

ONE® ID - Frequently Asked Questions (FAQs) for CPSO Members

What is ONE ID?

ONE ID is eHealth Ontario's digital identity and authentication system which allows health care professionals to securely access electronic health care applications such as ConnectingOntario and ONE Mail with a single user name and password.

Why should I use ONE ID?

ONE ID establishes your **digital identity** and recognizes your **professional credentials**. This ensures only authorized users are accessing and using eHealth Ontario services. It's the first step in accessing a number of digital health applications managed by eHealth Ontario and other organizations.

How does it work?

ONE ID authenticates the identity information of users through a managed registration process. For CPSO members, ONE ID utilizes information provided by CPSO as identity evidence for verification purposes.

This identity information allows clients to create a ONE ID account, which is tied to their "real world" identity.

With this credential, clients are able to enroll in eHealth Ontario services such as ONE Mail and under the sponsorship of an organization to digital health services, such as ConnectingOntario.

How long does it take to get a ONE ID account setup?

As a CPSO member, you will be able to setup up your ONE ID account within minutes of completing the registration process.

From the CPSO website, you will be redirected to the ONE ID account creation page to register. Some identity information (e.g. legal name, date of birth, CPSO number) will be prepopulated for your convenience based on information from your CPSO account.

Note: You will need to choose your own security (challenge) questions, select a password and review/edit your information as necessary.

How many organizations currently use ONE ID?

Over 1,600 Ontario organizations have implemented ONE ID, including hospitals, pharmacies, community health centers and long-term care homes.

In addition, ONE ID provides access to ehealth services to over 94,000 individual health care providers including physicians, nurses, pharmacists, and other clinicians across the province.

How much does it cost me?

Nothing. This service is fully funded by eHealth Ontario.

What will my ONE ID account be?

The naming convention for ONE ID accounts uses the following format:

firstname.lastname@oneid.on.ca (e.g. JOHN.SMITH@ONEID.ON.CA)

How do I log in to my ONE ID account?

Go to <https://oneid.ehealthontario.ca>, then enter your username and password into the login screen.

Why does eHealth Ontario collect personal information about registrants?

eHealth Ontario collects personal information about registrants in order to verify their identity when enrolling them for services, such as ONE Mail, clinical viewers, and the eHealth Ontario Portal, as these services may contain personal health information.

What information is required to register for ONE ID via the CPSO Portal?

When you register for ONE ID via the CPSO Portal, the following information will be required:

- Official name (Given Names and Surname)*
- Regulatory College*
- Registration Number (e.g. CPSO Number)*
- Date of Birth*
- Gender*
- Contact Information (Email and Phone)

**Information will be provided to eHealth Ontario by CPSO*

When setting up your ONE ID account, you will also be asked to choose security (challenge) questions.

What are security (challenge) questions?

Security or challenge questions are personalized questions that help to confirm an individual's identity (e.g. "Which school did you attend in sixth grade?"). These questions are used as a second-factor authentication to verify your identity, for purposes such as logging into ONE ID, calling into the eHealth Ontario service desk, and recovering your password.

What is the phone challenge/security number?

It is a secondary way to verify an individual's identity in addition to the ONE ID login ID and password.

This improves security by adding a second factor authentication that relies on a phone number only you would have access to, such as a mobile phone number or a direct line.

When you create your account, you'll be prompted to enter the phone number you would like to use. Thereafter, whenever you log in from an unrecognized computer or through a new IP address, you'll receive either a phone call or text to verify your identity and ensure your account is secure.

- Call-based – you'll receive a call and press a specified key to acknowledge receipt
- Text-based – you'll receive a text with a unique 6-digit verification code that must be entered on the ONE ID screen

If you don't have a phone available at the time of challenge, you can select the "click here" link to be directed to the challenge/security questions as an alternative.

The phone-based challenge should take no longer than a minute to complete and once you're completed it you'll be able to access your services.

Further information can be found in the FAQs on eHealth Ontario's support webpage:

http://www.ehealthontario.on.ca/images/uploads/support/one-id/ONE_ID_Provincial_Two-Factor_Authentication_FAQs.pdf.

How does eHealth Ontario use the personal information collected?

This information is used to establish a unique digital identity for each registrant which helps prevent duplicate registrations, and facilitates subsequent registration activities (e.g., updating information).

eHealth Ontario only collects this information to register and verify the identity of individuals using the information services that it provides. Personal information is not permitted to be used for any other purpose.

What kind of support does eHealth Ontario offer?

eHealth Ontario's Service Desk is available for support 24/7 for all of its services and can be reached at 1-866-250-1554 or servicedesk@ehealthontario.on.ca.

What if my pre-populated Personal Information or CPSO Number is incorrect?

If any of the information prefilled on the screen (e.g. Given Name, Surname, Date of Birth, and CPSO Number) is incorrect, please contact the CPSO Physician Advisory Service to have your record corrected:

CPSO Physician Advisory Service

Phone: 416-967-2606

Toll-Free: 1-800-268-7096 Ext. 603

Email: feedback@cpso.on.ca

Hours of Operation: Monday – Friday, 8 am – 5 pm

You will be notified by CPSO when your record has been updated. Once complete, you can then retry your ONE ID self-registration from the CPSO Portal.

Who can I contact if I have more questions?

For more information on ONE ID, please visit: <http://www.ehealthontario.on.ca/en/for-healthcare-professionals/one-id>.

For general inquiries regarding ONE ID registrations, contact the eHealth Ontario Registration Agents at: Registration.Agents@ehealthontario.on.ca or call 1-866-250-1554.