

Exporting User Lists

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 their OTNhub services.

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.

Instructions are provided below for Primary Contacts to access the "Manage Users" feature and export user lists.


Ontario Health (OTN) recommends that Primary Contacts review their organization's user list on a monthly basis 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.

When people at the organization require changes to their OTNhub services or account, they should notify their Primary Contact (e.g., if they need to change something in their account information that isn't available via the self-serve options or if they want to add an OTNhub service to their account).

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Accessing the Manage Users Feature

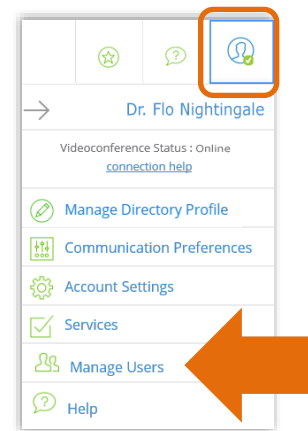
If you are registered with Ontario Health (OTN) as a 'primary contact' for your organization, the OTNhub User/Self Service panel displays a "Manage Users" option.

1. Sign in at otnhub.ca and click the **User Panel** link  in the top-right banner.

A **User/Self-Service** panel appears.

2. Click the **Manage Users** link in the panel.

An **Active User List** appears.



For assistance and support accessing or using the "Manage Users" feature, contact Ontario Health (OTN) at 1-855-654-0888

Exporting a User List (Active and Dormant)

If you are a 'primary contact' for an organization, you can export a list of the users at your organization and their associated OTNhub services. The exported list is a comma-separated file (.csv), which you can open with Excel or another spreadsheet app.

The exported list includes users registered at your organization with the following status – active, active (disabled), dormant or dormant (disabled). Deactivated users do not appear.

Active: The account has access to applicable OTNhub services.

Active (disabled): The account has been temporarily deactivated. To re-enable the login,

- 1) Send an email to ContactUpdates@otn.ca with subject: Please re-enable the login and include the person's first and last names and login ID.
- 2) After the login is re-enabled, the account status changes to "Active" and the user can successfully login.

Dormant: Usually, this means the account has not been accessed in over six months.

Advise the user to log into their account to reactivate it.

Dormant (disabled): This account is temporarily disabled and is dormant. To re-enable the login,

- 1) Send an email to ContactUpdates@otn.ca with subject: Please re-enable the login and include the person's first and last names and login ID.
- 2) After the login is re-enabled, the account status changes to "Dormant". Advise the user to log into their account to reactivate it.

1. [Access the 'Manage Users'](#) feature within OTNhub.
2. To create the exported user list, click the **Export Options** drop-down arrow and select **Export User List (active and dormant)**.

A csv file is created. The internet browser determines how you can access this file. For example:

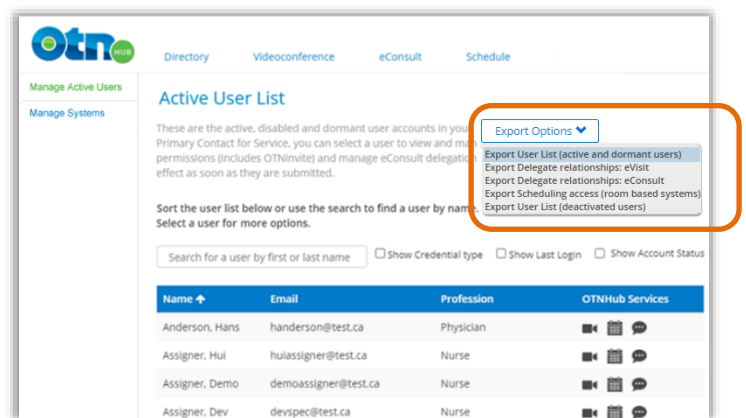
- Chrome users need to view recently downloaded files.
- Firefox users need to choose a spreadsheet application (e.g., Excel) to open or save the file.

The exported file name has this format:

Organization_Users_Report_yyyy-mm-dd hh_mm_ss.csv

The exported file contains the following information for each user:

- First name
- Last name
- Contact email
- Profession
- OTNhub services (separated by a semi-colon)
- Credential (ONE ID or OTN)
- Status



Active user list screen

	A	B	C	D	E	F	G
1	First Name	Last Name	Email Address	Profession	Service	Credential	Status
2	Anu	Alpha	aa@hospital.org	Nurse Practitioner	Ncompass/Scheduling Acc	OTN Credential	Active
3	Bemo	Beta	bb@hospital.org	Physician	Ncompass/Scheduling Acc	OTN Credential	Dorme
4	Dieter	Delta	dd@hospital.org	Physician	Ncompass/Scheduling Acc	OTN Credential	Active
5	Ekaterina	Epsilon	ee@hospital.org	Allied Health Professic	Ncompass/Scheduling Acc	OTN Credential	Active
6	Gerbux	Gamma	gg@hospital.org	Senior Software Devel	Directory:eConsult	OTN Credential	Dorme
7	Ignacious	Iota	ii@hospital.org	Intermediate Java Web Developer		OTN Credential	Active
8	Kyoko	Kappa	kk@hospital.org	Nurse	Ncompass/Scheduling Acc	OTN Credential	Active
9	Li-Mei	Lambda	ll@hospital.org	Allied Health Professic	eVisit/Videoconference;	OTN Credential	Active
10	Mbuto	Mu	mm@hospital.org	Enterprise Architect		OTN Credential	Active
11	Ollie	Omega	oo@hospital.org	Physician	Ncompass/Scheduling Acc	OTN Credential	Active
12							
13							
14							

Exported user list spreadsheet file

Exporting a Delegate Relationships List

If you are a 'primary contact' for an organization, you can export a list of delegators and their associated delegates at your organization for a specific OTNhub service.

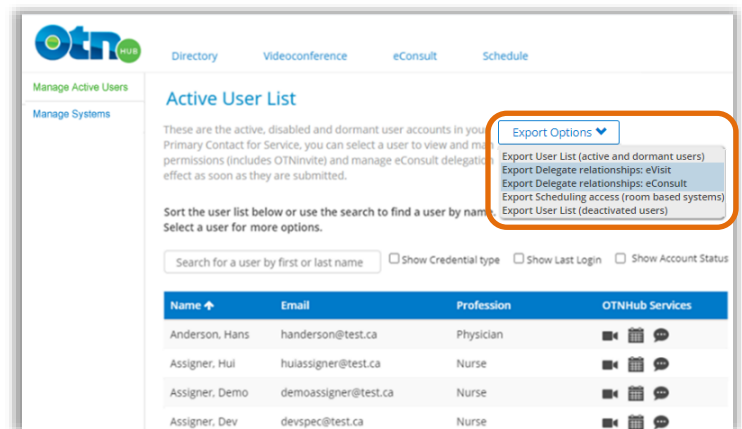
Note: This report will not show relationships if the delegator is not part of your organization.
For example, if a physician belongs to a clinic that is outside of your hospital.

The exported list is a comma-separated file (.csv), which you can open with Excel or another spreadsheet app.

1. [Access the 'Manage Users'](#) feature within OTNhub.
2. To create the exported user list, click the **Export Options** drop-down arrow and select **Export Delegate relationships: eVisit** or **Export Delegate relationships: eConsult**.

A csv file is created. The internet browser determines how you can access this file. For example:

- Chrome users need to view recently downloaded files.
- Firefox users need to choose a spreadsheet application (e.g., Excel) to open or save the file.



Active user list screen

The exported file name has this format:

Organization_delegates_per_delegators_report_PCVC_yyyy-mm-dd hh_mm_ss.csv

or

Organization_delegates_per_delegators_report_ECONSULT_yyyy-mm-dd hh_mm_ss.csv

The exported file contains the following information for each delegator:

- Delegator first name
- Delegator last name
- Delegator username email
- Number of delegates
- Delegate 1 first and last name
- Delegate 2 first and last name
- Delegate 3 first and last name
- Etc... (for as many delegates as belong to the delegator)
- For each delegate, a "y" appears if that delegate works on behalf of a listed delegator.

	A	B	C	D	E	F	G
	Delegator First Name	Delegator Last Name	Username	# of delegates	Dela One	Deglat Two	Delgr Three
1	Anu	Alpha	aa@hospital.org	0			
2	Bemo	Beta	bb@hospital.org	0			
3	Dieter	Delta	dd@hospital.org	1	y		
4	Ekaterina	Epsilon	ee@hospital.org	0			
5	Gerbux	Gamma	gg@hospital.org	3	y	y	y
6	Ignacios	Iota	ii@hospital.org	0			
7	Kyoko	Kappa	kk@hospital.org	2		y	y
8	Li-Mei	Lambda	ll@hospital.org	0			
9	Mbuto	Mu	mm@hospital.org	1	y		
10	Ollie	Omega	oo@hospital.org	0			
11							
12							
13							
14							

Exported delegate spreadsheet file

Exporting a Scheduling Access List

If you are a 'primary contact' for an organization, you can export a list of the **room-based systems** and their associated users at that organization.

The exported list is a comma-separated file (.csv), which you can open with Excel or another spreadsheet app.

1. [Access the 'Manage Users'](#) feature within OTNhub.
2. To create the exported user list, click the [Export Options](#) drop-down arrow and select **Export Scheduling access (room-based systems)**.

A csv file is created. The internet browser determines how you can access this file. For example:

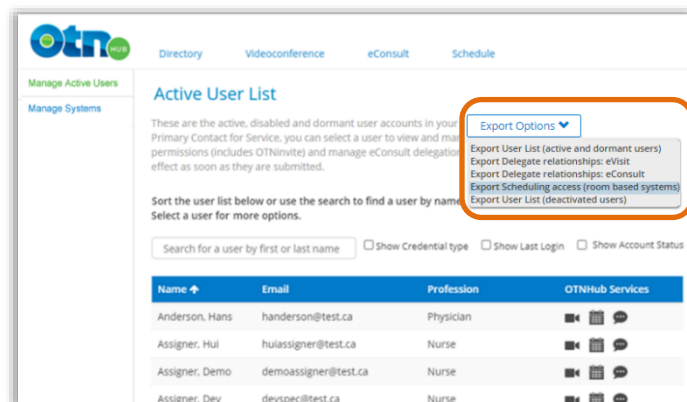
- Chrome users need to view recently downloaded files.
- Firefox users need to choose a spreadsheet application (e.g., Excel) to open or save the file

The exported file name has this format:

Room_Based_System_Scheduling_ORG####_yyyy-mm-dd hh_mm_ss.csv

The exported file contains the following information for each delegator:

- Site Name
- System Name
- # of schedulers
- Scheduler 1 First name + Last name
- Scheduler 2 First name + Last name
- Scheduler 3 First name + Last name
- Etc... (for as many users as are associated with a system at the site)
- For each user, a "y" appears if that user has access to schedule with the listed system.



Active user list screen

	A	B	C	D	E	F	G
1	Site Name	System Name	# of schedulers	Anu Alpha	Bemo Beta	Dieter Delta	Ekaterina Epsilon
2	ABC Hospital	TOR_ABC_5555_ABCC_001	0				
3	ABC Hospital	TOR_ABC_5555_ABCC_002	2	y		y	
4	ABC Hospital	TOR_ABC_5555_ABCC_003	0				
5	ABC Hospital	TOR_ABC_5555_ABCC_004	3	y	y		y
6	ABC Hospital	TOR_ABC_5555_ABCC_005	2			y	y
7	ABC Hospital	TOR_ABC_5555_ABCC_006	0				
8	ABC Hospital	TOR_ABC_5555_ABCC_007	1	y			
9	ABC Hospital	TOR_ABC_5555_ABCC_008	2	y			y
10	ABC Hospital	TOR_ABC_5555_ABCC_009	1	y			
11							
12							
13							
14							

Exported scheduling access list spreadsheet file

Exporting a User List (Deactivated Users)

If you are a 'primary contact' for an organization, you can export a list of the deactivated users at that organization. The exported list is a comma-separated file (.csv), which you can open with Excel or another spreadsheet app.

Both permanently deactivated and temporarily deactivated users are included in the export.

A **permanently** deactivated user means the user account has been closed. OTNhub services have been revoked where applicable (e.g., removal of Directory profile, inability to schedule the deactivated user for a new video event, inability to submit/receive eConsult cases, etc.). See also, [Deactivating a User](#).

A **temporarily** deactivated user's login is disabled but they will appear in the Active Users List with the word "(disabled)" beside their status. For example, "Active (disabled)" indicates that the account has been temporarily deactivated. See also, [Deactivating a User](#).

1. [Access the 'Manage Users'](#) feature within OTNhub.
2. To create the exported user list, click the [Export Options](#) drop-down arrow and select **Export User List (deactivated users)**.

A csv file is created. The internet browser determines how you can access this file. For example:

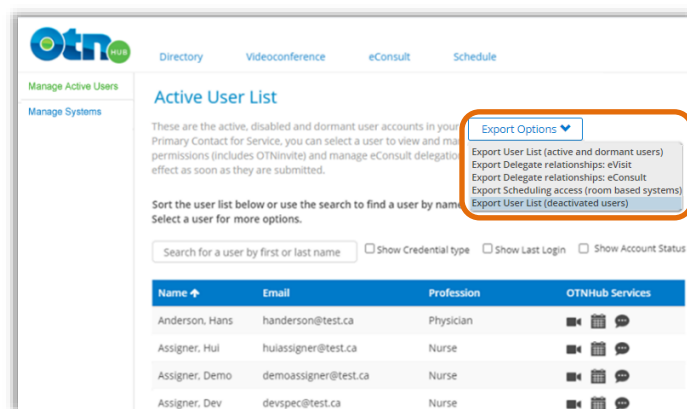
- Chrome users need to view recently downloaded files.
- Firefox users need to choose a spreadsheet application (e.g., Excel) to open or save the file.

The exported file name has this format:

Organization_Deactivated_Users_Report_yyyy-mm-dd hh_mm_ss.csv

The exported file contains the following information for each deactivated user:

- First Name (legal first name)
- Last Name (legal last name)
- Contact email
- Profession
- Service
- Credential
- Deactivation type (temporary or permanent)



Active user list screen

	A	B	C	D	E	F	G
1	First Name	Last Name	Email Address	Profession	Service	Credential	Deactivation Type
2	Anu	Alpha	aa@hospital.org	Nurse		OTN Credential	temporary
3	Bemo	Beta	bb@hospital.org	Nurse		ONE ID	permanent
4	Dieter	Delta	dd@hospital.org	Other		OTN Credential	permanent
5	Ekaterina	Epsilon	ee@hospital.org	Physician		OTN Credential	temporary
6	Gerbox	Gamma	gg@hospital.org	Nurse		ONE ID	temporary
7	Ignacious	Iota	ii@hospital.org	Nurse		OTN Credential	temporary
8	Kyoko	Kappa	kk@hospital.org	Nurse		ONE ID	temporary
9	Li-Mei	Lambda	ll@hospital.org	Physician		OTN Credential	permanent
10	Mbuto	Mu	mm@hospital.org	Other		OTN Credential	temporary
11	Ollie	Omega	oo@hospital.org	Allied Health		OTN Credential	temporary
12							
13							
14							

Exported deactivated user list spreadsheet file