

Deactivating a User

An organization's Ontario Health (OTN) **Primary Contact for Service (PCS)** supports the delivery of virtual health care services within their organization and can manage the scheduling permissions for their-registered users.

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.

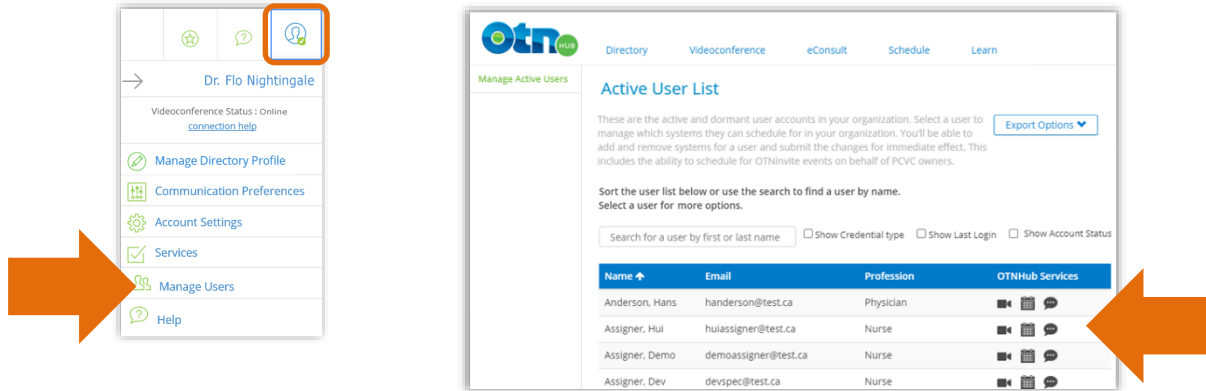
The instructions below describe how a PCS can *permanently* deactivate a user from *all* OTNhub services or submit a request to *temporarily* deactivate a user.

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 account is automatically deactivated and an email is sent to contactupdates@otn.ca that notifies them about the deactivation. 	<ul style="list-style-type: none"> An email is sent to contactupdates@otn.ca requesting the change and the deactivation will take effect when Ontario Health (OTN) completes the process.
<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"> 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.

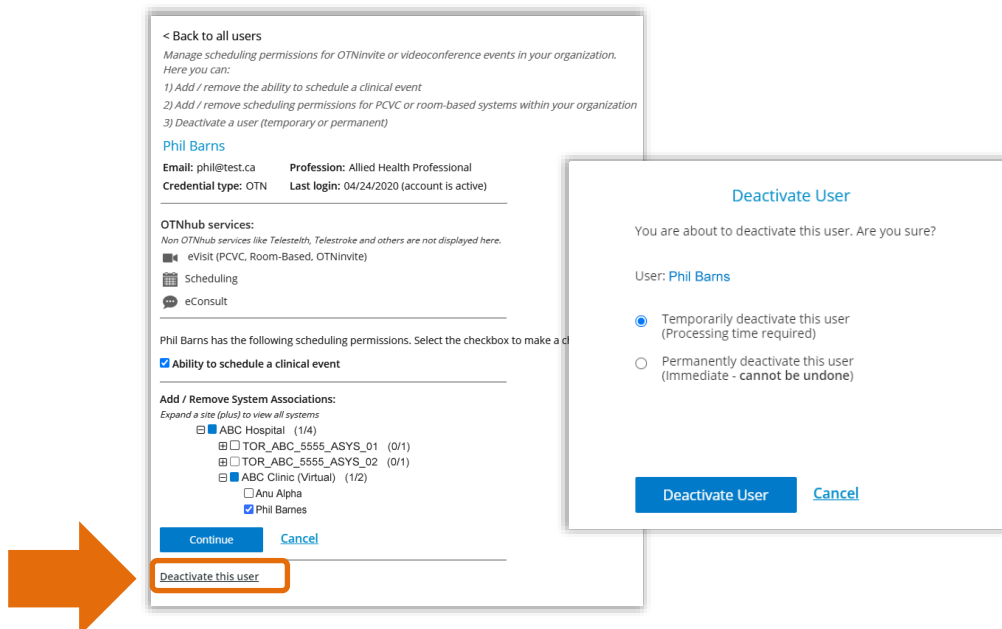


Temporarily Deactivating a User

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

When your request is successfully submitted, the **User Details** screen reappears with a message banner at the top.

An email is sent to Ontario Health (OTN) contactupdates@otn.ca requesting the deactivation.



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

Permanently 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** panel appears.
2. Select **Permanently deactivate this user** and click **Deactivate User**.

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.

The screenshot displays the 'User Details' page for Phil Barns. At the bottom, the 'Deactivate this user' link is highlighted with an orange box and an arrow. A modal dialog box titled 'Deactivate User' is overlaid on the right, asking for confirmation to deactivate the user. The dialog offers two options: 'Temporarily deactivate this user (Processing time required)' and 'Permanently deactivate this user (Immediate - cannot be undone)'. A red warning message states: 'THIS ACTION IS PERMANENT AND CANNOT BE UNDONE. THE USER DATA CANNOT BE RESTORED.' The 'Deactivate User' button is highlighted in blue.

< Back to all users
Manage scheduling permissions for OTNinvite or videoconference events in your organization.
Here you can:
1) Add / remove the ability to schedule a clinical event
2) Add / remove scheduling permissions for PCVC or room-based systems within your organization
3) Deactivate a user (temporary or permanent)

Phil Barns
Email: phil@test.ca Profession: Allied Health Professional
Credential type: OTN Last login: 04/24/2020 (account is active)

OTNhub services:
Non OTNhub services like Telestelh, Telestroke and others are not displayed here.
eVisit (PCVC, Room-Based, OTNinvite)
Scheduling
eConsult

Phil Barns has the following scheduling permissions. Select the checkbox to make a change.
 Ability to schedule a clinical event

Add / Remove System Associations:
Expand a site (plus) to view all systems
ABC Hospital (1/4)
TOR_ABC_5555_ASYS_01 (0/1)
TOR_ABC_5555_ASYS_02 (0/1)
ABC Clinic (Virtual) (1/2)
Anu Alpha
 Phil Barns

Continue Cancel

Deactivate this user

Deactivate User

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

User: **Phil Barns**

Temporarily deactivate this user
(Processing time required)

Permanently deactivate this user
(Immediate - cannot be undone)

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

Deactivate User [Cancel](#)