

# Frequently Asked Questions

## ONE® ID Provincial Two-Factor Authentication

Q.	What is ONE® ID Provincial Two-Factor Authentication?
A.	<p>ONE® ID Provincial Two-Factor Authentication (also referred to as <i>Challenge Phone Numbers</i>) is a phone-based secondary means of identity verification through a separate and unconnected communication channel (along with the ONE® ID login ID and password).</p>
Q.	How does ONE® ID Provincial Two-Factor Authentication work?
A.	<p>When a ONE® ID user logs into ONE® ID Self-Management or a service protected by Knowledge-Based Authentication (KBA), they will first be prompted to enter their ONE® ID login ID and password.</p> <ul style="list-style-type: none"> <li>• Next, a user will be presented with the phone-based Challenge screen and must select the telephone number they would like to use. The user then receives text with a unique 6-digit verification code that must be entered on the ONE® ID screen</li> </ul> <p>Once the user has completed their phone-based challenge, they can continue to access their required service(s). The phone-based challenge should not take a user longer than one (1) minute to complete.</p> <p>Note: The Call-based challenge is temporarily unavailable at this time. It will be reintroduced in 2019.</p>
Q.	When will ONE® ID users be challenged with Two-Factor Authentication?
A.	<p>Users with ONE® ID accounts will be challenged with Two-Factor Authentication for the following scenarios, only if they have a challenge phone number associated to their ONE® ID Account:</p> <ol style="list-style-type: none"> <li>1) When logging in to an eHealth service protected by Knowledge-Based Authentication (e.g. Online Challenge Questions), such as CCO or OTN.</li> <li>2) When logging in to ONE® ID Self-Management:             <ul style="list-style-type: none"> <li>○ For the first time</li> <li>○ Using a new device</li> <li>○ Using a device that the user has chosen to not be recognized.</li> </ul> </li> </ol> <p>Users will be challenged with Knowledge-Based Authentication for the above scenarios if they either; do not have a challenge phone number added to their account or if they do not have their phone available at the time of login.</p> <p>For further information on Knowledge Based Authentication (KBA) and Device Recognition, please refer to Appendix E - ONE®ID Authentication in the <a href="#">ONE® ID Registrant Reference Guide</a>.</p>

Q.	How is a Challenge Phone Number added to a ONE® ID account?
A.	<p>New ONE® ID users will be prompted to add a challenge phone number(s) when self-registering or self-completing their ONE® ID account.</p> <p>Existing ONE® ID users can add Challenge Phone Numbers through ONE® ID Self-Management <a href="https://oneid.ehealthontario.ca">https://oneid.ehealthontario.ca</a> and selecting the ‘<b>Challenge Information</b>’ tab.</p>
Q.	How many challenge phone numbers can a ONE® ID user add?
A.	Users may add up to three (3) challenge phone numbers to their ONE® ID account. Users can modify or remove any, or all, of their challenge phone numbers at any time by logging into ONE® ID Self-Management <a href="https://oneid.ehealthontario.ca">https://oneid.ehealthontario.ca</a> and selecting the ‘ <b>Challenge Information</b> ’ Tab.
Q.	Will <b>existing</b> ONE® ID users be prompted to add challenge phone number(s)?
A.	<p>No – existing ONE® ID users will not be prompted to add a challenge phone number.</p> <p>However, existing users have the option to add challenge phone number(s) by logging into Self-Management <a href="https://oneid.ehealthontario.ca">https://oneid.ehealthontario.ca</a> and selecting the ‘<b>Challenge Information</b>’ tab.</p>
Q.	Will <b>new</b> ONE® ID users be prompted to add challenge phone number(s)?
A.	<p>Yes - as of April 23<sup>rd</sup> 2017, new users will be prompted to add their challenge phone number(s) when either self-registering or self-completing their ONE® ID accounts.</p> <p>NOTE: If a user does not have a phone available to use for ONE® ID Authentication purposes, they have the option to continue without adding a number.</p>
Q.	What if a user does not have a phone available when logging into ONE® ID?
A.	Users will be directed to Knowledge-Based Authentication (KBA) (i.e. Online Challenge Questions) if they do not have a phone available at the time of login.
Q.	Do users have to complete the phone challenge when self-recovering their ONE® ID Login ID or Password?
A.	No – users will continue to be presented with Knowledge-Based Authentication (KBA) (i.e. Online Challenge Questions) when self-recovering their ONE® ID Login ID or Password.
Q.	What should a user do if they are experience difficulty completing the Two-Factor Authentication Challenge?
A.	ONE® ID users can call the eHealth Ontario Service Desk for support at 1-866-250-1554 (open 24/7).

Further questions? Email us at [ONEIDBusinessSupport@ontariohealth.ca](mailto:ONEIDBusinessSupport@ontariohealth.ca)