

Ministry of Training, Colleges and Universities



**Case Management System (CaMS)**

## **ONe-key User Guide**

Version: 7.0

Sept 2012

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# 1 Introduction

## 1.1 *Employment Ontario Information System – Case Management System*

In May 2010, the Case Management System (CaMS) of the Employment Ontario Information System (EOIS) was launched. CaMS is a web based application to be used by the Ministry of Training, Colleges and Universities (MTCU) and Service Providers to support the delivery of Employment Ontario programs. The primary goals of CaMS are to:

- Collect data to support performance management, federal reporting and operational reports
- Track and manage individuals and employer cases
- Facilitate benefit payments to individuals
- Develop service plans
- Record goals, outcomes and referrals
- Ensure Security Management
- Facilitate System Administration

In order to access CaMS, Service Providers must pass through a two-tier security system. The first tier is through the Service Ontario ONE-key system. Once a user successfully logs into ONE-key, they are then required to log into the CaMS application.

This document describes the process that end users will use to first register with ONE-key and then enrol within the CaMS application.

## 1.2 *Overview of ONE-key Enrolment Process*

As a result of the CaMS enrolment process, Service Provider users will receive two emails, the first with their CaMS Enrolment Number and the second with their CaMS PIN. The second email will also direct the user to the ONE-key website to create their ONE-key User Name and Password. Once they have logged into ONE-key, they will then select CaMS from a list of applications and enter their Enrolment Number and PIN which will bring them into CaMS.

## 2 Before you begin

### 2.1 Forms and information for registration

You must have been approved as a Service Provider CaMS Subscriber and have received the emails with your:

1. EOIS-CaMS enrolment number.
2. Private Identification Number (PIN) which includes the website address (URL) for ONE-key access.

The website address (URL) for ONE-key access is:

<https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp>

### 2.2 Browser Requirements

#### Supported Browsers

To access ONE-key enabled services you need to use a supported browser.

- Netscape 4.06 or higher (except for Netscape 6.0 and Netscape 7.2).
- Microsoft Internet Explorer 4.x or higher (IE 8 must be run in compatibility mode)
- Mozilla Firefox 1.5 or higher.

Other browsers may work but are not supported for accessing ONE-key enabled services.

#### To Enable JavaScript

##### Internet Explorer

- On the **Tools** menu, click **Internet Options**.
- On the **Security** tab, click **Internet**.
- Click **Custom Level**.
- Scroll down to **Active scripting**.
- Click **Enable**
- Click **OK**.
- Click **Yes**.
- Click **OK**.

#### To Enable Cookies

##### Internet Explorer

- On the **Tools** menu, click **Internet Options**.
- On the **Privacy** tab, click **Internet**.
- Click the **"Default"** button (or manually slide the bar down to **"Medium"**).
- Click **OK**.

#### Other Browser Requirements

- Your browser must also:
- Support 128 bit encryption.
- Have JavaScript Enabled.
- Have Cookies Enabled.

**Firefox has some compatibility issues with certain ActiveX components used in the Employment Ontario Information System**

##### Netscape

- Open **Netscape**.
- On the **Tools** menu, click **Options**.
- Click on the **Content** icon.
- Check the box next to **Enable JavaScript**.
- Click **OK**.

##### Netscape

- On the **Tools** menu, click **Options**.
- Click on the **Privacy** icon.
- Check the box next to **Accept Cookies from Sites**.
- Click **OK**.

**Note:** It is also required that workstations have the *Sun JRE 1.4X* plug-in (where X is 2 or higher) which is required for Cúram online help. The *Adobe SVG Viewer 3.0-3.03* and *Adobe Shockwave Flash Player 9.0.X* (where X is 124 or higher) is also required to view Cúram application pages such as workflow processes, charts, etc.

## 2.3 How to add an email address to a “Safe Sender’s List” or “Safe Recipients List”

In some instances subscribers have discovered their emails have been directed to the Spam/Junk Mail folder. To correct this, do the following:

- Go to your Spam/Junk email folder
- Locate the email from: **EmploymentOntario\_CaseManagement@ontario.ca**
- Right-click the email **WITHOUT** opening it
- Choose **Junk E-mail>**
- Choose **Add Sender to Safe Senders List**
- Click **OK** when you see the following confirmation message:  
*“The sender of the selected message has been added to your Safe Senders List.”*

This procedure applies to Microsoft Outlook as your email client. Other email clients will have similar steps to add an email address or domain to the “Safe Senders List”

If the message(s) still do not appear in your email account, contact your IT department or if you have an outsourced service contract for IT services contact them and advise them to ensure all emails from the **ontario.ca** and the **gov.on.ca** domains are not blocked/filtered/denied etc.

## 3 Registering with ONE-key and EOIS-CaMS

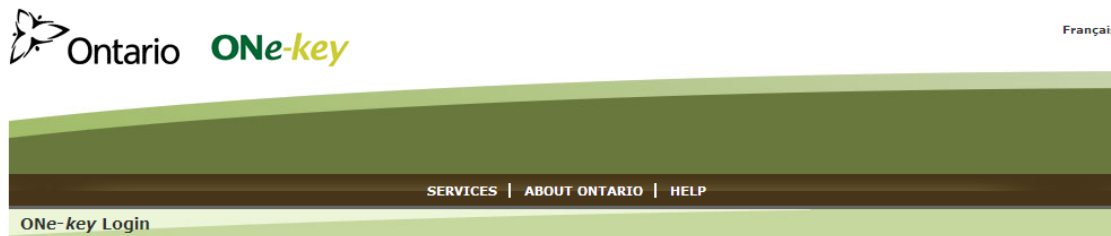
### 3.1 Registering as a first time ONE-key user

You have to follow the registration setup sequence the *first* time you login to ONE-key.

**Note:** This is the only time you will need to select **New User?**.

1. Use the URL <https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp> to connect to the ONE-key login page.
2. Select **Create an Account Now**. If you see a Certificate security alert, select **Yes** to continue

**Note:** Some text in screenshots may not appear exactly as shown.



You may notice that the ONE-key Portal has changed. [Learn more](#)

<b>Login</b>	<b>Don't have an account?</b>
ONE-key ID: <input type="text"/>	A ONE-key account gives you secure access to Ontario Government programs and services.
Password: <input type="password"/>	<a href="#">Create an Account Now</a>
<a href="#">Login</a>	
<a href="#">Forgot Your Password?</a>	

Select "Create an Account Now" to register with ONE-key and create your ID and password.  
Select "Forgot Your Password?" if you know your ONE-key ID and have forgotten your password.

3. Follow the on screen instructions to create your ONE-key ID and password.

**Note:** Remember your password. You will require it to finalize ONE-key registration.

The screenshot shows the Ontario ONE-key registration interface. At the top left is the Ontario logo and the text "Ontario ONE-key". Below this is a green header bar with "ONE-key Registration - Step 1 of 3" and a "HELP" button. The main content area is titled "Step 1 - Create your ID and Password".

**\* Required**

**\* ONE-key ID:**

**PLEASE NOTE:** Your ONE-key ID can not be recovered in case you forget it. Please create a ONE-key ID that you will remember.

**ONE-key ID Checklist**

- Must be 8 to 16 characters (letters, numbers, underscore)
- Must contain letter(s)

**\* Password:**

**Password strength:** Not Rated

**\* Re-enter password:**

**PLEASE NOTE:** The password is case sensitive (i.e. G@alt is NOT the same as g@alt).

**ONE-key Password Checklist**

- Must be 8 to 16 characters
- Must contain upper case letter(s)
- Must contain lower case letter(s)
- Must contain number(s)
- Must contain symbol(s) such as !, @, #
- ONE-key ID and Password cannot be identical
- Both passwords must match

**More Information**

[Expand to read Notice of Collection](#)

If you have any questions about ONE-key please call ServiceOntario at 416-326-1234 (GTA) or 1 800-267-8097.

**Continue** **Cancel**

- Continue following the on screen directions to create your password recovery questions. Select the **New set of questions** button to see new questions. Select **Continue** to complete the process.



**Step 2 - Create your Password Recovery Questions, Answers and Hints**

If you forget your password and know your ONE-key ID, the following questions, answers and hints will enable you to create a new password. At a later date you can change any of your answers by selecting the "Manage My Account" page.

**\* Required**

New set of questions

\* Question:

\* Recovery Answer:

**Question and Answer Checklist**

- Must select a question
- Recovery answer must be between 3 and 64 characters

Enter the name of a person who is memorable to you, and provide a hint that will prompt you to remember who you selected.

\* Memorable Person:

\* Hint:

**Memorable Person Checklist**

- Memorable person name must be 3 to 64 characters
- Memorable person hint must be 3 to 64 characters
- Memorable person name must contain letter(s)
- Memorable person and hint can not be the same

Choose a date that is important to you and a hint to remind you of the date you chose.

\* Memorable Date:

\* Hint:

**Memorable Date Checklist**

- Memorable date must be a valid date
- Memorable date hint must be 3 to 64 characters

**Continue** **Cancel**



- 5. Review the Terms and Conditions on this page and if you agree, enter your password and select **I Agree** to complete.



**Step 3 - Complete Registration**

To complete the registration for your ONE-key ID, please indicate your acceptance of these Terms and Conditions by entering your password and selecting "I Agree" below. To cancel the registration process select "Cancel".

ONE-key ID:

**PLEASE NOTE:** Your ONE-key ID can not be recovered in case you forget it. Please make a note of it now.

Password:

**Terms and Conditions of Use :**

(At a later date you can view or print these Terms and Conditions from the "Manage My Account" page)

In return for the Ministry of Government Services providing you with a ONE-key ID, you agree to abide by the following Terms and Conditions of Use:

1. You understand and accept that you are at all times responsible for your ONE-key ID, Password and Recovery Questions, Answers and Hints.
2. If you suspect that others have obtained them, you are responsible for either changing your password or asking the services that you are enrolled in to revoke your access privileges. If you choose the latter, you will have to create a new ONE-key ID and Password, you will also have to request new enrolment information from the services with whom you

### 3.2 Enrolling with EOIS-CAMS

1. At the ONE-key portal page, click on the appropriate **EOIS-CaMS** link below in the **Business Services** section:

The screenshot shows the Ontario ONE-key portal interface. At the top left is the Ontario logo and 'ONE-key' text. At the top right is a 'Français' link. Below the header is a navigation bar with links for 'SERVICES', 'ABOUT ONTARIO', 'MANAGE MY ACCOUNT', and 'LOGOUT'. A user is logged in, with a welcome message and last login time of 04:23PM 21 Sep 2011. The main content area is titled 'My Services' and contains a search box and a list of service categories. The 'ONE-key Services' dropdown menu is expanded, showing 'Business Services', 'Personal Services', 'Services by Category', and 'All Services from A to Z'. The 'Business Services' link is circled in red. Below this is the 'ONE-key Account' dropdown menu with links for 'Help', 'Manage my Account', and 'Logout'. At the bottom of the page are links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', 'HELP', 'QUEEN'S PRINTER FOR ONTARIO, 2009 - 2011', and 'IMPORTANT NOTICES'.



Français

Welcome, XXXXXX  
Last Login: 05:07PM 08 Sep 2011

[SERVICES](#) | [ABOUT ONTARIO](#) | [MANAGE MY ACCOUNT](#) | [LOGOUT](#)

### Find One-key Services

Start typing to search...

### My Services

### One-key Services

- ▶ Business Services
- ▶ Personal Services
- ▶ Services by Category
- ▶ All Services from A to Z

### One-key Account

- ▶ Help
- ▶ Manage my Account
- ▶ Logout

### Business Services

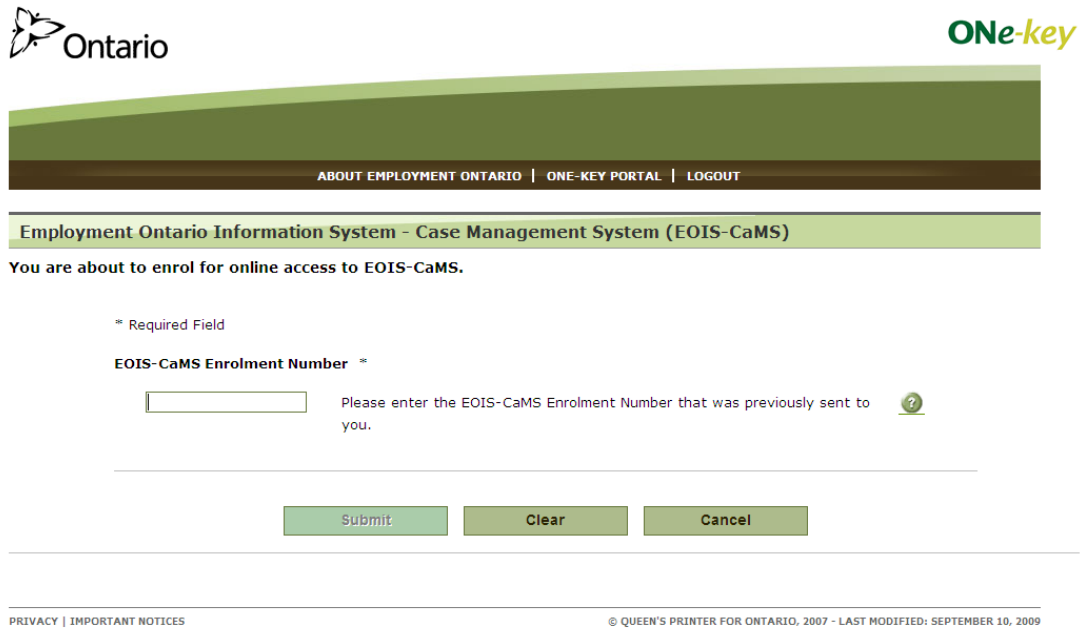
Select a link below to start the enrolment for the corresponding service. After you have completed the enrolment, you can access the service from the "My Services" menu for future visits.

- [Accessibility Compliance Reporting \(ACR\)](#)
- [Death Data Capture Application](#)
- [Developmental Services Consolidated Information System\(DSCIS\)](#)
- [EOIS-APPR - Modular Employer](#)
- [EOIS-APPR - School Board](#)
- [EOIS-APPR - Training Delivery Agent](#)
- [EOIS-CaMS - Application](#)
- [EOIS-CaMS - Reporting](#)
- [ONT-TAXS online](#)
- [One-Source for Business](#)
- [Service Provider Network Compensation](#)
- [Transition Aged Youth System](#)

[CONTACT US](#) | [ACCESSIBILITY](#) | [PRIVACY](#) | [HELP](#)

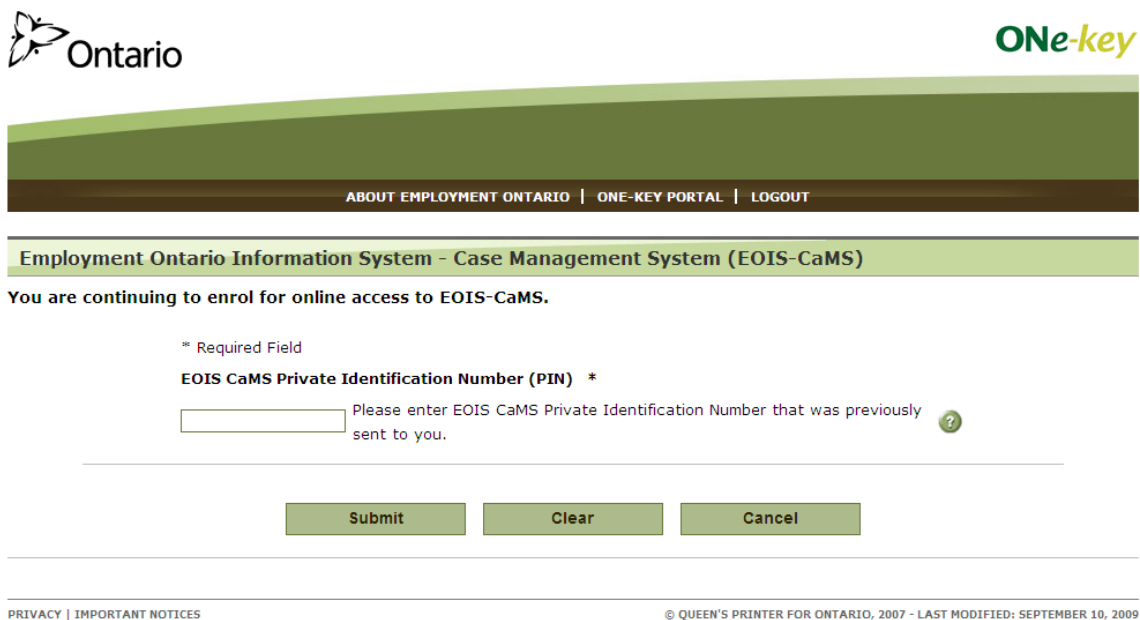
[QUEEN'S PRINTER FOR ONTARIO, 2009 - 2011](#) | [IMPORTANT NOTICES](#)

2. Enter your enrolment number from your first email and select **Submit**.



The screenshot shows the Ontario One-key portal interface. At the top left is the Ontario logo, and at the top right is the One-key logo. Below the logos is a navigation bar with links for "ABOUT EMPLOYMENT ONTARIO", "ONE-KEY PORTAL", and "LOGOUT". A green banner below the navigation bar reads "Employment Ontario Information System - Case Management System (EOIS-CaMS)". Below the banner, the text says "You are about to enrol for online access to EOIS-CaMS." A required field label reads "EOIS-CaMS Enrolment Number \*". Below this is a text input field. To the right of the field is a help icon and the text "Please enter the EOIS-CaMS Enrolment Number that was previously sent to you." Below the input field are three buttons: "Submit", "Clear", and "Cancel". At the bottom of the page, there are links for "PRIVACY | IMPORTANT NOTICES" and a copyright notice: "© QUEEN'S PRINTER FOR ONTARIO, 2007 - LAST MODIFIED: SEPTEMBER 10, 2009".

3. Enter your PIN from the second email and select **Submit**.



The screenshot shows the Ontario One-key portal interface. At the top left is the Ontario logo, and at the top right is the One-key logo. Below the logos is a navigation bar with links for "ABOUT EMPLOYMENT ONTARIO", "ONE-KEY PORTAL", and "LOGOUT". A green banner below the navigation bar reads "Employment Ontario Information System - Case Management System (EOIS-CaMS)". Below the banner, the text says "You are continuing to enrol for online access to EOIS-CaMS." A required field label reads "EOIS CaMS Private Identification Number (PIN) \*". Below this is a text input field. To the right of the field is a help icon and the text "Please enter EOIS CaMS Private Identification Number that was previously sent to you." Below the input field are three buttons: "Submit", "Clear", and "Cancel". At the bottom of the page, there are links for "PRIVACY | IMPORTANT NOTICES" and a copyright notice: "© QUEEN'S PRINTER FOR ONTARIO, 2007 - LAST MODIFIED: SEPTEMBER 10, 2009".

**Note:** It may take a moment to access the EOIS-CaMS Home Page. Please do not use the Refresh button on your browser while you are waiting.

4. Read the Terms and Conditions and if you agree, select the **Print** button for your records and then select **I Agree**.



One-key

[ABOUT EMPLOYMENT ONTARIO](#) | [ONE-KEY PORTAL](#) | [LOGOUT](#)

## Employment Ontario Information System - Case Management System (EOIS-CaMS)

### Terms and Conditions of Access

To access Employment Ontario Information System - Case Management System, you agree to abide by the following Terms and Conditions of Access:

#### EOIS-CaMS User: CaMS-Application & CaMS-Reporting

##### Security

1. I will take all reasonable measures to:
  - a. protect my EOIS-CaMS Enrolment Number and PIN including, but not limited to, refraining from sharing my EOIS-CaMS Enrolment Number or PIN;
  - b. prevent the loss, disclosure, modification, and unauthorized use of my EOIS-CaMS Enrolment Number and PIN; and
  - c. control access to computers or devices containing my EOIS-CaMS Enrolment Number and PIN.

##### Use and Reliance

2. I will use my EOIS-CaMS Enrolment Number and PIN to access EOIS-CaMS for the sole purpose of providing services to clients in accordance with the Service Provider's agreement with the Ministry of Training, Colleges and Universities (Ministry) and the system rights granted to me according to my assigned EOIS-CaMS user roles. If I am a Service Provider Registration Authority, I will also access EOIS-CaMS for the purpose of managing the Service Provider's staff user accounts.
3. I will only access EOIS-CaMS if it is necessary and proper in my employment duties and in accordance with the Service Provider's agreement with the Ministry and the system rights granted to me according to my assigned EOIS-CaMS user roles.
4. I will take all reasonable measures to ensure that accurate information is recorded in EOIS-CaMS.
5. I will not:
  - a. interfere with or disrupt EOIS-CaMS;
  - b. attempt to gain unauthorized access to EOIS-CaMS, the Enrolment Number or PIN of others; or
  - c. use EOIS-CaMS in any manner whatsoever that could disrupt the normal flow of Ministry business.
6. I will immediately cease accessing EOIS-CaMS if no longer required for my employment duties or if I cease employment with the Service Provider.

##### Protection of Client Privacy

7. I will protect the privacy of the Service Provider's clients in accordance with the Service Provider's privacy policy and its agreement with the Ministry.
8. Before accessing the EOIS-CaMS, I will:
  - a. participate in the privacy training that the Service Provider is obligated to provide; and
  - b. sign a confidentiality agreement with the Service Provider to protect client privacy in accordance with the Service Provider's privacy policy and its agreement with the Ministry.
9. I will take all reasonable measures to ensure that I do not collect, use, disclose or dispose of personal information contained in the EOIS-CaMS for any purposes other than those set out in these Terms and Conditions. If I am a Service Provider Registration Authority, I will also take all reasonable measures to ensure that other Service Provider staff do not collect, use, disclose or dispose of personal information contained in the EOIS-CaMS for any purposes other than those set out in these Terms and Conditions.

## Obligation to Provide Notice

10. I will notify the Service Provider Registration Authority immediately if:
  - a. I have any reason to believe that my EOIS-CaMS Enrolment Number and/or PIN is or may have been compromised or considered insecure; or
  - b. I have any reason to believe that there has been unauthorized collection, use, disclosure or disposal of personal information contained in the EOIS-CaMS.
  - c. any of my identification and authentication information, or my contact information set out in Section 1, has changed or becomes otherwise incomplete or inaccurate; or
  - d. I cease employment with the Service Provider or my job changes such that access to the EOIS-CaMS is no longer necessary and proper.
  
11. If I am a Service Provider Registration Authority and if any of the above conditions occur, I will notify the local Ministry office immediately. I will also notify the local Ministry office immediately if anyone in my organization believes that their EOIS-CaMS Enrolment Number and/or PIN is or may have been compromised or considered insecure.

## Monitoring and Auditing

12. The Ministry may monitor and audit my use of the EOIS-CaMS, including all transactions made on client and user files, my use of Ministry forms and my retrieval of Service Provider reports.

## Breach of Terms and Conditions

13. I will cooperate with the Ministry and its contractors or auditors in any investigation into a breach of these Terms and Conditions and the privacy and security provisions of the Service Provider's agreement with the Ministry.

## Revocation of Access to EOIS-CaMS

14. The Ministry may revoke my access to EOIS-CaMS for any reason, including a breach of these Terms and Conditions, without notice to me and without liability to me.

## Modification of Terms and Conditions

15. These terms and conditions may be amended from time to time by the Ministry upon notice to me and the Service Provider and such changes will be posted at [www.eopg.ca](http://www.eopg.ca).

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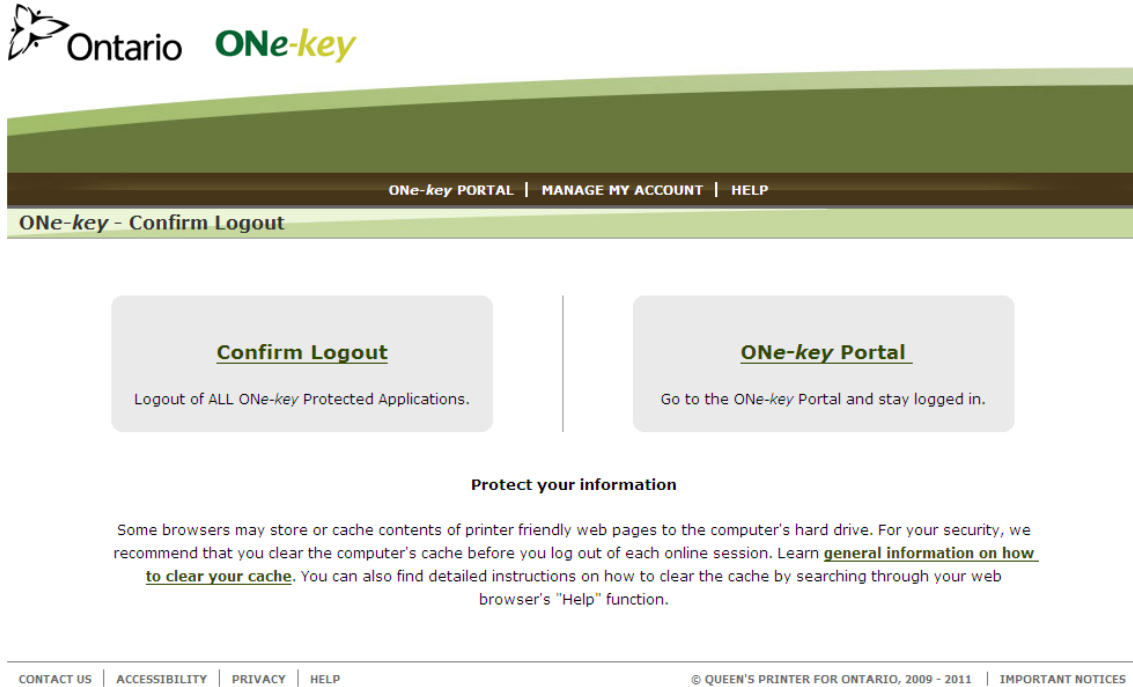
Print

I agree

I do not agree

## 4 Logout procedures

When you are ready to log out of EOIS-CaMS system, select “**Logout**” from the left navigation bar. This will take you to the **ONE-key – Confirm Log-out** screen displayed below.



From this page, you have two options:

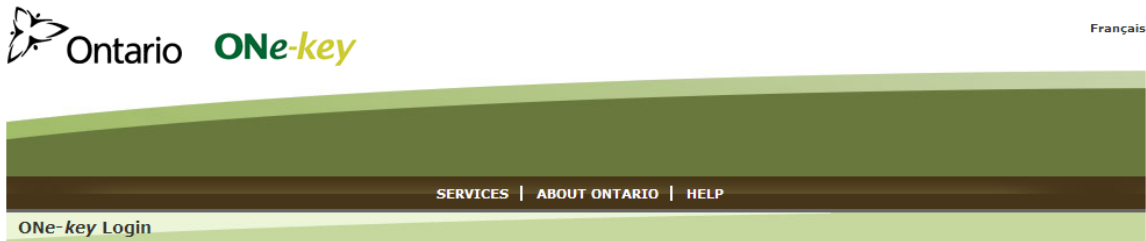
- Select “**CONFIRM LOGOUT**” if you want to logout of All ONE-key protected applications. If you select this option, you will be taken to the ONE-key log in screen.
- Select “**ONE-key PORTAL**” if you want to remain logged in to ONE-key protected applications.

## 5 Accessing your home page after registration

Use this procedure for all logins after you have successfully created your ONe-key account and registered with EOIS-CaMS.

1. Use the URL <https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp> to connect to the ONe-key login page
2. Login to the ONe-key login page using your ONe-key ID and password. Select **Login**.

**Note:** Do not select the **Create an Account Now** link since you are already registered.



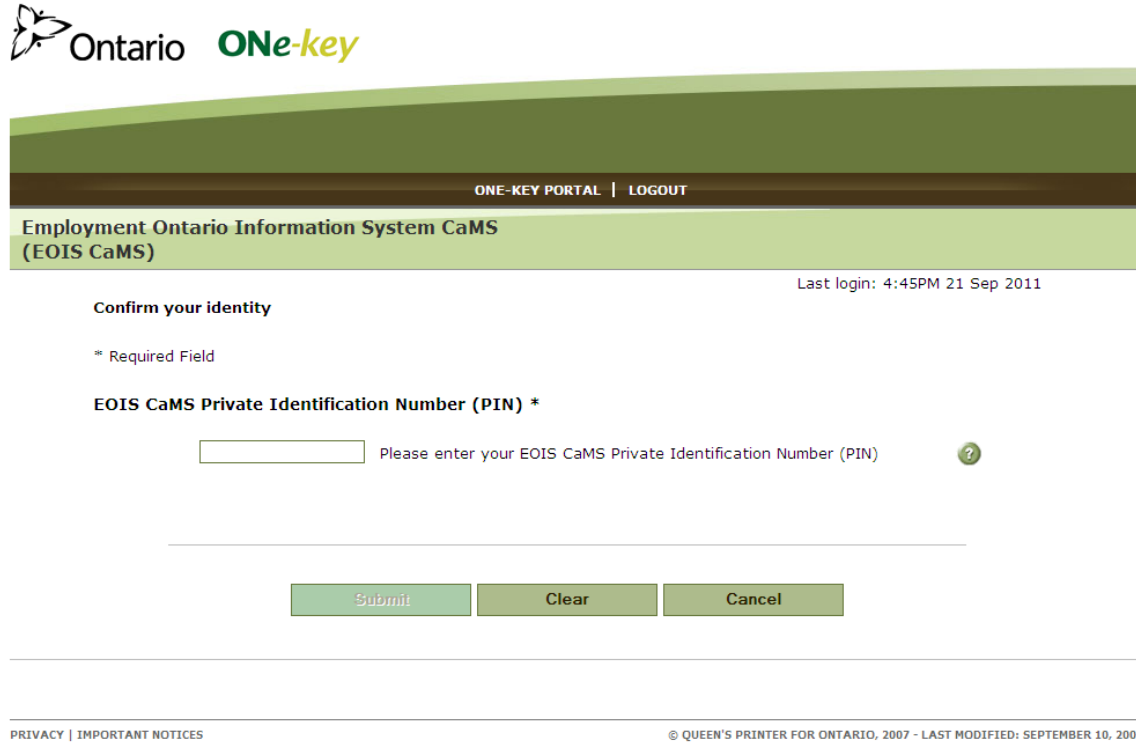
Select "Create an Account Now" to register with ONe-key and create your ID and password.  
Select "Forgot Your Password?" if you know your ONe-key ID and have forgotten your password.



3. At the ONE-key Portal, select from the section **My Services** the appropriate **EOIS-CaMS** link.

The screenshot shows the Ontario ONE-key portal interface. At the top left is the Ontario logo and 'ONE-key' text. At the top right is a 'Français' link. Below the header is a navigation bar with links for 'SERVICES', 'ABOUT ONTARIO', 'MANAGE MY ACCOUNT', and 'LOGOUT'. A search box is labeled 'Find ONE-key Services' with a search icon and a placeholder 'Start typing to search...'. The main content area is titled 'My Services' and contains the text: 'You currently have access to the following services. You can enrol for additional services by selecting a link from the ONE-key Services menu on the left-hand side of the screen.' Below this text are two links: 'EOIS-CaMS - Application' and 'EOIS-CaMS - Reporting'. On the left side, there are two dropdown menus: 'ONE-key Services' with options for 'Business Services', 'Services by Category', and 'All Services from A to Z'; and 'ONE-key Account' with options for 'Help', 'Manage my Account', and 'Logout'. At the bottom of the page, there is a footer with links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', 'HELP', 'QUEEN'S PRINTER FOR ONTARIO, 2009 - 2011', and 'IMPORTANT NOTICES'.

4. You must authenticate by entering your PIN (Private Identification Number) and select **Submit**.



The screenshot shows the login interface for the EOIS-CaMS ONE-key portal. At the top left is the Ontario logo and the text "Ontario ONE-key". Below this is a dark green header bar with the text "ONE-KEY PORTAL | LOGOUT". Underneath is a light green bar with the text "Employment Ontario Information System CaMS (EOIS CaMS)". On the right side of this bar, it says "Last login: 4:45PM 21 Sep 2011". The main content area is titled "Confirm your identity" and includes a note "\* Required Field". Below this is the label "EOIS CaMS Private Identification Number (PIN) \*". There is a text input field followed by the text "Please enter your EOIS CaMS Private Identification Number (PIN)" and a help icon (a question mark in a circle). At the bottom of the form are three buttons: "Submit", "Clear", and "Cancel". At the very bottom of the page, there are two links: "PRIVACY | IMPORTANT NOTICES" and "© QUEEN'S PRINTER FOR ONTARIO, 2007 - LAST MODIFIED: SEPTEMBER 10, 2009".

You should now find yourself back in EOIS-CaMS.

## 6 General instructions to clear your browser's cache

Every web browser stores on the computer a kind of travel record of the items you have seen, heard, or downloaded from the Web, including images, sounds, Web pages, even cookies. This is called the browser's cache.

Storing these files in your cache can make browsing the Web faster because it usually takes your computer less time to display a Web page when it can call up some of the page's elements or even the entire page from your local cache.

Clearing it occasionally or regularly can protect your privacy and free up some space in your computer. Since every browser is different, the following sections will outline the steps involved in clearing the cache for several popular web browsers.

<p><b>Microsoft Internet Explorer Version 6</b></p> <ul style="list-style-type: none"> <li>• From your browser menu, select <b>Tools</b></li> <li>• Select <b>Internet Options</b></li> <li>• On the <b>General</b> tab, select <b>Delete Files</b> in the <b>Temporary Internet files</b> section</li> <li>• Ensure there is a checkmark for <b>Delete all offline content</b> and select <b>OK</b></li> </ul>	<p><b>Netscape Version 4.x or later</b></p> <ul style="list-style-type: none"> <li>• Click the <b>"Edit"</b> menu bar.</li> <li>• Choose <b>"Preferences"</b>.</li> <li>• Click on the plus sign (+) by <b>"Advanced"</b> and choose <b>"Cache"</b>.</li> <li>• Click <b>"Clear Memory Cache"</b> and then click <b>"OK"</b>.</li> <li>• Click <b>"Clear Disk Cache"</b> and then click <b>"OK"</b>.</li> <li>• Click <b>"OK"</b>.</li> </ul>
<p><b>Microsoft Internet Explorer Version 7</b></p> <ul style="list-style-type: none"> <li>• From your browser menu, select <b>Tools</b></li> <li>• Select <b>Internet Options</b></li> <li>• On the <b>General</b> tab, select <b>Delete</b></li> <li>• In the <b>Delete Browsing History</b> window, select <b>Delete</b> all and choose <b>Yes</b></li> </ul>	<p><b>Mozilla Firefox Version 3.5 or later</b></p> <ul style="list-style-type: none"> <li>• From your browser menu, select <b>Tools</b></li> <li>• Select the <b>Clear Private Data</b> option</li> </ul>
<p><b>Microsoft Internet Explorer Version 8</b></p> <ul style="list-style-type: none"> <li>• From your browser menu, select <b>Tools</b>. Or, optionally you may simply press <b>Ctrl-Shift-Delete</b> to open the <b>Delete Browsing History</b> window to skip the next step</li> <li>• Click on <b>Delete Browsing History...</b></li> <li>• Select <b>Temporary Internet Files</b></li> <li>• Click the <b>Delete</b> button</li> </ul>	<p><b>Safari any version</b></p> <ul style="list-style-type: none"> <li>• Select <b>Safari</b></li> <li>• Select <b>Empty Cache</b></li> <li>• Select <b>Empty</b></li> </ul>

## 7 EOIS On-line Access & Security

### 7.1 Frequently-Asked-Questions (FAQ's)

**Q:** *I forgot my ONE-key password - what should I do?*

**A:** On the ONE-key login screen – select “**Forgot your password?**” The system will prompt you to create a new password after successfully answering the recovery questions on the “**Password Recovery Questions**” page.

**Q:** *I forgot my ONE-key ID – what should I do?*

**A:** Contact the contact your *Service Provider Registration Authority (SPRA)* to request that your PIN be re-set. Your identity will be verified before staff can proceed. Once reset, two new emails will arrive (48 hour span between the two). Log into ONE-key as a *New User* to establish a new ONE-key ID and Password. This login process is exactly the same as the initial login, therefore you must walk through the enrolment steps of entering your enrolment number and your private identification number (PIN).

**Q:** *There is a possibility that someone has obtained my ONE-key ID and password or my enrolment and PIN codes – what should I do?*

**A:** Notify your *Service Provider Registration Authority (SPRA)* and immediately request a PIN reset. Re-setting your PIN which will generate two new emails (48 hour span between the two).

**You have two choices for login:**

- (i) If you believe your ONE-key ID and password have not been compromised, it is not necessary to change them, simply login and walk through enrolment process with the new access codes from the recent emails.
- (ii) If you believe your ONE-key ID and password have been compromised or you just wish to change them, simply select *New User* to establish your new ID and then walk through enrolment process with the new access codes from the recent emails.

**Q:** *I can not login, what should I do?*

**A:** If the system does not display a message to explain why you can not gain access, contact your *Service Provider Registration Authority (SPRA)*.

**Q:** *I will be away from work for an extended leave, can my replacement use my ONE-key ID and password during my absence?*

**A:** No. The terms and conditions of access state that you are responsible for maintaining your access codes in a confidential and secure manner. The system maintains a history of completed actions based on the user linked to the ONE-key ID; this is your unique identifier. A new EOIS-CaMS Registration form must be completed for the individual who will assume your role during your absence.

## 7.2 Common Error Messages

***“The EOIS-<application name> Enrolment Number is not valid, please try again.”***

An incorrect enrolment number has been entered.

***“The EOIS-<application name> Private Identification Number is not valid, please try again.”***

An incorrect PIN has been entered.

Please verify that the number is correct. Multiple incorrect attempts will result in a lock-out.

***“We are unable to process your enrolment at this time. Please try later or contact your local Service Delivery Office.”***

An incorrect enrolment number OR an incorrect PIN has been entered multiple times during the enrolment process and you have been temporarily locked out. Please try again later.

***“We are unable to confirm your identity based on the information provided. Please contact your local Service Provider Registration Authority.”***

An incorrect PIN has been entered multiple times during the authentication process and you have been locked out, please contact your *Service Provider Registration Authority (SPRA)*.

***“This account has been enrolled please authenticate through Programs You Can Access.”***

This message will appear if you select your program from the category “*ONe-key Services*” when in fact you have already enrolled. Please select your program from the category “*My Services*”

[ONe-key Services = Services ONe-key]

[My Services = Mes services]

## ***7.3 Miscellaneous Issues***

### **“Page cannot be displayed” or “You do not have sufficient privileges to view this page” after successful logon to EOIS-CaMS**

Users are able to initially log in but then when they attempt to navigate to other screens, they receive messages like **“Page cannot be displayed”** or **“You do not have sufficient privileges to view this page”**

This usually occurs as a result of interrupted or excessive traffic on the Internet or your network.

Do any or all in the following order:

1. Close all browser windows and retry.
2. Logoff and reboot your computer
3. Wait and try again at a later time.