

Viewing or Editing Your Account Information

Your account information is made up of the contact and demographic data you supplied when registering for OTNhub services.

The **self-serve options** of your account, include your [contact information](#), [challenge questions](#), and [password](#). You can update these at any time, whether you use OTN-supplied or ONE ID credentials.

For other changes to your account, contact your organization's [primary contact](#).

The account information is for OTN internal purposes. The public never sees this information.

Note: The **'account information'** described here is not the same as your OTN **'directory profile'**. (Your directory profile is searchable and available to all OTNhub users via the Directory. There are separate instructions for [updating your directory profile](#).)

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Accessing Your Account Information

1. Sign in at otnhub.ca and click the **User Panel** link in the top-right banner.
A **User/Self-Service** panel appears.
2. Click the **Account Settings** link in the panel.
Your **Account Information** screen appears (Figure 2).

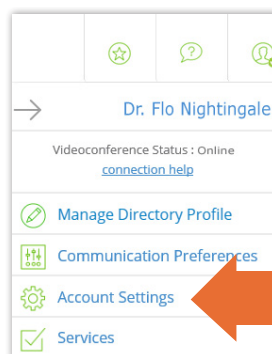


Figure 1: User panel menu

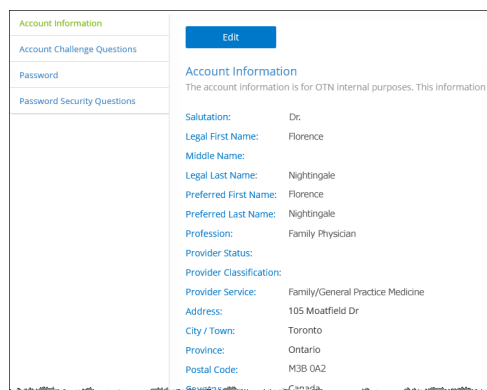


Figure 2: Account Information screen

For further assistance and technical support, contact **OTN Technical Support**

Phone: 1-855-654-0888 Email: techsupport@otn.ca



Updating Your Account Contact Information



You can update only the address within your account information. For all other account changes, send an email request to contactupdates@otn.ca.

1. [Access your Account Information screen](#) and click the **Edit** button (Figure 3).

The Account Information screen reloads with active text fields appearing where the information is available for you to edit (Figure 4).

2. Type the new or changed contact information in the appropriate fields.

When you change the contents of a field or add content to an empty field, the **Submit** button becomes active (it turns a darker shade of blue and can be clicked).

3. To save your changes, click the **Submit** button.

If all is okay, the **Account Information** screen reloads and:

- A success message appears.
- The updated details appear.

If there is an error, an error message appears and the profile details are not updated. Try again later.

4. If you change your mind and do not want to update the information, click the **Cancel** button.

The screenshot shows the 'Account Information' screen. On the left, there is a navigation menu with 'Account Information' selected. Below it are 'Account Challenge Questions', 'Password', and 'Password Security Questions'. On the right, there is an 'Edit' button (dark blue) with a red arrow pointing to it. Below the button, the text reads 'Account Information' and 'The account information is for OTN internal purposes. This information'. The form fields are as follows:

Salutation:	Dr.
Legal First Name:	Florence
Middle Name:	
Legal Last Name:	Nightingale
Preferred First Name:	Florence
Preferred Last Name:	Nightingale
Profession:	Family Physician
Provider Status:	
Provider Classification:	
Provider Service:	Family/General Practice Medicine
Address:	105 Moatfield Dr

Figure 3: Account information with Edit button

The screenshot shows the 'Account Information' screen with the 'Submit' and 'Cancel' buttons (dark blue) at the top. The form fields are as follows:

Salutation:	Ms
Legal First Name:	Florence
Middle Name:	Hope
Legal Last Name:	Nightingale
* Preferred First Name:	<input type="text"/>
* Preferred Last Name:	<input type="text"/>
Profession:	Physician
Provider Service:	Family /General Practice Medicine
* Address:	<input type="text" value="105 Moatfield Drive Suite 1100"/>
* City / Town:	<input type="text" value="Toronto"/>
* Province:	<input type="text" value="Ontario"/>
* Postal Code:	<input type="text" value="M3B 0A2"/>

Figure 4: Account information with fields available for edit



Figure 5: Inactive submit button (light blue) vs. Active submit button (dark blue)

Changing Your Account Challenge Questions

The security questions are used to ensure that no one can impersonate you when you call OTN Member Services for help.

1. [Access your Account Information screen](#) and click the **Account Challenge Questions** in the left navigation panel.

The **Change Account Challenge Questions and Answers** screen appears.

- There are two **Question** fields with associated **Answer** fields.
 - The answer fields are 'hidden' which means that the answers you type appear as asterisks.
2. You create both the questions and answers. Ensure the questions and answers are meaningful and unique to you.
 - Type a question in the **Question** field.
 - Type the answer in the corresponding **Answer** field.
 - Type the same answer in its associated **Confirm Answer** field (to ensure consistent spelling).
 3. To submit your updated questions and corresponding answers, click the **Submit** button.

Your questions and answers are validated and if all is okay, the **Account Information** screen reloads with a success message.

If there is an error, an error message appears and your questions and corresponding answers are not changed. Correct the error and try again.
 4. If you change your mind and do not want to update the information, click the **Cancel** button.

The screenshot shows a web interface for updating account challenge questions. On the left, a navigation menu lists 'Account Information', 'Account Challenge Questions', 'Password', and 'Password Security Questions'. An orange arrow points to 'Account Challenge Questions'. The main content area is titled 'Change Account Challenge Questions and Answers' and includes a 'Submit' button and a 'Cancel' button. Below the title, it says 'Please provide your own questions'. There are two sets of input fields: the first set for 'Challenge Question 1' with 'Answer' and 'Confirm Answer' fields, and the second set for 'Challenge Question 2' with 'Answer' and 'Confirm Answer' fields. The answer and confirm answer fields are masked with asterisks.

Figure 6: Account challenge questions

Identifying Your OTN Primary Contact

The primary contact at your organization is the person you should contact regarding changes to your OTNhub services or OTN account.

For example, if you need to change something in your account information that isn't available via the [self-serve options](#) or if you would like to add an OTNhub service to your account.

This primary contact supports the delivery of virtual care services within your organization.

Viewing Primary Contact Information

[Access your Account Information screen](#) and scroll down to the bottom of the screen.

The **Primary Contact(s)** field appears with a list of names beside it, underneath the Organization field (Figure 7).

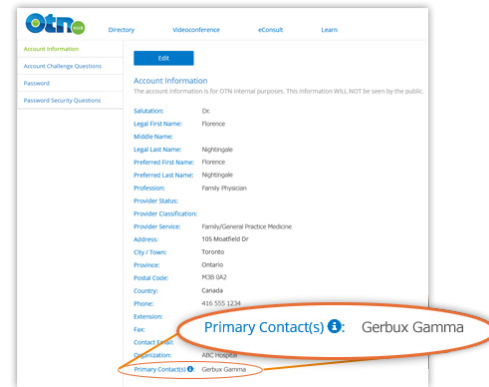


Figure 7: Primary contact in account information

