## eHealth Ontario



## How to Change your ONE® ID Challenge Questions

## Before you begin

You will need the following information:

 The Login ID, or user name, provided by your Local Registration Authority

## Follow these steps

1. In your internet browser, go to www.ehealthontario.ca; click LOGIN.



2. On the Log In page, enter your user name and password; click LOG IN.

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	Log in to eHealthOr Rease log in with your user	ntaric.ca rame and password.	-
	Your User Name:	firstname.lastname@oneid.on.ca	1
	Your Password.	••••••	]
		LOG IN	
	A partial account gives you ac	cosos to the secure content and applications for which you are e	noslad

3. On the eHealth Portal page, click MY PROFILE.



3. In My Profile, click the CHALLENGE QUESTIONS tab.



CHALLENGE QUESTION AND ANSWER TIPS

- Choose questions to which only you know the answers.
- Choose answers that are easy to remember but not easy to guess.
- One word answers are best.
- You cannot select a question more than once. You cannot provide the same answer more than once.

Your current password

If you cannot remember this information, contact the eHealth Ontario Service Desk at the number below.

- 4. To change a single question and answer:
  - a) On the Challenge Questions tab, click **CHANGE** beside the question you wish to change.

/ly Profile							
Janice Doe JANICE.DOE@PROHEALTH.CA Temale, bom Jan 1, 1990, legal name Janice Doe				Sudimentary Associate			
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Online Questions					Answer		
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What is your mother-in-law's malden name?						Change	
What is the name of you	r first childhood friend	9				Chance	
Service Desk Question					Answer		
What was the first movie	you ever saw?				1011010	Change	
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b) On the Change Challenge Question page, click the drop arrow and select a new question, enter the answer in the space provided and click **OK**.

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	Tips for Answers
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 To change all of your challenge questions and answers without having to click OK after each change, click CHANGE ALL QUESTIONS AND ANSWERS on the Challenge Question tab.

My Profile						
Janice Doe JANICE.DDE@PROHEALTH.CA Female, born Jan 1, 1930, legal name Janice Doe			Radimentary Assamance			
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A message displays on the My Profile page, confirming that you have successfully changed your challenge question(s). To leave your account, click **LOG OUT**.