

## ONE® ID CPSO Registration Guide for New Users

This guide is intended to provide step-by-step instructions for CPSO members to self-register for a ONE® ID account. To access Ontario Health service(s), you must self-register for a ONE® ID account by completing the steps outlined below. Only a ONE® ID account is created as part of the self-registration process; enrolment in other services must be performed manually.

### 1.0 Begin Self-Registration

Navigate to the CPSO [website](#) and log in using your account credentials.

To begin the ONE® ID CPSO Self-Registration process, navigate to the “Register for Ontario Health’s ONE ID” section and review the information provided.



#### Online Services

<b>Profile</b> Profile is your home page for all Registration and Membership information, services and messages, including Professional Corporation.	<b>Membership Services</b> Request member-related services (Resignation, Certificate of Professional Conduct, Historical Fee Receipts, Address Correction, Change of Scope/Re-entering Practice, etc.). View and send portal messages related to your service requests.	<b>Membership Renewal</b> Online annual renewal is available from mid-April for members holding a full Certificate of Registration. Postgraduate medical trainees must apply for renewal of their Postgraduate Education certificate if their Ontario training appointment has been renewed. Specific requirements for timely renewal are detailed in your renewal notice.
<b>My Practice</b> Manage your practice information. Update information about your hospital privileges, practice locations, languages, etc.	<b>Registration</b> Apply for a certificate of registration to engage in medical practice or postgraduate training in Ontario. Complete the self-screening questionnaire to determine your eligibility and obtain access to an online application.	<b>QI Program</b> An online learning platform that allows physicians to meet different professional requirements and engage in continuous improvement. CPSO will inform physicians when they need to complete the program.
<b>Out-of-Hospital Premises (OHP) Inspection Program</b> Submit notifications and updates regarding new and/or current OHPs and report adverse events.	<b>Register for Ontario Health's ONE ID</b> ONE ID is Ontario Health's digital identity and access management system which allows health care professionals to securely access electronic health care applications such as ConnectingOntario, ClinicalConnect, QTN Hub, and CCO with a single username and password.	<b>Getting Started</b> Take a virtual tour of new features, find answers to frequently asked questions or call us for assistance.

## ONE ID - Get Secure Access to Digital Health Services

### IMPORTANT: ONE Mail Direct Service Retirement

We are sorry to inform you that the ONE Mail Direct secure email service is going away and will no longer be offered by Ontario Health through this registration process.

### What is ONE ID?

**ONE ID** is Ontario Health's digital identity and access management system that allows health care providers to securely access multiple digital health care services using a single user name and password.

### Why get a ONE ID account?



#### Digital Health Services

ONE ID enables seamless access to 50+ digital health services to more than 100,000 health care workers across Ontario.



#### Secure Access

Enhanced Privacy and security safeguards help users access patient information in a secure, controlled and efficient manner.

### How it Works

1	2
<p><b>Register for a ONE ID account</b></p> <p>Quick setup! Register in minutes using pre-populated information from CPSO.</p> <p>To begin the sign up process, review and agree to the Consent Statement below, then click 'Sign Up for ONE ID'.</p> <p>You will be directed to the ONE ID website to complete your registration.</p> <p><b>Need Help?</b> Refer to the <a href="#">Registration Guide</a> and read our <a href="#">FAQs</a>. If you have questions about ONE ID, contact Ontario Health's Registration Agent <a href="mailto:ONEIDRegistrationAgents@ontariohealth.ca">ONEIDRegistrationAgents@ontariohealth.ca</a></p>	<p><b>Enroll for Digital Health Services</b></p> <p><b>ConnectingOntario Clinical Viewers</b> is a secure, web-based portal for health care organizations that provides real-time access to comprehensive digital health records. Learn more about <a href="#">ConnectingOntario</a>.</p> <p><b>ClinicalConnect Regional Clinical Viewer</b> is a secure, web-based portal that gives real-time access to patients' electronic medical information for healthcare providers in South West Ontario. Learn more about <a href="#">ClinicalConnect</a>.</p> <p><b>Ontario Health's Ontario Telemedicine Network (OTN) Hub</b> is a private and secure community for practicing telemedicine, connecting with peers and specialists and online learning. Learn more about <a href="#">OTN Hub</a>.</p> <p><b>Ontario Health's Cancer Care Ontario (CCO)</b> online portal provides secure access to screening activity reports for primary care physicians and clinician-level quality reports (e.g., for colonoscopy and mammography). Learn more about <a href="#">CCO</a>.</p>

### Register Now

I consent to CPSO disclosing to Ontario Health my CPSO number, given name, last name, gender, date of birth and registration class for the purposes listed above. I further consent to Ontario Health collecting and using this information for the purposes listed above.

Sign Up for ONE ID Cancel

Once you have reviewed the necessary information, agree to the consent statement and click on the “Sign Up for ONE ID” button.

## How it Works

1	2
<b>Register for a ONE ID account</b>  Quick setup! Register in minutes using pre-populated information from CPSO.  To begin the sign up process, review and agree to the Consent Statement below, then click 'Sign Up for ONE ID'.  You will be directed to the ONE ID website to complete your registration.  <b>Need Help?</b> Refer to the <a href="#">Registration Guide</a> and read our <a href="#">FAQs</a> . If you have questions about ONE ID, contact Ontario Health's Registration Agent. <a href="mailto:ONEIDRegistrationAgents@ontariohealth.ca">ONEIDRegistrationAgents@ontariohealth.ca</a>	<b>Enroll for Digital Health Services</b>  <b>ConnectingOntario Clinical Viewers</b> is a secure, web-based portal for health care organizations that provides real-time access to comprehensive digital health records. Learn more about <a href="#">ConnectingOntario</a> .  <b>ClinicalConnect Regional Clinical Viewer</b> is a secure, web-based portal that gives real-time access to patients' electronic medical information for healthcare providers in South West Ontario. Learn more about <a href="#">ClinicalConnect</a> .  <b>Ontario Health's Ontario Telemedicine Network (OTN) Hub</b> is a private and secure community for practicing telemedicine, connecting with peers and specialists and online learning. Learn more about <a href="#">OTNhub</a> .  <b>Ontario Health's Cancer Care Ontario (CCO) online portal</b> provides secure access to screening activity reports for primary care physicians and clinician-level quality reports ( e.g., for colonoscopy and mammography). Learn more about <a href="#">CCO</a> .

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[Sign Up for ONE ID](#) [Cancel](#)

**Note:** If you already have a ONE ID account, at this point you will automatically be directed to the Self-Service Welcome Page. This confirms that one or more ONE ID accounts have been found with your license number; refer to [Appendix A](#) for more details.

## 2.0 Agree to the Physician Agreement

You will be required to review and agree to the Notice of Collection and Physician Agreement. The agreement is a prerequisite to access digital health services such as the electronic health records maintained by Ontario Health.

## Policies


ONE ID provides its service to you subject to the following Policies, which may be updated by us from time to time without notice to you. You can review and print the most current version of the Physician Agreement through your ONE ID account management My Profile page.

### NOTICE OF COLLECTION

This registration system is managed by Ontario Health (the "Agency"), the corporation established under *The Connecting Care Act, 2019* to manage health service needs across Ontario. The collection of personal information by the Agency is governed by the *Freedom of Information and Protection of Privacy Act*, under which the Agency may collect personal information whenever the collection is necessary for the proper administration of its authorized activities. The Agency collects personal information in order to register individuals to use the services it provides, including its information technology infrastructure, to verify the identity of such individuals, and to maintain and administer the registration of such individuals.

As part of your ONEID account activation, your personal information is being collected to register you to use the services

### PHYSICIAN AGREEMENT

 **Ontario Health**  
Digital Services

**Ontario Health Physician Agreement**

This Physician Agreement ("**Agreement**") provides CPSO members with active certificates of registration to practice medicine, with:

access to and use of the electronic health records (the "FHR") maintained by Ontario Health, and

By clicking "I agree" you acknowledge that the Physician Agreement and any documents referenced in the Physician Agreement will constitute the entire agreement between You and eHealth Ontario pertaining to its subject matter and will supersede all prior agreements, understandings, negotiations and discussions, oral or written, between You and eHealth Ontario.

I agree

Next >> Cancel

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6 ONEMailDirect   7 SetPassword

1. Scroll and read through the *Notice of Collection* and the *Physicians Agreement*.
2. If you agree with the *Notice of Collection* and *Physicians Agreement*, select the **I agree** checkbox and click **Next** to proceed.
3. If you do not agree, click **Cancel**. By clicking **Cancel**, your session will be terminated and you will not be able to enroll for any of Ontario Health services.

## 3.0 Enter Personal Information

Based on information provided by CPSO, your legal first name, legal last name, gender and date of birth will be pre-populated and cannot be changed. Preferred first and last name are also pre-populated based on your legal name, but can be modified according to your preference.

A preferred name is a name that you commonly use, for example, Mike instead of Michael or Singh instead of Warner-Singh. Legal names refer to your name as it would appear on a Passport, for example, Michael Warner-Singh.

The collection of the personal information below is necessary to identify your account in the registration system.

Title:

\*Preferred First Name:  ⓘ

Middle Names:

\*Preferred Last Name:  ⓘ

\*Legal First Name:  ⓘ

\*Legal Last Name:  ⓘ

\*Gender:

\*Date of Birth:

\*Email:

\*Contact Phone Number:

Preferred Language:  ⓘ

1 Policies 2 Personal Information 3 ProfDesignation 4 ChallengeQuestions 5 ChallengePhone  
6 ONEMailDirect 7 SetPassword

Fields marked with an asterisk (\*) are mandatory.

1. Enter your title and preferred name in the appropriate fields.
2. Enter your email address, contact phone number, and your language preference (e.g. French or English). Your email address and phone number are collected for the purposes of contacting you for account support and/or any security reasons.
3. Click **Next** to continue.

**Note:** By default, your middle name is appended to your first name in the Preferred First Name field, separated with a space (e.g. Patricia Lynn). You can remove your middle name from the Preferred First Name field and add it to the Middle Names field if desired. Your ONE ID Login ID will be generated based on your Preferred Name with the format [FirstName.LastName@ONEID.ON.CA](mailto:FirstName.LastName@ONEID.ON.CA).

## 4.0 Enter Profession

Professional designation information will be pre-populated based on your CPSO account. The following fields are pre-populated and cannot be changed:

- Regulatory College (i.e. College of Physicians and Surgeons of Ontario)
- Registration Number (i.e. CPSO Number)

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### Profession

Select your regulatory college and input your registration number.

Regulatory College	Registration Number
College of Physicians and Surgeons of Ontario	100093

[Add Another](#)

[Next >>](#) [Cancel](#)

1. Confirm that the Regulatory College and Registration Number are correct.

**Important:** If the Regulatory College and/or Registration Number presented on the screen is incorrect, click the **Help** button on the top right corner of your screen. Discontinue the Self-Registration module and follow the instructions on the Help page to contact CPSO for next steps.

2. If you are licensed by other regulatory health college(s) in Ontario, you may associate additional professional designations to your ONE® ID account.
  - a. To add additional license(s), click **Add Another**.
  - b. Select the regulatory college and enter in your associated license number. If you have entered incorrect information, click **Reset** to clear all text from that row.
3. Click **Next** to proceed.

## 5.0 Select Challenge Questions and Provide Answers

You will be required to select and provide answers to five (5) Challenge Questions.

- Three (3) Online Challenge Questions are used to verify your identity online; only you can view the answers to these questions.
- Two (2) Service Desk Challenge Questions are used by the Ontario Health Service Desk to verify your identity over the phone.

### Challenge

Challenge questions are used to verify your identity if, for example, you forget your password. Please select three questions from the drop down lists below and provide an answer.

#### Tips for Answers

- Choose a question only you know the answer to.
- Choose an answer that is memorable, but not easy to guess.
- You cannot select the same question more than once. You cannot provide the same answer more than once.

Make and model of your first car?	Honda Accord
What is the name of your first childhood friend?	John
What is the first award you ever won?	Math

These challenge questions are used by the service desk to verify your identity if you require assistance with your account over the phone.

What is your oldest sibling's middle name?	Bob
What is the middle name of your father?	Joe

1. Select a Challenge Question from the left hand drop-down list.
2. In the corresponding Answer field, enter the answer to the question.
3. Repeat steps 1-2 for the remaining four (4) questions.
4. Click **Next** to continue.

## 5.1 Challenge Question Tips

- Choose questions to which only you know the answers.
- Choose answers that are memorable but not easy to guess. One word answers are best.
- You cannot select the same question more than once.
- You cannot enter the same answer to more than one question.

**Note:** If you need to update or change your challenge questions at a later time, please refer to [ONE® ID Registrant Reference Guide](#) for further details.

## 6.0 Enter Challenge Phone Numbers

Challenge Phone Numbers are used to verify your identity under select circumstances (e.g. using an unrecognized computer). Adding a challenge phone number(s) to your ONE® ID account is optional. You may add up to a total of three (3) numbers. If you do not have a phone available to use for verification purposes, select the box **Check if you do not have a direct number** to continue. The system will present you with your online challenge questions.

### Phone

Should ONE® ID need to confirm that it is you using your account, we will either text a code (cellphone) or place a call (landline/cellphone) to your challenge phone number below. You must follow the instructions provided to continue. For more details, [click here](#).

Phone 1.

[Add a number \(optional\)](#) ⓘ

Check if you do not have a direct number, e.g. you have an extension.

Please note that carrier charges may apply to phone challenges.

1. Enter your phone number in the **Phone** field.
2. If you wish to add more than one number, select **Add a number (optional)**.
3. Once you have added your number(s) click **Next** to continue.

**Note:** If you are unable to access your phone at the time of the challenge, you may as an alternative choose to be presented with the Online Challenge Questions. If you need to update or change your challenge phone number(s) at a later time, please refer to [ONE® ID Registrant Reference Guide](#) for further details.

## 7.0 ONE Mail Direct Enrollment

As the ONE Mail Direct Service is no longer offered by Ontario Health, Please select **Next** to continue.



Health Ontario  
cyberSanté Ontario



ONE ID  
Identity & Access Management  
[Help](#) [Links](#)

### ONE Mail Direct

We are sorry to inform you that the ONE Mail service is no longer offered by Ontario Health. Please select Next >> below to continue to the next step.

1 Policies

2 PersonalInformation

3 ProfDesignation

4 ChallengeQuestions

5 ChallengePhone

6 ONEMailDirect

7 SetPassword



## 8.0 Set Password

You must now create a password that you will use along with your ONE® ID Login ID to access your Ontario Health services.

**Password**

Please choose a password that adheres to the rules below. To prevent unauthorized access to your account, your password should never be disclosed or written down.

Your password will be valid for one year.

\*Password:

\*Confirm Password:  ✓

**Password Strength**

- ✓ Must be at least 8 characters long.
- ✓ One or more lower case letters (e.g. m).
- ✓ One or more upper case letters (e.g. M).
- ✓ One or more numbers.

Finish Cancel

1. Enter your password in the **Password** field. It must conform to the Password Strength rules – as you satisfy each rule, a check mark will be displayed beside it:
  - Must be at least 8 characters long
  - Must contain one or more lower case letter (e.g. m)
  - Must contain one or more upper case letter (e.g. M)
  - Must contain one or more numbers
2. Enter your new password again in the **Confirm Password** field.
3. Click **Finish**.

**Important:** Your password must be changed every 365 days. Please refer to [ONE® ID Registrant Reference Guide](#) for steps on how to change your password.

## 9.0 Receive Login ID

Your Login ID is displayed. You will need your Login ID and Password to log into your ONE® ID account.

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The screenshot shows a web page with a header containing the Ontario Health logo and the ONE ID logo. The main content area has a heading 'Registration Complete' followed by a message stating that the user's registration is complete and that authorized services will be added to their account. A text box displays the login ID 'RANDY.BURT@ONEID.ON.CA'. Below this, there are links for 'General Links' including 'eHealthOntario portal', 'ONE ID (to manage your ONE ID account)', 'Reference Guide', and 'ONE ID Description'.

Congratulations! Your Ontario Health ONE® ID self-registration is now complete.

## Appendix A – Existing ONE® ID Accounts

The ONE ID CPSO Self-Registration Module is for new ONE ID registrations only; existing members should continue using their ONE ID credentials to access digital health services. In the event you try to create a new account you will be redirected to the Self-Service Welcome page. From here, you will be given the option to go directly to ONE ID and enter your credentials to login.



Figure 1.1 – Self-Service Welcome Page



Figure 1.2 – ONE ID Login Page

**Note:** If you have forgotten your account information, you may use the “Forgot Login ID” or “Forgot Password” processes to recover your credential; refer to the [ONE® ID Registrant Reference Guide](#) for more details.