Local Registration Authority Overview

Local Registration Authorities (LRAs) provide on-site support for registrations and are responsible for managing the ONE ID Processes within their organization. As an LRA you are primarily responsible for providing support to users within your organization.

These responsibilities include:
- Ensuring policy compliance
- Conducting face-to-face registrations with end users for identity validation
- Entering user identity information into the ONE ID LRA Online System in order to generate their ONE ID Account
- Issuing registration email invitations if you have the role of Express Registration Agent
- Contact eHealth Ontario to request enrolment for sponsored user access to OTN Hub
- Modifying ONE ID user information in order to keep accounts up to date
- Answering registration and enrolment questions from end users
- Liaising with eHealth Ontario on Registration issues

OTN Sponsorship and ONE ID Registration

An eHealth Ontario Registration Authority will notify LRAs directly to complete ONE ID registrations for any organization staff member who's received sponsorship from Ontario Telemedicine Services (OTN). The eHealth Ontario Registration Authority will also provide periodic updates regarding who has and has not been registered, as well; follow up on progress of registrations in an effort to ensure registrations are successfully completed.

The OTN sponsored staff members will also be contacted by eHealth Ontario via email and phone, instructing individuals to contact you directly as their organization's LRA. OTN targets having their users access the OTN Hub within 2 business days of request; please ensure to complete the ONE ID registration within this timeframe.

Once the ONE ID registration is complete; LRA is required to email the eHealth Ontario Registration Authority with ONE ID username. eHealth Ontario handles all OTN enrolment requests internally due to special configuration requirements.