

Job Aid – Requesting Service Desk Support

Requesting Support

End-users (i.e., front-line resources using a web form) should initially consult their Local Support resources (e.g., COVID-19 Testing Automation Site Administrators, Champions/Trainers, LRA, Internal IT Support/Help Desk). If issues cannot be resolved through Local Support, users should engage secondary support through the avenues outlined below. **If your issue is causing an immediate disruption to a testing workflow, please call in your incident (do not email) and fully explain the impact to the Service Desk agent, who will prioritize your ticket accordingly.**

NOTE: within the first 48 hours post go-live, sites are encouraged to seek support on deployment questions and issues by engaging their Ontario Health Deployment Lead for investigation and resolution.

Contacting the Ontario Health Service Desk

When contacting the Ontario Health Service Desk, be prepared to provide, at a minimum, the following general and issue-specific information, in addition to a clear description of your issue or request.

General Information:

- End user's name
- Phone/mobile phone and address
- Email
- Test Collection Site name and address

Identify Issue:

- ONE ID
- OLIS MORE: Web Form
- Lab e-Order
- Access
- Error Message

Do not share Personal Information/Personal Health Information when describing your issue to the Service Desk Agent.

Issue: OLIS: Requisition Order, Resulting, e-Orders

- Contact your IT Support or Lab Lead
- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca

Issue: Wi-Fi or connectivity issues (pairing your mobile device, printer)

- IT Support –ensure devices are connecting to local Wi-Fi
- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca

Issue: ONE ID Registration and Service Enrollment

- Contact your local LRA
- Ontario Health Business Desk: ONEIDRegistrationAgents@ontariohealth.ca

Issue: ONE ID Password Reset

- ONE ID self-serve: <https://oneid.ehealthontario.ca/login>
- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca

Issue: Forgot ONE ID Login/Unable to Login to ONE ID

- ONE ID self-serve: <https://oneid.ehealthontario.ca/login>
- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca

How to Questions

- Site Trainer/Champion
- Job Aids: <https://www.ontariohealth.ca/covid-19-mobile-orders-and-results-entry-more>
- Ontario Health Service Desk: 1-866-250-1554 or OH-DS_servicedesk@ontariohealth.ca