

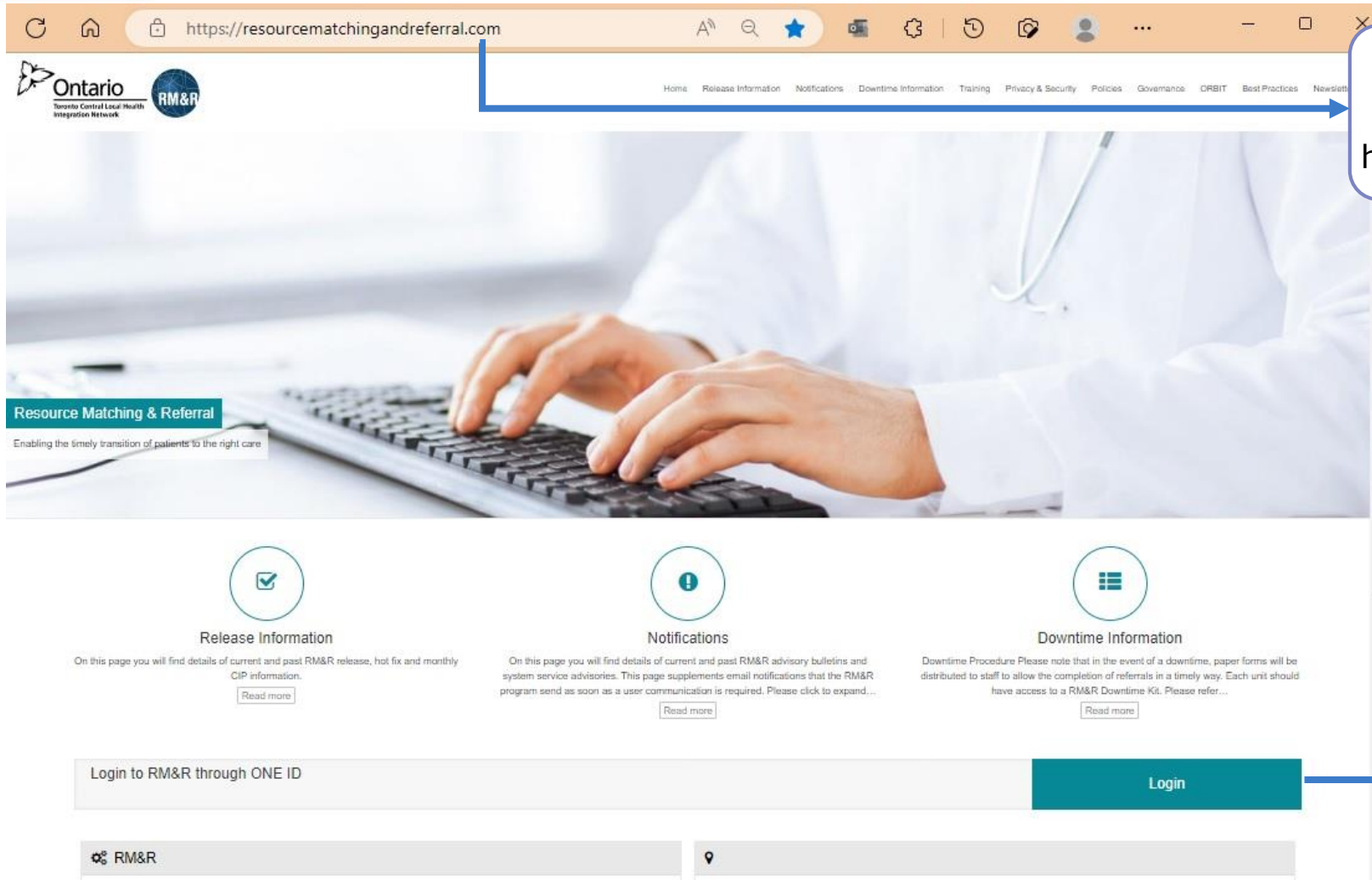
Resource Matching & Referral

~ User Guide ~

Public Internet Access through ONE ID



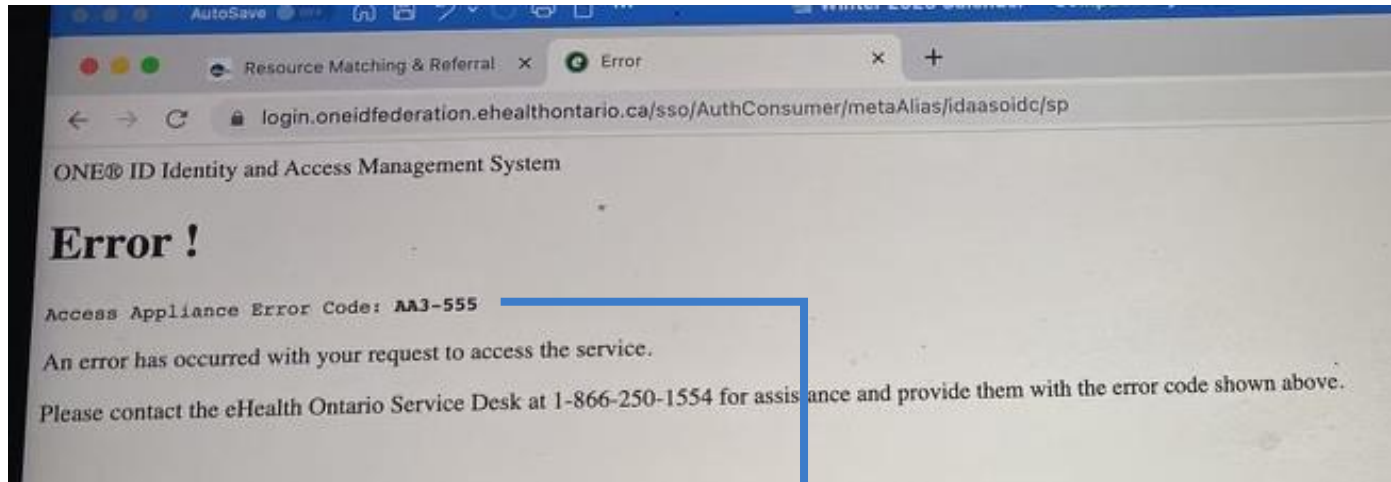
Step 1: Go to RM&R Public website



RM&R Public Website
<https://resourcematcingandreferral.com/>

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

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



The screenshot shows the ONE ID login interface. At the top left is the Ontario logo with 'eHealth Ontario' and 'cyberSanté Ontario' below it. At the top right is the 'ONE ID Identity & Access Management' logo with 'Help' and 'Links' links. The main heading is 'ONE ID Identity & Access Management' followed by the text 'ONE® ID identity and access management enables secure access to eHealth services.' Below this is the instruction 'Please log in with your login ID and password'. There are two input fields: 'Login ID:' and 'Password:'. A 'Login' button is positioned below the password field. At the bottom of the form are two links: 'Forgot Login ID' and 'Forgot Password'.

- Enter your ONE ID email & password
- Click on the “Login” button

Step 3: Answer security questions

Ontario eHealth Ontario cyberSanté Ontario ONE ID Identity & Access Management Help

For security reasons, your identity must be verified before proceeding. Please click [here](#) for more information on why this is necessary.

You must provide the correct answers to two of the secret questions that you previously selected, before you can access your requested service.

Verify Your Identity

Please provide the answer to your security challenge question to prove your identity

Question 1

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Answer

- There will be 2 security questions.
- Enter your answer and click on the "Next" button

Ontario eHealth Ontario cyberSanté Ontario ONE ID Identity & Access Management Help

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Question 2

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Answer

Next Cancel

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

Computer Recognition

Click [here](#) if you would like to find out more about computer recognition.

If you usually use this computer to access eHealth Ontario services and you would like eHealth Ontario to recognize it to expedite future logins then click the <Continue> button below.

If you do not want eHealth Ontario to recognize this computer then check the box and click the button below.

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)



(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, [redacted] ([redacted]@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'



Step 7: You are automatically logged into RM&R

The screenshot shows the RM&R application interface. At the top left is the logo for 'RESOURCE MATCHING & REFERRAL'. The top right contains icons for user profile, notifications, and settings. Below the header is a navigation bar with 'Help', 'Switch To', and a power icon. The main content area is titled 'Welcome to Resource Matching & Referral (RM&R)' and features three primary action cards: 'Transition' (Manage client requirements and placement choice), 'Assessment' (Send, assess and manage referrals), and 'Service Provider' (Receive client referrals and manage vacancies). A footer contains a confidentiality disclaimer.

RESOURCE MATCHING & REFERRAL

Help Switch To

Welcome to Resource Matching & Referral (RM&R)

Transition
Manage client requirements and placement choice.

Assessment
Send, assess and manage referrals

Service Provider
Receive client referrals and manage vacancies.

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

Step 8: Log 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.