



Listed below is information and guidance for organizations that do not have a formal Help Desk with standardized procedures for providing internal IT support.

How to Access ConnectingOntario ClinicalViewer

- To access ConnectingOntario ClinicalViewer with your ONE ID credentials, go to <https://portal.connectinggta.ca/pe/p/ql>

Tip: Make it easier to access the ClinicalViewer by bookmarking the URL provided above. Your organization’s IT resource can assist you with creating a bookmark for your specific internet browser.

How to Get Assistance or Report an Issue with ConnectingOntario ClinicalViewer

Issue	Who to Contact
Login account/access issues	Your organization’s IT resource / LRA *
Using the ClinicalViewer (e.g., how to search for a patient/client)	ConnectingOntario ClinicalViewer Training Resources
ONE ID password reset	Ontario Health Service Desk  1 866 250 1554  servicedesk@ehealthontario.on.ca — Prior to calling the Service Desk, test your internet connection to ensure the issue is not local — Do not send personal information or personal health information via unencrypted email to the Service Desk
ClinicalViewer portlets not loading properly	
Portlet not loading (i.e. no OLIS data)	
Clinical data missing (document exists but cannot be found)	
Error 403: Permission Required	
Error 404: Page/File Not Found	
Error 500: Page Cannot Be Displayed	
Report ConnectingOntario privacy incident	Your organization’s Privacy Officer
Consent issue	Your organization’s Privacy Officer

* If your organization does not have an IT resource or LRA, contact the Ontario Health Service Desk for assistance with login account/access issues

Keep Up to Date

- To ensure that the ClinicalViewer is able to function properly on your computer, it is important that all system software be kept up to date. ConnectingOntario provides [Configuration Requirements](#) that give full details for you or your organization’s IT resource.
- ConnectingOntario also performs regular maintenance on the ClinicalViewer to ensure it is current in terms of application updates, operating system-patches and anti-virus protection. The standard maintenance window is:

Sunday 12:00 a.m. – 6:00 a.m.

- The Ontario Health Service Desk sends an email notification five business days in advance to the contact provided for your organization. It is important that this contact information be kept up to date so that you continue to receive notification of both planned and unplanned down time as well as new releases. Should the contact change, inform the **Ontario Health Service Desk**.