

SOLO ACCOUNTS

Solo accounts are the preferred account type for most providers. As a solo account provider, you will sign the Terms of Service for OTNhub and allow you to manage your account independently. This type of account will allow you to move from one organization to another, without having to create a new account, and/or deactivating a previous account.

Sign up for the Ontario eConsult Service in 5 simple steps:

1. First you need a ONE ID. This can be done by logging in to your [CPSO Member portal](#) and following the links to sign up. ONE ID is eHealth Ontario's digital identity and authentication system that allows health care providers to securely access multiple digital health care services using a single username and password. **Please Note:** When choosing an email for sign up, please be aware that this email will be permanently linked to your account and needs to be the same as your contact email.
2. Then, you login to [OTNhub.ca](#) using your newly created ONE ID credentials. If you have any issues with login call eHealth Ontario at 1-866-250-1554
3. After login, you will be prompted to sign the OTNhub User Agreement.
4. Once completed, your account build will begin. This screen may take a few minutes to load. You should receive a welcome email from OTN once your account is activated.
5. Log into your newly created OTNhub account and send an eConsult!

ORGANIZATIONAL ACCOUNTS

Organizational accounts are for providers who are members of a federated organization. This account type is only valid while a provider is working at the specific organization. Legal signing authority of the Terms of Service is signed by the organization. Primary Contacts for OTN at the organization have the ability to deactivate accounts of providers who no longer work within the organization. Primary Contacts also have the ability to add/remove delegates from a provider's account.

Sign up for the Ontario eConsult Service in 6 simple steps:

1. First you need a ONE ID. This can be done by logging in to your [CPSO Member portal](#) and following the links to sign up. ONE ID is eHealth Ontario's digital identity and authentication system that allows health care providers to securely access multiple digital health care services using a single username and password. **Please Note:** When choosing an email for sign up, please be aware that this email will be permanently linked to your account and needs to be the same as your contact email.
2. Then, you login to [OTNhub.ca](#) using your newly created ONE ID credentials. If you have any issues with login call eHealth Ontario at 1-866-250-1554
3. After login, you will be prompted to sign the OTNhub User Agreement.
4. You will also be prompted to provide your Organization. If you are unsure of your organization within OTN, please contact seamo.digitalhealth@queensu.ca.

5. Once completed, your account build will begin. This screen may take a few minutes to load. You should receive a welcome email from OTN once your account is activated.
6. Log into your newly created OTNhub account and send an eConsult!

Looking for additional information?

- Here is a [video](#) on how to submit an eConsult
- Here is a [video](#) on how to submit an eConsult Direct to Specialist
- Interested in adding a Delegate into your workflow, see the [Advantages of the Delegate Model](#)
- [Here](#) is a quick Guide to OHIP Billing for eConsult Services using K738 billing code
- Additional resources are also available on the [SEAMO](#) and [OTN websites](#) or at the [eConsult Centre of Excellence](#)
- Interested in other Virtual Care services for Primary Care Providers? Information can be found [here](#)

The SEAMO Digital Health Team is here to help. Send us an [email](#) if you have questions or require support with the sign-up process. We would be happy to assist you.