

# Support – Requesting Service Desk Support

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## 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.

Any changes to organizational contacts; such as privacy, security, and help desk need to be updated with Ontario Health so all notifications impacting your organization are received.

- Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)

### 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](mailto: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](mailto:OH-DS_servicedesk@ontariohealth.ca)

**ISSUE: ONE ID REGISTRATION AND SERVICE ENROLLMENT**

- Contact your local LRA
- Ontario Health Business Desk: [ONEIDRegistrationAgents@ontariohealth.ca](mailto: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](mailto: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](mailto:OH-DS_servicedesk@ontariohealth.ca)

**HOW TO QUESTIONS**

- Site Trainer/Champion
- Job Aids: <https://www.ontariohealth.ca/providing-health-care/clinical-resources-education/covid-19/mobile-orders-and-results-entry>
- Ontario Health Service Desk: 1-866-250-1554 or [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)

**SUPPLIES AND TEST KIT**

- To order Personal Protective Equipment, Rapid Tests and Swab Kit Supplies: <https://www.ppesupply.ontario.ca/>

- Please Note: Shoppers Drug Mart Corporate orders supplies for all their stores and supplies are provided by them.
- Please direct questions to: [ppesupplyportalhelp@ontario.ca](mailto:ppesupplyportalhelp@ontario.ca) and [SCO.Supplies@ontario.ca](mailto:SCO.Supplies@ontario.ca)
- For any pharmacies experiencing a delay in receiving supplies ordered, please contact: [Supplychain.Inquiries@ontario.ca](mailto:Supplychain.Inquiries@ontario.ca)
- Warehouse Supplies: Expiry Extension Notices can be located here: [COVID-19 Health System Response Materials | Ontario Health](#)

Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511, [info@ontariohealth.ca](mailto:info@ontariohealth.ca).

Document disponible en français en contactant [info@ontariohealth.ca](mailto:info@ontariohealth.ca)