

## ONE® ID Registrant Reference Guide

This guide is intended for individuals who rely on ONE® ID to access one or more eHealth services. If you do not have a ONE® ID account and/or have not been granted access to the required service, please contact your organization's Local Registration Authority (LRA) or the Ontario Health Digital Support Desk at 1-866-250-1554.

### Self-Completing or Self-Registering Your ONE® ID Account

Before using ONE® ID, you will need to self-complete/self-register your account in order to confirm your information and create a password. Each of the self-completion/self-registration processes will require you to complete the following:

1. Read and accept all agreements, including, the [Notice of Collection](#) and the [Acceptable Use Policy](#).
2. If prompted, enter your personal information and (if applicable) your professional license information.
3. Select Challenge Questions and provide your corresponding answers.
4. If prompted, enter your Challenge Phone Number(s).
5. Set your password.

Depending on the method used to create your [ONE® ID](#) account, please select your applicable registration scenario for step-by-step instructions:

- **If you received your Login ID and temporary password from your LRA**, navigate to <https://oneid.ehealthontario.ca>, enter your credentials and follow the onscreen prompts to self-complete your account information. Please refer to the [ONE® ID Registrant Self-Completion Guide](#) for more details.
- **If you received an email invitation and an invitation code on behalf of your organization**, click on the invitation link and enter your invitation code to initiate the registration process. Please refer to the [ONE® ID Express Self-Registration Guide](#) for complete details.

### ONE® ID Authentication

Authentication is the process of validating your identity via electronic credentials when accessing ehealth services. You can access authorized services with your ONE® ID Login ID and Password. However, certain services and/or circumstances may require additional factors of authentication such as an RSA SecurID token, challenge questions, challenge phone numbers or device recognition. ONE® ID employs a Risk-Based Authentication system to determine what additional challenges are required. Refer to the [ONE® ID Authentication Guide](#) for complete details.

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## Managing Your ONE® ID Account

To maintain your ONE® ID account and keep your information current, you can login to <https://oneid.ehealthontario.ca> to access your **My Profile** page and update your information. Please refer to the sections below for instructions and/or [ONE® ID Account Management Guide](#) for complete details.

### Forgotten Login ID

If you have forgotten your Login ID, click the **Forgot Login ID** link on the ONE® ID Login screen. You will be prompted to enter your **First Name**, **Last Name**, **Date of Birth** and verify your identity by answering Challenge Questions before your **Login ID** is displayed.

### Passwords

If you have forgotten your Password, click the **Forgot Password** link on the ONE® ID Login screen. Enter your **Login ID** and **Date of Birth** to locate your account and continue to verify your identity by answering Challenge Questions. You will then be prompted to change your password

**NOTE:** Your Password expires every 365 days and can be updated within your **My Profile** page before it expires. To change your Password, log in to your ONE® ID account and the **My Profile** page displays. Click on the **Change Password** link and enter your **Old or Temporary Password** and your **New Password** in the respective fields.

### Activate RSA SecurID Token

If you have received a RSA SecurID (hardware security token), you will need to activate it before it can be used for authentication. To activate your RSA SecurID token please contact your LRA or the Ontario Health Digital Support Desk.

### Challenge Phone Number(s)

If you need to add, remove or update your Challenge Phone Number(s), log in to your ONE® ID account and access your **My Profile** page. Select the **Challenge Information** tab and click the required edit option (e.g. add) beside the number you would like to update.

### Challenge Questions

To update your Online or Service Desk Challenge Questions, log in to your ONE® ID account and access your **My Profile** page. Click on the **Challenge Information** tab and click Change beside the question(s) you would like to update. Select the question and type your corresponding answer.

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**NOTE: For Online Challenge Questions, your corresponding answers must be a minimum of four (4) characters (letters/numbers). Special characters will not count towards the minimum character length.**

**You will not be able to use only the first or last word in the associated challenge question (i.e. 'What is your mother's first name?', 'What' or 'name' will not be accepted as your answer).**

## Contact Information

To update your contact information, click **change** on **My Profile** page beside your **Contact Email**, **Contact Phone Number** and/or **Preferred Language**. Update your information and click **OK** to save changes.

## Email Notification

You will receive a notification email if any of the following changes/updates have been made to your ONE® ID Account by either yourself or an authorized individual on your behalf (LRA):

<ul style="list-style-type: none"><li>• Login ID</li><li>• Password</li><li>• Challenge Questions(Online and Service Desk) and/or answer(s)</li><li>• Challenge Phone Number(s)</li><li>• Contact information (email and phone number)</li><li>• Preferred language</li><li>• Professional Designation</li></ul>	<ul style="list-style-type: none"><li>• Legal first and last name</li><li>• Preferred first and last name</li><li>• Middle name</li><li>• Gender</li><li>• Date of Birth</li><li>• Title</li><li>• And/or your account has been reinstated</li></ul>
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If you did not modify your account or authorize any of these changes, please contact Ontario Health Digital Support Desk immediately at 1-866-250-1554 as your account may have been compromised.

## Further Information or Support

For more support resources, the [ONE® ID Training and Resource Centre](#) provides eLearning modules and downloadable instructions for users, which explain how to manage all aspects of your ONE® ID account.

If you have any questions regarding the instructions provided in this guide or any other inquiries, please call the Ontario Health Digital Support Desk at 1-866-250-1554 or email [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca).