

How to Reset your ONE® ID Password

Before you begin

You will need the following information:

- The Login ID, or user name, provided by your Local Registration Authority.
- The security questions and answers you have selected.
- If you cannot remember this information, contact the eHealth Ontario Service Desk at the number below.

Follow these steps

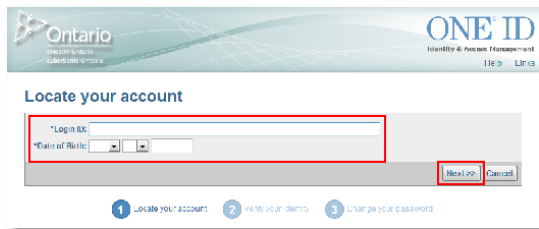
1. In your internet browser, go to www.ehealthontario.ca; click **LOGIN**.



2. On the Log In page, click **FORGOTTEN/EXPIRED PASSWORD?**



3. On the Locate your Account page, enter your Login ID and date of birth. Click **NEXT**.



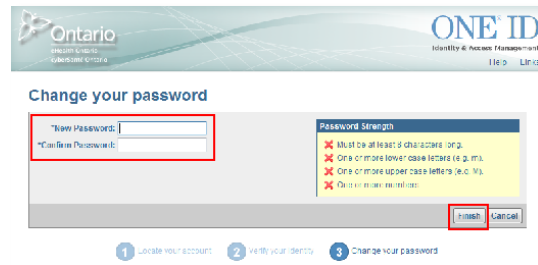
4. On the Verify your Identity page, the first of two of your selected security questions displays. Enter the answer and click **NEXT**.



5. On the Verify your Identity page, the second security question displays. Enter the answer and click **NEXT**.



6. On the Change your Password page, enter your new password in the New Password field and re-enter it in the Confirm Password field. Click **FINISH**.



PASSWORD TIPS

- Must be at least 8 characters long
- Must contain one or more lowercase letters (e.g. m)
- Must contain one or more uppercase letters (e.g. M)
- Must contain one or more numbers

7. On the Password Changed page, a message displays informing you that you have successfully changed your password. To exit, either click a link in the General Links section or close the browser window.

