






## Profile and Account FAQ

Question	Answer
<p>1. How do I change information in my profile?</p>	<p>Your Directory <i>"profile"</i> contains information about your health care services and is published in the Directory. You can change this via the <a href="#">Edit Your Profile</a>  feature at <a href="http://otnhub.ca">otnhub.ca</a> .</p> <p>Your OTNhub <i>"account"</i> contains information used only for Ontario Health (OTN) internal purposes and is not available to the public. You can change your account contact information, security questions and Ontario Health (OTN)-issued password using the <a href="#">Account Settings</a>  feature at <a href="http://otnhub.ca">otnhub.ca</a> .</p>
<p>2. I forgot my username. How do I retrieve it?</p>	<p>Username is your registered email address.</p>
<p>3. How do I change my username?</p>	<p>Contact Ontario Health (OTN) Member Support. 1-855-654-0888 <a href="mailto:ContactUpdates@otn.ca">ContactUpdates@otn.ca</a></p>
<p>4. How do I change my email address?</p>	<p>Contact Ontario Health (OTN) Member Support. 1-855-654-0888 <a href="mailto:ContactUpdates@otn.ca">ContactUpdates@otn.ca</a></p>
<p>5. How do I know whether I am a 'private practice' user or a user under an 'organization'?</p>	<p>Private practice vs org applies only to Ontario Health (OTN) membership, not eVisit (Personal Videoconferencing). Contact Ontario Health (OTN) Member Support. 1-855-654-0888 <a href="mailto:ContactUpdates@otn.ca">ContactUpdates@otn.ca</a></p>
<p>6. What is system ID or system name?</p>	<p>The system ID is a unique identifier for each eVisit (Personal Videoconferencing) user.</p>
<p>7. Can I change my system name?</p>	<p>No, you cannot change your system name. However, you can create "Nicknames" for contacts (systems) in your Favourites/Address book. See the <a href="#">Using Favourites</a>  user guide.</p>