

Registration Frequently Asked Questions

For Local Registration Authorities

This list of frequently asked questions (FAQs) has been prepared to assist you in your role as an LRA. You may be asked to answer any of these FAQs by individuals who are registering or enrolling.

Sponsorship

Q.	What is sponsorship?
A.	<p>Sponsorship is the means by which either a Service Owner or Client Organization identifies individuals who are authorized to:</p> <ul style="list-style-type: none"> • Engage their organization in eHealth Ontario Registration for access to eligible services. This person is known as the Legally Responsible Person. • Identify end users of the service. This person is known as the Sponsor.
Q.	Who can be a sponsor?
A.	<p>A sponsor must be one of the following:</p> <ul style="list-style-type: none"> • Identified and approved by your organization, and may be a department head, the executive director of an organization or even a Local Registration Authority. <ul style="list-style-type: none"> ○ Contact your Legally Responsible Person for a list of valid sponsors. • Identified and approved Service Owner (i.e. Cancer Care Ontario (CCO) or Ontario Telemedicine Network (OTN). <ul style="list-style-type: none"> ○ An eHealth Ontario Registration Agent will contact LRA's for registrations requests sponsored by Service Owners.

Registration and Enrolment

Q.	What is registration?
A.	<p>Registration is the process by which an approved individual (LRA) verifies the real-world identity of an individual and records their identity information in the ONE® ID System. The registration process is owned and managed by eHealth Ontario. Once an individual has been registered with eHealth Ontario, a registration record is created, which uniquely identifies the individual.</p>

Q.	What does an individual need to do to register?
A.	<p>In order to register, an individual needs to:</p> <ul style="list-style-type: none"> • Be sponsored for registration and the service for which he/she will be enrolled. • Present himself/herself in person to the LRA in your organization and provide evidence in support of his/her identity as follows: <ol style="list-style-type: none"> 1. At least one document from the Primary Identity Documents list. 2. The other may be from either the Primary or Secondary Identity Document lists <p style="text-align: center;">-OR-</p> <ol style="list-style-type: none"> 2. Rely on Supplemental Identity Validation 3. At least one of the documents used must include a photo of the individual. 4. All documents used must show the name of the individual. 5. All documents used must be current 6. Combined, all documents used must confirm the individual’s Legal Name, Gender, and Date of Birth. <p>Note: Social Insurance Number (SIN) and Health cards from any province, including Ontario, cannot be accepted to confirm the identity of individuals.</p>
Q.	What is Supplemental Identity Validation?
A.	<p>Supplemental Identity Validation relies on approved contextual evidence to support the identity of an individual. In lieu of a Second Identity Document, it may be used in conjunction with a valid Primary Identity Document which includes a photo of the applicant, their Legal Name, Gender, and Date or Birth.</p> <p>Approved contextual evidence includes:</p> <ul style="list-style-type: none"> • Prior Professional Relationship: If the LRA has known the applicant professionally for more than 12 months, they may rely on this relationship as a form of identity validation • Confirmed Practice Location: LRAs must confirm the legitimacy of the practice location with an authoritative source (e.g. a regulatory college) and that the applicant is undertaking the legitimate role of supporting the provision of healthcare at that location.
Q.	What is Service Enrolment?
A.	<p>A service enrolment is specific access to a service granted to a registrant by his/her sponsor. A registrant may have several service enrolments. For example, if a registrant is authorized by two different hospitals and has access to two services at each hospital, he/she will have one registration record and four service enrolments.</p>

Q.	An individual has already been registered and enrolled in an eHealth Ontario service, but needs to be enrolled in an additional service. What does the LRA need to do?
A.	All Requests for access to eHealth services must either come from an authorized sponsor or, if being made by the applicant, approved by one. Sponsorship must include the <u>name</u> of the applicant, the <u>service</u> being requested, and any <u>enrolment-specific information</u> required for that service. Once sponsorship has been confirmed, the LRA should enroll the user via the ONE® ID System.
Q.	How long will it take for eHealth Ontario to process the registration in the ONE® ID System?
A.	It may take eHealth Ontario approximately ten (10) min to process the registration and enrolment online using the ONE® ID system.
Q.	Why does eHealth Ontario collect document numbers?
A.	Document numbers are required for policy and audit purposes. They help to uniquely identify users in the ONE® ID System and tie their accounts back to their “real world” identity.

Challenge Questions

Q.	What are challenge questions?
A.	Challenge questions are questions to which only the registrant knows the answer and are used to verify the registrant’s identity when calling the eHealth Ontario Service Desk for support or online when authenticated by the ONE® ID system. The registrant’s identity is assumed valid if the registrant can provide the answers that correspond to his/her questions.
Q.	Why does a registrant need to provide challenge questions?
A.	The two service desk challenge questions collected during the registration process are for support purposes, so that Service Desk personnel can verify the registrant’s identity over the phone.
Q.	The registrant is asked to create three (3) more challenge questions during Self-Complete. How are they different from the two (2) Service Desk challenge questions entered in ONE® ID System during registration?
A.	These challenge questions are used for online verification (that is, over the internet), and are referred to as the online challenge questions . If a registrant forgets his/her password or user name, it can be reset via the eHealthOntario.ca website if the registrant can answer two of the randomly selected questions.
Q.	Who can see the challenge questions and answers? How will they be used?
A.	The two service desk challenge questions and answers that are entered onto users account in the ONE® ID system are used by support personnel to verify an individual’s identity. They may be asked of the registrant when the he/she cannot reset his/her password online, forgets his/her user name and password, or has lost his/her temporary password. The online challenge questions and answers which the registrant provides during the self-registration process are used by the system when the registrant wants to reset his/her password or recover his/her user name.

Support & Maintenance

Q.	A registrant is going on leave (such as, maternity, sabbatical). What should the LRA do to ensure that no one can use the account while he/she is away??
A.	If a registrant is going on an extended leave, the LRA should obtain an email request statement from the Sponsor and suspend their enrolments as necessary using the ONE® ID system.
Q.	A registrant is returning from leave (such as, maternity, sabbatical). What should he/she do to reactivate his/her account?
A.	If a registrant is returning from an extended leave, the LRA should obtain an email request statement from the Sponsor to have the service(s) reinstated. The LRA can then execute the request using the ONE® ID system.
Q.	A registrant is retiring and no longer wishes to be registered. What should he/she do?
A.	If a registrant is retiring and no longer wishes to be registered, he/she should send an email request statement to have their registration revoked to the organizations LRA for processing. Refer to the LRA Procedures Manual for General Guidelines on submitting requests to eHealth Ontario via email. The sponsor's approval will be required.
Q.	A registrant recently got married and would like to assume a married name. What should he/she do?
A.	Registrants who are assuming another name may request that their LRA change their preferred name in the ONE® ID system. If they have also changed their legal name, then they will need to provide a Change of Legal Name Certificate to the LRA.
Q.	A registrant's enrollment needs to be revoked, but the LRA does not have the registrant's date of birth. What should he/she do?
A.	If the LRA does not have the registrant's date of birth, he/she should send an email request to eHealth Ontario and provide the registrant's user account name (e.g., firstname.lastname@oneid.on.ca). The LRA should provide as much information as possible so that eHealth Ontario can identify the registrant in the system.

Security & Privacy Practices

Q.	Where do the forms go once the LRA has completed a Suspend/Reinstate/Revoke Request Form ?
A.	The completed originals of the forms are faxed to eHealth Ontario for processing and safekeeping. Once faxed, the LRA will store all originals of completed Suspend/Reinstate/Revoke Request forms in a safe and secure location, such as a locked file cabinet, until confirmation of request has been received. Once user confirmation has been received, the LRA will handle the forms in accordance with your organizations Privacy, Security and document management policy.

Q.	What should an LRA do if he/she finds a completed Suspend/Reinstate/Revoke Request Form lying on the ground, a table, photocopier, or in the recycling bin?
A.	The LRA should report the incident to eHealth Ontario.
Q.	What should an LRA do if someone attempts to use his/her Health card as one of the two supporting pieces of ID?
A.	A Health card is an unacceptable document to confirm an individual's identity. The LRA should have the individual provide another piece of ID from the acceptable list. See FAQ What do I need to do to register .
Q.	What is a strong password and why is one required?
A.	<p>eHealth Ontario requires strong passwords for access to eHealth services due to the sensitivity of information. The rules you must follow when creating your eHealth account password are:</p> <ul style="list-style-type: none"> • At least eight characters and must contain at least one uppercase letter, one lowercase letter, and one numeric character • May contain special characters (e.g., %, \$, #) <p>Note: Ampersand (&) is not a valid character</p> <ul style="list-style-type: none"> • The same character cannot be repeated for more than half of the total characters in the password • Must not contain any part of your legal/preferred name(s), user name, or display name <p>Note: For generic accounts these fields may include your organization name, address, city, enrolment, etc. For all accounts it is recommended that you not use a password which could easily be linked to you or your organization.</p> <ul style="list-style-type: none"> • Must be changed every 365 days • Cannot be the same as any of your previous six passwords • Examples of valid passwords: Abc12345 or M2N67xyz or Cat2+2=5 • Examples of invalid passwords: Email123 or myname0 or #1Dundas