4. Click **Finish**

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home Invitations Search New Request My Profile Help Links Logout

Add Enrolments or Roles

Enrolments and Credentials
Service
➤ One Mail Direct

One Mail Direct

Email Prefix *
rita.sinclair

Pharmacy Name
Leave this field blank

Pharmacy Address
Leave this field blank

Finish Cancel

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

The default email address is:
firstname.lastname@one-mail.on.ca

- For example, the email prefix is pre-populated to *rita.sinclair*

If your organization is set up with a **Vanity Domain** (*@yourorg.ca*), you may request to change the email prefix to your organization's format.

The **Pharmacy Name & Pharmacy Address** fields are only modified by eHealth Ontario for Ministry Pharmacy accounts. LRAs should leave these fields blank.

Step 3: Add ONE[®] Mail Direct Enrolment

The screenshot shows the ONE ID web portal for Rita Sinclair. The header includes the Ontario logo and the ONE ID Identity & Access Management logo. The main content area is titled "Registrant" and displays the user's name, email, phone number, and language preference. A "Pending Self-Complete" warning is visible. Below the profile information are several tabs: "Enrolments" (highlighted with a red box), "Challenge Questions", "Documents", "Professional Designation", "Credentials", and "Subsidiary Accounts". The "Enrolments" tab is active, showing a table of enrolments. The "One Mail Direct" enrolment is highlighted with a red box, and its details are shown in a separate table below.

Registrant

Rita Sinclair (change)
RITA.SINCLAIR@ONED.ON.CA
Female, born Jan 1, 1970, legal name Rita Sinclair

Medium Assurance

rita.sinclair@teghospital.on.ca (change)
123-456-1230 (change)
English (change)
Pending Self-Complete

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

Manage Enrolments and Roles ▾

Enrolment	Status	LOA Override
ONE ID Application		
One Mail Direct		
Toronto East General Hospital	Active	No
User (Mandatory)		
eHealthOntario.ca Portal		

Attributes for One Mail Direct as sponsored by Toronto East General Hospital

Attributes	
Email Prefix	Rita Sinclair
Prefix Duplicate Error	
One Mail Direct Primary Address	Rita.Sinclair@ONE-Mail.on.ca
Pharmacy Name	
Pharmacy Address	
Mail Box Status	Active
Mail Box Size	
Hide From Global Address Book	
One Mail Direct Company Name	Toronto East General Hospital

Enrolment Attributes

1. Click the Enrolments tab
2. Click **ONE[®] Mail Direct**
3. Click the Sponsoring Organization name to view ONE[®] Mail Direct attributes

Step 3: Add ONE[®] Mail Direct Enrolment

Ontario
e-health Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▼ My Profile Help Links Logout

Registrant

Rita Sinclair (change)
RITA.SINCLAIR@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Rita Sinclair

Medium Assurance

rita.sinclair@teghospital.on.ca (change)

123-456-1230 (change)

English (change)

Pending Self-Complete

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Manage Enrolments and Roles ▼

Enrolment	Status	LOA Override
ONE ID Application		
One Mail Direct		
Toronto East General Hospital	Active	No
User (Mandatory)		
eHealthOntario.ca Portal		

Attributes for One Mail Direct as sponsored by Toronto East General Hospital

Attributes	
Email Prefix	Rita Sinclair
Prefix Duplicate Error	
One Mail Direct Primary Address	Prefix Changed to Rita.Sinclair1 duplicate existed
Pharmacy Name	
Pharmacy Address	
Mail Box Status	Active
Mail Box Size	
Hide From Global Address Book	1
One Mail Direct Company Name	Toronto East General Hospital

Prefix Duplicate Error

The **Prefix Duplicate Error** occurs when the email prefix requested is already taken

Note: ONE[®] ID will add a numerical value after the prefix to make it unique (e.g. firstname.lastname1)

Step 3: Add ONE[®] Mail Direct Enrolment

From: registration.agents@ehealthontario.on.ca
[registration.agents@ehealthontario.on.ca]
To: Sinclair, Rita
Cc:
Subject: ONEMail Provisioning Email - Add User -
Attachments:

Hello,
Welcome to your ONE Mail account!
Please save this URL (<https://mail.one-mail.on.ca>) - it will allow you to access your ONE Mail Direct email account using Outlook Web Access (OWA).
- Your current mailbox size limit is 75 MB. You will receive warning e-mails as you reach closer to capacity.
- Your attachment file size limit is 20 MB.
- Your password expires every 365 days.

It is the responsibility of each ONE Mail user to ensure that they understand how to securely use the service. For information on how to ensure that any confidential information you send will be secure, please visit the eHealth Ontario web site and review the training presentations available there. Please do not reply to this message. If you require further assistance or have any questions or concerns regarding the service please contact the eHealth Ontario Service Desk at:
Toll free: 1-866-250-1554
Email: servicedesk@ehealthontario.on.ca
Best Regards,
ONE Mail Team, eHealth Ontario The email was generated at: Mon Nov 03 13:30:17 EST 2014

Confirmation Emails

1. Confirmation email is sent to the user's email address saved in the ONE[®] ID preferences
2. Confirmation email is also sent to the new ONE[®] Mail Direct email address

Requesting a Generic ONE[®] Mail Direct Account

A **generic account** is an email address that has a non-specific prefix format, such as info@, admin@, or support@.

In order to receive a generic email account:

- The account owner **must** be registered in ONE[®] ID and enrolled into ONE[®] Mail
- The email can only be attributed to one (1) person as the custodian of the account

Generic accounts are not currently available via the LRA Online System.

To request a generic account, please refer to the:

[ONE[®] ID Local Registration Authority Procedures Manual](#)



Overview: Registrant Modification

1.

Verification & Sponsorship

Select the date verification was performed

2.

Identify Individual

Search for the registrant whose account will be modified.

3.

Registrant Profile

Modify:

- Preferences
- Service Desk Challenge Questions
- Identity Document(s)
- Professional Designation(s)

Modify an Individual



The screenshot shows the ONE ID Identity & Access Management system interface. The header includes the Ontario logo (e-health Ontario, cyberSanté Ontario) and the ONE ID logo (Identity & Access Management). The navigation menu contains: Home, New Request (with a dropdown arrow), My Profile, Help, Links, and Logout. The 'New Request' dropdown menu is open, showing 'Individual' as the selected option. Below the navigation, the 'Home' section contains a welcome message, an attention notice about Supplemental Identity Validation, and a 'User Status Dashboard' table.

Pending Status <i>(You will be notified via e-mail when the dashboard is updated)</i>	Successful Status <i>(in the last 7 days)</i>
Rita Sinclair	No Records Found

At the bottom of the page, there are links for [Acceptable Use Policy](#) and [Privacy Statement](#).

To begin:

1. On the Home screen, click **New Request** and **Individual**

Step 1: Verification & Sponsorship

Verification and Sponsorship

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

Identity Verified By: LRA

Verified On: Dec 01 2014

Registration Agent *Selected: Pearl Shaw*

Pearl Shaw PEARL.SHAW@ONEID.ON.CA

Authorization for this request was received from a recognized sponsor

Sponsoring Organization *Selected: The Toronto East General Hospital*

The Toronto East General Hospital

Available Services

Application_Owner

DPV

eHealth Services Portlets

EMPI

ENLB

Enterprise Reporting

Next >> Cancel

Verification/Sponsorship

1. Capture date verified
2. Check the **Authorization** box
Note: Check the box only if a service or role must be added, modified, suspended, reinstated or revoked
3. Select the organization that is sponsoring the individual's enrolment
4. Ensure the service is available
5. Click **Next**

Step 2: Identify Individual

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: **A**

Provide Regulatory College Information

Regulatory College: **B**

Registration Number:

Provide Identity Information

Title:

*First Name:

Middle Names:

*Last Name: **C**

*Legal First Name:

*Legal Last Name:

*Gender:

*Date of Birth:

Search Results

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

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

Identify the Individual

There are three ways to search an existing user:

- A) Login ID
- B) Professional Designation
- C) Identity Information

Step 2: Identify Individual

The screenshot shows the 'Identify Individual' page of the ONE ID system. The page header includes the Ontario logo and the ONE ID logo. The main heading is 'Identify Individual' with a sub-heading '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.' There are two main search sections: 'Provide Existing ONE ID Login ID' and 'Provide Regulatory College Information'. The 'Provide Existing ONE ID Login ID' section has a text input field containing 'RITA.SINCLAIR@ONEID.ON.CA' and a 'Search' button. The 'Provide Regulatory College Information' section has a dropdown for 'Regulatory College', a text input for 'Registration Number', and a 'Search' button. To the right, the 'Provide Identity Information' section has a 'Title' dropdown, and text inputs for '*First Name', 'Middle Names', '*Last Name', '*Legal First Name', '*Legal Last Name', '*Gender' (with a 'Choose One' dropdown), and '*Date of Birth' (with two dropdowns for month and day). There are 'Search' buttons for both the identity information and the regulatory college information sections. Below the search sections is a 'Search Results' section with a yellow message box containing an information icon and the text 'To add a new registrant, you must begin by performing a search for existing individuals.' At the bottom of the form are buttons for 'New Registration', 'Modify Registration', and 'Cancel'. The footer contains links for 'Acceptable Use Policy' and 'Privacy Statement'.

A) Search by Login ID

To search an existing ONE[®] ID user by their Login ID:

1. Enter **Login ID**
2. Click **Search**

Asterisk (*) denotes required field.

Step 2: Identify Individual

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](#)

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

B) Search by Professional Designation

To search an existing ONE[®] ID user by their Professional Designation:

1. A) Select **Regulatory College**
- B) Enter **Registration Number**
2. Click **Search**

Asterisk (*) denotes required field.

Note: A licensed professional may exist in ONE ID without their professional designation information captured in the system. If the Professional Designation search does not return a result for the user, proceed to the identity information search.

Step 2: Identify Individual

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: Choose One

Registration Number:

Search

Provide Identity Information

Title: Mrs.

*First Name: Rita

Middle Names:

*Last Name: Sinclair

*Legal First Name: Rita

*Legal Last Name: Sinclair

*Gender: Female

*Date of Birth: Jan 01 1970

Search

Search Results

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

New Registration Modify Registration Cancel

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

C) Search by Identity Information

To search an existing ONE[®] ID user within your organization by their identity information:

1. Enter the individual's:

- First & Last Name

Note: Legal First and Last Name will self-populate

- Gender
- Date of Birth

2. Click **Search**

Asterisk (*) denotes required field.

Step 2: Identify Individual

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

Double Checked

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

C) Search by Identity Information

If a potential match exists, a warning message will appear



Before proceeding, verify that the information entered is correct.

Asterisk (*) denotes required field.

Step 2: Identify Individual

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

Double Checked

New Registration **Modify Registration** **Cancel**

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

C) Search by Identity Information

If the information entered is correct:

3. Click the **Double Checked** box
4. Click **New Registrant** to create a new user

Asterisk (*) denotes required field.

Step 2: Identify Individual

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: Choose One

Registration Number:

Search

Provide Identity Information

Title: Mrs.

*First Name: Rita

Middle Names:

*Last Name: Sinclair

*Legal First Name: Rita

*Legal Last Name: Sinclair

*Gender: Female

*Date of Birth: Jan 01 1970

Search

Search Results

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

New Registration Modify Registration Cancel

C) Search Identity Information

If the information entered is incorrect:

3. Correct the field(s)
4. Click **Search**

Asterisk (*) denotes required field.

Step 2: Identify Individual

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
 Rita Sinclair	RTA.SINCLAIR@ONED.ON.CA	rta.sinclair@teghospital.on ... 123-456-1230	NA		

*Legend:  Active  Pending Self-Complete  Locked  Suspended  Revoked

C) Search Identity Information

If the identity information entered matches a ONE ID user in your organization, the result will appear

5. Select user
6. Click **Modify Registration**

Step 3: Registrant Profile

The screenshot shows the ONE ID Registrant Profile page for Rita Sinclair. The page header includes the Ontario eHealth Ontario logo and the ONE ID Identity & Access Management logo. The main content area displays the registrant's name, email address, phone number, and preferred language, all of which are highlighted with red boxes. A 'Pending Self-Complete' warning is also visible. Below the profile information, there are several tabs: Enrolments, Challenge Questions, Documents, Professional Designation, Credentials, and Subsidiary Accounts. The 'Enrolments' tab is selected, showing a table with columns for 'Enrolment' and 'Status'. The table lists two enrolments: DPV and eHealthOntario.ca Portal.

Registrant

Rita Sinclair (change)
RITA.SINCLAIR@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Rita Sinclair

Medium Assurance

rita.sinclair@teghospital.on.ca (change)
123-456-1230 (change)
English (change)
Pending Self-Complete

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Manage Enrolments and Roles

Enrolment	Status
DPV	
eHealthOntario.ca Portal	

Registrant Profile

The following registrant details can be modified:

- Contact information
- Preferred language
- Enrolments
- Challenge Questions
- Identity Documents
- Professional Designation

Refer to the [ONE[®] ID Local Registration Authority User Guide](#) for full details.

Step 3: Modify Enrolments

The screenshot shows the ONE ID web interface for a registrant named Rita Sinclair. The page header includes the Ontario logo and the ONE ID Identity & Access Management logo. The registrant's profile information is displayed, including their email address, phone number, and language preference. A dropdown menu for 'Manage Enrolments and Roles' is open, showing several options for managing enrolments and roles. The 'Status' column in the table below is highlighted in blue.

Ontario
e-Health Ontario
CyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

Registrant

Rita Sinclair (change)
RITA.SINCLAIR@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Rita Sinclair

★ ★ ★
Medium Assurance

✉ rita.sinclair@teghospital.on.ca (change)
☎ 123-456-1230 (change)
🇬🇧 English (change)
⚠ Pending Self-Complete

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Manage Enrolments and Roles ▾

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

Status

Enrolment Management

1. Click **Manage Enrolments and Roles**
2. Modify an enrolment or role as requested
3. For enrolments that cannot be managed online (i.e. ONE[®] Mail Direct), submit a request to eHealth Ontario

Refer to the [ONE[®] ID Local Registration Authority User Guide](#) for full details.



Self-Management



The screenshot shows the ONE ID Identity & Access Management system home page. The header includes the Ontario logo (e-Health Ontario, CyberSanté Ontario) and the ONE ID logo (Identity & Access Management). The navigation menu contains: Home, New Request, My Profile (highlighted with a red box), Help, Links, and Logout. The main content area is titled 'Home' and contains a welcome message, an attention notice about Supplemental Identity Validation, and a 'User Status Dashboard' table.

Pending Status <i>(You will be notified via e-mail when the dashboard is updated)</i>	Successful Status <i>(in the last 7 days)</i>
No Records Found	Rita Sinclair

At the bottom of the page, there are links for [Acceptable Use Policy](#) and [Privacy Statement](#).

To begin:

1. On the Home screen, click **My Profile**

Self-Management

Ontario
e-Health Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request ▾ My Profile Help Links Logout

My Profile

Mrs. Pearl Anne Shaw
PEARL.SHAW@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Pearl Shaw

Medium Assurance

pearl.shaw@testera.ca (change)
123-456-1230 (change)
English (change)

Your password will expire in 348 days.
[Change Password](#)

Enrolments **Challenge Questions** Documents Professional Designation Credentials Subsidiary Accounts

Enrolment	Status
ONE ID Application	
eHealthOntario.ca Portal	

My Profile

1. Change your preferences
2. Change your password
3. Change your Challenge Questions
4. View your Level of Assurance

Self-Management

The screenshot shows the ONE ID My Profile page for Mrs. Pearl Anne Shaw. The page header includes the Ontario logo and the ONE ID Identity & Access Management logo. The navigation menu includes Home, New Request, My Profile, Help, Links, and Logout. The main content area is titled "My Profile" and displays the user's name, email, phone number, and language preference. A red box highlights the name "Mrs. Pearl Anne Shaw". To the right, there are three stars and the text "Medium Assurance". Below the profile information, there are several tabs: Enrolments, Challenge Questions, Documents, Professional Designation, Credentials, and Subsidiary Accounts. The Enrolments tab is selected, showing a table with two rows: "ONE ID Application" and "eHealthOntario.ca Portal".

Ontario
e-Health Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management

Home New Request My Profile Help Links Logout

My Profile

Mrs. Pearl Anne Shaw
PEARL.SHAW@ONEID.ON.CA
Female, born Jan 1, 1970, legal name Pearl Shaw

Medium Assurance

pearl.shaw@testera.ca (change)
123-456-1230 (change)
English (change)

Your password will expire in 348 days.
[Change Password](#)

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Enrolment	Status
ONE ID Application	
eHealthOntario.ca Portal	

My Profile

To modify the following, you must meet with another LRA to validate and update your information into the ONE[®] ID system:

1. Legal Name
2. Enrolments
3. Identity Documents
4. Professional Designation



Get Support

1. Registration Community Site

- The Registration Community (www.ehealthontario.on.ca/one-id-ira) is a site exclusive to all Local Registration Authorities.
- It provides a central location for all registration-related documents (e.g. procedures manual, FAQs, registrant reference guide).

2. Require Assistance

- Call eHealth Ontario at 1-866-250-1554
 - **Option 1** for Technical Support
 - **Option 2** for Registration Support

Next Steps & Questions

Next Steps

Review:

- [Registration Community Site](#)
- [ONE® ID Local Registration Authority Procedures Manual](#)
- [ONE® ID Local Registration Authority User Guide](#)

Questions?

