

Deactivating a User

An organization's Ontario Health (OTN) **Primary Contact for Service (PCS)** supports the delivery of virtual care services within their organization. OTNhub users at an organization can contact their Primary Contact to request changes to their OTNhub account or the services available to them via the OTNhub. Primary Contacts also play a critical role in preventing privacy breaches by periodically reviewing OTNhub user lists for their organization, ensuring such lists remain up to date.

Ontario Health (OTN) recommends that Primary Contacts review their organization's user list monthly to ensure the lists are accurate and up-to-date, and to help prevent unauthorized access by individuals who may no longer be agents of the organization or who no longer require the same level of OTNhub access.


If you are registered with Ontario Health (OTN) as a 'primary contact' for your organization, the OTNhub User/Self-Service panel displays a "Manage Users" option.

The [instructions below](#) describe how a PCS can *permanently* deactivate a user from *all* OTNhub services or submit a request to *temporarily* deactivate a user.

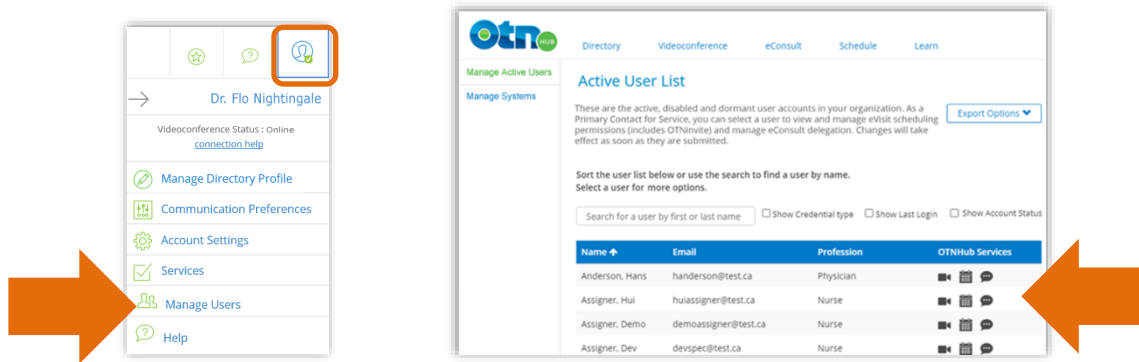
You can request deactivation for one user at a time.

Permanent deactivation	Temporary deactivation
<ul style="list-style-type: none"> Use this option for people who will no longer need access to any OTNhub services (e.g., retired or permanently left the organization). 	<ul style="list-style-type: none"> Use this option for people who will eventually return and need access to OTNhub services (e.g., someone on a medical leave of absence, maternity/paternity leave, or secondment).
<ul style="list-style-type: none"> The user's login is disabled and therefore they cannot access the OTNhub and their profile will not appear in the OTNhub Directory. The user can never access previous activity/data. 	<ul style="list-style-type: none"> The user's login is disabled and therefore they cannot access the OTNhub. After the user is re-activated, they can access previous activity/data.
<ul style="list-style-type: none"> The account is automatically deactivated and an email is sent to ContactUpdates@otn.ca notifying them to deactivate non-OTNhub services. 	<ul style="list-style-type: none"> An email is sent to ContactUpdates@otn.ca that notifies them to temporarily deactivate non-OTNhub services.
<ul style="list-style-type: none"> When the decommission completes, an email is sent to Ontario Health (OTN) Privacy/Security with details of the deactivation. Privacy / Security will have access to an audit log for every PCS-submitted deactivation request. 	<ul style="list-style-type: none"> No email is sent to Ontario Health (OTN) Privacy/Security. Privacy / Security will have access to an audit log for every PCS-submitted deactivation request.
<ul style="list-style-type: none"> If, in future, a deactivated user needs access to OTNhub, a new user account must be created using the Organization Signup web form. This new account can have the same eVisit (PCVC) name as the previously deactivated account but will have a new OTNhub System Name. The new account cannot access previous activity/data of the deactivated account. 	<ul style="list-style-type: none"> To re-activate, the PCS can send an email request to ContactUpdates@otn.ca. When the account is re-activated, the same eVisit (PCVC) name and OTNhub System Name are used. The re-activated account will have access to previous activity/data.
<ul style="list-style-type: none"> After deactivation, the user will not appear in the Active Users List. 	<ul style="list-style-type: none"> While deactivated, the account continues to appear in the Active Users List with "(Disabled)" beside the account status.

Accessing the Manage Users Feature and Locating a User

1. Sign in at otnhub.ca and click the **User Panel** link  in the top-right banner and then click **Manage Users**.
2. Locate the desired user in the **Active User List**. To filter the listed names, search for a user by typing at least two characters in the **Search for a user** field. To view the user details, click their name.

Note: You cannot deactivate a dormant account (that is, when the user has not accessed their account in over 6 months). If the user account info (e.g., name and contact email) is still valid, advise the user to log into their account to bring it out of dormancy. Otherwise, if you wish to deactivate the account, send an email request to ContactUpdates@otn.ca.



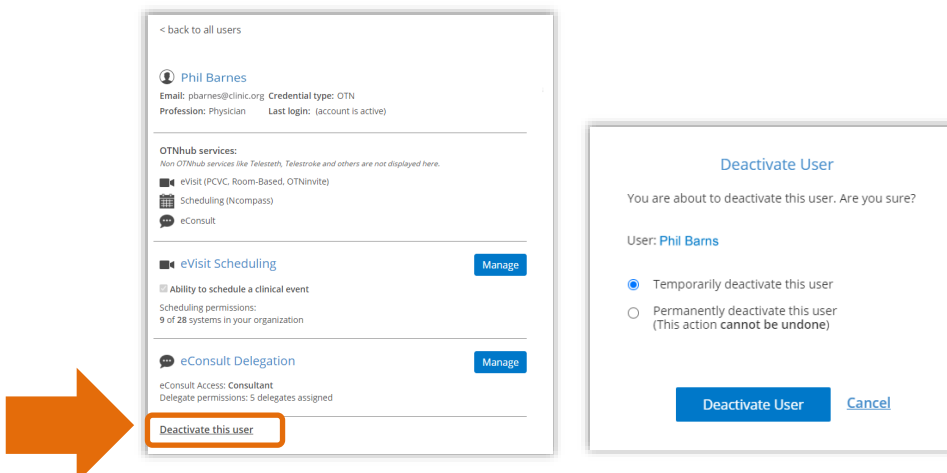
Temporarily Deactivating a User

1. While viewing the **User Details**, scroll down to the bottom of the form and click the **Deactivate this user** link. A **Deactivate User** confirmation panel appears*.

2. Select **Temporarily deactivate this user** and click **Deactivate User**.

When your request is successfully submitted, the login for this user account will be disabled. The **User Details** screen reappears with a message banner at the top.

An email is sent to Ontario Health (OTN) ContactUpdates@otn.ca to disable the access for non-OTNhub services.



*Note: If the user account has previously been temporarily deactivated (disabled), the only option available is [permanent deactivation](#).

Permanently Deactivating a User

Note: You cannot deactivate a dormant account (that is, when the user has not accessed their account in over 6 months). To permanently deactivate a dormant account, send an email request to ContactUpdates@otn.ca.

1. While viewing the **User Details**, scroll down to the bottom of the form and click the **Deactivate this user** link. A **Deactivate User** confirmation panel appears.
2. Select **Permanently deactivate this user** and click **Deactivate User**.



This action is permanent and cannot be undone.
The user data cannot be restored.

The request is processed and might take up to 5 minutes to complete. You may need to refresh your Manage Active User list to see the change.

When your request is successfully completed, the **Active Users List** appears with a message banner at the top.

The user is automatically decommissioned and will no longer be able to login and will not appear in the Active Users List.

< back to all users

Phil Barnes
Email: pbarnes@clinic.org Credential type: OTN
Profession: Physician Last login: (account is active)

OTNhub services:
Non OTNhub services like Telesteth, Telectro and others are not displayed here.

- eVisit (PCVC, Room-Based, OTNinvite)
- Scheduling (Ncompass)
- eConsult

eVisit Scheduling Manage

Ability to schedule a clinical event
Scheduling permissions:
9 of 28 systems in your organization

eConsult Delegation Manage

eConsult Access: Consultant
Delegate permissions: 5 delegates assigned

Deactivate this user

Deactivate User

You are about to deactivate this user. Are you sure?

User: **Phil Barnes**

Temporarily deactivate this user

Permanently deactivate this user
(This action cannot be undone)

**THIS ACTION IS PERMANENT AND CANNOT BE UNDONE.
THE USER DATA CANNOT BE RESTORED.**

Deactivate User Cancel