FAQ: Annual Permanent Deactivation

Every March, Ontario Health (OTN) identifies user accounts that are at risk of being permanently deactivated in April because they have not accessed OTNhub in over two years.

To assist the Primary Contact for Service (PCS) for OTNhub member organizations, the [Manage Users dashboard]📄 and user summaries will show an indicator 👥 identifying which user accounts are at risk. Ontario Health (OTN) will communicate to all OTNhub members about this annual permanent deactivation. If the user wishes to retain their OTNhub account, the person must login regularly.

1. **An account was flagged as pending permanent deactivation 👥 and I advised the user to log in. However, they get an error message that their account is "inactive or locked". What can be done to fix the issue?**

   ⊘ **Error** - The user account is inactive or locked. Please contact OTN Customer Care - Technical Support Team at 1-855-654-0888 and select option 2.

   Contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 and request to have their login re-enabled. When you see that the dormant account has the login re-enabled, advise the user and they can successfully log in.

2. **An account got permanently deactivated and now the person wants access to OTNhub again. How can I get them access to OTNhub again?**

   As the Primary Contact for Service, use the [OTNhub Health Care Organization sign-up form]⧉ to submit your request for this person to get OTNhub access again.

3. **A person whose account is at risk of being permanently deactivated 👥 forgot their password. What should they do?**

   For **ONE ID** credentials, they can refer to [How to reset your ONE ID password]📄 or go to [ONE ID Login Management]⧉ and follow the on-screen prompts.

   For **OTN** credentials, they can do the following:

   - If they have previously set up password security questions and answers, to reset their OTN-credential password, they can use the forgot password feature. For instructions, see [Managing an OTNhub Password: Resetting a Forgotten Password]📄 .

   - Otherwise, they should contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or [techsupport@otn.ca].

4. **Why are dormant accounts excluded from this annual permanent deactivation?**

   Permanent deactivation of dormant accounts does not present significant cost savings for Ontario Health. However, Ontario Health (OTN) may, at any time without notice or liability, terminate access to the OTNhub service(s).

Ontario Health
OTN