How to Change your ONE® ID Challenge Questions

Before you begin

You will need the following information:

- The Login ID, or user name, provided by your Local Registration Authority

- Your current password

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, enter your user name and password; click **LOG IN**.

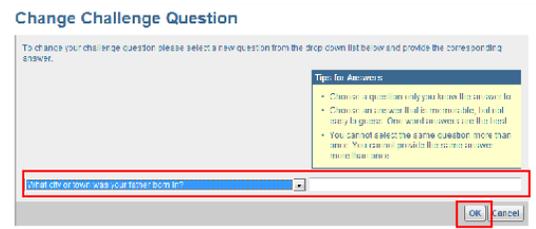3. On the eHealth Portal page, click **MY PROFILE**.

3. In My Profile, click the **CHALLENGE QUESTIONS** tab.

CHALLENGE QUESTION AND ANSWER TIPS

- Choose questions to which only you know the answers.
- Choose answers that are easy to remember but not easy to guess.
- One word answers are best.
- You cannot select a question more than once. You cannot provide the same answer more than once.

4. To change a single question and answer:
   a) On the Challenge Questions tab, click **CHANGE** beside the question you wish to change.

   b) On the Change Challenge Question page, click the drop arrow and select a new question, enter the answer in the space provided and click **OK**.

5. To change all of your challenge questions and answers without having to click OK after each change, click **CHANGE ALL QUESTIONS AND ANSWERS** on the Challenge Question tab.

A message displays on the My Profile page, confirming that you have successfully changed your challenge question(s). To leave your account, click **LOG OUT**.

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