eHealth Ontario

How to Recover your ONE® ID User Name

Before you begin

You will need the following information:

- The security questions and answers you 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 USERNAME?**

3. On the Locate your Account page, enter your first name, last name 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 Obtain your Login ID page, your Login ID displays. To exit, either click a link in the General Links section or close the browser window.

Have questions? Need help? Call the eHealth Ontario Service Desk at 1 866 250 1554.