

The first time you sign in, the steps you follow depend on which credentials you use - ONE ID or OTN.

If you have ONE ID credentials:	If you have OTN credentials:
<p>Before you begin, you should have received:</p> <ul style="list-style-type: none">• A Welcome email letting you know that you can access the eConsult service.• ONE ID user credentials from eHealth Ontario. <p>After you receive this information, you can:</p> <ol style="list-style-type: none">Sign in.Accept the OTNhub user agreement.	<p>Before you begin, you should have received:</p> <ul style="list-style-type: none">• A Welcome email letting you know that you can access the eConsult service.• A sealed letter containing an initial password (sent to either you or your organization's primary OTN contact). <p>After you receive this information, you can:</p> <ol style="list-style-type: none">Sign in.Accept the OTNhub user agreement.Reset your temporary password.

Signing In

1. Open an Internet browser and go to econsult.otn.ca.

An **OTN Sign In Selection** screen appears.

2. Based on your login credentials (ONE ID or OTN), click the appropriate **Sign In** button.

A **ONE ID** or an **OTN Sign In** page appears.

3. Type your user name and password* and click the **Sign In** button

The eConsult login process begins.

- As a first time user, before accessing the service you need to accept the user agreement.
- In addition, if you use OTN credentials you must also set your password.



Figure 1: Sign in selection and login screens

* You are allowed a maximum of 10 login attempts within 15 minutes. More than this and your account becomes locked, after which you must contact OTN Technical Support to reactivate your account.

For technical issues, contact **OTN Technical Support at 1-855-654-0888** or techsupport@otn.ca

For Ontario eConsult Program information, contact eConsultCOE@toh.ca



Accepting the OTNhub User Agreement

When a new user first tries to access eConsult, a Security and privacy panel appears with a link to the OTNhub user agreement and an agreement button.

1. To read the agreements, click the link **OTNhub User Agreement**.
The link opens a new browser tab/window with the user agreement.

2. After reading the agreement, to indicate your consent, select the option “ I confirm that I have read...” and then click **Agree**.

eConsult processes your agreement.

If you have ONE ID credentials, skip to [Next Steps](#) on page 4.

If you have OTN credentials, continue on to the next page ([Changing Your Password](#)).

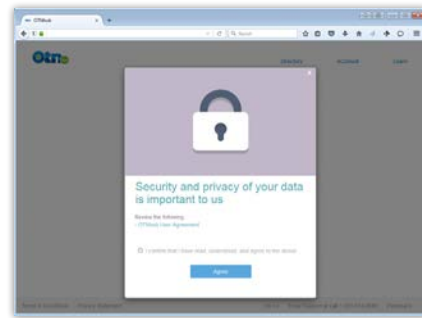


Figure 2: eConsult security and privacy panel



Figure 3: User agreement



Figure 4: Confirm and agree



Changing Your Password

Note: These instructions apply only **if you use OTN sign-in credentials**. If you use ONE ID credentials, your password is set through [eHealth Ontario](#).



Changing your password here will also change it for other OTN apps and programs that you have access to. For example, web conferencing, Ncompass, and Store Forward applications.

1. In the **Current Password** field, type the password you received in the OTN credentials letter.
2. In the **New Password** field, type a new password.
Your password:
 - Must be between 8 - 30 characters.
 - Must combine letters, numbers and symbols (e.g., !#\$) in what appears to be a random order.
 - Must be unique and cannot match a previous password.
 - Is case sensitive.
 - Do not use the following characters in your password:
 - / (forward slash)
 - \ (back slash)
3. In the **Confirm Password** field, type exactly the same password as you used in the New Password field.
4. To set your new password, click .
 - Your password is validated
 - You are logged out and a **Session Logout** screen briefly appears.
 - You are sent an email confirming the password change.
 - The OTNhub login screen appears.
5. To ensure a complete log out, close and re-open your browser window.
6. Sign in again at econsult.otn.ca.

Continued on next page...

Figure 5: Change password panel

Next Steps

After successfully logging in and accepting the user agreement (and if you're an OTN credential user, setting your password), you will arrive at the [eConsult dashboard](#).

If you are registered as a requesting provider or a specialist, you can now [create a consult request](#).

If you are registered as a specialist, your profile* is published in the OTN Directory and is immediately available to people searching the Directory. OTN recommends that you [customize your Directory Profile](#) with details about you and your practice.

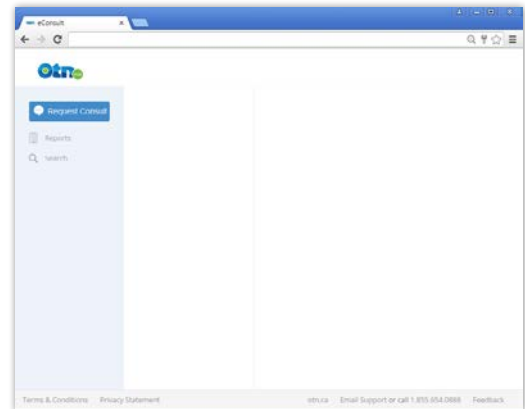


Figure 6: Initial eConsult dashboard

* OTN creates your initial, basic profile using information you supplied during the registration process. However, it is up to you to add clinical protocols or describe conditions for accepting cases.