

ONE ID

Delegation Guide

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1.0 ONE ID Delegation

Your ONE ID account is your gateway to all your eHealth enrolments. Before you can use your ONE ID account to assign delegates, you must complete your registration. To do this, you need the ONE ID Login ID provided by your Local Registration Authority, and a temporary password.

ONE ID Delegation is the means by which users can grant others the ability to access select services on their behalf. All users must continue to access services using their own credentials, but delegates will, after log in, need to indicate whether they are acting on their own behalf, or that of a delegation authority.

Delegation Authority: This is a user that is enrolled in a Service and meets the criteria to be a delegator for that Service. The rules to determine a Delegation Authority will vary from service to service (see [Appendix A – Delegation Authority Criteria](#)). A user can be a Delegation Authority for multiple Services that they are enrolled in.

Delegate: Any user already enrolled in a Service can be a delegate for that Service. Delegates receive all the access privileges of their delegation authorities within the service. A Delegation Authority can also be a delegate for another Delegation Authority.

Note: Only a Delegation Authority may authorize a Delegate to access a service on their behalf. For this reason, Delegation Authorities are required to manage their own delegates using the ONE ID system.

To access ONE ID Delegation, users must log into their ONE ID account using their login ID (firstname.lastname@oneid.on.ca) at <https://oneid.ehealthontario.ca>

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ONE ID
Identity & Access Management
Help Links

ONE ID
Identity & Access Management
ONE ID Identity and access management enables secure access to eHealth services.

Please log in with your login ID and password

Login ID:

Password:

Login

[Forgot Login ID](#) [Forgot Password](#)

2.0 Managing Delegates

2.1 Add a Delegate

The following outlines the steps to add a delegate. To add a delegate, you must be a Delegation Authority.

1. From My Profile click **Manage Your Delegates** under the Delegates section of the Enrolments tab. This will take you to the Delegation Summary page

My Profile

Jack Sparrow
JACK.SPARROW1@ONEID.ON.CA
Male, born Jan 10, 1950, legal name Jack Sparrow

Medium Assurance ★★ ★

ab@c.ca (change) Your password will expire in 89 days. [Change Password](#)

555-2122 (change)

English (change)

Enrolments Challenge Questions Documents Professional Designation Credentials Subsidiary Accounts

Enrolment	Status
CCO Site	
eHealthOntario.ca	

Delegates

[Manage Your Delegates](#)

2. From the Delegation Summary page, click on **click here to modify...** beside the Service you wish to add the delegate. This will take you to the Delegation page

Delegation Summary

CCO Site [\(click here to modify your delegates for this service\)](#)

You do not have any delegates for this service.
You are not a delegate for this service.

[Cancel](#)

3. From the Delegation page click **Add a Delegation**. This will take you to the Add A Delegate page

Delegation

Service: CCO Site

If you wish to add a new delegate for this Service then click the "Add A Delegate" link below.

Delegates for the selection

You do not have any delegates for this service.

[Add A Delegation](#)

[Update](#) [Cancel](#)

Note: Delegates can only be appointed one at a time.

4. Enter the Login ID (first.last@oneid.on.ca) of the user to be added as a delegate and click **Search**

Note: The user searched must be enrolled with an active enrolment status for the service in which they are being delegated access. If they are not enrolled in the service or if the enrolment is suspended, “No users meet your search criteria. Please try again” will be displayed. Contact your LRA for assistance in getting a delegate enrolled.

Add A Delegate

Service: CCO Site

You can use this screen to search for a user that you can select as a delegate for this Service. Note that the system will only return a user if they are already enrolled in this Service and are not already your delegate.

You must log into the Service to view/accept your responsibilities for appointing delegates.

Provide Identity Information for your delegate

Login ID:

If you wish to add a user as a delegate then check the box next to the user and click the <Update> button.

Search Results

Login ID	First Name	Last Name	Telephone	Delegate (select box to add)
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	O'lantern	555-8989	<input type="checkbox"/>

5. Select the delegate by clicking in the **Delegate** box under Search Results and click **Update**

Add A Delegate

Service: CCO Site

You can use this screen to search for a user that you can select as a delegate for this Service. Note that the system will only return a user if they are already enrolled in this Service and are not already your delegate.

You must log into the Service to view/accept your responsibilities for appointing delegates.

Provide Identity Information for your delegate

Login ID:

If you wish to add a user as a delegate then check the box next to the user and click the <Update> button.

Search Results

Login ID	First Name	Last Name	Telephone	Delegate (select box to add)
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	O'lantern	555-8989	<input checked="" type="checkbox"/>

The system will return to the Delegation page and display the current/updated delegates

Delegation

Service: CCO Site

If you wish to stop one or more users from being your delegate then select the checkbox next to each user to be removed and click the <Update> button.

If you wish to add a new delegate for this Service then click the "Add A Delegate" link below.

Delegates for the selection

Login ID	First Name	Last Name	Telephone	RemoveDelegate (select box to remove)
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	O'lantern	555-8989	<input type="checkbox"/>

[Add A Delegate](#)

The delegate has now been added to the selected Service. Click **Add A Delegate** to add another delegate or return to the My Profile page.

2.2 View Delegations or Delegation Authorities

The following outline the steps to view your delegates for a service or view if you are a delegate to a user of a service

1. From My Profile click **Manage Your Delegates** under the Delegates section of the Enrolments tab. This will take you to the Delegation Summary page.

Note: If you are not a Delegate Authority, the link will read **View Your Delegations**.

My Profile

Sally Mustang
 SALLY.MUSTANG@ONEID.ON.CA
 Female, born Mar 10, 1950, legal name Sally Mustang

Medium Assurance ★ ★ ★

✉ [cb@c.ca](#) (change) Your password will expire in 89 days. [Change Password](#)

☎ [555-1970](#) (change)

🇬🇧 [English](#) (change)

Enrolments | Challenge Questions | Documents | Professional Designation | Credentials | Subsidiary Accounts

Enrolment	Status
CCO Site	
eHealthOntario.ca	

Delegates

[Manage Your Delegates](#)

The Delegation Summary page will show the users who are your delegates for a service as well as users to whom you are a delegate for a service.

Delegation Summary

CCO Site ([click here to modify your delegates for this service](#))

The following users are your delegates for this service:

Login ID	First Name	Last Name	Telephone	Status
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122	Active
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	Olantern	555-8989	Active
JIMMY.KIMMEL@ONEID.ON.CA	Jimmy	Kimmel	555-1345	Active

You are a delegate for the following users for this service:

Login ID	First Name	Last Name	Telephone
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122

[Cancel](#)

The users login ID, first name, last name, telephone number and enrolment status of your delegate(s) are all displayed by service.

2. Select **click here to modify...** to add or remove a delegate or return to the My Profile page

2.3 Remove a Delegate

The following outline the steps to remove a delegate for a service

1. From My Profile click **Manage Your Delegates** under the Delegates section of the Enrolments tab. This will take you to the Delegation Summary page.

My Profile

Sally Mustang
 SALLY.MUSTANG@ONEID.ON.CA
 Female, born Mar 10, 1950, legal name Sally Mustang
 Medium Assurance ★ ★ ★

[cb@c.ca](#) (change) Your password will expire in 89 days. [Change Password](#)

[555-1970](#) (change)

[English](#) (change)

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Enrolment	Status
CCO Site	
eHealthOntario.ca	

Delegates

[Manage Your Delegates](#)

2. From the Delegation Summary page, select **click here to modify...** beside the Service that the delegate is to be removed. This will take you to the Delegation page

Delegation Summary

CCO Site ([click here to modify your delegates for this service](#))

The following users are your delegates for this service:

Login ID	First Name	Last Name	Telephone	Status
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122	Active
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	O'tantern	555-8989	Active
JIMMY.KIMMEL@ONEID.ON.CA	Jimmy	Kimmel	555-1345	Active

You are a delegate for the following users for this service:

Login ID	First Name	Last Name	Telephone
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122

[Cancel](#)

- Select the delegate to be removed by clicking in the **Remove Delegate** box and click **Update**

Delegation

Service: CCO Site

If you wish to stop one or more users from being your delegate then select the checkbox next to each user to be removed and click the <Update> button.

If you wish to add a new delegate for this Service then click the "Add A Delegate" link below.

Delegates for the selection

Login ID	First Name	Last Name	Telephone	RemoveDelegate (select box to remove)
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122	<input type="checkbox"/>
JACKIE.OLANTERN@ONEID.ON.CA	Jackie	O'tantern	555-8989	<input checked="" type="checkbox"/>
JIMMY.KIMMEL@ONEID.ON.CA	Jimmy	Kimmel	555-1345	<input type="checkbox"/>

[Add A Delegate](#)

[Update](#) [Cancel](#)

The system will return to the updated Delegation Summary page and the selected delegate will have been removed.

Delegation Summary

CCO Site ([click here to modify your delegates for this service](#))

The following users are your delegates for this service:

Login ID	First Name	Last Name	Telephone	Status
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122	Active
JIMMY.KIMMEL@ONEID.ON.CA	Jimmy	Kimmel	555-1345	Active

You are a delegate for the following users for this service:

Login ID	First Name	Last Name	Telephone
JACK.SPARROW1@ONEID.ON.CA	Jack	Sparrow	555-2122

[Cancel](#)

To remove another delegate, select **click here to modify...** or return to the My Profile page.

Appendix A – Delegation Authority Criteria

The table below provides the Service and the criteria required to be a delegator for that Service. If a license from a regulatory health college is required as criteria, the license must be valid and active.

Service	Delegation Authority Criteria
Cancer Care Ontario	College of Physicians and Surgeons of Ontario