

Communication Guidelines

In the course of you fulfilling your responsibilities as an LRA, you will need to communicate with end users, Ontario Health, and other stakeholders. It is assumed that communication will be via email, though these guidelines can be applied to any communication method. Note that your organization's communication and privacy/security standards may provide additional guidance.

Privacy Considerations

Transmission of any PI via email is against Ontario Health's policy and will result in a security incident being raised. **Do not submit any PI about users via email, including Gender, Date of Birth, and Identity Document Information.** Registrants should be identified in email only by their name, Login ID, and Professional Designation number (if applicable).

General Guidelines

Consider the nature of the request when sending communications. Ontario Health will always make efforts to engage the appropriate support teams, but starting with the appropriate communication channel will ensure faster service. Specific guidelines for submitting ONE ID account management requests are provided below. Other communication can be directed as follows:

- Incident reporting and general inquiries regarding Ontario Health services should be directed to servicedesk@ontariohealth.ca or, for immediate assistance, you can call 1-866-250-1554 (eHealth help desk).
- For assistance with ONE ID processes, policies, or system, please email ONEIDRegistrationAgents@ontariohealth.ca.
- For inquiries regarding adopting a new Ontario Health service, please go to <https://ehealthontario.on.ca/en/health-care-professionals/digital-health-services> and complete the appropriate webform.

Submitting ONE ID Requests to Ontario Health via Email

The ONE ID System is the primary method for executing all Registration, Enrolment, and Account Maintenance requests. However, requests related to select services cannot be processed directly in the online system and require the intervention of Ontario Health. In such cases, LRAs can submit requests via email.

Note: Submitting requests via email creates delays in the process and increases the risk of errors due to miscommunication. For these reasons, Ontario Health may reject email requests that could be completed using the ONE ID Online system.

Sender's Email

Email requests must clearly identify you as the LRA (either in the body of the email or your signature) and be sent from the email account entered in your ONE ID Account. Ensure that your contact information in ONE ID is up to date and correct.

Subject

The subject line of your email should indicate the type of request (Enroll / Suspend / Reinstate / Revoke), the relevant service, and the Login ID (FIRSTNAME.LASTNAME@ONEID.ON.CA) of the relevant user, e.g.: "HSI Enrolment Request for JOHN.SMITH@ONEID.ON.CA."

Request Statement

The body of your email should contain an explicit statement of the request being made, including:

- **Type of request** (Enroll/Suspend/Reinstate/Revoke Enrolment / role or Revoke user registration)
- **Login ID of the Registrant** (FIRSTNAME.LASTNAME@ONEID.ON.CA)
- **Service Enrolment** (Connecting Ontario, ONE Labs Clinician, etc.)
- **Relevant Role(s)** (As applicable per service)
- **Enrolment Attributes** (as applicable per service)
- **Expected Return Date** (only applicable for suspend requests)
- **Reason** (only applicable for revoke and suspend requests), select from:

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- The registrant no longer requires access to the service
 - The registrant's level of assurance no longer meets the minimum required for the service
 - The registrant is no longer associated with the sponsoring organization

Example email:

Hi,

As the LRA under the authority of Kingston Health Sciences Centre, please REVOKE the Connecting Ontario Enrolment from the account JOHN.SMITH@ONEID.ON.CA as they are no longer associated with the sponsoring organization.

Thanks,

In lieu of including these details in the body of your email, you may instead complete one of the email enrolment form templates located at the [Registration Community](#).

Sponsorship Assertion

The LRA must include an explicit statement of sponsorship, indicating that the request has received proper authorization, e.g. "This request has been authorized under ([insert Sponsoring Organization name](#))."

The organization must be one for which the LRA has been authorized to act on behalf of and the individual sponsor must have appropriate authority therein.

Federated Authorization Request

Once IDs are setup for access at your organization, they need to be submitted to us at OneIDBusinessSupport@ontariohealth.ca by an LRA. Individual Federated Authorization Requests (requests for local rather than ONE ID accounts) should follow the same format as ONE ID Requests. Federated Authorization requests may be submitted in bulk using the [request template](#). Email requests should include the following information:

- LRA Submitting request
- Organization the request is for; e.g West Parry Sound Health Centre
- Type of Request; Add or Revoke
- Environment e.g. PROD, PST

See [Local Registration Authority Procedures Manual](#) for more information on Federated Authorizations.