


ONE ID Express Self-Registration Guide

To begin the ONE ID Self-Registration process, click on the invitation link in the email you have received. This is a one-time use link and may not be forwarded to anyone else. When prompted, enter the five (5) digit invitation code provided to you by the sender of the email via phone or in person. If you have not received an invitation code, please contact the sender.

Welcome to ONE ID

To start, please enter your invitation code. If you have not already received your invitation code, please contact the person who sent you this invitation.

*Invitation code: 

[Next >>](#)

Access your ONE ID account

Option 1: Creating a New Account If you don't have a ONE ID account yet, click on the "Create a new ONE ID Account" link. This will take you to the [Agree to Policy](#) section, where you can create your account and proceed with adding the service(s) in your invitation.

Option 2: Adding Services to Your Existing Account If you already have a ONE ID account, simply enter your login ID and password. You will be prompted to add the service(s) in your invitation as part of the login process. Follow the instructions provided to add the service(s) to your account.

Log into ONE ID

Already have a ONE ID account?
(@oneid.on.ca)

Please log in with your login ID and password.

*Login:

*Password:

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

No ONE ID Account?

Create a new account here. This will take a few minutes. You will use the ONE ID account that you create to log into eHealth services.

[Create a new ONE ID Account](#)

Agree to the Notice of Collection and the Acceptable Use Policy

To access the system, users are required to agree to the [Notice of Collection](#) and [Acceptable Use Policy](#). After logging in, scroll through and read the policies. If you agree, select the "I agree" checkbox, and click **Next**.

If you do not agree, click **Cancel** to return to the ONE ID Login screen.

Policies

ONE ID provides its service to you subject to the following Policies, which may be updated by us from time to time without notice to you. You can review and print the most current version of the Acceptable Use Policy through your ONE ID account management My Profile page.

Notice of Collection

The registration system is managed by eHealth Ontario (the "Agency"). The Agency's collection of information about identifiable individuals ("personal information") is governed by the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31 (the "Act"). Under the Act, the Agency may collect personal information whenever the collection is necessary for the proper administration of the Agency's authorized activities.

The purpose of this collection is to register persons to use the Agency's information infrastructure, to verify the identity of persons registering or registered to use the Agency's information infrastructure, and to maintain and administer the registration of such persons. The collection, use, and disclosure of personal information for these purposes is expressly authorized by s. 16, Ontario Regulation 43/02 made under the Development Corporations Act, R.S.O. 1990, c. D.10.

If you have any questions, or for further information about the collection described above, please contact the Chief Privacy & Security Officer at eHealth Ontario: P.O. Box 148, 777 Bay Street, Suite 701, Toronto, Ontario M5G 2C8, Tel: (416) 586-6500.

I consent to the collection, use, and disclosure of my personal information for the purposes described above and for

Acceptable Use Policy

1. SUMMARY

This policy establishes the acceptable use requirements for eHealth Ontario products and services, as well as the technology infrastructure used by eHealth Ontario to provide such products and services. eHealth Ontario may revise this policy from time-to-time in its sole discretion and any revisions will be posted at www.ehealthontario.on.ca. Notice of any revision will be given to you in accordance with the agreement pursuant to which eHealth Ontario provides products or services to you.

2. SCOPE AND APPLICATION

This policy applies to all users. Any person who accesses or uses the technology infrastructure or uses a product or service provided by eHealth Ontario is a "user". A "person" includes any individual, person, estate, trust, firm, partnership or corporation, government or any agency or ministry of any government, and includes any successor to any of the foregoing.

3. ACCOUNTABILITY

Each client organization is responsible for any access or use of eHealth Ontario's products, services or technology.

I agree

Next >> Cancel

Provide Personal Information

Your legal first and last names will be pre-populated based on the sender's invitation request. Contact the sender to correct any errors. Complete the mandatory fields marked with an asterisk (*), including your title, name, gender, date of birth, email address, contact phone number, and language preference.

Click **Next** to continue.

Personal Information

The collection of the personal information below is necessary to identify your account in the registration system.

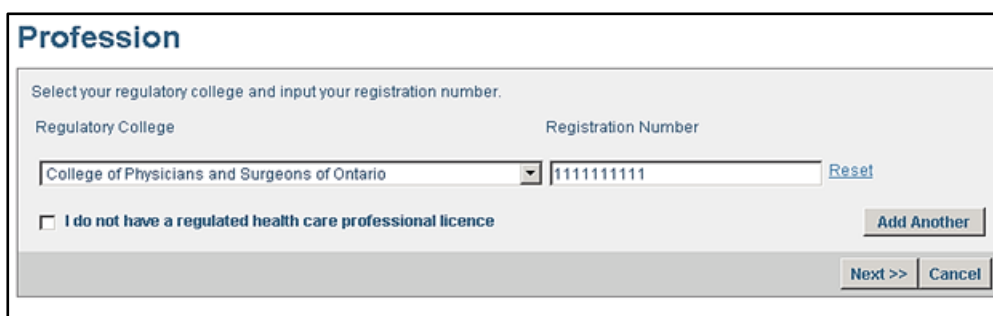
Title: <input type="text" value="Mr."/>	*Gender: <input type="text" value="Male"/>
*Preferred First Name: <input type="text" value="Tom"/>	*Date of Birth: <input type="text" value="Jan"/> <input type="text" value="01"/> <input type="text" value="1970"/>
Middle Names: <input type="text"/>	*Email: <input type="text" value="tom.campbell@hospita"/>
*Preferred Last Name: <input type="text" value="Campbell"/>	*Contact Phone Number: <input type="text" value="123-456-7890"/>
*Legal First Name: <input type="text" value="Thomas"/>	Preferred Language: <input type="text" value="English"/>
*Legal Last Name: <input type="text" value="Campbell"/>	

Important: First name and last name are your preferred names. For example, Mike instead of Michael or Singh instead of Warner-Singh. Legal names refer to your name as it would appear on a Passport, for example, Michael Warner-Singh.

Enter Profession

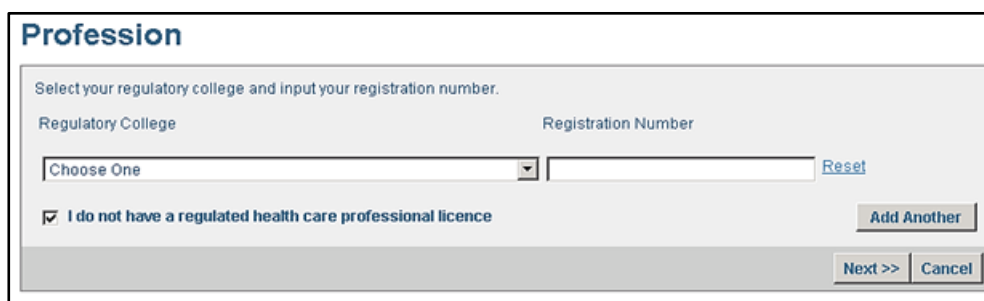
Users who are licensed by one of Ontario’s regulatory health colleges should have their professional credentials associated with their ONE ID account. A user’s professional license may affect their access privileges for certain eHealth services (e.g., physicians may have different functionality than nurses).

1. Select the regulatory college and enter in your associated license number. If you have entered incorrect information, click **Reset** to clear all text from that row.
2. If you wish to include additional regulatory colleges, click **Add Another**, and repeat step 1.
3. Click **Next**.



The screenshot shows a form titled "Profession" with the instruction "Select your regulatory college and input your registration number." It features two input fields: "Regulatory College" with a dropdown menu showing "College of Physicians and Surgeons of Ontario" and "Registration Number" with a text box containing "1111111111". A "Reset" link is next to the registration number field. Below the fields is a checkbox labeled "I do not have a regulated health care professional licence" which is unchecked. At the bottom right are buttons for "Add Another", "Next >>", and "Cancel".

Important: If you do not have a regulated health care professional license, please check the box *I do not have a regulated health care professional licence*, and then click **Next**.



The screenshot shows the same "Profession" form. The "Regulatory College" dropdown now shows "Choose One" and the "Registration Number" field is empty. The checkbox "I do not have a regulated health care professional licence" is now checked. The "Reset" link, "Add Another", "Next >>", and "Cancel" buttons remain.

Important: If your professional designation changes e.g. you obtain a new license, please contact your Local Registration Authority (LRA) to update your ONE ID account.

Select Challenge Questions and Provide Answers

You will be required to select and provide answers to five (5) Challenge Questions.

- Three (3) Online Challenge Questions are used to verify your identity online; only you can view the answers to these questions.
- Two (2) Service Desk Challenge Questions are used by the Ontario Health Digital Support Desk to verify your identity over the phone.

Challenge Questions

Challenge questions are used to verify your identity if, for example, you forget your password. Please select three questions from the drop down lists below and provide an answer.

Tips for Answers

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

Make and model of your first car?	Ford Pinto
Mother's middle name?	Jessica
What is the first name of your oldest niece?	Elizabeth

These challenge questions are used by the service desk to verify your identity if you require assistance with your account over the phone.

What year did you leave home?	2000
What was the name of your first stuffed animal?	Boo

[Next >>](#) [Cancel](#)

5. Select a Challenge Question from the left-hand drop-down list.
6. In the corresponding Answer field, enter the answer to the question.
7. Repeat steps 1-2 for the remaining four (4) questions.
8. Click **Next** to continue.

Challenge Question Tips

- Choose questions to which only you know the answers.

- Choose answers that are memorable but not easy to guess. One-word answers are best.
- You cannot select a question more than once.
- You cannot enter the same answer to more than one question.

Important: If you need to update or change your challenge questions later, please refer to [Managing Your ONE ID Account](#) for further details.


Enter Challenge Phone Numbers

Challenge Phone Numbers verify your identity in specific scenarios (e.g., using an unrecognized computer). You can add up to three (3) optional phone numbers to your ONE ID account. If you don't have a direct phone number available, use an alternative challenge by checking the designated box. Carrier charges may apply.

Phone

Should ONE® ID need to confirm that it is you using your account, we will either text a code (cellphone) or place a call (landline/cellphone) to your challenge phone number below. You must follow the instructions provided to continue. For more details, click [here](#).

Phone 1.

[Add a number \(optional\)](#) 

Check if you do not have a direct number, e.g. you have an extension.

1. Enter your phone number in the **Phone** field.
2. If you wish to add more than one number, select **Add a Number (optional)**.
3. Once you have added your number(s) click **Next** to continue.

Important: Anytime you are presented with the Phone Challenge and do not have your phone available, you can choose to be presented with Online Challenge Questions as an alternative. If you need to update or change your challenge phone number(s) later, please refer to [Managing Your ONE ID Account](#) for further details.

Set Password

Now you must create a password to use along with your ONE ID Login ID to access your eHealth services.

Password

Please choose a password that adheres to the rules below. To prevent unauthorized access to your account, your password should never be disclosed or written down.

Your password will be valid for one year.

*Password:

*Confirm Password: ✓

Password Strength

- ✓ Must be at least 8 characters long.
- ✓ One or more lower case letters (e.g. m).
- ✓ One or more upper case letters (e.g. M).
- ✓ One or more numbers.

Finish Cancel

1. Enter your current or temporary password in the appropriate field.
2. In the new password field, create a password that meets the following requirements.
 - Must be at least 8 characters long.
 - Must contain one or more lower case letter (e.g., m).
 - Must contain one or more upper case letter (e.g., M).
 - Must contain one or more numbers.
3. Enter your new password again in the **Confirm Password** field.
4. Click **Finish**.

Important: Your password must be changed every 365 days. Please refer to [Managing Your ONE ID Account](#) for steps on how to change your password.

Receive Login ID

Your Login ID is displayed. You will need your Login ID and Password to log into your ONE ID account.

Registration Complete

You have successfully completed your invitation. Your ONE ID account is ready to be enrolled in additional eHealth services.

Your login ID is provided below. You will receive a confirmation email with your account details.

TOM . CAMPBELL@ONEID . ON . CA

Services have been listed below for your convenience. Please click on the service below to access it.

General Links

[eHealthOntario portal](#) [ONE ID \(to manage your ONE ID account\)](#) [Reference Guide](#) [ONE ID Description](#)

Congratulations! Your Ontario Health ONE ID self-registration is now complete. You may now enroll in additional eHealth services.