

ONE® ID Registration Overview

Accessing the *OTN Telemedicine Service* online will require the use of a ONE® ID username and password. Because use of the service involves Personal Health Information, healthcare providers are required to validate their identity in a face-to-face meeting with an Ontario Health Local Registration Authority (LRA) before they can be granted access.

OTN APPLICANTS:

An LRA will contact you to arrange a face-to-face meeting. This meeting will take approximately 10 minutes, during which you will need to present two pieces of identification; at least one of these must contain a photo and, between them, they must confirm your **Full Legal Name, Gender, and Date of Birth**. If you have a professional designation (i.e. Registered Nurse, Physician) only one piece of identification containing a photo is required.

Note: SIN and Health Cards are **not** accepted as forms of identification.

This information, along with your **email address, phone number** and professional designation (if applicable, i.e. CPSO license number) will be entered into the ONE® ID system. **You will also be asked to select and answer challenge questions** which, when necessary, will be used by the Ontario Health Service Desk to identify you over the phone and/or recover your password online.

ABOUT ONE® ID:

ONE® ID uses identity information to uniquely identify each user. This process ensures that all ONE® ID accounts are associated with a “real world” individual. This identity assurance is a key element in making ONE® ID protected services secure. For complete information please visit <https://ehealthontario.on.ca/files/public/support/ONE ID/Registration Community/one id overview.pdf>

LRAs are trained to securely handle personal information when entering it into ONE ID this information will only be used to provision and maintain your use of Ontario Health services.

If you have any questions or concerns, please contact ONE® ID at ONEIDBusinessSupport@ontariohealth.ca