eHealth Ontario

Ontario
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Express Registration Frequently Asked Questions

This list of frequently asked questions (FAQs) has been prepared for individuals who have received an invitation to register and/or enroll for eHealth Services.

Registration and Enrolment

Q.	What is a ONE® ID?
A.	Your ONE® ID account is your gateway to all your eHealth Services. You have received an invitation to register and/or have been granted access to an eHealth Service. This will allow you to create a ONE® ID account if you do not already have one.
Q.	**What is Registration?**
A.	Registration is the process of validating an individual's real-world identity and creating an electronic credential in association to that identity.
	Your organization has been recognized as meeting ONE® ID's standards for validating a potential registrant's identity. Such registrants may receive ONE® ID accounts associated with their record in your organization's registration system (via Employee ID, Professional License Number, etc.). When you have completed this process, a registration record is created that uniquely identifies you.
Q.	**What does an individual need to do to register?**
A.	Read the invitation you have received and click on the link to proceed. You will be given the option to accept a service enrolment by logging in with your existing ONE® ID account or registering for a new account. You will need an invitation code to complete the process. The invitation code will be provided to you by your organization's Express Registration Agent (ERA).
Q.	**I already have a ONE® ID account. Do I still need to accept the invitation?**
A.	If the invitation is for a new service enrolment or your ONE® ID account requires upgrade to Assurance Level Two (AL2), then you will need to complete the invitation process. A minimum of AL2 is required for an account to be granted access to Personal Health Information. You will be prompted to enter your existing ONE® ID credentials during this process.
	If you believe you have received the invitation in error, please contact the sender to advise accordingly.
Q.	**Who is my Express Registration Agent?**
A.	The sender of your invitation is your Express Registration Agent (ERA).
Q.	**What is an Express Registration Agent?**
A.	Within your organization is a designated individual with the role of ERA. When the ERA has confirmed that you require access to eHealth Service(s) and that your identity has been validated through your organization's registration process, they will send you an invitation email to register for a ONE® ID account. The ERA will provide you an invitation code separately, either in person or by phone. Once you have received the email, you can accept the invitation using your invitation code to self-register.

Q.	How long does it take to complete registrations and enrolments in the ONE® ID system?
A.	It will take individuals approximately five minutes to complete their account once they receive an invitation and the invitation code.
Q.	What is Service Enrolment?
A.	A **service enrolment** is specific access to an eHealth Service granted to a registrant by his/her ERA. A registrant may have several service enrolments. For example, if a registrant is authorized by two different hospitals and has access to two services at each hospital, he/she will have **one** registration record and **four** service enrolments. Individuals should only be authorized for eHealth Services when there is a legitimate business need for access.
Q.	I have already been registered and enrolled in an eHealth Service but need to be enrolled in an additional service. What do I need to do?
A.	A new invitation must be sent to you by your organization's ERA so that you can be enrolled for the additional service.
Q.	Why can't I enroll for all of my organization's services via email?
A.	The Express Registration Interface is intended to simplify the registration and enrolment process, and only select services qualify for enrolment via email invitation. In the event that you must enroll for a more complex service, please contact to your ERA for further details.
Q.	Why does eHealth Ontario collect Professional License Numbers?
A.	Users who are licensed by one of Ontario's regulatory health colleges should have their professional credentials associated with their ONE® ID account. A user's professional license may affect their access privileges within certain eHealth Services (e.g. physicians may have different functionality than nurses). Document numbers are also required for policy and audit purposes. They help to uniquely identify users in the ONE® ID system and tie their accounts back to their "real-world" identity.

Invitations

Q.	I have forgotten/lost my invitation code. What do I need to do?
A.	Please contact your ERA; if they no longer have the invitation code, they will send you a new invitation email and a new invitation code will be provided to you.
Q.	I have deleted/lost my email invitation. What do I need to do?
A.	Please contact your ERA; they will send you a new invitation email and a new invitation code will be provided to you.
Q.	I cancelled/closed the window before completing the Registration Process in ONE® ID. Can I start again?
A.	Yes, you can restart the registration process by clicking the link in the invitation email and entering the invitation code so long as it has not expired (valid for 7 days). If expired, you will need to contact the ERA for a new invitation to be issued.

Q.	I received an email invitation to register and when I select the link, it says the invitation has expired/been cancelled. What should I do?
A.	If an invitation has expired (valid for 7 days) or been cancelled, you will require a new invitation. Please contact your ERA and request that a new invitation be sent. You will also need to be provided with a new invitation code before you may accept the new invitation.
Q.	I received an error message when registering. What should I do?
A.	If you have received an unexpected error message when registering, please try again. If you receive this message again, please call the eHealth Ontario Service Desk at 1-866-250-1554 for support.

Challenge Questions

Q.	What are challenge questions?
A.	Challenge Questions are questions to which only the registrant knows the answer and are used to verify the registrant's identity when calling the eHealth Ontario Service Desk for support or online within the ONE® ID system. The registrant's identity is assumed valid if the registrant can provide the answers that correspond to his/her questions.
Q	Why do I need to provide challenge questions? How will they be used?
A.	Registrants are asked to create three (3) Online Challenge Questions and two (2) Service Desk Challenge Questions during the self-registration process. The three Online Challenge Questions are used by the system for online verification (that is, over the internet). If you forget your password or username, it can be reset via the ONE® ID website https://oneid.ehealthontario.ca if you can answer two (2) of the three (3) randomly selected questions. The two Service Desk Challenge Questions collected are for support purposes, so that Service Desk personnel can verify your identity over the phone. For example, if you cannot reset your password online, forget your username and password, or have lost your temporary password.

Support & Maintenance

Q.	I am going on leave (such as, maternity, sabbatical). What should I do to ensure that no one can use the account while I am away?
A.	If you are going on an extended leave, you should contact your organization's ERA who can request for your enrolment(s) to be suspended in the ONE® ID system. Please refer to your ERA for further details.
Q.	I am returning from leave (such as, maternity, sabbatical). What should I do to reactivate my account?
A.	If you are returning from an extended leave, you should contact your organization's ERA who can request for your enrolment(s) to be reinstated in the ONE® ID system. Please refer to your ERA for further details.

Q.	I no longer require access to my enrolment(s) or I have left the organization. What should I do?
A.	If you no longer require access to your eHealth Service(s) or have left the organization, you should contact your organization's ERA who can request for your enrolment(s) to be revoked in the ONE® ID system. Please refer to your ERA for further details.
Q.	I am retiring and no longer wish to be registered. What should I do?
A.	If you are retiring and no longer wish to be registered, you should send an email to the organization's ERA requesting to have your registration revoked. The ERA can request for your account to be revoked in the ONE® ID system.
Q.	I recently got married and would like to assume a married name. What should I do?
A.	Registrants who are assuming another name may request to change their **preferred name** in the ONE® ID system. You should contact your organization's ERA, who can request for your preferred name change in the ONE® ID system. If you have changed your legal name, then you will need to provide a *Change of Legal Name Certificate* to the ERA.

Security & Privacy Practices

Q.	What is a strong password and why is one required?
A.	eHealth Ontario requires strong passwords for access to eHealth Services due to the sensitivity of information. The rules you must follow when creating your ONE® ID account password are: • At least eight characters and must contain at least one uppercase letter, one lowercase letter, and one numeric character • May contain special characters (e.g., %, $, #) *Note:* Ampersand (&) is not a valid character • The same character cannot be repeated for more than half of the total characters in the password • Must not contain any part of your legal/preferred name(s), username, or display name • Must be changed every 365 days • Cannot be the same as any of your previous six passwords • Examples of valid passwords: Abc12345 or M2N67xyz or Cat2+2=5 • Examples of invalid passwords: Email123 or myname0 or #1Dundas
Q.	I suspect/have reason to believe that my ONE® ID account has been compromised. What should I do?
A.	If you have any reason to believe that a privacy and/or security breach has occurred, yourself or your organization's ERA should contact the eHealth Ontario Service Desk immediately at 1-866-250-1554. The Service Desk is available 24/7 to provide assistance.