
ONE ID Express Registration Invitation Management

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1.0 Send a New Invitation

This section describes the standard process to issue an invitation to individuals for services with Ontario Health. If, for whatever reason, an authorized applicant cannot meet the requirements described in the Express Registration Agent Guide, contact ONEIDRegistrationAgents@ontariohealth.ca and ask about process alternatives.

Step 1. Log onto ONE®ID at <https://oneid.ehealthontario.ca/expressRegister> with your **Login ID** and **Password**.

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management
Help Links

ONE ID
Identity & Access Management

ONE ID identity and access management enables secure access to eHealth services.

Please log in with your login ID and password.

*Login:

*Password:

Login

[Forgot Login ID](#) [Forgot Password](#)

Step 2. As an added security measure, you will be prompted to answer two of your three challenge questions.

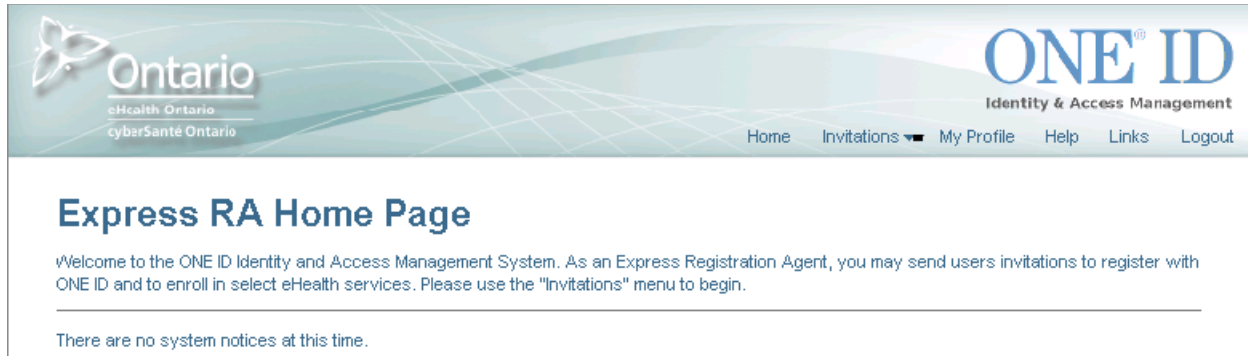
Question 1

The screenshot shows the ONE ID security verification interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID' logo with 'Identity & Access Management' and a 'Help' link. The main content area contains the following text: 'For Security reason, we need to verify your identity before proceeding. Please click [here](#) if you would like further information on why this is necessary.' and 'You must provide the correct answers to two of the secret questions that you previously selected, before you can access your requested service.' Below this is the heading 'Verify Your Identity' and the instruction 'Please provide the answer to your security challenge questions to prove your identity'. A red box highlights the question and answer field. The question is 'Question 1: Make and model of your first car?'. The answer field is an empty text input box. At the bottom right are 'Next' and 'Cancel' buttons.

Question 2

The screenshot shows the ONE ID security verification interface for the second question. It features the same Ontario and ONE ID logos as the first question. The text is identical: 'For Security reason, we need to verify your identity before proceeding. Please click [here](#) if you would like further information on why this is necessary.' and 'You must provide the correct answers to two of the secret questions that you previously selected, before you can access your requested service.' The heading 'Verify Your Identity' and the instruction 'Please provide the answer to your security challenge questions to prove your identity' are also present. A red box highlights the question and answer field. The question is 'Question 2: Mother's middle name?'. The answer field is an empty text input box. At the bottom right are 'Next' and 'Cancel' buttons.

The Express RA Home Page opens.

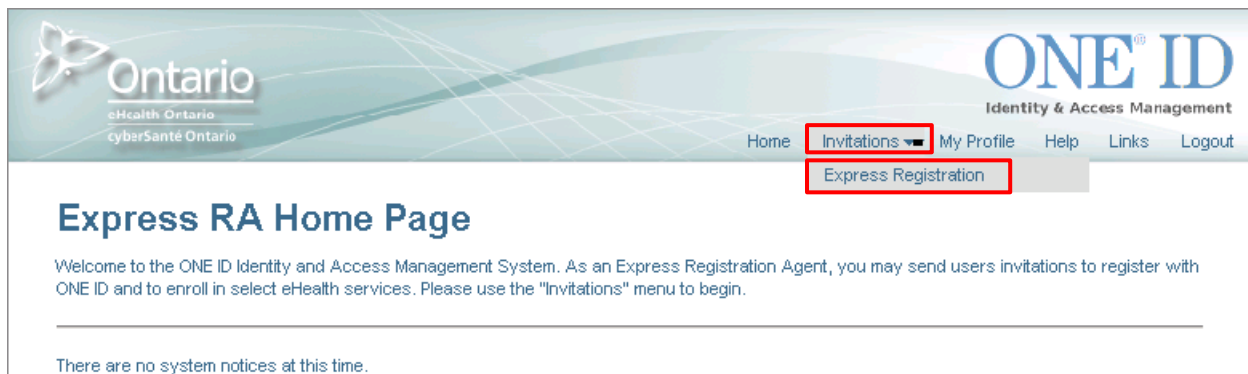


Express RA Home Page

Welcome to the ONE ID Identity and Access Management System. As an Express Registration Agent, you may send users invitations to register with ONE ID and to enroll in select eHealth services. Please use the "Invitations" menu to begin.

There are no system notices at this time.

Step 3. Select **Invitations** then **Express Registration** from the top menu. Accept ERA acknowledgement (first time login only).



Express RA Home Page

Welcome to the ONE ID Identity and Access Management System. As an Express Registration Agent, you may send users invitations to register with ONE ID and to enroll in select eHealth services. Please use the "Invitations" menu to begin.

There are no system notices at this time.

Step 4. Enter the registrant's identity information, fields marked by an asterisk are mandatory(*).

Express Registration

1. Fill in Recipient Details

To start, please enter the recipient's title, name and email address

Title: Choose One ▾

*Legal First Name:

*Legal Last Name:

*Email:

2. Select Services

Next, select services the recipient is to be enrolled in.

Available Services	
Service	
<input type="checkbox"/>	eHealth Services Portlets
<input type="checkbox"/>	Diagnostic Imaging

The services above are not required. Create account will access to the eHealthOntario.ca Portal only. Additional services will be added to the account at a later date.

i To send an invitation you must either select one or more services or confirm that the account is to be create with access to the eHealthOntario.ca portal only. Following this, an invitation code will be generated. You will need to inform the recipient of this code.

[Send Invitation](#) [Cancel](#)

Step 5. Select the eHealth Service(s) for which the registrant has been authorized or click the checkbox beside *“The services above are not required....”* to indicate that the individual should not be granted access to any services at this time.

Express Registration

1. Fill in Recipient Details

To start, please enter the recipient's title, name and email address

Title:

*Legal First Name:

*Legal Last Name:

*Email:

2. Select Services

Next, select services the recipient is to be enrolled in.

Available Services	
Service	
<input type="checkbox"/> eHealth Services Portlets	
<input type="checkbox"/> Diagnostic Imaging	

The services above are not required. Create account will access to the eHealthOntario.ca Portal only. Additional services will be added to the account at a later date.

i To send an invitation you must either select one or more services or confirm that the account is to be create with access to the eHealthOntario.ca portal only. Following this, an invitation code will be generated. You will need to inform the recipient of this code.


Step 6. Click the **Send Invitation** button.


Express Registration


1. Fill in Recipient Details

To start, please enter the recipient's title, name and email address

Title:



*Legal First Name: 

*Legal Last Name: 


*Email: 

2. Select Services

Next, select services the recipient is to be enrolled in.

Available Services	
Service	
<input checked="" type="checkbox"/>	 eHealth Services Portlets
<input checked="" type="checkbox"/>	 Diagnostic Imaging

The services above are not required. Create account will access to the eHealthOntario.ca Portal only. Additional services will be added to the account at a later date.

 To send an invitation you must either select one or more services or confirm that the account is to be create with access to the eHealthOntario.ca portal only. Following this, an invitation code will be generated. You will need to inform the recipient of this code.

Send Invitation **Cancel**

Step 7. The ONE®ID System will generate and display an invitation code. This code should be provided directly to the user (Do not send it via email). Note the invitation code and click **OK**.

The screenshot displays the 'Express Register' interface. A modal dialog box titled 'Information' is centered on the screen, containing the following text: 'The recipient will need to enter an invitation code to complete the process. Please inform the recipient of the code in person or by telephone. Do not send by email. The invitation code is 65179'. Below the text is an 'OK' button.

The background interface is partially visible, showing the following sections:

- 1. Fill in Recipient Details**
To start, please enter the recipient's details.
- Legal first name: Stephen
- *Legal Last Name: Jones
- *Email: Stephen.Jones@one-mail.on.ca

2. Select Services
Next, select services the recipient is to be enrolled in.

Available Services

Service
<input checked="" type="checkbox"/> eHealth Services Portlets
<input checked="" type="checkbox"/> Diagnostic Imaging

The services above are not required. Create account will access to the eHealthOntario.ca Portal only. Additional services will be added to the account at a later date.

Information: To send an invitation you must either select one or more services or confirm that the account is to be create with access to the eHealthOntario.ca portal only. Following this, an invitation code will be generated. You will need to inform the recipient of this code.

Buttons: **Send Invitation** **Cancel**

The page refreshes and displays a confirmation that the invitation has been sent and indicates the invitation code for the final time. After this page, you will no longer have access to the invitation code.

Step 8. Inform the recipient of the invitation code by phone or in person (not by email). You will receive an email notification when the user completes the invitation.

Repeat steps 3-8 for any additional registrants or select **Log Out** from the top menu.

Express Registration

An invitation has been sent to Stephen Jones who will need an invitation code to complete the process. Please inform the recipient of the code. Do not send by email.

The invitation code of this invitation is 65179.

To continue to send additional invitations, fill in the details below.

1. Fill in Recipient Details

To start, please enter the recipient's title, name and email address

Title: Choose One ▾

*Legal First Name:

*Legal Last Name:

*Email:

2. Select Services

Next, select services the recipient is to be enrolled in.

Available Services	
Service	
<input type="checkbox"/> eHealth Services Portlets	
<input type="checkbox"/> Diagnostic Imaging	

The services above are not required. Create account will access to the eHealthOntario.ca Portal only. Additional services will be added to the account at a later date.

2.0 Adding a Service Enrolment

If your organisation has access to multiple eHealth Services, you can enroll a user for access to as many enrolments as required (single sponsor enrolments excepted – please contact ONEIDRegistrationAgents@ontariohealth.ca for further information).

You can add an enrolment to any existing ONE®ID user account. To add a service enrolment available via Express Registration, the process is identical as if you were adding a new user. Please follow section [1.0 Send a New Invitation](#).

In cases which require the intervention of Ontario Health such as adding a service enrolment requiring attributes, LRAs may submit most requests via email.

3.0 Resend, Track or Cancel an Invitation

Once an invitation has been issued, a new invitation cannot be sent to the same email address until the current one has been either completed, cancelled or expired. This section describes how to resend, cancel or track an existing invitation to individuals for services with Ontario Health. If, for whatever reason, you are unable to carry out any of the above options, please contact the Registration Agents for assistance.

Resend

You can resend an invitation for instances when the registrant may have deleted their invitation in error or forgotten their invitation code. Invitations can only be resent if the following conditions apply; if not, a new invitation must be sent:

- The invitation has not expired (valid for 7 days).
- The invitation must be resent from the same organisation.
- The invitation must be sent to the same email address.

The expiration date is reset to 7 days and an email notification sent to the recipient of the original invitation, informing them of this action and to anyone 'Tracking' the invitation.

Cancel

An invitation can be cancelled anytime in the 7 day period after it has been issued, causing the link in the invitation to become inactive. An invitation cannot be cancelled if it has expired or the invitee has already proceeded with registration.

Track

You will automatically be notified via email when an invitation you have sent changes status (completed, expired, cancelled). You can also request to track invitations issued by other LRAs.

A registrant can only be the recipient of one invitation at a time. If you wish to enroll an invited user for eHealth services but they have yet to complete their invitation, you can request to track the invitation. This will notify you when the user has completed their existing invitation so you can then send your own request.

Step 1. Follow steps 1 - 6 in section [1.0 Send a New Invitation](#) to search for the existing invitation which is matched by the recipients email address. The system displays the Invitation Details section of the form with the Name, Email, Date Sent, Status and Status Date of the invitation.

Note: If you are requesting to track an invitation issued from another organisation, you only need to enter the registrants email address.

Step 2. Select **Resend, Track** or **Cancel Invitation**.

Express Registration

1. Fill in Recipient Details

To start, please enter the recipient's title, name and email address

Title:

*Legal First Name:

*Legal Last Name:

*Email:

Invitation Details

An Invitation has already been sent to this email address. A new invitation cannot be sent until this invitation has been completed.

Name	Email	Sender	Status	Status Date
Stephen Jones	Stephen.Jones@one-mail.on.ca	Louisa Stewart	Sent	Oct 2, 2014 11:36:34 AM

i An Invitation has already been sent to this email address and the recipient has not completed the process. A new invitation cannot be sent to the same address while the current invitation is active. You may choose to track the status, resend or cancel the invitation. Click "Start Over" to begin with a new email address.

Step 3. The page refreshes and displays a confirmation that the invitation has either been **resent** (and indicates the invitation code for the final time), **cancelled** or **tracked**.

- If you are resending or cancelling an invitation, a pop up message appears which you will need to read and then click OK.
- If you are tracking an invitation, the page will display a confirmation that you will be notified by email when the user has completed the current invitation.

Note: For resending invitations, please ensure you note the invitation code and provide it to the registrant via phone or in person (do not send by email).