ONE® ID CPSO Registration Guide for New Users

This guide is intended to provide step-by-step instructions for CPSO members to self-register for a ONE® ID account. To access eHealth Ontario service(s), you must self-register for a ONE® ID account by completing the steps outlined below. A ONE® Mail Direct mailbox may be created as part of the self-registration process; enrolment in other services must be performed manually.

**Note:** If you already created a ONE® ID account using the CPSO Self-Registration module and would like create a ONE® Mail Direct mailbox, please refer to the Existing User Guide.

### 1.0 Begin Self-Registration

Navigate to the CPSO website and log in using your account credentials.

To begin the ONE® ID CPSO Self-Registration process, navigate to the “Getting an eHealth Ontario ONE® ID” section and review the information provided. Once reviewed, agree to the consent statement and click on the “Register for ONE ID” button.

**Note:** If you already have a ONE ID account, at this point you will automatically be directed to the Self-Service Welcome Page. This confirms that one or more ONE ID accounts have been found with your license number; refer to Appendix A for more details.
2.0 Agree to the Physician Agreement

You will be required to review and agree to the Notice of Collection and Physician Agreement. The agreement is a prerequisite to access digital health services such as ONE Mail and the electronic health records maintained by eHealth Ontario.

1. Scroll and read through the Notice of Collection and the Physicians Agreement.

2. If you agree with the Notice of Collection and Physicians Agreement, select the I agree checkbox and click Next to proceed.

3. If you do not agree, click Cancel. By clicking Cancel, your session will be terminated and you will not be able to enroll for any of eHealth Ontario services.

3.0 Enter Personal Information

Based on information provided by CPSO, your legal first name, legal last name, gender and date of birth will be pre-populated and cannot be changed. Preferred first and last name are also pre-populated based on your legal name, but can be modified according to your preference.

A preferred name is a name that you commonly use, for example, Mike instead of Michael or Singh instead of Warner-Singh. Legal names refer to your name as it would appear on a Passport, for example, Michael Warner-Singh.
Fields marked with an asterisk (*) are mandatory.

1. Enter your title and preferred name in the appropriate fields.

2. Enter your email address, contact phone number, and your language preference (e.g. French or English). Your email address and phone number are collected for the purposes of contacting you for account support and/or any security reasons.

3. Click Next to continue.

**Note:** By default, your middle name is appended to your first name in the Preferred First Name field, separated with a space (e.g. Patricia Lynn). You can remove your middle name from the Preferred First Name field and add it to the Middle Names field if desired. Your ONE ID Login ID will be generated based on your Preferred Name with the format FirstName.LastName@ONEID.ON.CA.

### 4.0 Enter Profession

Professional designation information will be pre-populated based on your CPSO account. The following fields are pre-populated and cannot be changed:

- Regulatory College (i.e. College of Physicians and Surgeons of Ontario)
- Registration Number (i.e. CPSO Number)
1. Confirm that the Regulatory College and Registration Number are correct.

**Important:** If the Regulatory College and/or Registration Number presented on the screen is incorrect, click the Help button on the top right corner of your screen. Discontinue the Self-Registration module and follow the instructions on the Help page to contact CPSO for next steps.

2. If you are licensed by other regulatory health college(s) in Ontario, you may associate additional professional designations to your ONE® ID account.
   a. To add additional license(s), click Add Another.
   b. Select the regulatory college and enter in your associated license number. If you have entered incorrect information, click Reset to clear all text from that row.

3. Click Next to proceed.

**5.0 Select Challenge Questions and Provide Answers**

You will be required to select and provide answers to five (5) Challenge Questions.

- Three (3) Online Challenge Questions are used to verify your identity online; only you can view the answers to these questions.

- Two (2) Service Desk Challenge Questions are used by the eHealth Ontario Service Desk to verify your identity over the phone.
1. Select a Challenge Question from the left hand drop-down list.

2. In the corresponding Answer field, enter the answer to the question.

3. Repeat steps 1-2 for the remaining four (4) questions.

4. Click **Next** to continue.

5. **Challenge Question Tips**
   - Choose questions to which only you know the answers.
   - Choose answers that are memorable but not easy to guess. One word answers are best.
   - You cannot select the same question more than once.
   - You cannot enter the same answer to more than one question.

**Note:** If you need to update or change your challenge questions at a later time, please refer to **ONE® ID Registrant Reference Guide** for further details.

6. **Enter Challenge Phone Numbers**

   Challenge Phone Numbers are used to verify your identity under select circumstances (e.g. using an unrecognized computer). Adding a challenge phone number(s) to your ONE® ID account is optional. You may add up to a total of three (3) numbers. If you do not have a phone available to use for verification purposes, select the box **Check if you do not have a direct number** to continue. The system will present you with your online challenge questions.
Please note that carrier charges may apply to phone challenges.

1. Enter your phone number in the **Phone** field.
2. If you wish to add more than one number, select **Add a number (optional)**.
3. Once you have added your number(s) click **Next** to continue.

**Note:** If you are unable to access your phone at the time of the challenge, you may as an alternative choose to be presented with the Online Challenge Questions. If you need to update or change your challenge phone number(s) at a later time, please refer to **ONE® ID Registrant Reference Guide** for further details.

### 7.0 **ONE® Mail Direct Enrollment**

Users that require a **ONE® Mail Direct** mailbox will be able to enroll for the service while creating their **ONE® ID** Account.

1. If you wish to enroll for a **ONE® Mail Direct** mailbox, select the **Yes** button and click **Next** to proceed. If you do not require a mailbox at this time, select **No** and click **Next** to proceed.
Note: Your ONE® Mail Direct mailbox will be generated based on your Preferred Name with the format FirstName.LastName@ONE-MAIL.ON.CA. You will be able to log in to your mailbox within 60 minutes of completing your registration.

8.0 Set Password

You must now create a password that you will use along with your ONE® ID Login ID to access your eHealth services.

**Password**

Please choose a password that adheres to the rules below. To prevent unauthorized access to your account, your password should never be disclosed or written down.

Your password will be valid for one year:

- **Password**: ********
- **Confirm Password**: ********

**Password Strength**

- Must be at least 8 characters long
- Must contain one or more lower case letter (e.g. m)
- Must contain one or more upper case letter (e.g. M)
- Must contain one or more numbers

1. Enter your password in the Password field. It must conform to the Password Strength rules – as you satisfy each rule, a check mark will be displayed beside it:
   - Must be at least 8 characters long
   - Must contain one or more lower case letter (e.g. m)
   - Must contain one or more upper case letter (e.g. M)
   - Must contain one or more numbers

2. Enter your new password again in the Confirm Password field.

3. Click Finish.

**Important:** Your password must be changed every 365 days. Please refer to ONE® ID Registrant Reference Guide for steps on how to change your password.
9.0 Receive Login ID

Your Login ID is displayed. You will need your Login ID and Password to log into your ONE® ID account.

Registration Complete

Your registration is complete.

The service entitlements you have been authorized for will be added to your ONE ID account and you will be able to access it using your credential. Please note your Login ID below.

Your login ID is:

RANDY.BURT@ONEID.ON.CA

Services have been listed below for your convenience. Please click on the service below to access it.

General Links
- eHealthOntario portal
- ONE ID (to manage your ONE ID account)
- Reference Guide
- ONE ID Description

Congratulations! Your eHealth Ontario ONE® ID self-registration is now complete.

Important: For users that have requested a ONE Mail Direct mailbox, information regarding your account will be sent to the email address you provided as well as your new ONE Mail Direct account. You can verify your ONE Mail enrollment through your ONE ID Profile; refer to the ONE® ID Registrant Reference Guide for more details.
This guide is intended to provide step-by-step instructions for CPSO members that have already created their ONE® ID accounts through the CPSO Self-Registration Module and would like to enroll for ONE® Mail Direct Services. If you do not currently have a ONE® ID account, please refer to the New User Guide section for step-by-step instructions.

**Note:** If you already have a ONE ID account created through an alternative registration process you do not need to register again to access digital health services; refer to Appendix A for more details. Physicians with an existing ONE ID account looking to get a ONE Mail Direct mailbox, please forward your request to onemailinfo@ehealthontario.on.ca.

1. **Login to your ONE® ID Account**

Navigate to the ONE ID website: [https://oneid.ehealthontario.ca](https://oneid.ehealthontario.ca). Log in to your ONE ID account using your ONE ID credentials.

1. Enter your ONE® ID credentials in the **Login** field and password in the **Password** field.

2. Click **Login** to continue.

**Important:** If you have locked your account due to multiple failed login attempts or an extended period of inactivity, please contact the eHealth Ontario Service Centre at 1-866-250-1554 to unlock your account.
2. **Verify your account via Phone or Knowledge-Based Authentication**

For further authentication, you will need to verify your credentials through Phone or Knowledge-Based Challenges. If authentication via telephone number(s) is not possible, users may authenticate through Knowledge-Based challenge questions.

1. If you wish to verify through Phone Authentication please select either **Text Message** or **Voice** button, and click Next to proceed.
   a. If **Text Message** is selected, user will receive a Authentication code to input in a following screen:

   ![Text Message Screen](image)

   b. If **Voice** is selected, user will receive a call to verify authentication:

   ![Voice Screen](image)

2. If verification through telephone number(s) is not possible, click the link to authenticate with knowledge-based questions.
3. Enter the answer to the challenge questions presented and click Next to proceed. Two (2) Online Challenge Questions are presented to verify your identity.

**Important:** If you have forgotten your account information and cannot verify your account through the challenge questions please contact the Help Desk Support at: 1-866-250-1554 or Email Helpdesk at: ServiceDesk@eHealthOntario.on.ca

**3. Choose to allow Computer Recognition**

Users may request ONE® ID to recognize their computers; the computer will be recognized as one that is frequently used to access eHealth Ontario services and reduce the likelihood of users being challenged when logging in. It is recommended to avoid requesting ONE® ID to recognize a computer that allows public access.

1. If you wish to allow ONE® ID to recognize your computer, please click Continue to proceed to the next step.
4. Request a ONE® Mail Direct Mailbox

Once you have successfully logged in to your ONE® ID account you may request to enroll for a ONE® Mail Direct mailbox.

1. Click on the “Request a ONE Mail account” link to enroll for ONE® Mail Direct Services.

**Note:** Your ONE® Mail Direct mailbox will be generated based on your Preferred Name with the format FirstName.LastName@ONE-MAIL.ON.CA. You will be able to login to your mailbox within 60 minutes of completing your registration.

5. Complete ONE® Mail Direct Enrollment

Once the enrollment has been processed you will be returned to your ONE® ID Profile Page, under the enrollments section you will now see the ONE® Mail Direct enrollment.
1. Clicking on the “+” sign beside it to display will display the enrollment sponsor “eHealth Ontario – Practitioners”

2. Selecting the sponsor will display your account information (ONE® Mail Direct Address, Mailbox Status, etc.)

Congratulations! You have successfully enrolled for ONE® Mail Direct Services.

**Important:** For users that have requested a ONE Mail Direct mailbox, information regarding your account will be sent to the email address you provided as well as your new ONE Mail Direct account.
Appendix A – Existing ONE® ID Accounts

The ONE ID CPSO Self-Registration Module is for new ONE ID registrations only; existing members should continue using their ONE ID credentials to access digital health services. In the event you try to create a new account you will be redirected to the Self-Service Welcome page, from here you will be given the option to go directly to ONE ID and enter your credentials to login.

Note: If you have forgotten your account information you may use the “Forgot Login ID” or “Forgot Password” processes to recover your credential; refer to the ONE® ID Registrant Reference Guide for more details.

Figure 1.1 – Self-Service Welcome Page

Figure 1.2 – ONE ID Login Page