Registration Frequently Asked Questions

For Express Registration Agents (ERAs)

This list of frequently asked questions (FAQs) has been prepared to assist you in your role as an ERA. You may be asked to answer any of these questions by individuals who are invited to register and/or enroll for eHealth Services.

Registration and Enrolment

Q.	What is registration?
A.	Registration is the process of validating an individual's identity information and entering it into the ONE® ID System. Healthcare Service Providers commonly have their own process for validating the identity of staff and, in cases where a client's registration process meets ONE® ID's minimum requirements, ONE® ID is able to leverage that process in order to validate the identity of end users. Such registrants may receive ONE® ID accounts associated with their record in your registration system (via Employee ID, Professional License Number, etc.). This association ties the account to the "real world" identity established during your registration process.
Q.	What does an individual need to do to register?
A.	A minimum of Assurance Level Two (AL2) is required for an account to be granted access to Personal Health Information. Granting AL2 requires that the individual's identity be validated at an in-person meeting through the review of identity documents and contextual evidence. The requirements for AL2 have been previously met for individuals who have undergone your organization's registration process, and therefore, they do not need to have their identity validated a second time. When you have confirmed an individual's identity has been validated, you can send them an invitation to register for a ONE® ID account. Once you have provided the individual with the invitation code, they can accept the invitation and self-register. When the individual has completed this process, a registration record is created, which uniquely identifies them.
Q.	What is Service Enrolment?
A.	A **service enrolment** is specific access to an eHealth service granted to a registrant by his/her ERA. A registrant may have several service enrolments. For example, if a registrant is authorized by two different hospitals and has access to two services at each hospital, he/she will have **one** registration record and **four** service enrolments. Individuals should only be authorized for eHealth Services when there is a legitimate business need for access.
Q.	An individual has already been registered and enrolled in an eHealth Ontario service but needs to be enrolled in an additional service. What does the ERA need to do?
A.	A new invitation must be sent to the individual so that they can be enrolled for the additional service.
Q.	Why can't I invite individuals to enroll for all of my organization's services via email?
A.	The Express Registration Interface is intended to simplify the registration and enrolment process and select services are available for enrolment. In the event that you must enroll users for a more complex service requiring attributes (including tokens), please refer to **Appendix E -User Management** in the ERA Procedures Guide for further details.

Q.	How long does it take to process registrations and enrolments in the ONE® ID System?
A.	It may an ERA approximately 1 minute to send an invitation using the ONE® ID system. It will take end users approximately 5 minutes to complete their account after an invitation has been received.
Q.	Why does eHealth Ontario collect Professional License Numbers?
A.	Users who are licensed by one of Ontario's regulatory health colleges should have their professional credentials associated with their ONE® ID account. A user's professional license may affect their access privileges within certain eHealth services (e.g. physicians may have different functionality than nurses). Document numbers are also required for policy and audit purposes. They help to uniquely identify users in the ONE® ID System and tie their accounts back to their "real world" identity.
Q.	The individual has forgotten/lost their invitation code; what does the ERA need to do?
A.	Invitations can be re-sent if the following conditions apply; if not, a new invitation must be sent: • The invitation has not expired (valid for 7 days). • The invitation must be re-sent from the same organization. • The invitation must be re-sent to the same email address. Please refer to **Appendix D - Invitation Management** in the ERA Procedures Guide for further details.
Q.	Can I cancel an invitation?
A.	You can cancel an invitation anytime in the 7 day period after it has been issued only if it was issued from your organization. An invitation cannot be cancelled if it has expired or the invitee has already proceeded with registration. Please refer to **Appendix D - Invitation Management** in the ERA Procedures Guide for further details.
Q.	How do I track an invitation?
A.	You will be automatically notified when an invitation you have sent changes status (e.g. completed, expired, cancelled). You can also request to track invitations issued by other ERAs. Please refer to **Appendix D - Invitation Management** in the ERA Procedures Guide for further details.
Q.	I want to invite a user to enroll for eHealth Services but the system says there is an active invitation waiting for the recipient to complete. What should I do?
A.	A registrant can only be the recipient of one invitation at a time. If you wish to enroll a user for eHealth services but are unable to send an invitation because the registrant has an existing invitation outstanding, you can request to track the invitation. This will notify you when it has been completed and you can proceed with sending a new invitation. You can cancel or re-send the invitation if it was issued from your organization. Please refer to **Appendix D - Invitation Management** in the ERA Procedures Guide for further details.

Challenge Questions

Q.	What are challenge questions?
A.	Challenge Questions are questions to which only the registrant knows the answer and are used to verify the registrant's identity when calling the eHealth Ontario Service Desk for support or online within the ONE® ID system. The registrant's identity is assumed valid if the registrant can provide the answers that correspond to his/her questions.
Q	Why does a registrant need to provide challenge questions? How will they be used?
A.	The registrant is asked to create two (2) Service Desk Challenge Questions and three (3) online challenge questions during the self-registration process. The two Service Desk Challenge Questions collected are for support purposes, so that Service Desk personnel can verify the registrant's identity over the phone. They may be asked of the registrant when he/she cannot reset his/her password online, forgets his/her username and password, or has lost his/her temporary password. Online challenge questions are used by the system for online verification (that is, over the internet).If a registrant forgets his/her password or username, it can be reset via the ONE® ID website https://oneid.ehealthontario.ca if the registrant can answer two (2) of the randomly selected questions.

Support & Maintenance

Q.	A registrant is going on leave (such as, maternity, sabbatical). What should the ERA do to ensure that no one can use the account while he/she is away?
A.	If a registrant is going on an extended leave, the ERA should send an email request statement to the Registration Agents registration.agents@ehealthontario.on.ca for the registrant's enrolment(s) to be suspended in the ONE® ID system. Please refer to **Appendix E - User Management** in the ERA Procedures Guide for further details.
Q.	A registrant is returning from leave (such as, maternity, sabbatical). What should he/she do to reactivate his/her account?
A.	If a registrant is returning from an extended leave, the ERA should send an email request statement to the Registration Agents for the registrant's enrolment(s) to be reinstated in the ONE® ID system. Please refer to **Appendix E - User Management** in the ERA Procedures Guide for further details.
Q.	A registrant no longer requires access to their enrolment(s) or has left the organization. What should the ERA do to ensure the registrant no longer has access to their eHealth Services?
A.	If a registrant no longer requires access to their eHealth Services, the ERA should send an email request statement to the Registration Agents for the registrant's enrolment(s) to be revoked in the ONE® ID system. Please refer to **Appendix E - User Management** in the ERA Procedures Guide for further details.

Q.	A registrant is retiring and no longer wishes to be registered. What should he/she do?
A.	If a registrant is retiring and no longer wishes to be registered, he/she should send an email to the organization's ERA requesting to have their registration revoked. The ERA should send an email request statement to the Registration Agents for the registrant's account to be revoked in the ONE® ID system. Please refer to **Appendix E - User Management** in the ERA Procedures Guide for further details.
Q.	A registrant recently got married and would like to assume a married name. What should he/she do?
A.	Registrants who are assuming another name may request to change their **preferred name** in the ONE® ID system. The ERA should send an email request statement to the Registration Agents for the registrants' preferred name change in the ONE® ID system. Please refer to **Appendix E -User Management** in the ERA Procedures Guide for further details. If they have also changed their legal name, then they will need to provide a *Change of Legal Name Certificate* to the ERA.

Security & Privacy Practices

Q.	A registrant has reported that they suspect their ONE® ID account has been comprised; what should they do?
A.	If you have any reason to believe that a privacy and/or security breach has occurred, yourself or the registrant should contact the eHealth Ontario Service Desk immediately at 1-866-250-1554. The Service Desk is available 24/7 to provide assistance.
Q.	What is a strong password and why is one required?
A.	eHealth Ontario requires strong passwords for access to eHealth services due to the sensitivity of information. The rules you must follow when creating your ONE® ID account password are: • At least eight characters and must contain at least one uppercase letter, one lowercase letter, and one numeric character • May contain special characters (e.g., %, $, #) ***Note:*** Ampersand (&) is not a valid character • The same character cannot be repeated for more than half of the total characters in the password • Must not contain any part of your legal/preferred name(s), username, or display name • Must be changed every 365 days • Cannot be the same as any of your previous six passwords • Examples of valid passwords: Abc12345 or M2N67xyz or Cat2+2=5 • Examples of invalid passwords: Email123 or myname0 or #1Dundas