

## ONE ID and Identity Validation FAQ

Question	Answer
1. Why do I need ONE® ID login credentials if I already have OTN login credentials?	The growing demand for Ontario Health (OTN) services and the use of OTNhub will result in increased use of Patient Health Information (PHI) across the internet, which demands a stronger assurance of our users' identification. ONE ID does this while also providing a scalable and secure solution.
2. How do I obtain ONE ID credentials to access OTNhub services?	<p>To obtain ONE ID login credentials to access OTNhub services, health care providers and their delegates must go through an identity validation process. After submitting your application, you will be contacted by a ONE ID Local Registration Agent by email/telephone to confirm or schedule your appointment and provided with the information needed to complete your identity validation via videoconference.</p> <p>Once completed, you will receive a ONE ID username and password. Ontario Health (OTN) will process your request within 1 to 2 business days and send email instructions on how to securely login to activate and access your OTNhub services. The entire process generally takes between 3 and 5 days, depending on the requester's availability for the ONE ID appointment.</p>
3. What is required for the ONE ID face-to-face identity validation?	For your ONE ID identity validation you will need two Government-issued photo IDs and you will be asked to set up Security and Challenge questions for your profile.
4. What happens after I receive my ONE ID credentials?	Wait to receive a "welcome" email from Ontario Health (OTN), which will contain a link to the OTNhub login page.
5. If I already have ONE ID credentials, can I use them to log into OTNhub?	<p>In addition to having ONE ID credentials, you must also apply for access to the OTNhub and its services (e.g., eVisit, eConsult, Directory).</p> <p>If you have a ONE ID AL-2 level account (which means you have been validated in person), you do not need to meet with ONE ID and after you have received your "welcome" email from Ontario Health (OTN), you can access the OTNhub.</p> <p>If you have a ONE ID AL-1 level account (which means you have credentials but never went through a face to face identity validation), ONE ID will need to meet with you in person to validate your identity. After ONE ID completes your identity validation you will receive a "welcome" email from Ontario Health (OTN) and then you can access the OTNhub.</p>
6. Will there be a disruption in my current OTNhub services?	<p>There should be no disruption in your OTNhub services. Once you receive your ONE ID credentials and your "welcome" email from Ontario Health (OTN) you must use your ONE ID credentials to access the OTNhub from then on.</p> <p>If you encounter any problems, immediately contact Ontario Health (OTN) Member Support at 1-855-654-0888.</p>
7. Where do I log-in to OTNhub?	You can login to the OTNhub at <a href="https://otnhub.ca">otnhub.ca</a> .

Question	Answer
8. Can I have both ONE ID and OTN login credentials?	Yes, if you currently have ONE ID credentials to access OTNhub and later you apply for the Ontario Health (OTN) Telesteth or Web Conferencing. For these services you will receive OTN credentials because they are not currently under the ONE ID validation process.
9. If I forget my password, how do I reset it?	<p><b>ONE ID users</b> can click the “Forgot Password” link on the <a href="#">eHealth Ontario ONE ID login</a> screen (or call the eHealth Ontario Service Desk at 1-866-250-1554).</p>  <p><b>OTN credential users</b> can click the “Forgot password” link on the <a href="#">OTNhub</a> login screen (or call Ontario Health (OTN) Member Support at 1-855-654-0888).</p> 
10. What is ONE ID’s Service Level Agreement (SLA) for contacting applicants?	ONE ID will contact 90% of users within 5 business days to schedule an appointment. Appointments are booked based on the customer’s availability, not ONE ID’s availability.
11. Does ONE ID validate non-health care users of Ontario Health (OTN) services?	Yes. ONE ID conducts the same face-to-face validation and registration for both non-health care and health care users.
12. How will ONE ID validate rural providers where an LRA is not available?	They may fly an LRA to that location or they may use the Notary Public process (a special form must be completed and signed by a Notary Public in that region).
13. Under what circumstances will ONE ID not-validate a user’s identity?	<p>ONE ID will not validate a user if:</p> <ul style="list-style-type: none"> <li>• The LRA is unable to contact the user after the agreed upon number of attempts via phone and email.</li> <li>• The user reschedules more than three times when visited by the LRA.</li> <li>• The user refuses to have their identity validated.</li> </ul>
14. Under what circumstances can a user fail their identity validation?	A user’s identity validation will fail if the user cannot present the required two pieces of identification or if their identification does not match in any way with the information provided by Ontario Health (OTN).