If you access OTNhub using OTN-provided credentials, you can manage your password and related security questions using its self-service options.

This guide contains instructions to help step you through the process.

If you access OTNhub using ONE ID credentials, your password and related security questions are managed by ONE ID ⬚ and you need to follow their procedures.

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Accessing Your Account Options

To access your account self service options:

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

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

2. Click the **Account Settings** link in the panel.
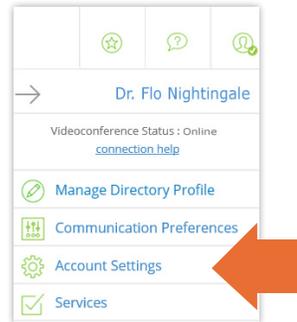
   Your **Account Information** screen appears.

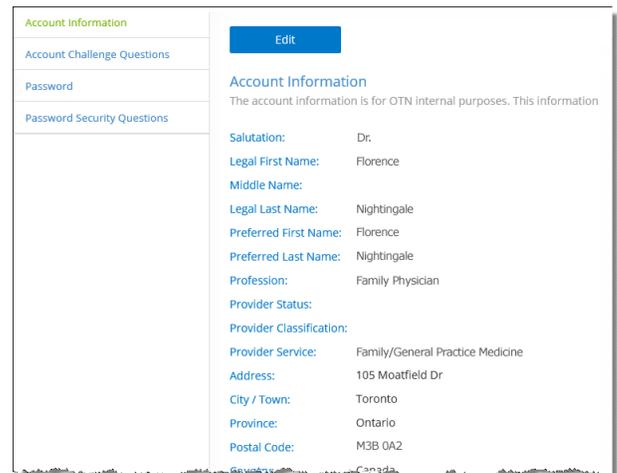**Figure 1:** User panel menu

Figure 2: Account Information screen

For further assistance and technical support, contact Ontario Health (OTN) Technical Support

Phone: 1-855-654-0888 **Email:** techsupport@otn.ca

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Changing Your Password

> ❗ Changing your password here will also change it for other OTN apps and programs to which you have access. Specifically, web conferencing, Ncompass, and Store Forward.

If your password has expired, you will automatically be directed to the **Change Password** screen when you attempt to log in with your expired password.

If your password has not expired, you can access the **Change Password** screen from the **Account Information** self serve options. You can change your password as often as you like.

1. Go to your **Account Information** screen. (See Accessing Your Account Options on page 1.)

2. To access the password page, click the **Password** link in the left navigation panel.

   The **Change Password for My Account** screen appears.

Figure 3: Change password screen

3. Type your current password in the **Current Password** field.

4. Type a new password in the **New Password** field.
   Your password:

   • Must be a minimum of 8 characters.
   • Must combine letters, numbers and symbols (*e.g.*, !#$) in what appears to be a random order.
   • Must be unique and cannot match a previous password.
   • Must be case sensitive.
   • Must *not* use the following characters:
     • / (forward slash)
     • \ (back slash)

5. In the **Confirm Password** field, type exactly the same password as you used in the New Password field.

6. To set your new password, click the **Submit** button.
   Your password is validated and if all is okay,
   the **Account Information** screen reloads and:
   • A success message appears.
   • An email about the change is sent to your registered email address.
   • The system logs you out and you must log in again using your new password.

   If there is an error, an error message appears and your password is not changed. Correct the error and try again.

7. If you change your mind and do not want to update the information, click the **Cancel** button.

Changing Your Password Security Questions

The password security questions are used to provide additional security when you reset your password.

1. Go to your **Account Information** screen.
    (See Accessing Your Account Options *on page 1*.)

2. To access the password security questions, click the **Password Security Questions** in the left navigation panel.

    The **Change Password Security Questions and Answers** screen appears.

    • There are two **Question** fields with associated **Answer** fields.
    • The answer fields are 'hidden' which means that the answers you type appear as asterisks.

3. For the **Question** fields, select a question from the drop-down list and do the following:
    • Type the answer in the corresponding **Answer** field.
    • Type the same answer in its associated **Confirm Answer** field (to ensure consistent spelling).

4. To submit your updated questions and corresponding answers, click the **Submit** button.

    Your questions and answers are validated and if all is okay, the **Account Information** screen reloads with a success message.

    If there is an error, an error message appears and your questions and corresponding answers are not changed. Correct the error and try again.

5. If you change your mind and do not want to update the information, click the **Cancel** button.

Figure 4: Password security questions

Recovering a Forgotten Password

If you have forgotten your password, you can reset it to a new password without first logging in.

> ⚠️ Changing your password here will also change it for other OTN apps and programs to which you have access. For example, webconferencing, Ncompass, and Store Forward.

1. Sign in at otnhub.ca 🗗.

2. When the login screen appears, to access the reset function, click the **Forgot Your Password?** link.

   The first of three **Forgot Password** pages appears.

3. Type your OTNhub login email in the **Confirm Your Username** field.

4. Click anywhere in the **I'm not a robot - Captcha** panel to turn on the green checkmark and make the **Next** button active.

5. To move on to the next stage, click the **Next** button.

   The second of three pages appears, which contains two security verification questions.

6. For each security question, type the answer in the associated **Answer** field.

7. Click the **Next** button.

   The system validates your answers and if successful, the third page appears, which asks for your new password.

8. Type a new password in the **New Password** field.
   Your password:
   • Must be at least eight characters.
   • Must combine letters, numbers and symbols (e.g., !#$).
   • Must be unique and cannot match a previous password.
   • Must be case sensitive.
   • Must *not* use the following characters:
      • / (forward slash)
      • \ (back slash)

9. In the **Confirm Password** field, type exactly the same password as used in the previous step.

10. To set your new password, click the **Finish** button.

    Your password is validated and if okay:

    • A confirmation message appears.
    • An email about the change is sent to your registered email address.

11. If you change your mind and do not want to update the information, click the **Cancel** button.

Figure 5: Log in screen
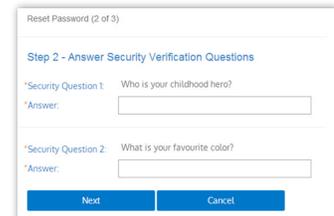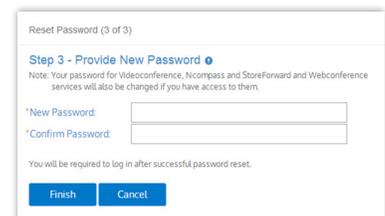
Figure 6: Forgot Password 1 of 3

Figure 7: Forgot Password 2 of 3

Figure 8: Forgot Password 3 of 3

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