Resource Matching & Referral
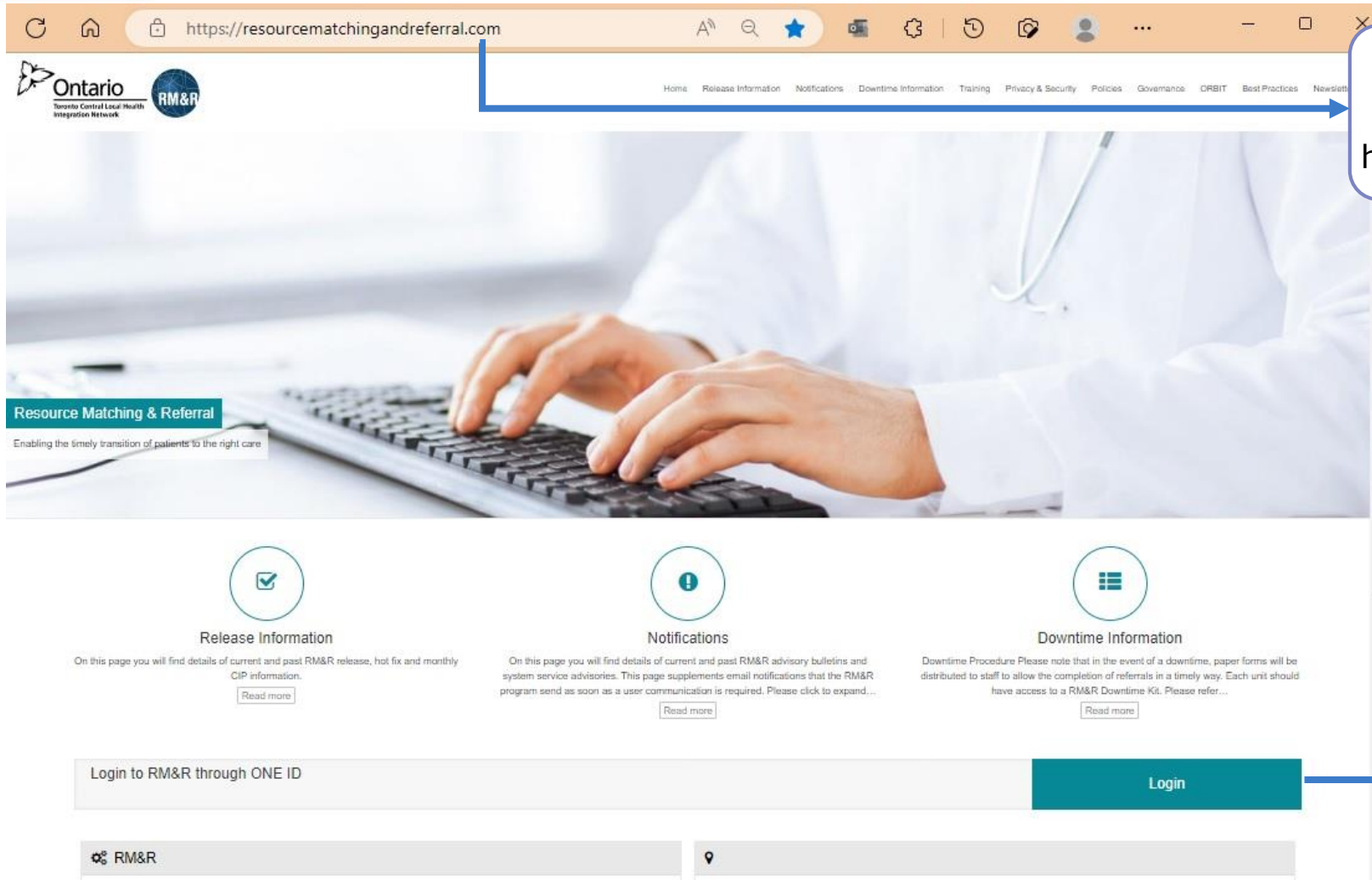
~ User Guide ~

Public Internet Access through ONE ID
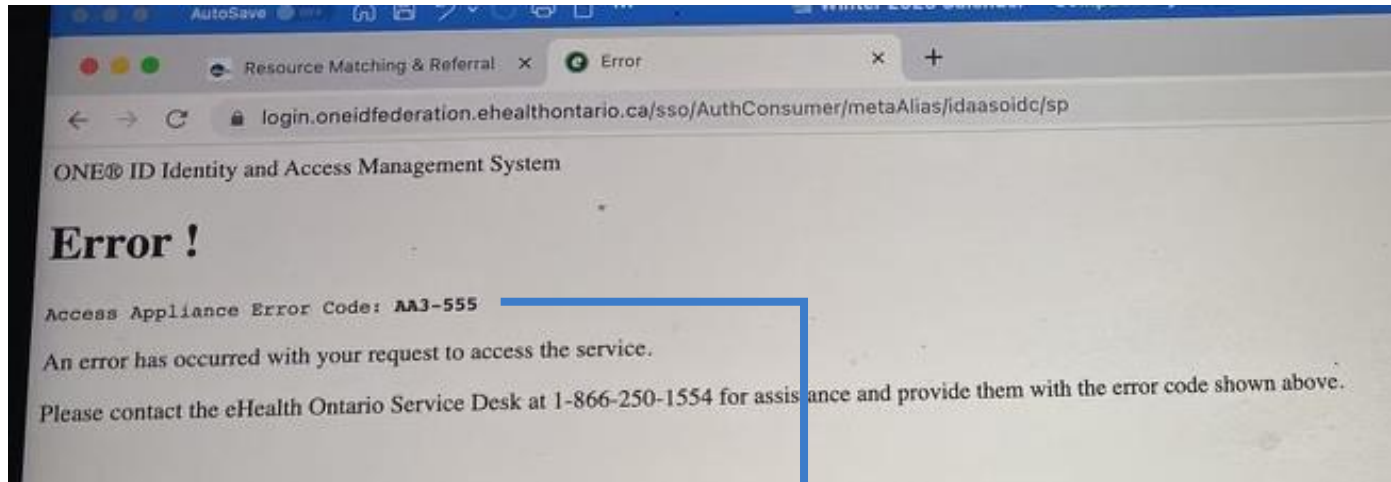
Step 1: Go to RM&R Public website

RM&R Public Website

https://resourcematchingandreferral.com/

Click on the "Login" button.
You will be taken to ONE ID Identity & Access Management page

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Intermittent Issue

Some users have reported getting an error when they try to access ONE ID login page

Access Appliance Error Code: AA3-555

If you get the above error, please refresh the page or go back to RM&R site and try again.

Step 2: Login with your ONE ID

- Enter your ONE ID email & password

- Click on the "Login" button

Step 3: Answer security questions

- There will be 2 security questions.

- Enter your answer and click on the "Next" button

Step 4: Don't allow your computer to be recognized

Click on the checkbox.

Please always select this option.

Otherwise at next login the system will not ask for security questions, which will make your account vulnerable.

Click Continue.

Step 5: Allow ONE ID to access RM&R (One Time)

You are signed in as: 524f28af-1482-4832-ba92-4c66cf1caded

University Health Network requires your permission to access personal health information (PHI) on your behalf. Do you wish to allow access?

☐ Remember my selection *

Allow Access Deny

* Checking this option and selecting 'Allow Access' means you will not see this agreement when you access this application in the future.

If this is the first time logging in through this process, ONE ID will require your permission to access RM&R (PHI)

Click on the checkbox to always allow access

Click on 'Allow Access'

Step 6: Accept RM&R Terms of Service (One Time)

RESOURCE
MATCHING
& REFERRAL
RM&R

(c) on the understanding that passwords may be captured by programs that monitor keystrokes and that changing a password reduces the risk of someone else using my account, change my password using a trusted computer at the earliest opportunity if I must use a computer that does not belong to my organization.

4. I understand that protecting privacy includes and **I will**:
  - **follow my organization's protocol** for responding to requests **for access to or correction of PHI**;
  - **promptly notify my organization**'s Privacy Office and follow its procedures if an individual elects to withhold or withdraw his or her consent to the collection, use or disclosure of his/her PHI for the purpose of the provision of health care (provides a **consent directive or "lock-box" instruction**), or if an individual has a complaint related to the management of PHI;
  - where an individual has limited the collection, use and/or disclosure of his or her PHI through a consent directive/"lock box" instruction, ensure that I have obtained and documented, in accordance with my organization's policies and procedures, the **express consent of the individual** before launching the application (signing in through a web portal or through my organization's information system);
  - **cease using RM&R immediately** if my access to my organization's information system is terminated or upon the termination of my employment or affiliation with my organization;
  - **immediately notify my manager and my organization's Privacy Office if I become aware of any violation by any person of this End User Agreement, of my organization's privacy policies or procedures (as applicable to RM&R), or RM&R privacy training provided by my organization;**
  - without limiting the preceding, **immediately notify the RM&R help desk (at 1-866-556-5005 or referrals@uhn.ca)** if I suspect or learn that another person knows my password.

5. I understand that I will only be able to use the RM&R system if I accept the terms and conditions of this agreement, and that my acceptance will be renewed on an annual basis.

6. By choosing "ACCEPT" I acknowledge that I have read, understood and agree to comply with the terms and conditions of this agreement.

I, ◆◆◆ (◆◆.◆@oneid.on.ca), have read and accept these terms of service. ☑

✗ Decline and Logout   ✔ Accept and Continue

The information displayed on this page is confidential. All printed copies of personal health information must be stored and destroyed securely in compliance with PHIPA and organizational policies. Please review your organization's privacy policies, or contact your Privacy resource, for practices you should apply to protect this information.

> If this is the first time logging in through this process, RM&R will require you to accept terms of service.

> Tick the checkbox

> Click 'Accept and Continue'

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Step 7: You are automatically logged into RM&R

You will be redirected to RM&R and automatically logged in the application.

Step 8: Log out

You have logged out ONE® ID or login timed out!

After completing your work, logout of RM&R.

On logout, ONE ID Identity & Access Management page will be displayed.

Close the browser for extra security.