

How to Change your ONE® ID Password

Before you begin

You will need the following information:

- The Login ID, or user name, provided by your Local Registration Authority
- Your current password. If you do not know your current password, contact the eHealth Ontario Service Desk at the number below.

NOTES

- You can change your password at any time
- You will be prompted to change it every 365 days
- A reminder will be sent to the email address you provided at registration 15 days before your password expires

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**.



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



4. On the My Profile page, click **CHANGE PASSWORD**.



5. On the Change Password page, enter your current password in the Old or Temporary Password field and your new password in the New Password field. Re-enter your new password in the Confirm Password field. Click **OK**.



PASSWORD TIPS

- Must be at least 8 characters long
- Must contain one or more lowercase letters (e.g. m)
- Must contain one or more uppercase letters (e.g. M)
- Must contain one or more numbers

6. On the My Profile page, a message displays informing you that you have successfully changed your password. Click **LOGOUT**.



PROTECTING YOUR PRIVACY TIPS

- Do not write down or share your Login ID, password or challenge questions
- You will be prompted to change your password every 365 days
- When you are finished with your account maintenance activities, log out
- Lock your session if you have to leave your computer, even if only for a few minutes
- Do not access your account on a public computer