

ONE® ID Registrant Reference Guide

ONE ID Business Support | 2026-07-10



**Ontario
Health**

Document Information

Copyright Notice

Copyright © 2026, Ontario Health

All rights reserved

No part of this document may be reproduced in any form, including photocopying or transmission electronically to any computer, without prior written consent of Ontario Health. The information contained in this document is proprietary to Ontario Health and may not be used or disclosed except as expressly authorized in writing by Ontario Health.

Trademarks

Other product names mentioned in this document may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

Document Control

The electronic version of this document is recognized as the only valid version.

Document Sensitivity Level

Medium

Table of Contents

About this Document	1
Self-Completing your ONE® ID Account.....	1
ONE® ID Authentication	1
Login and Password Recovery.....	1
ONE® ID Self-Management	2
Further Information and Support.....	2
ONE® ID Registrant Self-Completion Guide	3
Login to ONE® ID	3
Agree to the Notice of Collection and the Terms of Use.....	4
Confirm Account Details.....	4
Verify Security Information and Select Security Questions	5
Security Question Tips.....	6
Set Password	7
Receive Login ID.....	8
ONE® ID Authentication Guide	9
Mobile Verification	9
Security Questions	10
RSA SecurID Token Authentication	11
Device Recognition	13
Login and Password Recovery Guide.....	14
Recovering your Login ID.....	14
Resetting your Password	15
ONE® ID Test Account Password Reset.....	19
Password Reset for 'client.test' Accounts.....	20
ONE® ID Self-Management Guide	21
My Profile Page.....	21
How to Update your Personal Information or Professional Registration	22
My Accounts	24
My Account Security	24
How to Change your Security Questions	25
How to Change Your Password	27
How to Add/Change a Contact and Mobile Phone Number	29
How to Change Your Email	30

My Services	31
How to View your Enrolments	32
ONE® ID Test Access.....	33
E-Mail Notification(s) from Ontario Health	33

About this Document

This document, broadly known as 'Registrant Reference Guide' contains a collection of guides for individuals who use ONE® ID to access eHealth services. Each section will be briefly described below. 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 your ONE® ID Account

Before using your ONE® ID account for the first time, you will need to self-complete your account to confirm your information, activate the account and create a password.

You will receive an email with the subject line: **Complete your ONE® ID Registration**. Open the email and click **Complete registration** and follow the instructions on screen. If you are unable to access the **Complete registration** link by clicking the button, copy and paste the link near the bottom of the email into your browser to proceed to complete your ONE® ID account setup.

Refer to the [ONE® ID Registrant Self-Completion Guide](#) contained in this document 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 prompts, such as an RSA SecurID token, security questions or mobile phone numbers. However, you may also have the option to enable device recognition for some services to bypass these authentication challenges.

Refer to the [ONE® ID Authentication Guide](#) contained in this document for complete details.

Login and Password Recovery

If you've forgotten your login ID or password, click the respective **Forgot My Login ID** or **Forgot My Password** link on the ONE® ID login screen. You will be prompted to verify your identity by answering security questions before you can gain access to your account.

Refer to the [Login and Password Recovery Guide](#) contained in this document for complete details.

ONE® ID Self-Management

To manage your ONE® ID account, log in to <https://oneid.ehealthontario.ca>. Upon logging in, you will be on the **My Profile** screen. While in your Profile, you can change your password, security questions, security settings, phone number and email as well as view your enrolled services.

Refer to the [ONE® ID Self-Management Guide](#) contained in this document for complete details.

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

ONE® ID Registrant Self-Completion Guide

This guide is intended to provide step-by-step instructions for ONE® ID registrants who have received their ONE® ID Registration email from a Local Registration Authority (LRA) and/or the Ontario Health Digital Support Desk. Before you can begin accessing your digital health services, you must self-complete your ONE® ID account by following the steps outlined below.

NOTE: If you do not complete your registration process 24 hours of receiving Registration email, the link within the email will expire. Call the Ontario Health Digital Support Desk at 1-866-250-1554 or reach out to your organization's LRA to obtain a new ONE® ID Registration email.

Login to ONE® ID

- 1) Click on the **Complete Registration** button within ONE® ID Registration email. If you can't access the button, copy and paste the web address within email into your browser. If you have a mobile phone number set on your account, you will be directed to the ONE® ID Mobile verification page:
- 2) Click **Send code** to receive code on your phone device
- 3) Use the code to verify your attempted login

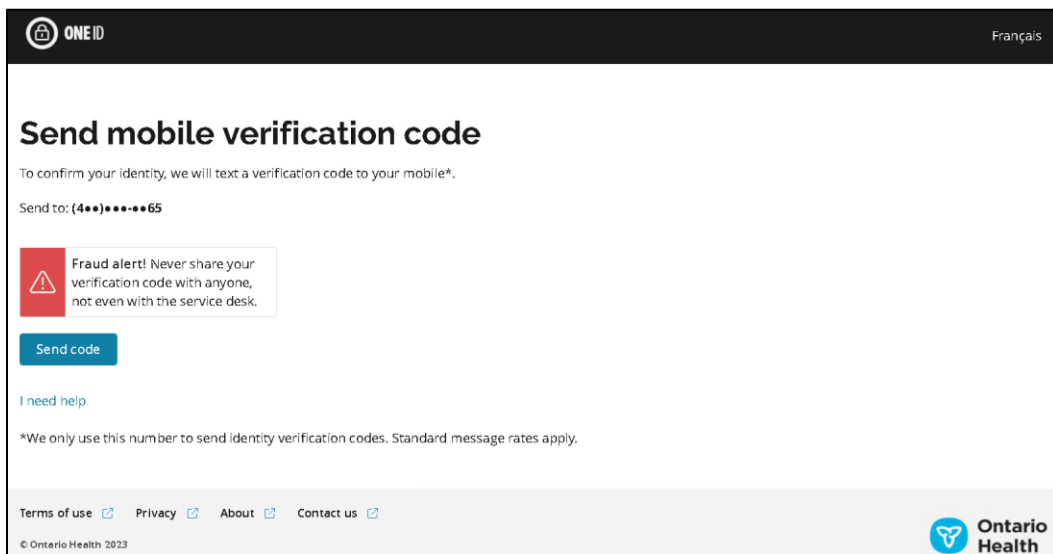
The screenshot shows the ONE ID mobile verification interface. At the top, there's a dark header with the ONE ID logo and a 'Français' link. The main heading is 'Send mobile verification code'. Below it, a message states: 'To confirm your identity, we will text a verification code to your mobile*.' The phone number is masked as 'Send to: (4●●)●●●-●●●65'. A red warning box with a triangle icon says 'Fraud alert! Never share your verification code with anyone, not even with the service desk.' Below this is a blue 'Send code' button. A link 'I need help' is present. A footnote reads: '*We only use this number to send identity verification codes. Standard message rates apply.' The footer contains links for 'Terms of use', 'Privacy', 'About', and 'Contact us', along with the Ontario Health logo and copyright notice '© Ontario Health 2023'.

Figure 1 - Send Mobile Verification Code

NOTE: If you *do not* have a mobile phone number set on your account, you will be directed to the ONE® ID Service Desk questions screen. Correctly answer the questions you had set on your account upon registration with your LRA.

4) You will then be directed to **Read and accept policies** page

Agree to the Notice of Collection and the Terms of Use

To access the system, users are required to agree to the Notice of Collection and Terms of use. After logging in, use the down arrows on the right to expand the Notice of Collection and Physicians Agreement, then scroll through each section and read them before accepting. If you agree, click the **I have read and accept the policy** checkboxes, and click **Continue**.

If you do not agree, close the window. Note that you will not be able to access ONE® ID without accepting these policies.

Read and accept policies [Help](#)

We provide our services under certain conditions. Expand the policies, then read and accept to continue.

Notice of collection ▼

☐ I have read and accept the policy

Terms of use ▼

☐ I have read and accept the policy

Complete the required information to activate the button.

[Continue](#)

If you choose not to accept the policy, you will not be able to finish registering your account. Please [contact the Ontario Health service desk](#) for assistance.

[Terms of use](#) [Privacy](#) [About](#) [Contact us](#)

© Ontario Health 2023 

Figure 2 - Read and Accept Policies

Confirm Account Details

- Verify and confirm your Personal Information to make sure it was entered correctly by the LRA. If your legal name or date of birth was not entered correctly, please contact your LRA for help. If you wish to change your preferred name(s), you can only do so

manually during this step. For name changes after self-completion, please contact your LRA

- **NOTE:** If you do decide to change your preferred name, ONE® ID will ask you if you wish to change your LOGIN ID to match this new preferred name, or to keep it the same. Please continue with your preference.
- **Note:** if you do not know your LRA or do not have an LRA for your organization, you can reach out to Ontario Health's Service Desk by calling 1-866-250-1554 or emailing OH-servicedesk@ontariohealth.ca
- Users who are licensed by one of Ontario's regulatory health colleges should have their professional credentials associated with their ONE® ID account. Select the regulatory college and enter in your associated registration number. You can edit your information if your LRA made a mistake in adding your credentials. If you do not belong to regulatory college, click **I do not belong to regulatory college**.
- Click **Confirm and continue**.

Wrong legal name and/or date of birth ▾

Professional registration

To continue, select a college and enter your registration, or clear the current registration and select 'I do not belong to a regulatory college'.

☒ I do not belong to a regulatory college

Regulatory college (optional)

Enter text or select ▾

Registration number (required)

Shown on certificate

Complete the required information to activate the button.

Confirm and continue Cancel

[Terms of use](#) [Privacy](#) [About](#) [Contact us](#)

© Ontario Health 2023

Ontario Health

Figure 3 - Enter Professional Registration

Verify Security Information and Select Security Questions

- Double check that you have inputted the correct phone number and email.
- If you wish to add more than one number, select **Add Alternative Number (optional)**.

You will be required to select and provide answers to five (5) Security Questions:

- Three (3) Online Questions are used to verify your identity online; only you can view the answers to these questions.

- Two (2) Service Desk Questions are used by the Ontario Health Digital Support Desk to verify your identity over the phone.

- 1) Select a Security Question from the right-hand drop-down list.
- 2) In the corresponding Answer field, enter the answer to the question.
- 3) Repeat steps 1-2 for the remaining four (4) questions.
- 4) Click **Save and continue**.

Figure 4 - Configure Security Questions

Security 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.

NOTE: If you need to update or change your challenge questions later, you can do so from your profile once you finish your registration. Refer to the subsection [How to Change Your Security Questions](#) for more details.

NOTE: When you are presented with the Phone Challenge and do not have your phone available, you can choose to complete an alternative Multi-Factor Authentication (MFA) challenge, such as Security Questions or RSA Token. The specific alternative MFA challenge available depends on the service you are attempting to access. If you need to update or change your challenge phone number(s) later, you can do so from your profile once you finish your registration. Refer to the subsection [How to Add/Change your Security Phone Number](#) for more details.

Set Password

Set your password to a password of your choice by completing the steps below:

- 1) 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.
- 2) Enter your new password again in the **Password again** field.
- 3) Click **Save and continue**.

You'll use this to login to your ONE ID account. Complete all information.

Password requirements

[Tip: How to pick a secure password](#) ▾

Your password must be at least:

- eight characters

and include the following:

- one lowercase letter (a-z)
- one upper case letter (A-Z)
- one number (0-9)

New password

Password again

Must match new password

Complete the required information to activate the button.

[Save and continue](#) [Cancel](#)

Figure 5 - Configure a Password

NOTE: Your password must be changed every 365 days. You can do so from your account profile. Refer to subsection [How to Change your Password](#) for more details.

Receive Login ID

Congratulations! Your ONE® ID registration is now complete. You may now access your account by clicking **Log in now**. You will also receive a welcome email with your Login ID and Login button where you can access your account from.

ONE ID Français

Your new ONE ID account is ready

Good news! Your new ONE ID registration was successfully completed and your account is now active.

We sent you an email with your login ID. If you do not receive it, please [contact the Ontario Health service desk](#).

[Log in now](#)

[Terms of use](#) [Privacy](#) [About](#) [Contact us](#)

© Ontario Health 2023

Figure 6 - ONE® ID Account is Ready

ONE® ID Authentication Guide

ONE® ID provides Risk-Based Authentication as an additional layer of security by tracking the context of user sessions (e.g., where you are logging in from, what computer you are using, etc.) and applying authentication rules. If you have previously recognized your computer when accessing a service (by clicking 'remember this device' in the Mobile Verification or Security Questions authentication screens), entering a valid ONE® ID Login ID and Password is usually sufficient to access your ONE® ID service(s). You may be issued an additional Authentication Prompt to validate your identity under select circumstances (e.g., you are accessing a new service with a higher-level authentication requirement) or, in rare cases, be denied access (e.g., logging on from an anonymized IP address).

Authentication challenges require you to verify your identity via means other than your Login ID and Password before the service can be accessed. Follow the prompts on screen to complete challenges.

NOTE: The system tracks all incorrect challenge answers until you successfully log in. If you reach a combined total of **12 incorrect answers** across any of the authentication types, your ONE® ID account will be locked. You will need to contact the **Ontario Health Digital Support Desk at 1-866-250-1554** to unlock your account and reset your password. (e.g. getting the mobile verification and the Security questions wrong 6 times each will lock your account.)

Mobile Verification

For security purposes, your identity is verified through a mobile phone number that is pre-set by you during the self-completion process, or, by adding phone number(s) to your ONE® ID account through Self-Management (refer to subsection [How to Add/Change a Mobile Phone Number](#) for further details).

When prompted, select the phone number you wish to use and click **Send code**:

Send mobile verification code

To confirm your identity, we will text a verification code to your mobile*.

Send to: (5xx)xxx-xx84

Fraud alert! Never share your verification code with anyone, not even with the service desk.

[Send code](#)

[Switch to security questions](#)

[I need help](#)

*We only use this number to send identity verification codes. Standard message rates apply.

Figure 7 - Send Verification Code

You are then prompted to enter a unique 6-digit verification code that will be sent to your mobile phone number. Enter the 6-digit code and click **Verify**. Completing the phone challenge correctly grants you access to the ONE® ID service.

NOTE: If you do not receive a code to your mobile device within a few minutes, click **Resend** to have a new code sent. Additionally, if you do not have a phone available at the time of the challenge, you can select an alternate number (if any) or if the challenge for the specific service allows, **Switch To Security Questions** or **Switch to Security Token** to complete the secure login process.

Security Questions

Your identity can also be verified via security questions that were pre-set by you during the self-completion process.

When prompted, type the answer to the security question and click **Continue**. You will then be prompted to answer another security question. Answering both questions correctly grants you access to the service.

Answer security questions

Mother's middle name?

☐ Remember this device [i](#)

[Continue >](#)

[Switch to mobile verification](#)

[I need help](#)

Figure 8 - Answer Security Questions

If the first security question is answered incorrectly three times, you will be prompted to answer a second security question. If the second question is answered incorrectly three times, you will be unable to proceed. If the second security question is answered correctly, you will be prompted to answer a third security question, and if answered correctly within three attempts, you will gain access to your account, otherwise you will not be able to proceed and will be required to call the Ontario Health Digital Support Desk to reset your password.

Click the **I need help** link at the bottom of the page to open a pop-up window which explains the purpose of the page and provides additional help for navigating the security steps required to gain access to your account.

RSA SecurID Token Authentication

RSA SecurID is a hardware token that generates an authentication code at fixed intervals and is used in combination with a Personal Identification Number (PIN) pre-set by you. You are issued an RSA SecurID token only if you access services that require one and/or if you are attempting to access a service in a way that is likely to prompt a token challenge (i.e. from outside Ontario). Some ONE® ID configurations, including certain services and the LRA enrollment, provide the ability to authenticate using an RSA token (**Switch to Security Token**) instead of the phone challenge:

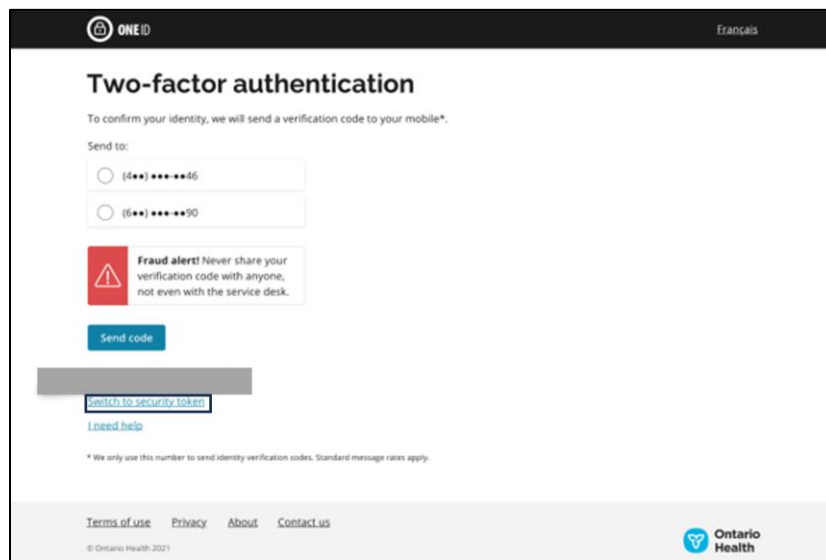


Figure 9 - Two Factor Authentication Screen

NOTE: If you are receiving token challenges and do not have an RSA SecurID token, contact your Local Registration Authority (LRA) or the Ontario Health Digital Support Desk at 1-866-250-1554.

Enter your token **PIN** and the randomly generated numbers displayed on your **Token Code** when prompted. If you have not yet created a PIN, leave this field blank.

The screenshot shows the 'Enter token code' screen. At the top, there's a header with the ONE ID logo and a 'Français' link. The main heading is 'Enter token code'. Below it, a sub-header says 'Enter your PIN and the code shown on your security token (keyfob)'. There are two input fields: 'PIN' (4-8 digits) and 'Token code' (The 6 digits shown on your keyfob). Below the token code field is a 'Remember this device' checkbox. A blue 'Continue >' button is at the bottom. A link for 'I need help' is below the button. The footer contains links for 'Terms of use', 'Privacy', 'About', and 'Contact us', along with the Ontario Health logo and copyright notice.

Figure 10 - Input Token Code

If the token does not yet have a PIN, you are prompted to create one. Enter and then re-enter a 4-to-8-digit code that is easy for you to remember but is not easy for others to guess.

The screenshot shows the 'Set PIN' screen. At the top, there's a header with the ONE ID logo and a 'Français' link. The main heading is 'Set PIN'. Below it, a sub-header says 'It looks like you haven't set a PIN for your security token (keyfob). Let's do that now.' There are 'Requirements' listed: 4 digits, No sequential numbers (1234), and At least two different numbers. There are two input fields: 'New PIN' (4 digits) and 'PIN again' (Must match New PIN). Below these is a 'Token code' field (The 6 digits shown on your keyfob). A blue 'Continue >' button is at the bottom. A link for 'I need help' is below the button. The footer contains links for 'Terms of use', 'Privacy', 'About', and 'Contact us', along with the Ontario Health logo and copyright notice.

Figure 11 - Set RSA PIN

The **I need help** link under **Continue** displays further information about the RSA SecurID Token Challenge.

Device Recognition

While you are entering your mobile phone verification code or answering your security questions, you will see a checkbox near the bottom of the screen that says **Remember this device**. Remembering your device associates it with your account and reduces the number of challenges you will be issued in the future, i.e. using a recognized device serves as additional confirmation of identity in lieu of another challenge.

Click the checkbox if you would like your device to be remembered.

Enter mobile verification code

Enter the code we sent to (4●●)●●●-●●●03. The code expires in five minutes.

NOTE: It may take a minute or two to arrive. Didn't get a code? [Resend](#)

Verification Code

☐ Remember this device 

[Verify](#)

[I need help](#)

Figure 12 - Remember this Device - Mobile Verification

Answer security questions

Make and model of your first car?

☐ Remember this device 

[Continue >](#)

[Switch to mobile verification](#)

[I need help](#)

Figure 13 - Remember this Device - Security Questions

Login and Password Recovery Guide

This guide will walk you through how to Recover your Login ID and Reset your Password.

Recovering your Login ID

If you have forgotten your ONE® ID Login ID, you can retrieve it by clicking the **Forgot my login ID** link on the Login screen and completing the steps below:

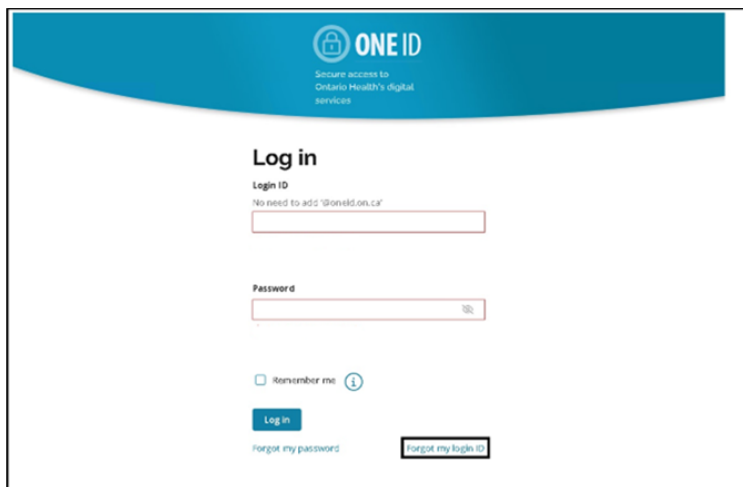
The screenshot shows the ONE ID login interface. At the top, there's a blue header with the ONE ID logo and the text "Secure access to Ontario Health's digital services". Below this, the "Log in" section has a "Login ID" field with a placeholder "No need to add 'doneld.on.ca'". There's a "Password" field with a toggle for visibility. Below the password field is a checkbox for "Remember me" with an information icon. At the bottom, there are two buttons: "Login" and "Forgot my login ID" (which is highlighted with a red box). There are also links for "Forgot my password" and "Forgot my login ID" below the buttons.

Figure 14 - Forgot my Login ID

- Enter your Legal first name, Legal last name, and date of birth and click **Continue**:

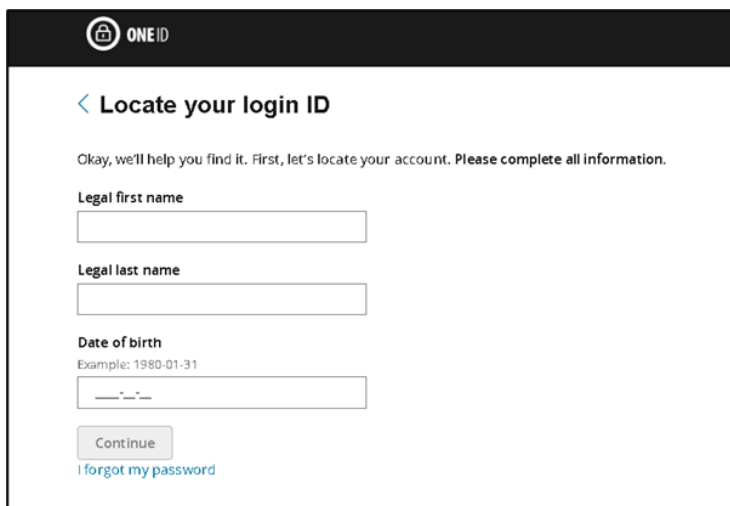
The screenshot shows the "Locate your login ID" screen. It has a black header with the ONE ID logo. Below the header, there's a back arrow and the title "Locate your login ID". A message says "Okay, we'll help you find it. First, let's locate your account. Please complete all information." There are three input fields: "Legal first name", "Legal last name", and "Date of birth" (with an example "1980-01-31"). Below these fields is a "Continue" button and a link "I forgot my password".

Figure 15 - Locate your Login ID

- The **Search results** screen is displayed with your Login ID. Ensure you take note of your Login ID.
- Click on **Primary account** (the account that matches your details) to continue, and it proceeds to the Login page.

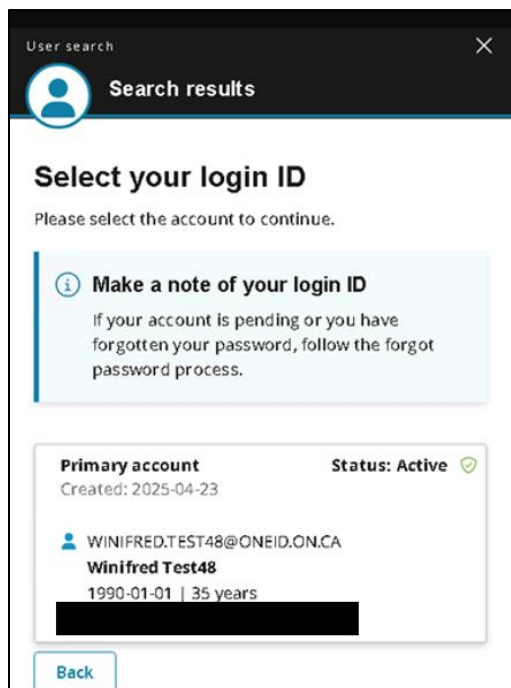


Figure 16 - Obtain your Login ID

Resetting your Password

If you have forgotten your password, you can reset it by clicking the **Forgot my password** link on the ONE® ID Login screen and completing the steps below.

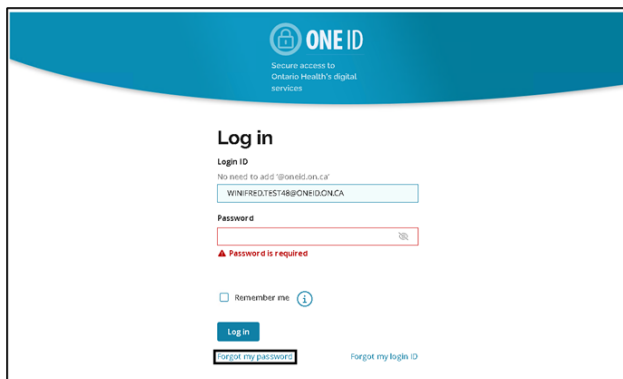


Figure 17 - Forgot my Password

- Enter your ONE® ID Login ID (e.g., firstname.lastname@oneid.on.ca) in the **Login ID** field.
- Enter your date of birth in the **Date of birth** field.

Figure 18 - Locate your Account for Forgotten Password

- Click **Continue**. A confirmation screen appears, indicating that a password reset email has been sent to your email address.

Figure 19 - Password Reset Email Confirmation

- Check your email for the password reset email with title '**Reset your ONE® ID password**'. Click on **Reset password**. If a mobile phone number is added to your ONE® ID account, a mobile verification code screen will appear. If a mobile phone number is not added, you will be prompted to complete verification by answering your security questions.

Figure 20 - Email to Reset Password

NOTE: If you can't access the 'Reset your ONE® ID password' webpage via the **Reset password** button, copy and paste the URL from the email into your browser.

- Click on **Send code**.

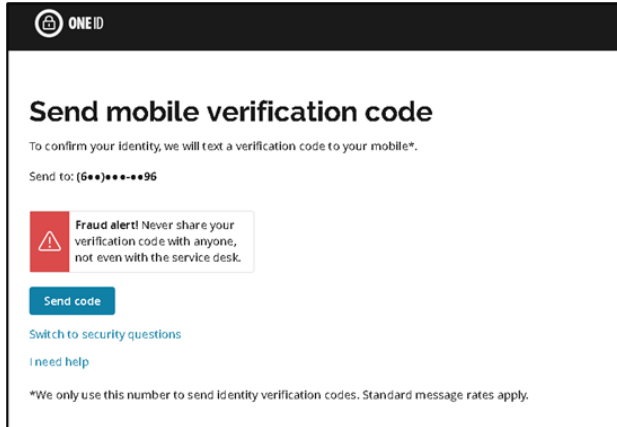
The screenshot shows the ONE ID login interface. At the top is the ONE ID logo. The main heading is "Send mobile verification code". Below it, a message states: "To confirm your identity, we will text a verification code to your mobile*." The phone number "Send to: (6**)*-**-96" is displayed. A red warning box with a triangle icon contains the text: "Fraud alert! Never share your verification code with anyone, not even with the service desk." Below the warning box is a blue button labeled "Send code". Underneath the button are two links: "Switch to security questions" and "I need help". At the bottom, a small asterisked note reads: "*We only use this number to send identity verification codes. Standard message rates apply."

Figure 21 - Ask to Send Phone Verification Code for Authentication

- Enter the mobile verification code received and click on **Verify**. The **Choose a password** screen appears.

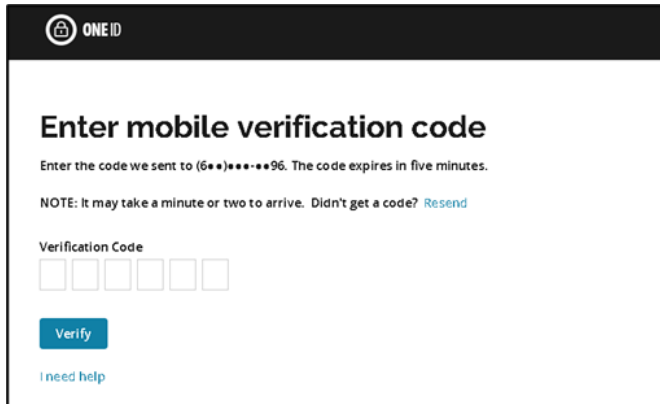
The screenshot shows the ONE ID login interface for entering a verification code. At the top is the ONE ID logo. The main heading is "Enter mobile verification code". Below it, a message states: "Enter the code we sent to (6**)*-**-96. The code expires in five minutes." A note below reads: "NOTE: It may take a minute or two to arrive. Didn't get a code? Resend". Underneath is the label "Verification Code" followed by five empty input boxes. Below the input boxes is a blue button labeled "Verify". At the bottom left is a link that says "I need help".

Figure 22 - Enter Mobile Verification Code

- Alternatively, you may switch to security questions by selecting the **Switch to security questions** as highlighted in the screen below to confirm your identity. Answer all the security questions correctly to continue.

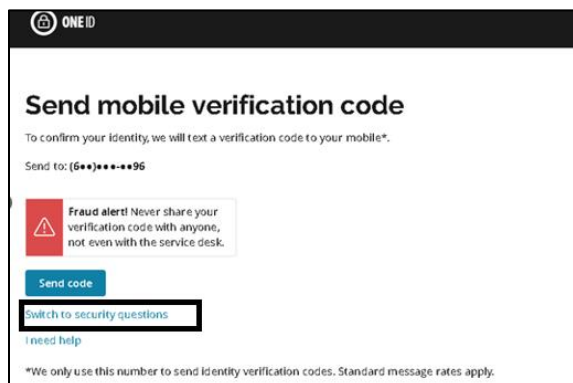


Figure 23 - Switch to Security Questions

- Enter your new password in the **New Password** and **Password Again** fields. The password must confirm to the Password Strength rules – as you satisfy each rule, a check mark will be displayed beside it.
 - Must be at least 8 characters long.
 - Must contain one or more lower case letter (a-z).
 - Must contain one or more upper case letter (A-Z).
 - Must contain one or more numbers (0-9).
- Click Save and continue.

Figure 24 - Make a New Password

NOTE: If the new password you entered matches any of your six previously used passwords, you'll receive the message: **The password must not be one of the previous 6 passwords you have used. Please enter a different one:**

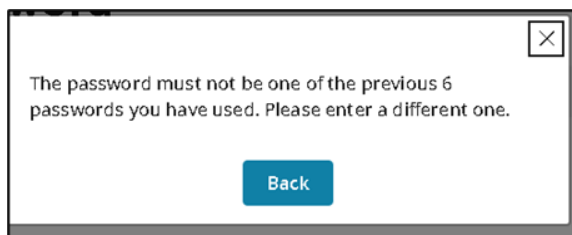


Figure 25 - Password Change Declined

To do so, 'X' out of the prompt (do *not* click **Back**). Type in a new password and click on **Save and continue**. Then the message, **Password successfully changed**, is displayed.

- Click on **Log in now** to log in to your ONE® ID account.

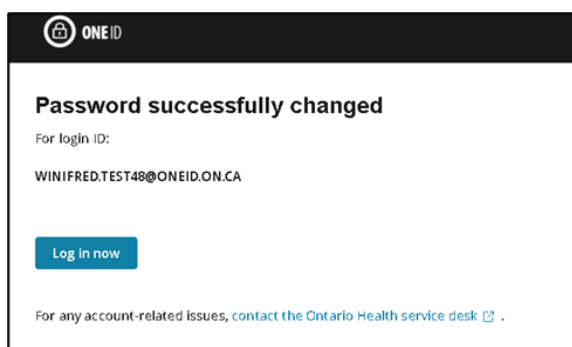


Figure 26 - Password Successfully Changed

NOTE: If your ONE® ID account is locked (i.e. if you submit over 12 cumulative Multi Factor Authentication attempts, that is, a combination of failed online knowledge-based questions, wrong token verification, and/or mobile verification), you will not be able to reset your password. Please contact the Ontario Health Service Desk at 1-866-250-1554 if your ONE® ID account is locked.

ONE® ID Test Account Password Reset

Attempting to reset your password for a test account in ONE® ID test environments no longer requires updating host files or support from the ONE® ID team. You can conduct password resets the same way you reset your password on your Production ONE® ID account, provided you are accessing the correct test environment:

- For the PST environment, go to <https://oneid.pst.ehealthontario.ca/web/>
- For the PPE environment, go to <https://oneid.ppe.ehealthontario.ca/web/>

NOTE: This update applies only to password management in the test environment, and it does not impact the services you access or any ongoing test activities.

Password Reset for 'client.test' Accounts

If you are working with the **client.test** accounts, follow these steps to reset your password:

- On the ONE® ID login screen, click **Forgot Password**.
- Enter your Login ID (e.g., [client.test#@oneid.on.ca](#)) and date of birth (your date of birth or 1990-01-01), then click **Continue**.
- Check your email for a message titled **Reset your ONE® ID password** and click the **Reset password** button (or copy the URL into your browser if needed).
- Verify your identity by entering the code sent to your phone or choose to answer your security questions if preferred.
- Create a new password that meets the rules (minimum 8 characters, including uppercase, lowercase, and a number). Confirm and save it.
- A confirmation message will appear once your password has been successfully changed.

Reminder: These accounts are for testing only and do not affect production services.

ONE® ID Self-Management Guide

This guide includes how to manage your ONE® ID account, including changes to your Personal Information, Professional Registration, Security Questions and/or Security Phone Number(s).

To access your ONE® ID Account Self-Management:

- For the PRODUCTION environment, go to <https://oneid.ehealthontario.ca>
- For the PST environment, go to <https://oneid.pst.ehealthontario.ca/web/>
- For the PPE environment, go to <https://oneid.ppe.ehealthontario.ca/web/>

The ONE® ID Self-Management interface allows you to view and update your account information. You can review your profile, update your personal or professional details, manage your security settings, change your password, and view your enrolled services. There are four main sections: My Profile, Accounts, Security, and Services.

My Profile Page

The **My profile** page displays important information about your ONE® ID account and enrolments, including: Legal name, Date of birth, Preferred name, Preferred language, Login ID, Account type, Assurance level, Account status, User type, Professional registration and Proof of identity:

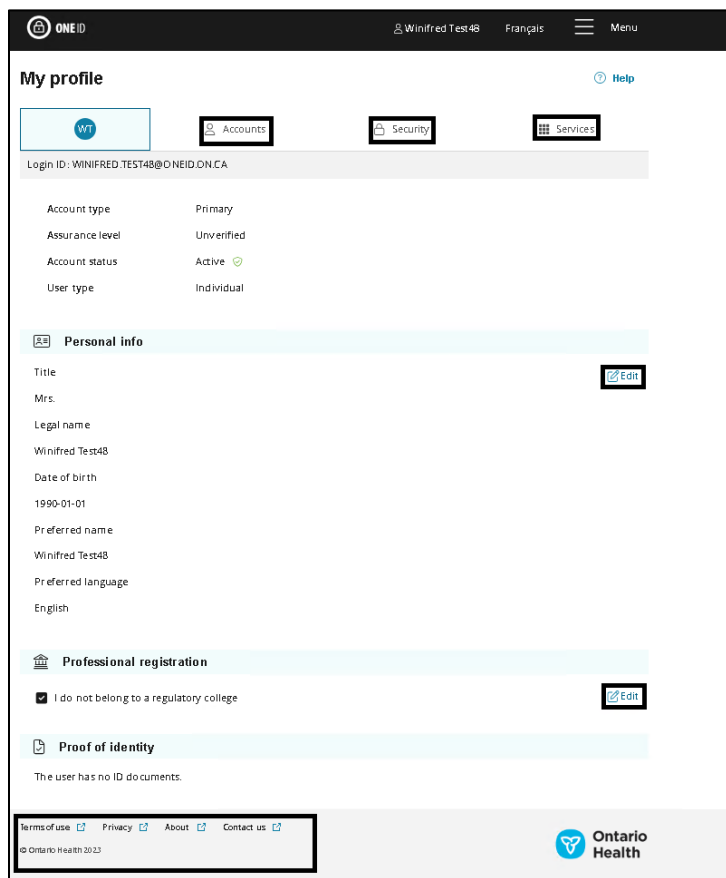


Figure 27 - My Profile Page

You can modify your **Personal info** and **Professional registration** by clicking on the **Edit** button. For other modifications, Contact your Local Registration Authority (LRA) or the Ontario Health Service Desk at 1-866-250-1554 to update incorrect information.

The top panel of the page has navigation tabs for your **Accounts**, **Security**, and **Services**. You can also view **Terms of use**, **Privacy**, **About** and **Contact us** in the bottom of the screen.

How to Update your Personal Information or Professional Registration

On the **My Profile** page, click the **Edit** button beside your Personal info and/or Professional registration.

Figure 28 - Edit Personal Info

The **Edit profile** screen is then displayed:

Figure 29 - Editing your Profile Info

Enter your updated information in the applicable fields respectively.

- If you hold a professional medical licence from a regulatory college (e.g., CNO, CPSO), simply select your college in the Professional Registration section and enter your licence number. Once your licence is successfully validated by the system, a **“Verified”** badge will automatically appear next to your licence number on your **‘My Profile’** page.
- If you do not have a professional medical licence, simply leave the checkbox for “I do not belong to a regulatory college” selected.

Click **Save** to save changes.

You will then be redirected to the **My Profile** page with a confirmation message - **We’ve updated the account.**

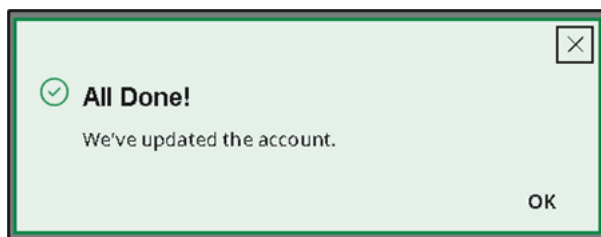


Figure 30 - Successful Change of Personal Info

My Accounts

The **Accounts** section is located under the **Accounts** tab on the **My Profile** page. This page allows you to view read-only information about your primary account and any subsidiary (sub) accounts that have been registered in your name:

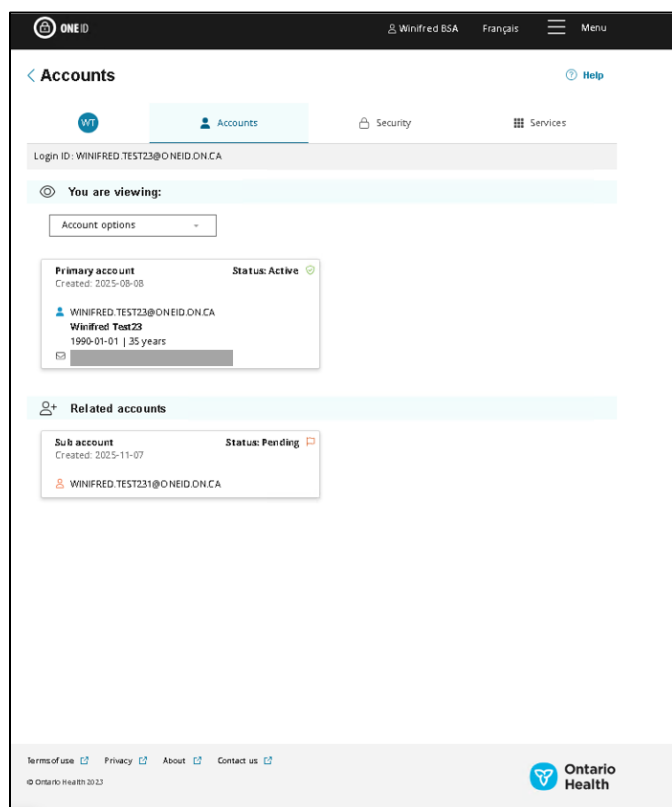


Figure 31 - My Account

My Account Security

My Account security section is located under the **Security** tab on the **My Profile** page. On this page, the Security questions, Password and Security information are displayed.

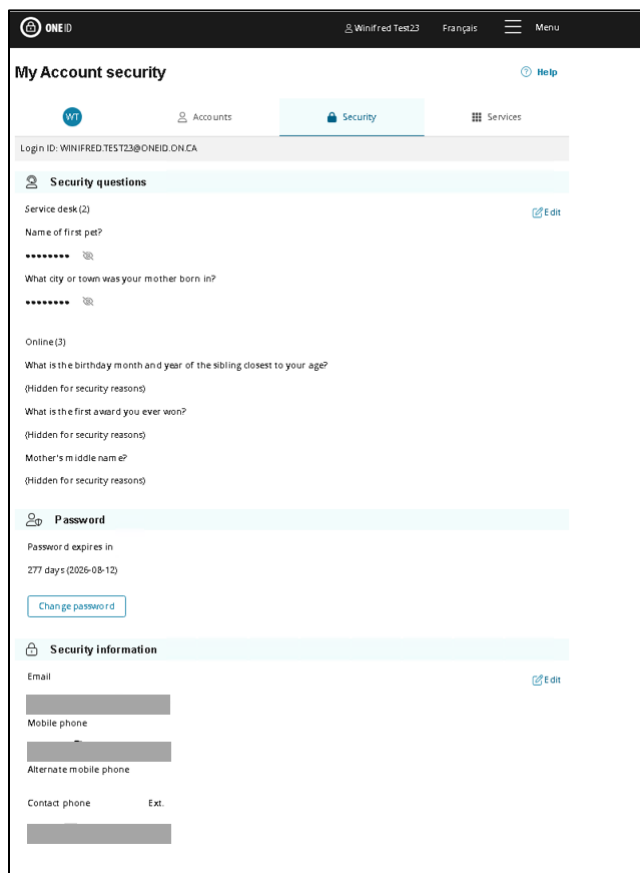


Figure 32 - My Account Security

How to Change your Security Questions

The **Security questions** section of the **My Account Security** page allows you to manage the information used to verify your identity online or over the phone.

The Security questions include three online questions and two service desk questions.

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

You can edit the security questions by clicking on the **Edit** button:

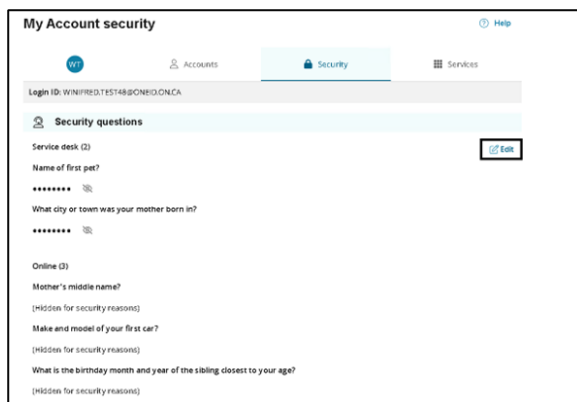


Figure 33 - Change Security Questions

- The **Edit account security** screen is displayed as shown:

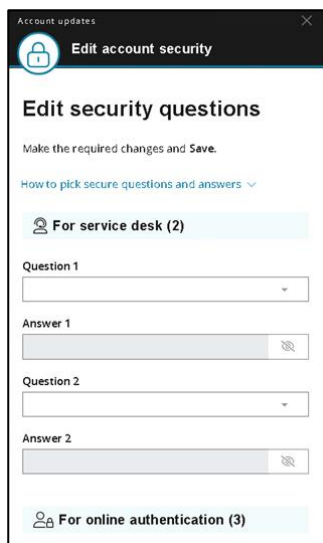


Figure 34 - Modify Service Desk Challenge Questions

- Select your preferred security questions from the drop-down list.
- Enter your preferred answer to the selected question.
- Click **Save**

For online authentication (3)

Question 3

Answer 3

Question 4

Answer 4

Question 5

Answer 5

Complete the required information to activate the button.

Save **Cancel**

Figure 35 - Modify Online Authentication Challenge Questions

- Once you click on **Save**, an email would be sent to your email address notifying you that **Your ONE® ID account was updated** and the new security questions are displayed on the **My Account security** page.

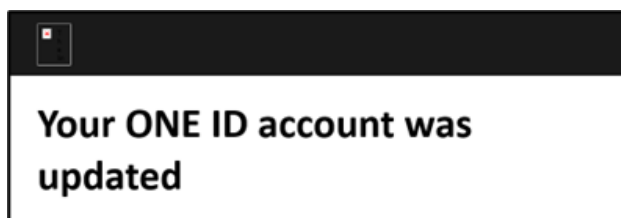


Figure 36 - Confirmation of Successful Change of Challenge Questions

How to Change Your Password

Your password expires every 365 days. The system will send an email reminding you to change your password 15 days before your password expires and 10 days after it has expired. On the **My Account security** page, scroll down to the **Password** section. It displays the number of days until your password expires.

To change your password:

- Click on the **Change password** button. An **Edit account security info** modal is displayed.

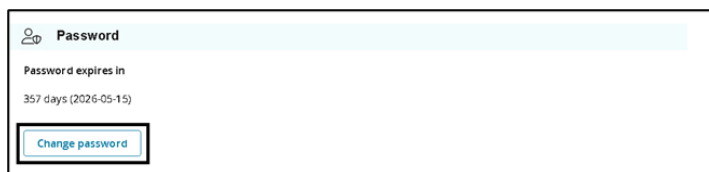


Figure 37 - Press Change Password

- Enter your current password in the **Current password** field.

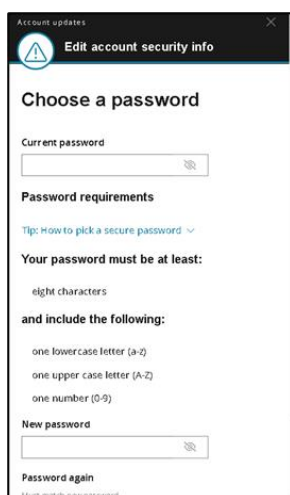


Figure 38 - Choose a Password

- Enter your new password in the **New password** field. The password must conform to the Password Strength rules – as you satisfy each rule, a check mark will be displayed beside it.
- Must be at least 8 characters long.
- Must contain one or more lower case letter (a-z).
- Must contain one or more upper case letter (A-Z).
- Must contain one or more numbers (0-9).
- Enter your new password again in the **Password again** field.
- Click **Save**.

The message, **Password successfully changed**, is displayed and an email update is sent to your email address:

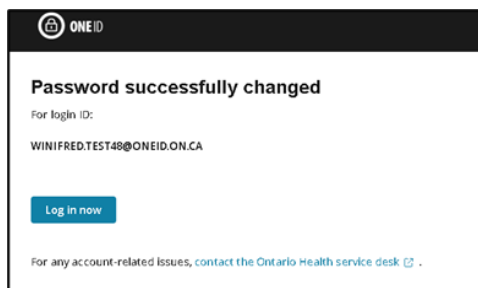


Figure 39 - Successful Password Change

How to Add/Change a Contact and Mobile Phone Number

- In the **Security information** section in the **My Account security** page, click **Edit**. The Edit account security screen is displayed.

Figure 40 - Security Information

- In the **Mobile phone (optional)** tab, Enter the new phone number or update the existing number. (You can also add an Alternative mobile phone number)
- In the **Contact phone** tab, Enter the new phone number or update the existing number.
- Click **Save** to save changes.

Edit account security

Edit security info

Make the required changes and **Save**.

Email
Used for account-related communications

✓ Verified

Mobile phone (optional)
Must receive SMS/texts*

Alternative mobile phone (optional)
Must receive SMS/texts*

Contact phone **Ext.**
For account-related calls (optional)

Complete the required information to activate the button.

Save **Cancel**

Figure 41 - Edit Security Information

How to Change Your Email

- In the **Security information** section in the **My Account security** page, click **Edit**. (see figure 42), The Edit account security screen is displayed.
- In the **Email** tab, Enter the new email address and click on **Verify**

Edit account security

Edit security info

Make the required changes and **Save**.

Email
Used for account-related communications

Verify

▲ Please verify this new email

Mobile phone (optional)
Must receive SMS/texts*

Alternative mobile phone (optional)
Must receive SMS/texts*

Contact phone **Ext.**
For account-related calls (optional)

Complete the required information to activate the button.

Save **Cancel**

Figure 42 - Edit Security Info

- The system will then prompt you to enter the verification code sent to your new email address. Input it and click **Verify**

Account Security

Verify email

Enter verification code

Enter the code we sent to:

The code expires in five minutes.
Note: It may take a minute or two to arrive.

Didn't get a code? [Resend](#)

Verification code

Figure 43 - Enter Email Verification Code

- Your new email address will display a '**Verified**' symbol below it to indicate a successful verification. Remember to click **Save** to lock in the change.

Account updates

Edit account security

Edit security info

Make the required changes and **Save**.

Email
 Used for account-related communications

 Verified

Mobile phone (optional)
 Must receive SMS/texts*
 ⓘ

Alternative mobile phone (optional)
 Must receive SMS/texts*

Contact phone
 For account-related calls
 Ext. (optional)

Complete the required information to activate the button.

Figure 44 - Email Verified

My Services

The **Services** tab on the **My Profile** page displays your enrolled services, their sponsoring organization, and their status. You can see your assigned role, organization details, and attributes for each service.

How to View your Enrolments

Information about a service can be viewed by clicking on the **service** name. To view the sponsoring organization, click on **View sponsors** and the name of the sponsoring organization is displayed.

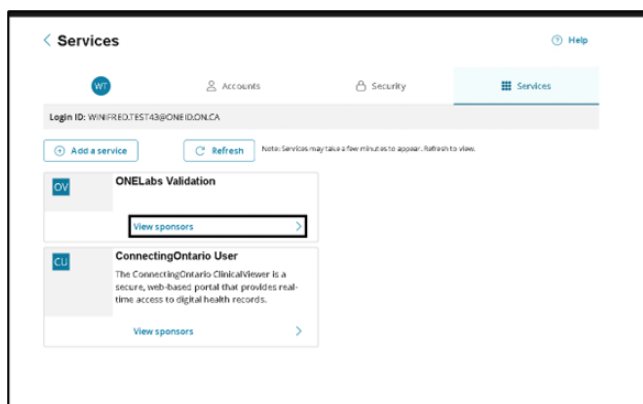


Figure 45 - Viewing your Enrolments

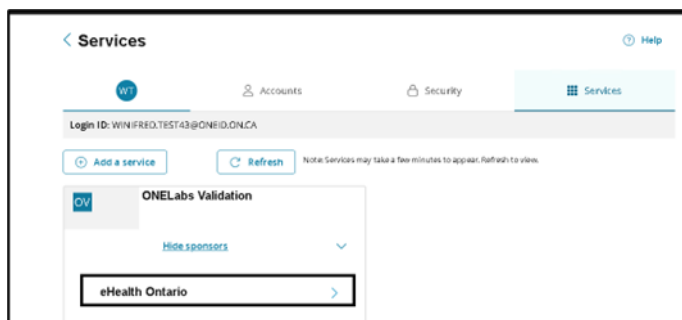


Figure 46 - View Sponsor

Click on the **Sponsoring organization**, the **Details and attributes** screen is displayed.

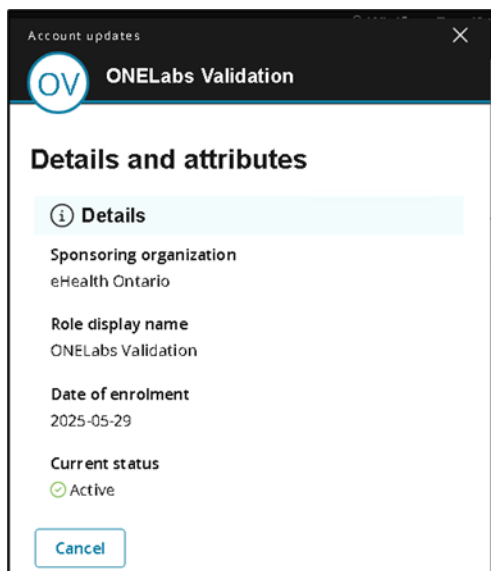


Figure 47 - Details and Attributes

The **Details** show the Sponsoring organization, Role display name, Date of enrollment, and the Current status.

Attributes are the information field(s) captured as required for a particular Ontario Health service and validated by the sponsoring organization. Attributes are specific to the service; some details that may be included in the attributes can be the registrant's Display Name, Email Address, and Preferred Language as seen in the Ontario Health Portal.

ONE® ID Test Access

Using an ONE® ID account in a test environment no longer requires updating host files or account management support from the ONE® ID team. You can manage your account, including modifying your email, password, security questions, contact phone, and mobile phone number through the ONE® ID self management portal in the test environment you are working in.

E-Mail Notification(s) from Ontario Health

Email notifications are sent for password resets, security questions, security information (email, contact phone and mobile phone), service support, and security concerns regarding an ONE® ID account. If you did not initiate any changes mentioned in the notification, contact the Ontario Health Service Desk at 1-866-250-1554 immediately.

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, info@ontariohealth.ca.

Document disponible en français en contactant info@ontariohealth.ca