

# Support Registration



Your contact information collected in this form will be used by eHealth Ontario's Service Desk to meet your needs if and when you call with a problem. We understand that you may decide to provide support to your internal clients through an internal assigned contact, or to contract the service out to a third-party. Regardless of how you organize your support, it is important that those responsible for the role are familiar with our support and incident resolution procedures.

## DO YOU HAVE A HELPDESK OR SUPPORT CONTACT?

Definition: The designated person, or group of persons, which handles all requests for support from client subscribers/users and acts as an intermediary between your subscribers and eHealth Ontario. Before contacting eHealth Ontario service desk for problem resolution, your helpdesk or support contact is expected to evaluate, classify and triage calls. eHealth Ontario will require a detailed description of the problem for resolution. Where required, your helpdesk or support contact is expected to help carry out diagnostic procedures and to work with us in resolving incidents.

### YOUR SUPPORT INFORMATION

Organization Name:

Help Desk or Support Contact Name:

Telephone Number:

Is voice mail available?

Yes No

Cell Number:

Pager Number:

Email Address:

Hours of Operation:

If after-hours support is available, please provide contact instructions:

Help Desk or Support Contact Name:

Telephone Number:

Is voice mail available?

Yes No

Cell Number:

Pager Number:

Email Address:

Hours of Operation:

If after-hours support is available, please provide contact instructions:

System security contact name, telephone number and email address:  
(only complete if different from above contact, otherwise please indicate which contact above)

A technical person with authority to receive confidential information or security incident details and act upon it

Privacy officer contact name, telephone number and email address:  
(only complete if different from above contact, otherwise please indicate which contact above)

#### CONFIDENTIALITY

The information collected in this form is kept strictly confidential, and will be used only for the purposes of supporting and ordering eHealth Ontario circuits. This information is stored in a password protected database on the eHealth Ontario network. eHealth Ontario has taken reasonable safeguards to ensure the security and confidentiality of all information: • All support staff of eHealth Ontario have been through a security clearance • All support staff of eHealth Ontario are required to sign a confidentiality agreement. • All support staff of eHealth Ontario attend regular education sessions on information security. • eHealth Ontario has tight physical controls, (locked doors, cameras, clean-desk policy) • The eHealth Ontario network is protected from the outside world, and is not accessible via the Internet.