

ONE ID Account

For Individuals

A ONE ID account provides easy and secure access to digital health services such as the ConnectingOntario ClinicalViewer, the regional clinical viewer ClinicalConnect™ and the Ontario Telemedicine Network Hub. Individuals involved in delivering health care, including clinicians and administrators, can register for a ONE ID credential (login ID & password) and enroll for access to online digital health services offered by eHealth Ontario and other health solution providers.

A ONE ID account is part of our robust identity platform that includes a set of systems and processes for creating and managing digital identities and access to digital health services.



Benefits

- ✓ Enroll in and access multiple digital health services using the same login credentials
- ✓ Eliminate the need to remember multiple accounts and passwords
- ✓ Single sign on improves workflow and user experience when accessing multiple applications
- ✓ Enhanced privacy and security safeguards protect patient health information as well as your account information
- ✓ No cost – free to all health care providers working in Ontario

ONE ID Account Features



Trusted Identity

Recognized as a secure identity solution for accessing patient health information by the Ministry of Health and Long-Term Care and health care organizations in Ontario (over 1,600 organizations and 90,000 users)



Multifactor Authentication

Increased security through multiple factors of authentication including text and phone-based challenges



Online Account Management

Manage your profile account information on-line



Help Desk and Technical support

24/7 Help Desk and technical support for issues related to eHealth Ontario services

Access to Digital Health Services

ONE ID Account uses a sponsorship model to register and enroll users for access to protected digital health applications and services containing personal health information.

Step 1- Get a Sponsor

You must be sponsored in order to be authorized for accessing digital health services. A sponsor has the authority to sign a legal agreement on behalf of their organization and is familiar with both the service and your requirements. For example, if you are associated with a hospital, that hospital would serve as your sponsor.

Step 2- Register

Contact your sponsor's local registration authority (LRA) and provide your identity information. The LRA will validate your "real-world" identity, verify your level of assurance and create a ONE ID account. The LRA will provide you your Login ID and temporary password.

Not sure who your LRA is? Contact us at 1-866-250-1554 or by email at servicedesk@ehealthontario.on.ca.

Step 3 – Enroll

Your LRA will authorize your request for access to digital health services based on clinical needs, e.g. a nurse requires access to specific patient information to fulfill their clinical duties.

Authorization is typically handled in real-time, concurrent with registration. Users can access digital health services as soon as they are authorized.

Getting Connected

For details contact us at:

connecting.ontario@ehealthontario.on.ca

Family physicians looking for a fast and easy way to get secure access to provincial digital health services can now visit [The College of Physicians and Surgeons of Ontario's website \(http://www.cpso.on.ca/\)](http://www.cpso.on.ca/) and register for a ONE ID account.

LOGIN TO ONE ID

<https://oneid.ehealthontario.ca>