

Profile and Account FAQ

Question	Answer
1. How do I change information in my profile?	You can change your account contact information, security questions and OTN-issued password using the OTNhub self service features.
2. I forgot my user name. How do I retrieve it?	User name is your registered email address
3. How do I change my user name?	Contact OTN Member Support 1-855-654-0888 ContactUpdates@otn.ca
4. How do I change my email address?	Contact OTN Member Support 1-855-654-0888 ContactUpdates@otn.ca
5. How do I know whether I am an 'individual user' or user under an 'organization'?	Individual vs org applies only to OTN membership, not eVisit (Personal Videoconferencing). Contact OTN Member Support 1-855-654-0888 ContactUpdates@otn.ca
6. What is system ID or system name?	The system ID is a unique identifier for each eVisit (Personal Videoconferencing) user.
7. Can I change my system name?	No, you cannot change your system name. However, you can create "Nicknames" for system names in your Favourites/Address book. See the Using Favourites user guide.

