

OTNhub Account & Directory Profile FAQ

Find the answers to some of the most frequently asked questions about OTNhub video visits:




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My Account Privacy and Security

1. What account information is available to the public?

When an account is first set up, the contact information provided when registering is used for all OTNhub services and can be seen by OTNhub users. You can change the OTNhub user-facing contact information while leaving your account contact the same.

To update contact information, see below.


| Profile | Is used by... | Can be seen by... | Can be updated by... |
|-----------------------------------|---|---|--|
| OTNhub Account Information | Ontario Health (OTN) internal only | Ontario Health (OTN) internal only | Editing Your Account Information  |
| Ncompass contact profile | Schedule (TSM & Ncompass) | OTNhub users | Editing a Person's Directory Profile  If you don't have a Directory profile, email a request to ContactUpdates@otn.ca . |
| Directory profile | Directory | OTNhub users | Editing a Person's Directory Profile  |
| Virtual (PCVC) system profile | Videoconference (eVisit, OTNinvite) | OTNhub users | Email a request to ContactUpdates@otn.ca . |

2. How can I keep my account information, such as business address, phone, or email address up to date, in case Ontario Health needs to contact me?

You can update your contact information using the OTNhub self-service options at any time.


For instructions, see [Viewing or Editing Your Account Information](#) .

3. I forgot my username. How do I find it?

For ONE ID credentials, to recover your ONE ID username, see the [ONE ID How to recover your username](#)  guide or go to [ONE ID Login Management](#) and follow the on-screen prompts.


For OTN credentials, your username is your registered email address. (That is, the email address provided when you registered for OTNhub.)

To confirm your OTN-credential username:


- If you work within an organization, contact your organization's [Primary Contact for Service](#) .
- Otherwise, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 or ContactUpdates@otn.ca.

4. How can I keep my OTN-credential user account safe and secure?


We strongly recommend that you set up your password security questions and answers.

This enables you to reset your OTN-credential password without needing to contact Technical Support. For instructions, see [Managing your OTNhub Password: Security Questions & Answers](#) .


5. I forgot my password. How can I reset it?

For ONE ID credentials, see [How to reset your ONE ID password](#)  or go to ONE ID Login Management and follow the on-screen prompts.

For OTN credentials, do the following:

- If you previously set up password security questions and answers, to reset your OTN-credential password, you can use the forgot password feature. For instructions, see [Managing your OTNhub Password: Resetting a Forgotten Password](#) .
- Otherwise, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca.

6. I get an error message that my account is “inactive or locked” when I try to log in. What can I do?


 **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.

To investigate why your account has been disabled, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 2) or techsupport@otn.ca.


Directory Profiles

1. I have a Directory 'People' Profile. How do I change information in my profile?

Your Directory “profile” contains information about your health care services and is published in the OTNhub Directory.

For instructions about changing your profile information, see [Editing a Person’s Profile](#) .


2. I have a Directory 'Site' Profile. How do I change information in my organization’s profile?

Your Directory “site profile” contains information about your organization’s health care services and is published in the OTNhub Directory. You can change this via the [Edit a Site Profile](#)  feature.

3. What is system ID or system name?

The system ID is a unique identifier for each OTNhub user.

4. Can I change my system name?

No, you cannot change your system name. However, you can create "Nicknames" for contacts (systems) in your OTNhub Favourites/Address book. See [Using Favourites](#) .

Primary Contact for Service

What is a Primary Contact for Service (PCS) and how do I identify them?

A Primary Contact for Service is the person who supports the delivery of virtual care services within your organization and is the person you can contact regarding changes to your OTNhub services.

If you can login at otnhub.ca, follow these steps to identify the Primary Contact for Service for your organization.

1. Sign in at otnhub.ca and click the **User Panel** link in the top-right banner.
2. Click the **Account Settings** link in the panel. The Account Information screen appears.
3. Scroll down to the bottom of the screen and look for the list of **Primary Contact(s)** underneath the Organization field.

If you cannot login at otnhub.ca, to find out who is your Primary Contact for Service, contact Ontario Health (OTN) Customer Experience Support at 1-855-654-0888 (option 4).

