

# ONE® ID Challenge Questions Standard

## **Copyright Notice**

Copyright © 2014, eHealth Ontario

## **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 eHealth Ontario. The information contained in this document is proprietary to eHealth Ontario and may not be used or disclosed except as expressly authorized in writing by eHealth Ontario.

## **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.

# Table of Contents

<b>1.0 Purpose</b> .....	1
<b>2.0 Scope</b> .....	1
2.1 <i>Application of Standard and Relationship to ONE® ID Policy</i> .....	1
<b>3.0 Responsibilities</b> .....	1
3.1 Approval.....	1
3.1.1 Authority .....	1
3.1.2 Revision, Review and Approval .....	1
3.1.3 Effective Date .....	1
3.2 Administration and Interpretation .....	1
3.2.1 Role and Responsibility.....	1
3.2.2 Interpretation .....	1
3.2.3 Exceptions and Waivers .....	1
<b>4.0 Challenge Questions</b> .....	2
4.1 Setting Up Challenge Questions .....	2
4.1.1 Service Desk Challenge Questions and Answers .....	2
4.2 Changing Challenge Questions .....	3
4.2.1 Online Challenge Questions .....	3
4.2.2 Service Desk Challenge Questions .....	3
<b>Appendix A: Glossary</b> .....	4
<b>Appendix B: References and Associated Documents</b> .....	5
<b>Appendix C: List of ONE® ID Online Challenge Questions</b> .....	6
<b>Appendix D: List of ONE® ID Service Desk Challenge Questions</b> .....	7

## **1.0 Purpose**

This standard sets out requirements relating to Online Challenge Questions and Service Desk Challenge Questions.

## **2.0 Scope**

### **2.1 Application of Standard and Relationship to *ONE® ID Policy***

This Standard applies to eHealth Ontario (the “Agency”) and all Clients of the Agency. It does not apply to the Agency’s internal corporate systems.

It is incorporated by reference into the Agency’s *ONE® ID Policy*.

## **3.0 Responsibilities**

### **3.1 Approval**

#### **3.1.1 Authority**

This Standard is issued under the authority of the Senior Director, Integrated Solutions & Services, eHealth Ontario.

#### **3.1.2 Revision, Review and Approval**

This Standard follows the Agency’s coordinated method for the revision, review and approval of Agency policies and standards.

#### **3.1.3 Effective Date**

This Standard is effective on the date set for its publication, and on the date(s) set as it may be amended from time to time.

### **3.2 Administration and Interpretation**

#### **3.2.1 Role and Responsibility**

The Senior Director, Integrated Solutions & Services, is responsible for the administration and interpretation of this Standard.

#### **3.2.2 Interpretation**

This Standard shall be interpreted in accordance with the provisions of the *ONE® ID Policy*.

#### **3.2.3 Exceptions and Waivers**

The Senior Director, Integrated Solutions & Services, is responsible for making all decisions regarding Clients' requests for exceptions or waivers to the requirements herein.

Any Client who seeks an exemption from the requirements in this Standard shall submit a written application to the Agency, which shall include reason(s) for the request. The Agency shall review all applications and determine whether a waiver may be granted on a case-by-case basis.

## **4.0 Challenge Questions**

### **4.1 Setting Up Challenge Questions**

Online Challenge Questions shall be used to Authenticate End Users for accessing the ONE® ID system.

When an End User completes his/her Registration in the ONE® ID system, he/she must choose and provide the answers to three (3) Online Challenge Questions.

The Online Challenge Questions must be selected from a predefined drop-down list in the ONE® ID system. The list of Online Challenge Questions is set out in Appendix C.

Online Challenge Questions shall be associated with an End User's Registration record and not to any specific enrolment.

#### **4.1.1 Service Desk Challenge Questions and Answers**

Service Desk Challenge Questions shall be used to Authenticate End Users when they call the eHealth Ontario Service Desk for support.

Each End User shall be required to select and provide the answers to two (2) Service Desk Challenge Questions.

Service Desk Challenge Questions must be selected from a predefined drop-down list in the ONE® ID system. The list of Service Desk Challenge Questions is set out in Appendix D.

Service Desk Questions shall be associated with an End User's Registration record and not to any specific enrolment.

Service Desk Challenge Questions shall be visible to RAs and LRAs.

If an End User self-completes his/her ONE® ID Registration online, he/she shall enter his/her Service Desk Challenge Questions and answers into the ONE® ID system.

## **4.2 Changing Challenge Questions**

### **4.2.1 Online Challenge Questions**

End Users may change their Online Challenge Questions and answers by logging into the ONE® ID system.

End Users may select a new Online Challenge Question from the predefined drop-down list or type in a new answer to an existing Online Challenge Question. Any change made to an answer shall be displayed. During subsequent logins, the ONE® ID system shall display the Online Challenge Questions but the answers shall be masked.

### **4.2.2 Service Desk Challenge Questions**

End Users may change their Service Desk Challenge Questions and answers by logging into the ONE® ID system.

When an End User has been locked out of his/her ONE® ID account, he/she must contact the eHealth Ontario Service Desk to change the Service Desk Challenge Questions. If the End User is not able to answer the Service Desk Challenge Questions, he/she must request a change from his/her LRA.

## Appendix A: Glossary

Term	Description
Agency	The corporation formerly known as the Smart Systems for Health Agency, which is continued under the name of eHealth Ontario in English and cyberSanté Ontario in French.
Authenticate or Authentication	Any process that establishes at the start of each online session the validity of an electronic identification.
Client or Client Organization	Any organization that has entered into an agreement with the Agency regarding the access and use of one or more Healthcare Applications.
End User	Any individual who has been authorized to use one or more Healthcare Applications on behalf of a Client.
Healthcare Application	Any electronic health application or resource that an End User may access over the Agency's information infrastructure.
Local Registration Authority (LRA)	An individual who has been delegated responsibility by a Client Organization to perform tasks associated with identifying, Authenticating, Registering, enrolling and managing Registrants that are within the scope of his or her authority.
Online Challenge Question	Questions that an End User is required to select from a drop-down list during the ONE® ID account activation (self-completion) process, which are used to Authenticate an End User when he/she accesses the ONE® ID system.
Register r or Registration	The process by which a unique electronic identity and associated Level of Assurance is established for an End User.
Registration Authority (RA)	An individual who has been delegated responsibility by the Agency's certificate authority to perform tasks associated with identifying, Authenticating, Registering, enrolling and maintaining Registrants that are within the scope of his or her authority.
Service Desk Challenge Question	Questions that an End User is required to select from a drop-down list during the ONE® ID account activation (self-completion) process, which are used to Authenticate the End User when he/she calls the eHealth Ontario Service Desk for support.

---

## Appendix B: References and Associated Documents

Reference	Location
<i>Certification Policy Manual</i> , version 1.1	<a href="http://www.ehealthontario.on.ca/">http://www.ehealthontario.on.ca/</a>
<i>ONE® ID Policy</i>	<a href="http://www.ehealthontario.on.ca/">http://www.ehealthontario.on.ca/</a>



---

## Appendix C: List of ONE® ID Online Challenge Questions

1. What is the name of your first childhood friend?
2. What street did you live on in 1980?
3. What is the first award you ever won?
4. What is the birthday month and year of the sibling closest to your age? (e.g., January 1900)
5. What city or town was your father born in?
6. What is the first name of the boy or girl that you first kissed?
7. What was the last name of your first grade teacher?
8. What is the street number of the house you grew up in?
9. What is your mother-in-law's maiden name?
10. What is your youngest sibling's birthday (month day year)?
11. What was the name of your elementary / primary school?
12. What is your maternal grandmother's maiden name?
13. What was the first concert you ever went to?
14. What was your paternal grandfather's profession?
15. What is the first name of your oldest niece?
16. What is the first name of your oldest nephew?
17. What was your father's first job?
18. Mother's middle name?
19. Make and model of your first car?

## Appendix D: List of ONE® ID Service Desk Challenge Questions

### Service Desk Challenge Questions

1. What was your nickname as a child?
2. Who was your first employer? (e.g. name of company)
3. What year did you leave home?
4. What was your mother's first job?
5. What is the middle name of your father?
6. What is your oldest sibling's middle name?
7. What school did you attend for sixth grade?
8. What was the name of your first stuffed animal?
9. What city or town was your mother born in?
10. What was your maternal grandfather's profession?
11. Name of first pet?
12. What is your paternal grandmother's maiden name?
13. What was the first movie you ever saw?