OTN ONE® ID FAQ

Q. Why do I need ONE® **ID login credentials if I already have OTN login credentials?**
A. Security and privacy continues to be a number ONE® priority to OTN and with the growing use of telemedicine and multiple product and service choices available to members through OTNhub.ca. The transfer of PHI across the internet demands a stronger assurance of our users' identification, so OTN is working in partnership with eHealth Ontario to verify the identity and register all OTNhub users for ONE® ID user name and password through their ONE® ID service. The ONE® ID username and password is our new provincial standard for accessing OTNhub.ca

Q. Why do I need to provide an email address?
A. An email address is required to create your OTNhub account. It's used as the unique identifier and is associated with the your login credential for increased security

Q. I do not log in, my delegate does, why do you need my email address and why should I need ONE®ID Validation?

A. A delegator/ user cannot have a delegate without having an account and to set up the account we need an email address. A delegate must be associated to a delegator's account. The ONE® ID username and password is our new provincial standard for accessing OTNhub.ca

Q. What is required for the ONE® ID face to face validation?
A. ONE® ID requires 2 Government issued photo ID and to set up your Security and Challenge questions for your profile

Q. What happens after I receive my ONE® ID login credentials?
A**. Wait to** receive an email confirmation from OTN with a link to the OTNhub Login page. Depending on the volume of requests received, OTN's goal is to send this notification within 2 business day of receiving your ONE® ID credentials.

Q. If I already have a ONE® ID login credential can I use it to log into OTNhub?
A. You must apply for access to the OTNhub and OTN Telemedicine service in order to gain access. If you have a ONE® ID AL-2 level account and have been validated in person, you will not be required to meet with ONE® ID LRA and you can gain access to the OTNhub once you have received your Welcome Email from OTN.

If you have an AL-1 account, ONE® ID will need to meet with you in person to validate you. Once you complete this process you can gain access to the OTNhub when you receive your Welcome Email from OTN.

Q. Will there be disruption in my current OTNhub service?

A. There should be no disruption in your current OTN Telemedicine service. Once you receive your ONE® ID credentials and your Welcome Email from OTN you must use your ONE® ID credentials to access the OTNhub from then on. If however you should encounter any problems immediately contact our Customer Service team **1-855-654-0888** and press option 2.

Q. Where do I log-in to access OTNhub?

A. You may login to the OTNhub via http://otnhub.ca

Q. Can I use my ONE® ID credential to log in to my other OTN services such as: Telederm, Telesteth and Web Conferencing?

A. Not for Telesteth. You can use your ONE® ID credential to access Telederm and Learn services via the OTNhub.

Q. Can I have both ONE® ID and OTN login credentials?

A. Yes. If you currently access the OTNhub with ONE®ID user name and login and later apply for any of the following services: Telesteth, Teleopthalmology you will also receive an OTN credential because they are not in the OTNhub at this time.

Q. If I forget my ONE® ID password, how do I reset it?

A. You can click on the reset password link on the eHealth Ontario log in page or call **1-866-250-1554** Press 1

Q. I have forgotten my OTN password, how do I retrieve it?

A. You can go http://selfservice.otn.ca and click on the "forgot password link" or call OTN Customer Service at **1-855-654-0888** press option 2. to reset your password

Q: What is ONE® ID's SLA for contacting applicants? How many days after first contact can they guarantee an appointment?

A: 90% of users will be contacted by ONE® ID to schedule an appointment within 5 business days. Appointments are booked based on customer's availability not ONE®ID's.

Q. Does ONE® ID validate non-healthcare users of OTN services? If yes, how?

A. Yes. ONE® ID conducts the same face to face validation and registration for non-healthcare and healthcare users alike.

Q: How will ONE® ID validate rural providers where an LRA is not available?

A: They may schedule a video appointment or they may use the Notary Public process (a special form must be completed and signed by a Notary Public in that region).

Q: Under what circumstances will ONE® ID not-validate a user?

A: ONE® ID will not validate a user if:
- the LRA is unable to contact the users after the agreed to number of attempts via phone and email;
- the user reschedules more than three times when visited by the LRA;
- the identification document user presents conflicts with the information provided by OTN or they refuse to be validated.

Q: Under what circumstances will a user fail validation?

A: The user is unable to present the required pieces of identification or where identification does not match in any way with the information provided by OTN.