ONE ID Registrant Reference Guide

This guide is for individuals who use ONE ID to access eHealth services. If you do not have a ONE ID account or access to the required service, contact your Local Registration Authority (LRA) or 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 to confirm your information and create a password.

- **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

To access authorized services, navigate to the service URL and use your ONE ID Login ID and Password. Some services or circumstances may require additional authentication factors, such as an RSA SecurID token, challenge questions, challenge phone numbers, or device recognition. Refer to the ONE ID Authentication Guide for complete details.

Managing Your ONE ID Account

To manage your ONE ID account, log in to https://oneid.ehealthontario.ca. From there, you can update your information, change your password, and manage your security settings. Please refer to the sections below for instructions and/or Managing Your ONE ID Account Guide for complete details.

Login and Password Recovery

If you've forgotten your login ID or password, click the **Forgot Login ID** or **Forgot Password** links on the ONE ID Login screen. You'll be prompted to verify your identity by answering challenge questions before you can recover your account access.

Activate RSA SecurID Token

If you've received an RSA SecurID token, you'll need to activate it before you can use it for authentication. Contact your LRA or the Ontario Health Digital Support Desk at 1-866-250-1554 to activate your token.

Challenge Phone Number and Questions

To manage your challenge phone numbers and questions, log in to your ONE ID account and access your **My Profile** page. Select the **Challenge Information** tab and follow the instructions to add, remove, or update your information.

Contact Information

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

Email Notification

You will receive an email if changes are made to your ONE ID account, including login details, challenge questions, and contact info.

If you receive a notification but did not authorize these changes, contact Ontario Health Digital Support Desk at 1-866-250-1554 as your account may have been compromised.

Further Information and Support

For more support resources, check out the [ONE ID Training and Resource Centre](#) for eLearning modules and instructions on managing your 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

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