

ONE ID Provincial Two-Factor Authentication Update

As of November 9th, ONE ID users will only be presented with the text-based option when accessing digital health services protected by ONE ID. Users with the call-based option have been contacted via email to advise them of this change.

Previously, as part of the Two-Factor Authentication, when users log in to ONE ID, they were presented with two Phone-Based Challenges as an additional layer of security: call-based or text-based.

In the call-based option, users receive a phone call and press a specified key to acknowledge the receipt of the call. Text-based authentication involves receiving a text message with a unique six-digit verification code to enter in the 'Phone-Based Challenge' page.

For LRAs, there is no impact or change when registering and enrolling users into the ONE ID Online System. 'Challenge Phone Numbers' can only be added, modified or deleted by users themselves.

What if I use a landline?

Landlines will not be valid. If you are using a landline, you need to update your challenge phone number in your ONE ID profile with a mobile phone number so that you can receive text messages. To update your challenge phone number, please login to your [ONE ID account profile](#) and click the 'Challenge Information' tab.



What if I don't have a mobile phone number that I can use?

On the phone-based challenge screen, click the link *'If you cannot use the telephone number(s) available for selection at this time'*. You will then be directed to answer the personal verification questions you set up during the creation of your ONE ID account.

Further information can be found in the [Provincial Two-Factor Authentication - FAQs](#).

Detailed information for registrants on how to add, modify or delete challenge phone numbers can be found in the [ONE ID Registrant Reference Guide](#).