

Medical Claims Electronic Data Transfer Reference Manual

Ministry of Health and Long-Term Care

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Table of Contents

1 Introduction	10
Overview of the MC EDT Service	10
MC EDT Web User Interface (Web Page)	10
MC EDT Web Service.....	10
MC EDT Report/File Types.....	11
File Types Available For Upload.....	11
Reports/Files Available For Download.....	12
Cut-Off Date for MC EDT OHIP Claim Submission	13
MC EDT Inquiries	14
2 Registration Overview	16
3 Health Care Provider GO Secure Registration and MC EDT Enrolment Procedures	
Registration	22
3.1 Health Care Provider GO Secure Registration.....	22
3.1.1 GO Secure Registration and MC EDT Enrolment Checklists.....	23
3.1.2 GO Secure Register/Login – Start	25
3.1.3 GO Secure – Basic Information	27
3.1.4 GO Secure – Security Information	29
3.1.5 GO Secure – Terms and Conditions of Use.....	32
3.1.6 GO Secure – Registration Complete.....	33
3.1.7 Email for Registration Confirmation	34
3.1.8 GO Secure - Email Confirmation.....	35
3.1.9 GO Secure - Email Confirmation Success	36
3.1.10 Account Locked	37
3.1.11 Cancel Confirm	38
3.2 MC EDT Enrolment.....	39
3.2.1 MC EDT Enrolment - Start	39

3.2.2 New User	40
3.2.3 New User – Unique IDs.....	41
3.2.4 Migrating EDT User.....	42
3.2.5 Migrating EDT User – Unique IDs.....	43
3.2.6 Acceptable Use Policy	44
3.2.7 MC EDT Enrolment Confirmation.....	45
3.2.8 GO Secure Login to Complete Confirmation.....	46
3.2.9 Health Care Provider Administration and MOHLTC Services	47
3.2.10 Cancel Confirmation.....	49
3.3 Add Designee.....	50
3.3.1 Add Designee Checklist	50
3.3.2 GO Secure Sign in	52
3.3.3 Health Care Provider Administration and MOHLTC Services	53
3.3.4 Add Designee for First Time	54
3.3.5 Add Additional Designees	56
3.3.6 Add Designee Basic Information.....	57
3.3.7 Designee Previously Authorized	59
3.3.8 Designee Added	60
3.3.9 Designee List	62
3.3.10 Email to Provide Shared Secret to Designee	64
3.4 Designee Maintenance.....	65
3.4.1 Email Designee Confirmed Access.....	65
3.4.2 GO Secure Sign In.....	66
3.4.3 Health Care Provider Administration and MOHLTC Services	67
3.4.4 Authorize Permissions for a Designee	68
3.4.5 Assign Permissions to Designee.....	70
3.4.6 Assign Permissions to Designee -Saved	72
3.4.7 Regenerate Shared Secret	74
3.4.8 Regenerate Shared Secret - Reset.....	75
3.4.9 Revoke Designee.....	77
3.4.10 Revoke Designee Successful	78

4 Designee Registration and Acceptance	80
4.1 Designee GO Secure Registration	82
4.1.1 GO Secure Registration and Acceptance of Designation Checklist	83
4.1.2 Designation Email Confirmation.....	86
4.1.3 GO Secure Register/Login - Start	91
4.1.4 GO Secure – Basic Information	93
4.1.5 GO Secure – Security Information	95
4.1.6 GO Secure – Terms and Conditions of Use.....	98
4.1.7 GO Secure – Registration Complete.....	99
4.1.8 Email for Registration Confirmation	100
4.1.9 GO Secure – Email Confirmation.....	102
4.1.10 GO Secure - Email Confirmation Success	103
4.1.11 Account Locked	104
4.1.12 Cancel Confirm	105
4.2 Designee Accepts Authorization	106
4.2.1 Designation Email Confirmation.....	106
4.2.2 Designee GO Secure Sign In.....	110
4.2.3 Designee Keys Shared Secret.....	111
4.2.4 Accept/Reject Designation	113
4.2.5 Reject Designation Confirmation.....	114
4.2.6 Reject Designation Confirmation.....	115
4.2.7 Acceptable Use Policy	116
4.2.8 Designee Confirmation.....	118
4.2.9. Designee GO Secure Login - Confirmation.....	120
4.2.10 Designee Administration and MOHLTC Services	121
4.2.11 Cancel Confirmation.....	122
4.2.12 Cancel Confirmation - Cancelled	123

5 Using the MC EDT Web Page.....	126
5.1 MC EDT Login.....	126
5.1.1 GO Secure Login	126
5.1.2 Health Care Provider’s Administration and MOHLTC Services.....	128
5.1.3 Designee’s Administration and MOHLTC Services.....	129
5.1.4 MC EDT Web Page – Main Menu.....	130
5.1.5 Account Locked	132
5.2 File Upload	133
5.2.1. MC EDT Web Page - Main Menu.....	133
5.2.2 Select Billing Number, File and File Type	135
5.2.3 File Upload - Success	138
5.2.4 File Upload Errors	140
5.3 Report/File Download.....	142
5.3.1. MC EDT Web Page - Main Menu.....	143
5.3.2 Select Billing Number.....	145
5.3.3 List of Reports/Files	147
5.3.5 Save Report/File	150
5.3.6 Download Complete.....	151
5.3.7 Download Successful.....	152
5.3.8 Report/File Download Errors.....	154
6 Forgot Your ID or Password?	157
6.1.1 GO Secure Login	157
6.1.2 Password Recovery – Enter ID	158
6.1.3 Password Recovery – Security Questions	159
6.1.4 New Password Completed.....	161
6.1.5 GO Secure ID Recovery – Enter ID	162
6.1.6 GO Secure ID Recovered	163
6.1.7 Custom GO Secure ID Email Notification.....	166
6.1.8 Cancel Confirm	168

7 GO Secure Profile Update.....	170
7.1.1 GO Secure Login	171
7.1.2 Health Care Provider Administration and MOHLTC Services	172
7.1.3 Designee Administration and MOHLTC Services	173
7.1.4 Current GO Secure Profile	174
7.1.5 Change Password.....	176
7.1.6 Security Questions & Answers	178
7.1.7 Change Current Security Questions and Answers.....	179
7.1.8 Display GO Secure Roles	183
8 Technical Requirements.....	186
Technical Specifications	187
9 Conformance Testing	190
Conformance Testing Steps for Vendors	190
10 Frequently Asked Questions	194
General	194
Using MC EDT	194
Contact	196
11 Appendix A Error Messages.....	198
Appendix A – Error Messages	199
3.1.2 Health Care Provider GO Secure Register/Login - Start.....	199
3.1.3 GO Secure Login - Registration Step 1 of 2.....	199
3.1.4 GO Secure Login – Registration Step 2 of 2.....	200
3.1.8 GO Secure –Email confirmation	203
3.2.1 Health Care Provider MC EDT Enrolment - Start.....	203
3.2.3 Identification – New User.....	203
3.2.5 Identification – Migrating EDT User	204
3.2.8 GO Secure Login to Complete Confirmation.....	204

3.2.9 Health Care Provider Administration and MOHLTC Services	204
3.3.2 GO Secure Sign in	205
3.3.6 Designee Details	205
3.4.2 GO Secure Sign in	205
3.4.5 Designee Permissions	205
4.1.3 Designee - GO Secure Register/Login - Start	206
4.1.4 Designee - GO Secure Login - Registration Step 1 of 2	206
4.1.5 Designee - GO Secure Login - Registration Step 1 of 2	206
4.1.7 Designee - GO Secure Email Confirmation	206
4.2.2 Designee- GO Secure Register/Login - Start	206
4.2.3 Designee Enrolment	206
4.2.9 Designee - GO Secure Login - Confirmation	207
5.2.2 Upload	207
5.3.8 Download	207
6.1.2 Forget Password - Password Recovery – Enter ID	208
6.1.3 Forget Password - Password Recovery - Security Questions	208
7.1.1 GO Secure Login	209
7.1.4 GO Secure Login - Your Profile	209
7.1.5 Security Information – Change Password	210
7.1.6 Security Information - Security Qs and As	210
12 Appendix B Glossary	212
12 Appendix B – Glossary	213

Section 1
Introduction

1

Section 1

1 Introduction	10
Overview of the MC EDT Service	10
MC EDT Web User Interface (Web Page)	10
MC EDT Web Service.....	10
MC EDT Report/File Types.....	11
File Types Available For Upload.....	11
Reports/Files Available For Download.....	12
Cut-Off Date for MC EDT OHIP Claim Submission	13
MC EDT Inquiries	14

1 Introduction

This document replaces all prior documents relating to Electronic Data Transfer.

The Ministry of Health and Long-Term Care (MOHLTC) (referred to in this manual as the ministry), Medical Claims Electronic Data Transfer (MC EDT) service is a secure method of transferring electronic files to and from an authorized MC EDT user and the ministry. It is compliant with the Government of Ontario Information Technology Standards and the [Personal Health Information and Protection Act](#) for the handling of personal health information.

The MC EDT service is available seven days a week on a **24 hour basis** with the exception of weekly scheduled system maintenance, **Sunday** mornings between the **hours of 1:00 am to 5:00 am and Wednesday mornings between the hours of 5:00 am to 8:00 am.**

Note: Vendors must ensure that any automated MC EDT access is able to accommodate a system's non-response during these maintenance periods.

Overview of the MC EDT Service

The MC EDT service is a web enabled service that can be accessed using an Internet connection. **Screen display may vary depending on your Internet browser.** There are two (2) ways to use this service, a manual web page and an automated web service.

MC EDT Web User Interface (Web Page)

The web page is a simple web user interface for health care providers that do not have an automated system. This interface provides the **basic** upload and download functions to submit and retrieve files one at a time.

It is best suited for users who do not have integrated billing software or Electronic Medical Record (EMR) systems.

The web page is **not** intended for use with automated programs or scripts. Attempts to automate web page functions are strongly discouraged since the user interface is subject to change **without notice** and the ministry is unable to support applications that are sensitive to the layout of MC EDT screens.

MC EDT Web Service

The web service is a web user interface that allows Electronic Medical Records (EMR) systems or integrated billing software to provide automated interfaces to initiate multiple concurrent uploads and downloads.

Specialized software will be required to use the web service. Contact your vendor and refer to Section 8, Technical Specifications and Section 9, Conformance Testing.

MC EDT Report/File Types

The following report/file types for upload and download are used by both the MC EDT Web Service and MC EDT Web Page.

File Types Available For Upload

1. OHIP Medical Claim Files

The *Technical Specifications Interface to Health Care Systems* manual outlines the way in which claim data must be formatted for the ministry to process and for the receipt of claim files. Specifications are technical and are intended to be used by a vendor or IT technical support to ensure the data coming to and from the ministry is in a format the MC EDT service can receive/send. The manual is located on the ministry's website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/tech_specific/tech_specific_mn.html

The ministry recommends daily submission of claims which will ensure early processing of medical claim files and quick return notification from the ministry of any rejected claims. It is recommended that batches of medical claims be maintained at a manageable size for your operation to ensure your ease in reconciliation.

2. Stale Dated Claim Files

In accordance with the [Health Insurance Act](#), all claims must be submitted within six months of the date of service. Claims submitted more than six months following the date of service must be submitted as a stale dated file. Single claims can be submitted with other claim files but must be identified using the manual review indicator. Supporting documentation must be faxed to your local claims services processing office.

Refer to Section 5.2 File Upload.

3. Overnight Batch Eligibility Checking

The Overnight Batch Eligibility Checking (OBEC) application is one of the methods available to access the Health Card Validation (HCV) system. OBEC enables health care providers to verify the eligibility/status of a patient's health number/version code before a health service is provided. Eligibility is verified against the ministry's database based on the date the file was submitted and a response file is returned to the user the next business day. OBEC helps to reduce eligibility and version code claim rejects. OBEC does not provide the correct health number or version code.

A formatted file of health numbers/version codes is sent to the ministry for processing. There is a limit of 50,000 records per file. Refer to the *Health Card Validation (HCV) Reference Manual* for a list of the response codes. The HCV Reference Manual is located on the ministry's website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/ohipvalid_manual/ohipvalid_manual.pdf

Reports/Files Available For Download

1. Remittance Advice Report

This report is a monthly statement of approved claims. It is normally delivered within the first week of the month. The RA is produced during a three-to-four day period at the end of the month and is delivered when month-end processing is completed.

2. Group Split Remittance Advice Report

This report is only available to individual physicians within a Family Health Network (FHN) or Family Health Organization (FHO) for reconciliation of their own claims.

3. File Reject Report

This report notifies you if the ministry has rejected an entire claims file. It is normally sent within a few hours of the claim file submission. This means the file has been transferred correctly but the file does not meet current ministry technical specifications.

4. Batch Edit Report

This report is normally sent within 24 hours of the claim file submission. This is your receipt that the ministry received your file; however, it does not guarantee payment of the submitted claims. If claims are uploaded on a weekend, holiday or at month-end, the Batch Edit Report is delivered on the next claims processing day.

5. Error Report

This report provides a list of rejected claims and the appropriate error codes for each claim. It is normally sent within 48 hours of claim file submission. If claims are uploaded on a weekend, holiday or at month-end, the Error Report is delivered at the end of the next claims processing day.

6. Group Split Error Report

This report provides a list of rejected claims and the appropriate error codes for each claim. It is only available to physicians affiliated with a FHN or FHO.

7. OBEC Response Report

Overnight Batch Edit Checking (OBEC) files received by the ministry by 4:00 pm are processed overnight and the Response Report is sent by 7:00 am the following morning.

8. Primary Care Reports

These reports are delivered to registered primary care physicians and groups within the first week of the month. These reports include:

- Enrolment & Consent Summary Report is a summary of patient enrolment activity to date.
- Enrolment & Consent Outside Use Report (Patients with Signed Consent) details outside use details for each physician within a specific primary care group.

9. Governance Reports

The Academic Health Sciences Centre (AHSC) Governance Reports and the Northern Specialist Alternate Payment Plan (NSAPP) Governance Reports are generated monthly and sent to the user ID generated for the governance at time of registration.

10. General Communication

General Communication (GCM) files replace the current EDT Bulletin Board. These files are communication specific to the MC EDT service (e.g. planned outage, claims information). It is important to remember to review your downloaded files regularly to ensure you do not miss important ministry communications with file type GCM. If you have automated software you may want to discuss this with your vendor.

Files sent to you by the ministry will be available for download for up to six (6) months from the date of creation. Files can be downloaded multiple times during this period.

Cut-Off Date for MC EDT OHIP Claim Submission

The ministry operates on a monthly billing cycle. Claims received by the 18th of the month will typically be processed for payment by the 15th of the following month.

When the 18th falls on a weekend or holiday, the deadline will be extended to the next business day. MC EDT claims received after the 18th will be processed for payment on a best effort basis and may not be processed until the next billing cycle.

MC EDT Inquiries

For inquiries regarding MC EDT information contained in this manual please contact the Service Support Contact Centre (SSCC) at:

1-800 262-6524

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday** and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

Section 2
Registration Overview

2

Section 2

2 Registration Overview 167

2 Registration Overview

In order to submit files using the Medical Claims Electronic Data Transfer (MC EDT) service, health care providers must:

- Have an OHIP billing number. To register for an OHIP billing number select on the following [link](#) to access the necessary form;

http://www.health.gov.on.ca/en/pro/forms/ohip_fm.aspx

- Receive a letter from the ministry which includes but is not limited to information to register for a GO Secure account and enrol in ministry services;
- Register for a GO Secure account. Refer to Section 3.1;
- Enrol in MC EDT. Refer to Section 3.2; and
- Optionally, designate individuals who act on your behalf to submit and retrieve files to/from the ministry. Refer to Section 3.3.

TIPS

- All health care providers who register for or have a billing number are eligible for access to the MC EDT and Health Card Validation services. Refer to *Health Card Validation Reference Manual* for additional information on these services.
- To access the MC EDT service, all health care providers must register online for a GO Secure account and enrol for MCEDT. **This is a one time process.**
- **Health care providers must have a separate and unique email account to register for a GO Secure account.** Refer to Section 3.1.
- **A member of a group must be selected to represent the group. The representative must then register for a group GO Secure account** and enrol the group for MC EDT. The representative of the group must have a separate and unique email account to register the group for a GO Secure account (Refer to Section 3.1). The group representative may designate MC EDT permissions to staff and other physicians in the group if applicable. The group will receive a letter from the ministry with the necessary information to complete the registration and enrolment.
- If the health care provider is an affiliate of a group and only bills under the group billing number (and does not bill using an individual or solo billing number) they are **not** required to set up an individual GO Secure account unless they require access to group reports as a designee.

- A designee must also register for their own GO Secure account. **Designees must have a separate and unique email account to register for a GO Secure Account.** Designees have access to authorized files but can not authorize other designate accounts.
- Health care providers have the online ability on a self-service basis to:
 - change their GO Secure password, refer to Section 7.1.5;
 - grant, modify and/or revoke designee access permissions, refer to Section 3.4; and
 - regenerate an expired “**shared secret**” that is provided to a health care provider for a designee to use to accept your designation, refer to Section 3.4.
- Designees have the online ability on a self-service basis to change their GO Secure password, refer to Section 7.

Under [The Personal Health Information and Protection Act \(PHIPA\)](#) the health information custodian (HIC) is responsible for the protection of personal information and is accountable for anyone accessing that information. Only a health information custodian may designate individuals (e.g. administrative staff; a Billing Agent; and/or another Health Care Provider) to act on their behalf by granting permission to submit files and/or to view reports from the ministry. It is the health care provider’s responsibility to identify and authenticate those individuals they want to assign designate accounts.

As per the online GO Secure Terms and Conditions and the MC EDT Acceptable Use Policy, account information including the ID and password must not be shared. Refer to Section 3.1 and 3.2 for detailed registration and enrolment procedures.

For inquiries regarding MC EDT information contained in this manual please contact the Service Support Contact Centre (SSCC) at:

1-800 262-6524

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday** and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

Section 3

**Health Care Provider GO Secure Registration
and MC EDT Enrolment Procedures**

3

Section 3

3 Health Care Provider GO Secure Registration and MC EDT Enrolment Procedures	
Registration	22
3.1 Health Care Provider GO Secure Registration	22
3.1.1 GO Secure Registration and MC EDT Enrolment Checklists	23
3.1.2 GO Secure Register/Login – Start	25
3.1.3 GO Secure – Basic Information	27
3.1.4 GO Secure – Security Information	29
3.1.5 GO Secure – Terms and Conditions of Use	32
3.1.6 GO Secure – Registration Complete	33
3.1.7 Email for Registration Confirmation	34
3.1.8 GO Secure - Email Confirmation	35
3.1.9 GO Secure - Email Confirmation Success	36
3.1.10 Account Locked	37
3.1.11 Cancel Confirm	38
3.2 MC EDT Enrolment	39
3.2.1 MC EDT Enrolment - Start	39
3.2.2 New User	40
3.2.3 New User – Unique IDs	41
3.2.4 Migrating EDT User	42
3.2.5 Migrating EDT User – Unique IDs	43
3.2.6 Acceptable Use Policy	44
3.2.7 MC EDT Enrolment Confirmation	45
3.2.8 GO Secure Login to Complete Confirmation	46
3.2.9 Health Care Provider Administration and MOHLTC Services	47
3.2.10 Cancel Confirmation	49
3.3 Add Designee	50
3.3.1 Add Designee Checklist	50
3.3.2 GO Secure Sign in	52
3.3.3 Health Care Provider Administration and MOHLTC Services	53

3.3.4 Add Designee for First Time	54
3.3.5 Add Additional Designees	56
3.3.6 Add Designee Basic Information	57
3.3.7 Designee Previously Authorized	59
3.3.8 Designee Added	60
3.3.9 Designee List	62
3.3.10 Email to Provide Shared Secret to Designee	64
3.4 Designee Maintenance.....	65
3.4.1 Email Designee Confirmed Access	65
3.4.2 GO Secure Sign In	66
3.4.3 Health Care Provider Administration and MOHLTC Services	67
3.4.4 Authorize Permissions for a Designee	68
3.4.5 Assign Permissions to Designee.....	70
3.4.6 Assign Permissions to Designee -Saved	72
3.4.7 Regenerate Shared Secret	74
3.4.8 Regenerate Shared Secret - Reset.....	75
3.4.9 Revoke Designee.....	77
3.4.10 Revoke Designee Successful	78

3 Health Care Provider GO Secure Registration and MC EDT Enrolment Procedures Registration

3.1 Health Care Provider GO Secure Registration

This section is used by health care providers to register **one-time only** for a GO Secure account using the following **link**:

<https://www.edt.health.gov.on.ca>


The following identifies various ways health care will use the GO Secure Login screen throughout the process of the registration for your GO Secure account and the enrolment and use of MC EDT:

- Registration for the first time user. Refer to Section 3.1.2.
- Confirmation of their email. Refer to Section 3.1.8.
- Enrolment for MC EDT services. Refer to Section 3.2.
- Add a designee. Refer to Section 3.3.
- Designee maintenance. Refer to Section 3.4.
- Use the MC EDT Web Page (refer to Section 5) or use the MC EDT Web Service.
- Forget your GO Secure ID and /or password. Refer to Section 6.
- GO Secure profile maintenance. Refer to Section 7.

The following checklist provides a summary of steps required by the health care provider to register for their GO Secure account and enrol for MC EDT.

3.1.1 GO Secure Registration and MC EDT Enrolment Checklists

Note: You will be required to open and close your Internet browser several times during the process of registering for the GO Secure account and enrolling for MC EDT. You can not have other Internet items open at the same time.

- Receive letter from the ministry.
- Copy the **link** in the ministry letter <https://www.edt.health.gov.on.ca> and **close your Internet browser** if it is currently open by selecting the  in the upper right corner of the screen.
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen.
- Register Now for GO Secure account. Refer to Section 3.1.2 to 3.1.6.
- Close your Internet browser.**
- Reopen your Internet browser and check your email.
- Receive email subject: **“GO Secure Login – Registration Confirmation”** requesting email confirmation. Refer to Section 3.1.7.
- Copy the **link** in the **“Registration Confirmation”** email.
- Logout of your email and close your Internet browser**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen.
- Confirm your email account by signing in with your GO Secure ID and password. Refer to Section 3.1.8.
- You have completed the registration for your GO Secure account.**
- Logout and close your Internet browser.** For email confirmation Refer to Section 3.1.9.
- Reopen your Internet browser and use the copied **link from your ministry letter** to navigate to GO Secure Login screen.
- Enrol for MC EDT by signing in with your GO Secure ID and password and use the “Unique Identifiers” provided in the ministry letter. Refer to Section 3.2.1.

- Confirm the enrolment for MC EDT by selecting the text **link** indicated on the screen to navigate to the GO Secure Login screen again.
- Sign in with your GO Secure ID and password to navigate to the Administration and MOHLTC Services page. Refer to Section 3.2.8.
- **You have completed the enrolment for MC EDT.**
- At the health care provider “Administration and MOHLTC Services” screen the health care provider has the following options. Refer to Section 3.2.9.
 - a) Upload or download files/reports, select “**MC EDT Service**”. Refer Section 5.
 - b) Add a designee (optional), select “**Designee Maintenance**”. Refer to Section 3.3.
 - c) Authorize permissions to designee, select “**Designee Maintenance**”. Refer to Section 3.4.
 - d) Regenerate expired “**shared secret**” for a designee, select “**Designee Maintenance**”. Refer to Section 3.4.
 - e) Revoke a designee, select “**Designee Maintenance**”. Refer to Section 3.4.
 - f) Maintain your GO Secure account, select “**GO Secure Profile**”. Refer to Section 7.

3.1.2 GO Secure Register/Login – Start

INSTRUCTIONS:

First time user registration:

Copy the following **link** from your ministry letter into your Internet browser to navigate to the GO Secure Login screen:

<https://www.edt.health.gov.on.ca>

- Select the “Register Now” button to navigate to the Registration: Step 1 of 2 screen. Refer to Section 3.1.3.

Already registered for a GO Secure Account and have to complete enrolment for MC EDT services:

Copy the following **link** from your ministry letter into your Internet browser to navigate to the GO Secure Login screen:

<https://www.edt.health.gov.on.ca>

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the Identification screen. Refer to Section 3.2.2.

Already registered for a GO Secure Account and enrolled for MC EDT services and want to use the MC EDT service or maintain your designees or your GO Secure Account:

Copy the following **link** into your Internet browser to navigate to the GO Secure Login screen:

<https://www.edt.health.gov.on.ca>

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the Administration and MOHLTC Services screen. Refer to Section 3.2.9.



Français



Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

[Forget your ID or password?](#)

Don't have an account?

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

© QUEEN'S PRINTER FOR ONTARIO, 2012 | [IMPORTANT NOTICES](#) |

LAST MODIFIED: 2012-08-01

TIPS

- If you have already created a GO Secure ID, but **forgot your password**, or want to create a new password select the text, “Forget your ID or password?” to navigate to the Password Recovery – Enter ID screen. Refer to Section 6.
- If you have already created a GO Secure ID, but **forgot your GO Secure ID**, select the text, “Forget your ID or password?” to navigate to the Password Recovery – Enter ID screen. Select the text, “Forgot your GO Secure ID”. Refer to Section 6.
- Your password will expire in 120 days. You will receive an email eight (8) days in advance advising you of the expiry date and includes a **link** for you to create a new password. Refer to Section 6.
- Your session will time-out if there is no activity in 45 minutes.
- After five (5) consecutive failed attempts, you will be locked out for 30 minutes. Refer to Section 3.1.10.

3.1.3 GO Secure – Basic Information

The screenshot displays the 'GO SECURE LOGIN' registration interface. At the top left is the Ontario logo, and at the top right is the text 'Français'. Below the logos is a green header bar with the text 'Registration : Step 1 of 2'. The main content area is titled 'Step 1 of 2 : Basic information' and contains a form with the following fields: '* First Name', 'Middle Name', '* Last Name', '* Display Name', and '* Email'. A note '* indicates required fields' is positioned above the form. To the right of the form is a 'Notice of Collection' button with a green plus icon. At the bottom of the form are 'Cancel' and 'Next>' buttons. The footer contains links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and 'HELP', along with copyright information for the Queen's Printer for Ontario, 2012, and a last modified date of 2012-08-01.

INSTRUCTIONS:

- Key in your first name, last name and email account.
- The “Display Name” field is auto-populated with your first and last name.
- Select the “Next>” button and you will be navigated to the second step of the registration process, the Registration: Step 2 of 2 screen. Refer to Section 3.1.4.

OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 3.1.11.

OR

- You may overwrite the “Display Name” field to create a unique “Display Name” which must have a minimum of four characters.

OR

- To read the authorization to collection personal information and the contact information for questions about the collection of personal information, select the “Notice of Collection” button at the top right hand side of the screen.

TIPS:

- Registration for a GO Secure account is a **one-time only** process using your email account as a GO Secure ID.
- Your email account must be unique for each registration if applicable. For example:
 - If you submit claims and receive reports as a solo provider then you must register as a solo provider using a unique email account. Refer to Section 2 Registration.
 - If you are the representative of a group and are registering the group, you must use a separate and unique email account for the group registration. Refer to Section 2 Registration.
- The “Email” field must not contain any of the following special characters:
Space “ () , : ; < > & [\]
- The “Email” field must not contain: @ontario.ca
- The “Middle Name” is optional.
- The “Display Name” is a standard field and is used for informational purposes only.

3.1.4 GO Secure – Security Information

Ontario GO SECURE LOGIN Français

Registration : Step 2 of 2

Step 2 of 2 : Login Information and Security Information Password Policy

Select a GO Secure ID and Password: * indicates required fields

* GO Secure ID

* Password

* Confirm

● Must not match or contain first name.
● Must not match or contain last name.
● Must not match or contain user ID.
● Must be at least 8 characters
● Must contain lower case letter(s)
● Must contain number(s)
● Must contain upper case letter(s)
● Must contain symbol(s) such as !, @, #, %
● Must start with a letter.
● Cannot repeat a letter 3 times or more.
● Passwords must match

Set your challenge questions and answers:
The Challenge Questions and Answers are used if you forget your password and need to reset it.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

Cancel <Back Register

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Note: The system will auto-populate the “GO Secure ID” field with the email account that you keyed in the Registration: Step 1 of 2 screen.

INSTRUCTIONS:

- Create a “Password” that meets the password policy outlined on the right side of the screen. Refer to TIPS on the following page for details.
- Re-key the same password.
- Select three different “Challenge Questions” and answer the three questions.

- Challenge Question Answers:
 - Cannot be the same as the questions;
 - Must be at least three (3) characters long; and
 - Will not be stored on the system as case sensitive.
- To continue with your registration, select the “Register” button and you will be navigated to the GO Secure Login Terms and Conditions of Use screen. Refer to Section 3.1.5.

OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 3.1.11.

OR

- To start over again at the previous screen, select the “Back” button. Refer to Section 3.1.3.

OR

- You may overwrite the email account to create a unique “GO Secure ID” that meets GO Secure ID policy. Refer to TIPS below.

TIPS:

- If you are not using the default “GO Secure ID” (your email account), then it must:
 - Be unique
 - Start with a letter;
 - Contain eight (8) or more characters (letters, digits, and symbols and;
 - Not contain spaces.
- The “Password” must:
 - Not match or contain the “First Name”;
 - Not match or contain the “Last Name”;
 - Not match or contain the “GO Secure ID”;

- Contain eight (8) to 16 characters;
- First character must be a letter;
- At least one lowercase letter;
- At least one uppercase letters;
- At least one number;
- At least one special character such as:
! @ # %
- Not match or contain the “GO Secure ID”;
- Not repeat a letter three (3) times or more;
- Not be re-used for up to eight (8) occurrences; and
- Match the confirm password.
- “Password” characters will not be displayed as they are keyed.
- “Confirm Password” characters will not be displayed as they are keyed.
- Your password will expire in 120 days. You will receive an email eight (8) days in advance advising you of the expiry date and a **link** to create a new password. Refer to Section 7.
- You must select three different Challenge Questions:
- Challenge Question Answers:
 - Can not be the same as the questions;
 - Must be at least three (3) characters long; and
 - Will not be stored on the system as case sensitive.
- Keep a record of your challenge questions and answers. You will need to answer these correctly when you change your password every 120 days.
- After five (5) consecutive failed attempts, to select and answer questions you will be locked out for 30 minutes. Refer to Section 3.1.10.

3.1.5 GO Secure – Terms and Conditions of Use



Français

GO Secure Login Terms and Conditions of Use

In return for the Ministry of Government Services providing you with a GO Secure Login 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 GO Secure Login ID, Password and Recovery Questions and Answers.
2. If you suspect that others have obtained them, you are responsible for changing your GO Secure Login ID and/or password.
3. You understand and accept that the Government of Ontario can revoke your GO Secure Login ID for security or administrative reasons.
4. You understand and accept that the Government of Ontario disclaims all liability (except in cases of gross negligence or wilful misconduct) in relation to the use of, delivery of or reliance upon the GO Secure Login service.
5. You understand and accept that a record of your registration will be kept in accordance with the [Archives and Record Keeping Act](#) even if you choose to delete your GO Secure Login account. Your account will be removed permanently seven years after it is deleted.
6. Some GO Secure Login Enabled Services may have service-specific Acceptable Use Policies. Please refer to each service's web pages for details.

Cancel

Accept

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

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INSTRUCTIONS:

- To indicate that you read and agree to the terms and conditions of use, select the “Accept” button. Refer to Section 3.1.6.

OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 3.1.11.

TIPS:

- You are responsible for password management and confidentiality of your GO Secure ID and password.

3.1.6 GO Secure – Registration Complete



You have registered your GO Secure account. You must now confirm your email.

INSTRUCTIONS:

- **Close your Internet browser.**
- To complete the registration process, reopen your Internet to check your email with subject: "GO Secure Login Registration Confirmation". Refer to Section 3.1.7.

TIPS:

- Confirm your email within the next seven (7) days of receiving the email, to prevent your GO Secure ID from being deactivated.

3.1.7 Email for Registration Confirmation

From: GO Secure Login <noreply@ontario.ca>
To: your email <Dr.BobEmail@email.com>
Sent: Thursday, August 2, 2012 11:17:57 AM
Subject: GO Secure Login - Registration Confirmation

Hello and welcome to GO Secure Login.

Your GO Secure ID is Dr.BobEmail@email.com

It is important that you confirm your GO Secure email address by selecting the link below and log in with your GO Secure ID and password.

< **LINK** >

Please complete this process within 7 days, or your GO Secure Login will be de-activated.

Thank You

INSTRUCTIONS:

- To confirm your email, copy the **link** the email (as shown above) and **close your Internet browser**.
- Open your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 3.1.8.

OPTIONS:

- **If you overwrote the system generated GO Secure ID** (your email account) and created your own unique GO Secure ID, **you will receive a sample email similar to the one above. Repeat the instruction above.**

TIPS:

- Confirm your email within the next seven (7) days of receiving the email, to prevent your GO Secure ID from being deactivated.

3.1.8 GO Secure - Email Confirmation

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forget your ID or password?](#)

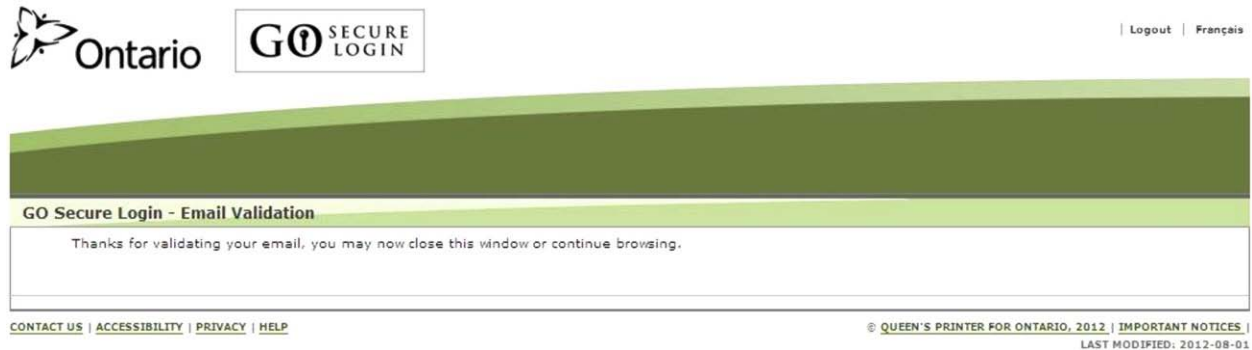
Don't have an account?
Register Now

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INSTRUCTIONS:

- To confirm your email, key your GO Secure ID and password.
- Select the “Sign In” button and you will be navigated to the GO Secure Login – Email Validation screen. Refer to Section 3.1.9.

3.1.9 GO Secure - Email Confirmation Success



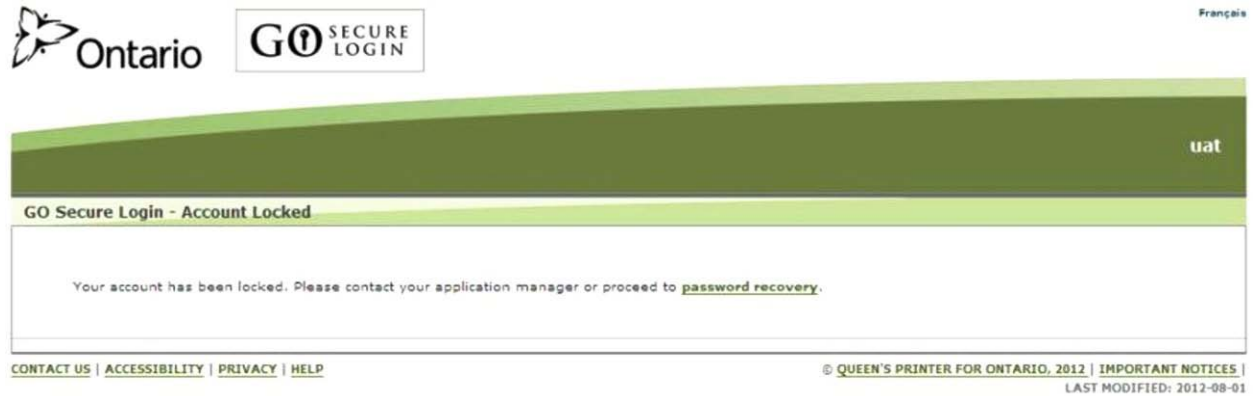
Your email is confirmed and you have completed the registration for your GO Secure account.

Now you must complete your enrolment for MC EDT.

INSTRUCTIONS:

- Select the text “**Logout**” in the top right corner of the screen and a GO Secure Login screen will be displayed.
- **Do NOT use the GO Secure Login screen displayed after logging out.**
- **Close your Internet browser.**
- To enrol for MC EDT, open your Internet browser and use the **link from your ministry letter** to navigate to the correct GO Secure Login screen. Refer to Section 3.2.

3.1.10 Account Locked



INSTRUCTIONS:

- After five (5) consecutive failed attempts to log on, you will be locked out for 30 minutes.
- If the problem appears to be with your password, select the text “password recovery” and you will be navigated to the Password Recovery – Enter ID screen. Refer to Section 6.1.2.

3.1.11 Cancel Confirm



INSTRUCTIONS:

- To cancel the activity you are doing, select the “OK” button and you will be navigated to the GO Secure Login screen. Refer to Section 3.1.2.

OPTIONS:

- To return to the screen at which you selected cancel, select the “Cancel” button.

3.2 MC EDT Enrolment

This section is only used by the health care provider after completing the GO Secure registration, and confirming their email.

To complete your MC EDT enrolment, copy the **link from your ministry letter**, into your Internet browser to navigate to the GO Secure Login screen.

3.2.1 MC EDT Enrolment - Start

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forget your ID or password?](#)

Don't have an account?

Register Now

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INSTRUCTIONS:

- Key in your “GO Secure ID” and “Password”.
- Select the “Sign In” button to navigate to the Identification screen. Refer to Section 3.2.2.

3.2.2 New User

Ontario GO SECURE LOGIN | Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Identification

Are you a new user, or a migrating EDT user?

New User
New User
Migrating EDT User

Cancel Continue

New users are enrolling with the Ministry of Health & Long-Term Care for the first time
Migrating EDT users have an existing EDT account

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INSTRUCTIONS:

- If you **have never had an EDT account**, select “New User” from the drop down menu.
- To continue, select the “Continue” button to navigate to the Identification – New User screen. Refer to Section 3.2.3.

OPTIONS:

- If you **have an existing EDT account**, refer to Section 3.2.4.

OR

- To cancel the activity, select the “Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 3.2.10.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.2.3 New User – Unique IDs

Ontario GO SECURE LOGIN | Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Identification - New User

* indicates required fields

* Unique ID #1 Refer to your letter from the Ministry of Health & Long-Term Care for both identifiers

* Unique ID #2

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Note: Refer to your ministry letter for your Unique IDs.

INSTRUCTIONS:

- Key in Unique ID #1 and Unique ID #2.
- To continue, select the “Continue” button to navigate to the Acceptable Use Policy screen. Refer to Section 3.2.6.

OPTIONS

- To cancel this activity, select the “Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 3.2.10.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.2.4 Migrating EDT User



The screenshot shows the GO Secure Login interface for the Ministry of Health and Long-Term Care. At the top left is the Ontario logo, and at the top right are links for 'Français' and 'Logout'. The main heading is 'MINISTRY OF HEALTH AND LONG-TERM CARE'. Below this is a large blue gradient banner. The 'Identification' section asks, 'Are you a new user, or a migrating EDT user?'. A dropdown menu is open, showing 'Migrating EDT User' (selected), 'New User', and 'Migrating EDT User'. Below the dropdown are 'Cancel' and 'Continue' buttons. To the right of the dropdown, text states: 'New users are enrolling with the Ministry of Health & Long-Term Care for the first time. Migrating EDT users have an existing EDT account'. At the bottom of the page, there are links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and 'HELP', along with copyright information for Queen's Printer for Ontario, 2012, and a 'Last Modified' date of 2012-08-07.

INSTRUCTIONS:

- If you **have an existing EDT account**, select “Migrating EDT User” from the drop down menu.
- To continue, select the “Continue” button to navigate to the Identification – Migrating EDT User screen. Refer to Section 3.2.5.

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 3.2.10.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.2.5 Migrating EDT User – Unique IDs

Ontario GO SECURE LOGIN | Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Identification - Migrating EDT User

* indicates required fields

* Unique ID # 1 Refer to your letter from the Ministry of Health & Long-Term Care for the identifiers

* Unique ID # 2

* Unique ID # 3

Note: Refer to your ministry letter for your Unique IDs.

INSTRUCTIONS:

- Key in Unique ID #1, Unique ID #2 and Unique ID #3.
- To continue, select the “Continue” button to navigate to the Acceptable Use Policy for Electronic Business Services screen. Refer to Section 3.2.6.

OPTIONS

- To cancel this activity, select the “Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 3.2.10.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

3.2.6 Acceptable Use Policy



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

PLEASE READ THE FOLLOWING ACCEPTABLE USE POLICY TO ACCESS THE CLAIMS SERVICES BRANCH (CSB) SERVICES:

1. I SHALL ONLY USE MY OWN USER ID AND PASSWORD (ACCESS CREDENTIALS) TO ACCESS THE CSB SERVICES.
2. I SHALL SAFEGUARD AND NOT DISCLOSE MY ACCESS CREDENTIALS TO ANYONE, INCLUDING USERS WITHIN MY ORGANIZATION AND OTHER USERS OF CSB SERVICES.
3. I UNDERSTAND THAT I HAVE ACCESS TO PERSONAL HEALTH INFORMATION (PHI) AND I AGREE NOT TO MISUSE OR DISCLOSE ANY PHI.
4. I SHALL ACCESS CSB SERVICES ONLY FOR THE PURPOSE OF THE ELECTRONIC TRANSFER AND RECEIPT OF CLAIM RELATED FILES AND REPORTS.
5. I SHALL ENSURE THAT FILES SUBMITTED THROUGH THE CSB SERVICES CONFORM TO THE APPLICABLE MINISTRY OF HEALTH AND LONG- TERM CARE (THE MINISTRY) TECHNICAL SPECIFICATION(S).
6. I SHALL NOT ALLOW OTHERS TO USE CSB SERVICES WHILE I AM LOGGED IN AND I SHALL LOG OUT AFTER EACH SESSION OF USE.
7. IN THE EVENT THAT I SUSPECT THAT THE SECURITY OF MY ACCESS CREDENTIALS HAS BEEN COMPROMISED, I WILL CHANGE MY ACCESS PASSWORD IMMEDIATELY.
8. BY USING CSB SERVICES, I ACKNOWLEDGE THAT ALL MY CSB SERVICES ACTIVITY, INCLUDING ACCESS TO AND USE OF CSB SERVICES, WILL BE LOGGED AND AUDITED BY THE MINISTRY.
9. I UNDERSTAND THAT THE MINISTRY MAY, IN ITS SOLE DISCRETION, REVOKE AND/OR SUSPEND MY ACCESS TO CSB SERVICES AT ANY TIME IF I BREACH THIS ACCEPTABLE USE POLICY OR WHERE NECESSARY FOR THE SECURITY OF THE CSB SERVICES.
10. I SHALL COOPERATE WITH THE MINISTRY IF ASKED TO ASSIST IN ANY INVESTIGATION OF ANY SUSPECTED BREACH OF THIS ACCEPTABLE USE POLICY.
11. THE MINISTRY MAY REVISE THIS ACCEPTABLE USE POLICY FROM TIME TO TIME IN ITS SOLE DISCRETION.

BY CLICKING THE ACCEPT BUTTON BELOW, I ACKNOWLEDGE THAT I HAVE READ AND AGREE TO COMPLY AND USE THE CSB SERVICES IN ACCORDANCE WITH THIS ACCEPTABLE USE POLICY.

Accept

Do Not Accept

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INSTRUCTIONS:

- To indicate that you have read and agree to the Acceptable Use Policy, select the “Accept” button to navigate to the Success screen. Refer to Section 3.2.7.

OPTIONS:

- If you **do not** want to enrol for MC EDT, select the “Do Not Accept” button to navigate back to the Identification screen. Refer to Section 3.2.2 (New User) or 3.2.4 (Migrating EDT User).

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

TIPS:

- You are **NOT** enrolled in MC EDT unless you select the “Accept” button.

3.2.7 MC EDT Enrolment Confirmation



Your access role to MC EDT has been successful.

INSTRUCTIONS:

- To confirm your enrolment, select the text “Administration and MOHLTC Services” to be logged out and navigated to the GO Secure Login screen. Refer to Section 3.2.8.

OPTIONS:

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

3.2.8 GO Secure Login to Complete Confirmation

The screenshot shows the GO Secure Login interface. At the top left is the Ontario logo. At the top right is a link for 'Français'. Below the header is a green gradient bar. The main content area is divided into three sections: a left sidebar with the GO Secure Login logo and links for 'GO Secure Profile' and 'GO Secure Login - Delegated Administration'; a central 'Sign In' section with input fields for 'GO Secure ID' and 'Password', a 'Sign In' button, and a 'Forgot your ID or password?' link; and a right sidebar with a 'Don't have an account?' section containing a 'Register Now' button. At the bottom, there are links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and 'HELP', along with copyright and version information.

Ontario

Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

Forget your ID or password?

Don't have an account?
Register Now

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INSTRUCTIONS:

- To complete the confirmation, key in your GO Secure ID and password and select the “Sign In” button. Refer to Section 3.2.9.

3.2.9 Health Care Provider Administration and MOHLTC Services



MINISTRY OF HEALTH AND LONG-TERM CARE

Environment : uat

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[Designee Maintenance \(Add, Remove, Update\)](#) Please refer to the MC EDT Reference Manual on the Ministry of Health & Long-Term Care's website

[GO Secure Profile \(Change Password, Email, etc\)](#)

You have confirmed and completed your enrolment.

INSTRUCTIONS:

- Now that you completed the **one-time process** of registration and enrolment, in the future you will use the **link**:

<https://www.edt.health.gov.on.ca>

to navigate to the GO Secure Login screen and sign in with your GO Secure ID and password to navigate to the health care provider Administration and MOHLTC Services screen.

The Administration and MOHLTC Services screen offers the health care provider access to various functions:

- To use the MC EDT Web Page, select the text "MC EDT Service (Upload/Download)". Refer to Section 5.

OR

- To add a designee, select the text "Designee Maintenance (Add, Remove, Update)". Refer to Section 3.3.

OR

- To authorize designee permissions, select the text “Designee Maintenance (Add, Remove, Update). Refer to Section 3.4.

OR

- To regenerate a “**shared secret**”, select the text “Designee Maintenance (Add, Remove, Update). Refer to Section 3.4.

OR

- To revoke a designee, select the text “Designee Maintenance (Add, Remove, Update). Refer to Section 3.4.

OR

- To maintain your GO Secure account, select the text “GO Secure Profile (Change Password, Email, etc)”. Refer to Section 7.

OPTIONS:

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

3.2.10 Cancel Confirmation



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Cancel Confirmation

Are you certain you want to cancel the enrolment process?

Confirm Cancel

Resume Process

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INSTRUCTIONS:

- To cancel this activity, select the “Confirm Cancel” button to navigate back to the Identification screen. Refer to Section 3.2.2 (New User) or Section 3.2.4 (Migrating EDT User).

OPTIONS:

- To navigate back to the screen at which you selected cancel, select the “Resume Process” button.

3.3 Add Designee

This section can be used by the health care provider to OPTIONALLY add a designee(s). You may designate individuals such as staff or billing agents, to act on your behalf to submit and retrieve files to/from the ministry.

A designee must have their **own** GO Secure account and you must authorize permissions for them to upload and download on your behalf.

The following checklist provides a summary of steps required by the health care provider to use the OPTION to add a designee and authorize their permissions.

3.3.1 Add Designee Checklist

Note: You will be required to open and close your Internet browser several times during the process of adding a designee. You cannot have other Internet items open at the same time.

- Ask your designee to provide you with their email address, to use to add them as a designee.
- Logout and close your Internet browser.**
- Reopen your Internet browser and copy the **link**:
<https://www.edt.health.gov.on.ca> into your Internet browser to navigate to the GO Secure Login screen.
- Sign in with your GO Secure ID and password to navigate to the Administration and MOHLTC Services screen.
- From the Administration and MOHLTC Services screen, select text option Designee Maintenance (Add, Remove, Update). Refer to Section 3.3.3.
- At the Designated Accounts screen, select the “Add Designees” button to add the designee. Refer to Section 3.3.4 to 3.3.9.
- You have completed adding your designee. Your designee must accept the designation and you must authorize their permissions in order for them to use the MC EDT by completing the following steps.**
- Logout and close your Internet browser.** Refer to Section 3.3.9.
- Reopen your Internet browser and check your email with subject: “**Designate Shared Secret/Désignation d’un secret partagé**” which includes the system generated “**shared secret**” to provide to your designee to use. Refer to Section 3.3.10.

-
- Logout of your email and **Close your Internet browser**. If you are **SHARING** a computer let your designee use the computer to check their email account to retrieve email with subject “**Access created/Accès créé**”. This includes a **link** for the designee to use to register for their own GO Secure account and use the “**shared secret**” you provided for them to use to accept the designation. Refer to Section 4.1.
 - If your **designee has previously been designated by any health care provider** and already has a GO Secure account, they will receive the email with the subject “**Please Confirm Designated Access/S’il vous plaît confirmer l’accès désigné**”. This includes a **link** for the designee to use to accept the designation.
 - Your designee will notify you that they have completed their registration and acceptance. You must authorize permissions to your designee to access your files and reports. Refer to Section 3.4.
 - Logout and close your Internet browser.**
 - Reopen your Internet browser and check your email with subject “Designate has confirmed access”. Refer to Section 3.4.
 - Copy the **link** in the email “Designate has confirmed access”.
 - Close your Internet browser.**
 - Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 3.4.1.
 - Sign in with your GO Secure ID and password to navigate to the Administration and MOHLTC Services screen. Refer to Section 3.4.2.
 - From the Administration and MOHLTC Services screen, select option Designee Maintenance (Add, Remove, Update). Refer to Section 3.4.3.
 - From the Designated Accounts screen, select the text MCEDT beside the designee you want to authorize permissions for and navigate to the Designate Permissions screen. Refer to Section 3.4.4.
 - From the Designate Permissions screen, select the specific files and reports you want your designee to upload and download. Refer to Section 3.4.5 to 3.4.6.
 - You have completed authorizing permissions to your designee.**
 - Logout now and close your Internet browser.**
 - Notify your designee that you have authorized permissions to them (they can use the **link** in their email subject “**Access created/Accès créé**”) to sign in at the GO Secure Login screen to navigate to the designee Administration and MOHLTC Services to upload and download your files. Refer to Section 5.

3.3.2 GO Secure Sign in

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forgot your ID or password?](#)

Don't have an account?
Register Now

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INSTRUCTIONS:

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the Administration and MOHLTC Services screen. Refer to Section 3.3.3.

3.3.3 Health Care Provider Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[Designee Maintenance \(Add, Remove, Update\)](#) Please refer to the MC EDT Reference Manual on the Ministry of Health & Long-Term Care's website

[GO Secure Profile \(Change Password, Email, etc\)](#)

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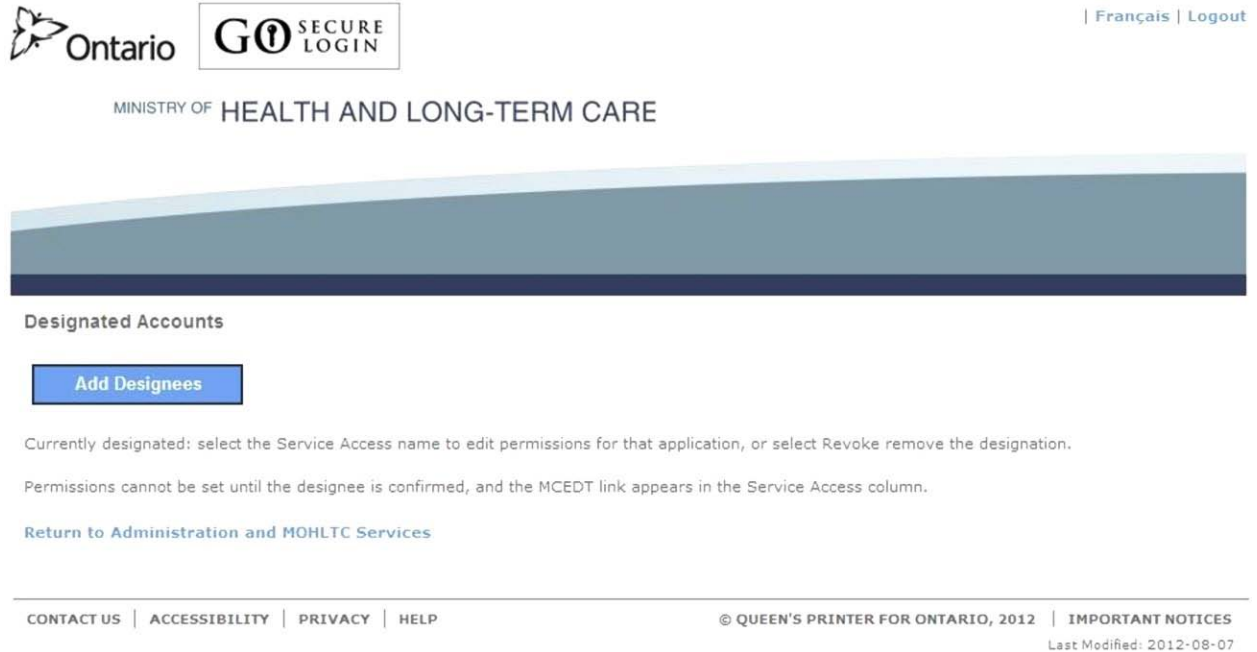
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INSTRUCTIONS:

- To add a designee, select text “Designee Maintenance (Add, Remove, Update)”:
 - If this is the **first time you are authorizing a designee**, you are navigated to the Designated Accounts screen. Refer to Section 3.3.4.
 - If you have **previously authorized a designee** you are navigated to the populated Designated Accounts screen. Refer to Section 3.3.5.

3.3.4 Add Designee for First Time

If this is the **first time you are authorizing a designee**, the following screen will be displayed.



INSTRUCTIONS:

- To add a designee, select “Add Designees” button or the text “Add Designees” on the menu bar to navigate to the Designee Details screen. Refer to Section 3.3.6.

OPTIONS:

- To navigate back to the Administration and MOHLTC Services screen, select the text “Return to Administration and MOHLTC Services” or the text “Main” on the menu bar. Refer to Section 3.3.3.

OR

- Since this is your first time adding a designee there is no list of designees to view. If you select text “Designated Accounts” on the menu bar, you will remain on this screen.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- If you **have previously authorized a designee**, you are navigated to the **populated** Designated Accounts screen. Refer to Section 3.3.5.

3.3.5 Add Additional Designees

If you have **previously authorized a designee**, the following **populated** screen will be displayed.

Designated Accounts

[Add Designees](#)

Currently designated: select the Service Access name to edit permissions for that application, or select Revoke remove the designation.

Permissions cannot be set until the designee is confirmed, and the MCEDT link appears in the Service Access column.

Email	Full Name	Service Access	Shared Secret	Reset Secret	Revoke Designation
AJWalker@email.com	Anita Jean Walker	Not yet confirmed.	BzR7oh	Regenerate	Revoke

[Return to Administration and MOHLTC Services](#)

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INSTRUCTIONS:

- To add another designee, select “Add Designees” button or the text “Add Designees” on the menu bar to navigate to the Designee Details screen. Refer to Section 3.3.6.

OPTIONS:

- To navigate back to the Administration and MOHLTC Services screen, select the text “Return to Administration and MOHLTC Services” or the text “Main” on the menu bar. Refer to Section 3.3.3.

OR

- Select text “Designated Accounts” on the menu bar and you will remain on this screen.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.3.6 Add Designee Basic Information

Ontario GO SECURE LOGIN | Français | Logout

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Designee Details

Fill in the designee's information below:

If the designee already has GO Secure access, they will be found by their email address.

Full Name

Email

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INSTRUCTIONS:

- To add your designee, key in the first and last name of the individual you want to designate.
- Key in their email address.
- Select the “Save” button:
 - If this is the **first time the designee has been authorized**, you are navigated to the Designee Details – Success screen. Refer to Section 3.3.8.
 - If the **designee has previously been authorized by you or another health care provider**, you are navigated to the Designee Details screen. Refer to Section 3.3.7.

OPTIONS:

- To cancel this activity, select the “Cancel” to navigate back to the Designated Accounts screen. Refer to Section 3.3.4 or 3.3.5.

OR

- To navigate back to the Administration and MOHLTC Services screen, select the text “Main” on the menu bar. Refer to Section 3.3.3.

OR

- To view your list of designees, select text “Designated Accounts” on the menu bar to navigate back to the Designated Accounts screen. Refer to Section 3.3.4 or 3.3.5.

OR

- Select text “Add Designees” on the menu bar and you will remain on this screen.

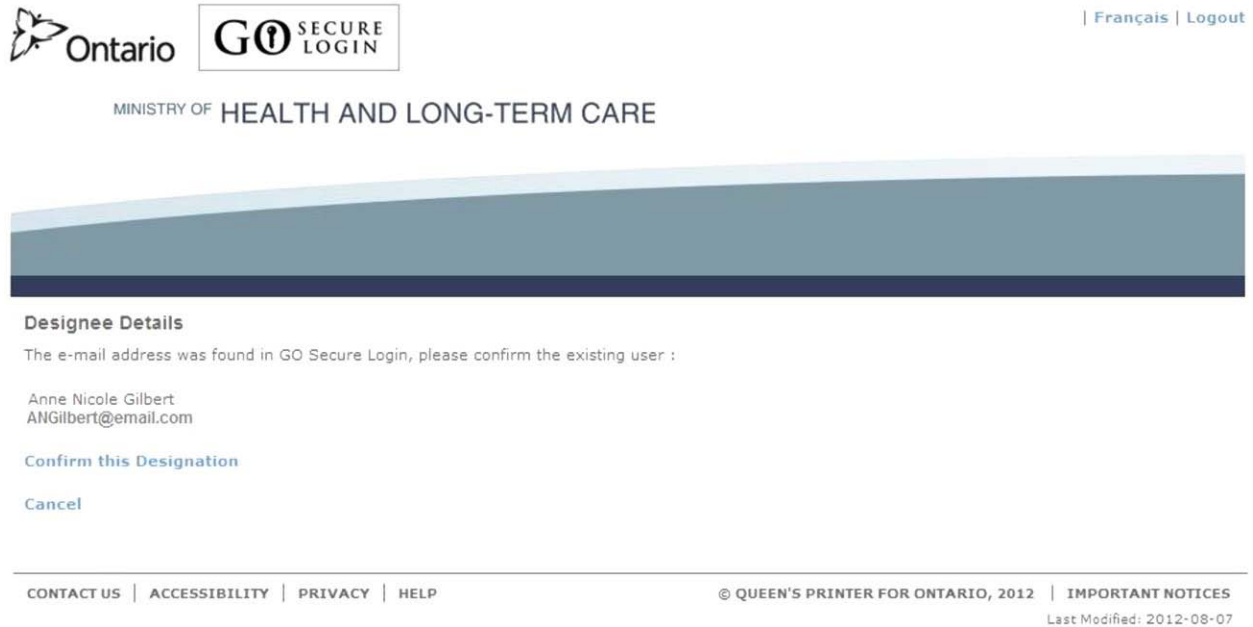
OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- The “Email” field must not contain: “@ontario.ca”.

3.3.7 Designee Previously Authorized



In this example, the designee you have added has already previously been designated. An individual may be a designee to multiple health care providers.

INSTRUCTIONS:

- To accept this individual as your designee, select text “Confirm this Designation” to navigate to the Designee Details Confirmation screen. Refer to Section 3.3.8.

OPTIONS:

- If you do not want this individual to be your designee, select the text “Cancel” to navigate back to the Designated Accounts screen. Refer to Section 3.3.4 or 3.3.5.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.3.8 Designee Added



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Designee Details

User Anne Nicole Gilbert has been saved successfully.
An email has been sent to you and to the address below containing further instructions.

Anne Nicole Gilbert
ANGilbert@email.com

[Designated Accounts](#)

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Your designee has been added. Your designee must accept the designation and you must authorize their permissions in order for them to use MC EDT.

Both you and your designee will receive an email with further instructions.

Check your email after you have completed Section 3.3.8 and 3.3.9. Then advise your designee that they will also be receiving a system generated email.

INSTRUCTIONS:

- View the list of your designees by selecting the “Designated Accounts” button or the text “Designated Accounts” on the menu bar to navigate to the Designated Accounts screen. Refer to Section 3.3.9.

OPTIONS:

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- You will receive an email with the subject, “**Designate Shared Secret**”. Refer to Section 3.3.10 that contains the system generated “**shared secret**” that you must provide to your designee which they require to accept your designation.

- Advise your designee that they will receive an email (with the subject, “**Access created/Accès créé**”) with instructions to register for a GO Secure account and accept your designation using the system generated “**shared secret**” within the next seven (7) calendar days. The detailed procedures for your designee to use are listed in Section 4.
- If the designee has been previously designated by any health care provider and has registered for a GO Secure account they will receive the email (with the subject “**Please Confirm Designated Access/S’il vous plaît confirmer l’accès désigné**”). This includes a link for the designee to use to accept the designation. They do not require a “**shared secret**”.
- You may need to remind your designee to accept the designation using the link in the email sent to their account.

3.3.9 Designee List



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MINISTRY OF HEALTH AND LONG-TERM CARE

Designated Accounts

Add Designees

Currently designated: select the Service Access name to edit permissions for that application, or select Revoke remove the designation.

Permissions cannot be set until the designee is confirmed, and the MCEDT link appears in the Service Access column.

Email	Full Name	Service Access	Shared Secret	Reset Secret	Revoke Designation
AJWalker@email.com	Anita Jean Walker	Not yet confirmed.	J5Ru2	Regenerate	Revoke
ANGilbert@email.com	Anne Nicole Gilbert	Not yet confirmed.	p5y7zC	Regenerate	Revoke

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The new designee is displayed on the list of designees.

INSTRUCTIONS:

- To add another designee, select “Add Designees” button or the text “Add Designees” on the menu bar to navigate to the Designee Details screen. Refer to Section 3.3.6.

Note: If you are **SHARING** a computer, your designee will not be allowed to register and accept your designation if you are signed into MC EDT.

- If you are finished adding a designee(s) and are **SHARING** a computer with your designee, you **must** select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser** to allow the designee to complete their registration and acceptance of the designation.
- The designee **must** use the [link](#) in their email with subject “**Access created/Accès créé**”, to navigate to a GO Secure Login screen. Refer to Section 4.

- Provide your designee with the system generated “**shared secret**” that is displayed on this screen or that is also in the email you receive. Refer to Section 3.1.10.

OR

- To navigate back to the Administration and MOHLTC Services screen, select the text “Return to Administration and MOHLTC Services” near the bottom of the screen. Refer to Section 3.3.3.

3.3.10 Email to Provide Shared Secret to Designee

----- Forwarded message -----

From: GOSecure

Date: Tuesday, July 31, 2012 at 2:41 PM

Subject: Designate Shared Secret

To: DrEmail@email.com

Hello,

Your designee Anne Nicole Gilbert has been asked to confirm your designation. To do this they will require the following shared secret (PIN):

2X4v5a

Please remind them that the shared secret will expire after 7 days. If it is allowed to expire you will be required to generate a new shared secret in the Designee Management page.

< LINK >

Thank you.

INSTRUCTIONS:

- Tell your designee the “**shared secret**”.
- Your designee will receive an email with a **link** to use to register for their own GO Secure account, if they do not already have one.
- If your designee already has a GO Secure account they can sign in with their GO Secure ID and password and are being designated for the first time they will use the “**shared secret**” to accept your designation. If they have been previously designated, they do not require the “**shared secret**”. The detailed procedures for your designee are listed in Section 3.4.
- Your designee will notify you once they have registered for their own GO Secure account and accepted the designation. You will then authorize their permissions to access your files to upload and download. Refer to Section 3.4.

TIPS:

- If the “**shared secret**” has expired you can regenerate a new “**shared secret**”. Refer to Section 3.4.8.

3.4 Designee Maintenance

This section is used by the health care provider to **add, change or remove permissions** for their designees or to add another designee(s) or remove designee(s).

Once your designee has created a GO Secure account and has accepted your designation you will receive an email with the subject "Designate has confirmed access". Refer to Section 3.4.1.

You may now **authorize permissions** for this designee to upload and download your files using the MC EDT service.

3.4.1 Email Designee Confirmed Access

From: GOSecure
Date: Wednesday, July 31, 2012 at 3:41 PM
Subject: Designate has confirmed access
To: DrEmail@email.com

Hello,

Your designee Anne Nicole Gilbert has accepted the designation. Please setup their permissions by following the link and logging in to GO Secure Designee Management:

< LINK >

Thank you.

INSTRUCTIONS:

- Copy the **link** in the email "Designate has confirmed access".
- **Close your Internet browser**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 3.4.2.

3.4.2 GO Secure Sign In

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forgot your ID or password?](#)

Don't have an account?
Register Now

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INSTRUCTIONS:

- Key in your GO Secure ID and password and select “Sign In” button to navigate to the Administration and MOHLTC Services page. Refer to Section 3.4.3.

3.4.3 Health Care Provider Administration and MOHLTC Services



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MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[Designee Maintenance \(Add, Remove, Update\)](#) Please refer to the MC EDT Reference Manual on the Ministry of Health & Long-Term Care's website

[GO Secure Profile \(Change Password, Email, etc\)](#)

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INSTRUCTIONS:

- To add or modify permissions for a designee or to add a designee or remove a designee, select text "Designee Maintenance (Add Remove Update)" to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

3.4.4 Authorize Permissions for a Designee



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MINISTRY OF HEALTH AND LONG-TERM CARE

Designated Accounts

[Add Designees](#)

Currently designated: select the Service Access name to edit permissions for that application, or select Revoke remove the designation.

Permissions cannot be set until the designee is confirmed, and the MCEDT link appears in the Service Access column.

Email	Full Name	Service Access	Shared Secret	Reset Secret	Revoke Designation
AJWalker@email.com	Anita Jean Walker	Not yet confirmed.	FCwEhf	Regenerate	Revoke
Billy@BillingAgentEmail.com	Billy My Billing Agent	Not yet confirmed.	TSuXC4	Regenerate	Revoke
desigaagtwo@ymail.com	Anne Nicole Gilbert	MCEDT		Regenerate	Revoke

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INSTRUCTIONS:

- To authorize or modify permissions for a designee, select text “MCEDT” in the “Service Access” column beside that designee to navigate to the Designate Permissions screen. Refer to Section 3.4.5.

OPTIONS

- To reset an expired “**shared secret**” for a designee, select text “Regenerate” in the corresponding “Reset Secret” column to navigate to Designate Details screen. Refer to Section 3.4.7.

OR

- To remove the designee from your list of designees, select the text “Revoke” in the corresponding “Revoke Designation” column to navigate to the Designee Details screen. Refer to Section 3.4.9.

OR

- To return to the Administration and MOHLTC Services screen, select text “Return to Administration and MOHLTC Services” or the text Main” on the menu bar. Refer to Section 3.4.3.

OR

- Select text “Designated Accounts” on the menu bar and you will remain on this screen.

OR

- To add another designee, select the “Add Designees” button or the text “Add Designees” on the menu bar to navigate to the Designee Details screen. Refer to Section 3.3.6.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- In this example, the health care provider has three designees. The first two designees have **not** completed their acceptance. The last designee has completed the acceptance and the column “Service Access” has the text “MCEDT”.
- You **cannot** select text, “Not yet confirmed” in the “Service Access” column. You may need to remind your designee to accept the designation. The designee must first register for a GO Secure account to accept your designation.
- After a designee has accepted your designation, the text “Not yet confirmed” will change to a text “MC EDT” and you will receive an email notification. Refer to Section 3.4.1.
- A designee can only be revoked when the text “Revoke” is displayed in the “Revoke Designation” column.
- Right and left arrows are displayed on the bottom of the screen to move up or down through a large list of designees.

3.4.5 Assign Permissions to Designee



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MINISTRY OF HEALTH AND LONG-TERM CARE

MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

Designate Permissions

Designee Name: Anne Nicole Gilbert

Billing Number: 123456

Select All

Remove All

Upload ¹	
Claim File	<input type="checkbox"/>
OBEC inbound file	<input type="checkbox"/>
Stale Dated Claim file	<input type="checkbox"/>
Download ¹	
Remittance Advice	<input type="checkbox"/>
Stale Dated Claim file	<input type="checkbox"/>
Error Reports	<input type="checkbox"/>
Batch Edit	<input type="checkbox"/>
OBEC Response	<input type="checkbox"/>
General Communications	<input type="checkbox"/>

Save



Return to :

Designated Accounts

Note: Selection boxes will be **blank** for first time designees.

Selection boxes will be **checked** if you granted permissions previously.

INSTRUCTIONS:

- Authorize or modify permissions for your designee:
 - To authorize permissions to upload all files and download all reports, select the “Select All” button;
 - To remove permissions to upload all files and download all reports, select the “Remove All” button;
 - To grant access permissions to select specific files and/or reports, select only the specific files and/or reports.
- Save the permissions you have authorized, select the “Save” button. Refer to Section 3.4.6.

Note: Depending on the screen resolution or the browser, the “Save” button may be not be visible. Use the side bar to drag the section of the screen to display the “Save” button.


OPTIONS:

- If you do **NOT** want to save the permissions granted to the designee, select the Return to: “Designated Accounts” button or the text “Designated Accounts on the menu bar and you will be navigated to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- Select text “Logout” in the top right corner of the screen and you will be navigated to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- If you are a health care provider **with more than one billing number**, the Billing Number field will have a drop down list to select which billing number to authorize permissions to.
- The display of available MC EDT files and MC EDT reports is derived from the type of health care provider and their associated billing number.
- Select the information icon  and additional text information is displayed about the option item selected:
 - Upload: Select File you want to authorize your designate to upload.
 - Download: Select File you want to authorize your designate to download.

3.4.6 Assign Permissions to Designee - Saved



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MINISTRY OF HEALTH AND LONG-TERM CARE

MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

Designate Permissions

Designee Name: Anne Nicole Gilbert

Billing Number: 123456

Select All

Remove All

Upload	
Claim File	<input checked="" type="checkbox"/>
OBEC inbound file	<input checked="" type="checkbox"/>
Stale Dated Claim file	<input checked="" type="checkbox"/>
Download	
Remittance Advice	<input checked="" type="checkbox"/>
Stale Dated Claim file	<input checked="" type="checkbox"/>
Error Reports	<input checked="" type="checkbox"/>
Batch Edit	<input checked="" type="checkbox"/>
OBEC Response	<input checked="" type="checkbox"/>
General Communications	<input checked="" type="checkbox"/>

Designee Permissions have been Saved



Return to :

Designated Accounts

The permissions for this designee have been saved.

INSTRUCTIONS:

- To assign permissions to another designee or to modify existing permissions, select the Return to “Designated Accounts” button to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OPTIONS:

- Select text “Logout” in the top right corner of the screen and you will be navigated to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- The confirmation message is displayed in blue text at the bottom of the screen confirming the designee is authorized to access the checked files and reports.
- If you want to make a change, you must select the “Return to Designated Accounts” button to reselect that designee and modify the permissions assigned. Refer to Section 3.4.4.
- Unselected boxes are greyed out.
- If you have more than one billing number, select the Return to “Designated Accounts” button to return to the Designated Accounts screen with a list of our designees. Select the designee to authorize permissions to and then select your other billing number to authorize that designee access the files and reports that correspond to that billing number.

3.4.7 Regenerate Shared Secret



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Designee Details

Are you certain you wish to reset the shared secret ?

Confirm

Cancel

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INSTRUCTIONS:

- To regenerate the “**shared secret**”, select the “Confirm” button and you will be navigated to the Designated Accounts screen. Refer to Section 3.4.8.

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- To return to the Administration and MOHLTC Services screen, select text “Main”. Refer to Section 3.4.3.

OR

- To view your list of designees, select text “Designated Accounts” on the menu bar to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- To add designees, select text “Add Designees” on the menu bar to navigate to the Designee Details screen. Refer to Section 3.3.6.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.4.8 Regenerate Shared Secret - Reset



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MINISTRY OF HEALTH AND LONG-TERM CARE

Designated Accounts

Shared secret for Billy My Billing Agent has been reset; they have been notified by e-mail.

Add Designees

Currently designated: select the Service Access name to edit permissions for that application, or select Revoke remove the designation.

Permissions cannot be set until the designee is confirmed, and the MCEDT link appears in the Service Access column.

Email	Full Name	Service Access	Shared Secret	Reset Secret	Revoke Designation
AJWalker@email.com	Anita Jean Walker	Not yet confirmed.	FCwEhf	Regenerate	Revoke
Billy@BillingAgentEmail.com	Billy My Billing Agent	Not yet confirmed.	9Zn623	Regenerate	Revoke
desigaaugtuo@ymail.com	Anne Nicole Gilbert	MCEDT		Regenerate	Revoke

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Provide your designee with the new “shared secret” displayed on the “Designated Accounts” screen.

INSTRUCTIONS:

- The designee will have previously received an email with subject “**Access created/Accès créé**”. This includes a specific **link** for the designee to use to accept your designation and use the new “**shared secret**”. Advise your designee to refer to Section 4.2.

OPTIONS:

- To add another designee, select the “Add Designees” button or the text “Add Designees” on the menu bar to navigate to Designee Details screen. Refer to Section 3.3.6.

OR

- To return to the Administration and MOHLTC Services screen, select text “Return to Administration and MOHLTC Services” or the text “Main” on the menu bar. Refer to Section 3.4.3.

OR

- To view your list of designees, select text “Designated Accounts” on the menu bar to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.4.9 Revoke Designee



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MINISTRY OF HEALTH AND LONG-TERM CARE

Designee Details

Are you certain you wish to completely remove the access for your designee Anne Nicole Gilbert ?

Confirm

Cancel

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INSTRUCTIONS:

- To remove the designee from your designated accounts list, select the “Confirm” button. Refer to Section 3.4.10.

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- To return to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 3.4.3.

OR

- To view your list of designees, select text “Designated Accounts” on the menu bar to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- To add another designee, select text “Add Designees” on the menu bar to navigate to Designee Details screen. Refer to Section 3.3.6.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

3.4.10 Revoke Designee Successful

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MINISTRY OF HEALTH AND LONG-TERM CARE

Designated Accounts

[Add Designees](#)

Currently designated: select the Service Access name to edit permissions for that application, or select Revoke remove the designation.

Permissions cannot be set until the designee is confirmed, and the MCEDT link appears in the Service Access column.

Email	Full Name	Service Access	Shared Secret	Reset Secret	Revoke Designation
AJWalker@email.com	Anita Jean Walker	Not yet confirmed.	FCwEhf	Regenerate	Revoke
Billy@BillingAgentEmail.com	Billy My Billing Agent	Not yet confirmed.	9Zn623	Regenerate	Revoke

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The selected designee is removed from your list of designees and can not access your files or reports.

OPTIONS:

- To add another designee, select the “Add Designees” button or the text “Add Designees” on the menu bar to navigate to Designee Details screen. Refer to Section 3.3.6.

OR

- To return to the Administration and MOHLTC Services screen, select text “Return to Administration and MOHLTC Services” near the bottom of the screen or the text “Main” on the menu bar to navigate to the Administration and MOHLTC Services screen. Refer to Section 3.4.3.

OR

- To view your list of designees, select text “Designated Accounts” on the menu bar to navigate to the Designated Accounts screen. Refer to Section 3.4.4.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

Section 4

Health Designee Registration and Acceptance of Designation

4

Section 4

4 Designee Registration and Acceptance	80
4.1 Designee GO Secure Registration	82
4.1.1 GO Secure Registration and Acceptance of Designation Checklist	83
4.1.2 Designation Email Confirmation	86
4.1.3 GO Secure Register/Login - Start	91
4.1.4 GO Secure – Basic Information	93
4.1.5 GO Secure – Security Information	95
4.1.6 GO Secure – Terms and Conditions of Use	98
4.1.7 GO Secure – Registration Complete	99
4.1.8 Email for Registration Confirmation	100
4.1.9 GO Secure – Email Confirmation	102
4.1.10 GO Secure - Email Confirmation Success	103
4.1.11 Account Locked	104
4.1.12 Cancel Confirm	105
4.2 Designee Accepts Authorization	106
4.2.1 Designation Email Confirmation	106
4.2.2 Designee GO Secure Sign In	110
4.2.3 Designee Keys Shared Secret	111
4.2.4 Accept/Reject Designation	113
4.2.5 Reject Designation Confirmation	114
4.2.6 Reject Designation Confirmation	115
4.2.7 Acceptable Use Policy	116
4.2.8 Designee Confirmation	118
4.2.9. Designee GO Secure Login - Confirmation	120
4.2.10 Designee Administration and MOHLTC Services	121
4.2.11 Cancel Confirmation	122
4.2.12 Cancel Confirmation - Cancelled	123

4 Designee Registration and Acceptance

4.1 Designee GO Secure Registration

This section is used by **designees to register one time only** for a GO Secure account by using the [link](#) provided in their email with subject “**Access created/Accès créé**”.

The GO Secure Login screen has multiple uses depending on whether you are registering as a health care provider or a designee. The following identifies various ways health care providers or designees may use the GO Secure Login screen:

For Designees:

- First Time User Registration. Refer to Section 4.1.3.
- Confirmation of their email. Refer to Section 4.1.9.
- Acceptance of designation for MC EDT services. Refer to Section 4.2.
- Use the MC EDT Web Page or the MC EDT Web Service. Refer to Section 5.
- Profile maintenance. Refer to Section 7.


The following checklist is provided to assist the designee to register for their GO Secure account and accept the health care provider’s designation.

Subsequently the designee will use the “Administration and MOHLTC Services” options page to use the MC EDT web page or maintain their GO Secure account.

4.1.1 GO Secure Registration and Acceptance of Designation Checklist

Designee Checklist

Note: You will be required to open and close your Internet browser several times during the process of registering for the GO Secure account and accepting your health care provider's designation. You **cannot** have other Internet items open at the same time.

- Your health care provider will advise you they are adding you as a designee and will ask you for your email.
- Your health care provider will advise you when they have completed their process of "Adding a Designee" and to check your email.
- Open your Internet browser and check your email with subject: "**Access created/Accès créé**" to accept designation. Refer to Section 4.1.2.
- Copy the **link** in the email "**Access created/Accès créé**".
- Logout of your email** and **close your Internet browser** by selecting the  in the upper right corner of the screen..
- Reopen your browser and use the copied **link** to navigate to the GO Secure Login screen;
- Register for your GO Secure account. Refer to Section 4.1.3 to 4.1.7.
- Close your Internet browser.**
- Reopen your Internet browser and check your email with subject: "**GO Secure Login – Registration Confirmation**" requesting email confirmation. Refer to Section 4.1.8.
- Copy the **link** in the email "**GO Secure Login – Registration Confirmation**".
- Logout of your email** and **close your Internet browser.**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen.
- At the GO Secure Login Screen, key in your GO Secure ID and password and Sign In and confirm your registration. Refer to Section 4.1.9 to 4.1.10.
- Your registration for GO Secure is complete, now you must accept the designation.**

- Logout and close your Internet browser.**
- Reopen your browser and copy the **link** from previous email with subject “**Access created/Accès créé**”.
- Logout of your email and close your Internet browser.**
- Reopen your browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 4.2.1.
- Sign in with your GO Secure ID and password. Refer to Section 4.2.2.
- If you have never **previously been added as a designee**, obtain and use the “**shared secret**” from the health care provider. Refer to Section 4.2.3. If you **have been previously added as a designee**, you will **NOT** require the “**shared secret**”. Refer to Section 4.2.4.
- Accept the Acceptable Use Policy for Electronic Business Services and navigate to the Success screen. Refer to Section 4.2.7.
- At the Success screen (refer to Section 4.2.8) there will be displayed a link/URL to bookmark or save as a favourite:

<https://www.edt.health.gov.on.ca>
- After you have created your bookmark/favourite, logout and **close your Internet browser.**
- Reopen your Internet browser and use the link/URL you bookmarked for MC EDT to navigate to the GO Secure Login screen.
- At the GO Secure Login Screen, key in your GO Secure ID and password and Sign In to navigate to the designee Administration and MOHLTC Services screen, Refer to Section 4.2.9.
- At the designee Administration and MOHLTC Services screen, logout and **close your Internet browser** (Refer to Section 4.2.10).
- You have completed your Designation Acceptance.**
- Notify your health care provider that you have completed the registration and acceptance. Your health care provider will receive an email to authorize your permissions. (Health care provider refers to Section 3.4.1).
- Wait** for the health care provider to notify you that you have been authorized permissions to upload and download their files and reports.

- To use the MC EDT service, use your bookmark, to navigate to the GO Secure Login screen.
- Sign in with your GO Secure ID and password to navigate to the designee Administration and MOHLTC Services screen.
- At your designee “Administration and MOHLTC Services” screen, select an option:
 - a) To upload or download files/reports, select “MC EDT Service”. Refer to Section 5.
 - b) To maintain your GO Secure account, select “GO Secure Profile”. Refer to Section 7.

4.1.2 Designation Email Confirmation

If **you have never been previously added as a designee** you will receive the following system generated email, when a health care provider has selected you as their designee.

From: GOSecure
To: Anne Nicole Gilbert <ANGilbert@email.com>
Sent: Tuesday, July 31, 2012 2:41:22 PM
Subject: Access created/Accès créé

Hello,

A health care provider (First name Last name DrEmail@email.com) has designated MOHLTC online access to you.

If you have a GO Secure account:

Select the link below to navigate to the GO Secure Login screen and sign in with your GO Secure ID and password and confirm the designation.

If you do not have a GO Secure account:

Select the below link to navigate to the GO Secure Login screen, and select the "Register Now" button to create your account.

The health care provider has been provided a shared secret (PIN) that you will require to confirm your identity.

To accept this designation and confirm your identity you must respond using the link below, within seven calendar days. If you fail to respond within seven days your shared secret will expire.

If you are sharing a computer, the health care provider must first log out of their GO Secure Internet session before you use the link below.

< LINK >

Refer to the *Medical Claims Electronic Data Transfer (MC EDT) Reference Manual* for detailed procedures.

Thank you.

Bonjour,

Un fournisseur de soins de santé (prenom nom de famille DrEmail@email.com) vous a désigné à des fins d'accès au système électronique du MSSLD.

Si vous avez un compte GO Secure:

Choisissez le lien ci-après pour aller à la page GO Secure Login. Accédez au système à l'aide de votre code d'identification et mot de passe GO Secure, et confirmez la désignation.

Si vous n'avez pas de compte GO Secure:

Choisissez le lien ci-après pour aller à la page GO Secure Login. Appuyez sur le bouton d'inscription pour créer votre compte.

Le fournisseur de soins de santé a reçu un secret partagé (NIP) dont vous aurez besoin pour confirmer votre identité.

Pour accepter cette désignation et confirmer votre identité, vous devez cliquer sur le lien ci-après dans un délai de 7 jours civils. Si vous ne confirmez pas votre identité dans les 7 jours suivants, votre secret partagé expirera.

Si vous utilisez un ordinateur partagé, le fournisseur de soins de santé doit fermer sa session GO Secure avant que vous utilisiez le lien ci-après.

<LINK>

Consultez le manuel de référence pour le transfert électronique de données sur les soins médicaux (en anglais).

Merci.

If you **have been previously added as a designee**, you do not need to obtain a **“shared secret”** from the health care provider designating you.

From: GOSecure <uat-no-reply@gosecurelogin.com>
To: Anne Nicole Gilbert <desigaaugtvo@ymail.com>
Sent: Thursday, August 2, 2012 3:58:59 PM
Subject: Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné

Hello,

A health care provider (First name Last name DrEmail@email.com) has designated MOHLTC online access to you.

If you have a GO Secure account:

Select the link below to navigate to the GO Secure Login screen and sign in with your GO Secure ID and password and confirm the designation.

If you do not have a GO Secure account:

Select the below link to navigate to the GO Secure Login screen, and select the "Register Now" button to create your account.

The health care provider has been provided a shared secret (PIN) that you will require to confirm your identity.

To accept this designation and confirm your identity you must respond using the link below, within seven calendar days. If you fail to respond within seven days your shared secret will expire.

If you are sharing a computer, the health care provider must first log out of their GO Secure Internet session before you use the link below.

< LINK >

Refer to the Medical Claims Electronic Data Transfer (MC EDT) Reference Manual for detailed procedures.

Thank you.

Bonjour,

Un fournisseur de soins de santé (prenom nom de famille DrEmail@email.com) vous a désigné à des fins d'accès au système électronique du MSSLD.

Ce fournisseur de services de santé a reçu un secret partagé (NIP) dont vous aurez besoin pour confirmer votre identité.

Pour accepter cette désignation et confirmer votre identité, vous devez répondre en suivant le lien ci-dessous dans un délai de 7 jours civils. Si vous ne répondez pas dans ce délai, votre secret partagé expirera.

Si vous partagez un ordinateur, le fournisseur de soins de santé doit d'abord se connecter sur leur session Internet de GO Secure avant d'utiliser le lien ci-dessous.

<LINK>

Si vous ne possédez pas de compte GO Secure :

Sélectionnez le lien ci-dessus pour accéder à la page d'ouverture de session de GO Secure et cliquez sur « Inscrivez-vous maintenant » pour créer un compte.

Si vous possédez un compte GO Secure :

Sélectionnez le lien ci-dessus pour accéder à la page d'ouverture de session de GO Secure et ouvrez une session avec votre nom d'utilisateur et mot de passe.

Veuillez consulter le guide de référence sur le transfert électronique de données - demandes de règlement pour services médicaux pour plus de détails sur la procédure.

Merci

INSTRUCTIONS:

- If you are **SHARING** a computer, the health care provider must **logout of GO Secure/MCEDT and close the Internet browser**.
- If **you have never previously been added as a designee**, obtain the “**shared secret**” from the health care provider designating you. Open your Internet browser and check for your email subject “**Access created/Accès créé**”. Copy the **link** from your email “**Access created/Accès créé**”.

OR

- If you **have been previously added as a designee by any health care provider**, you do not need to obtain a **“shared secret”** from the health care provider designating you. Open your Internet browser and check for your email subject **“Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné”**. Copy the **link** from your email **“Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné”**.
- **Logout of your email and close your Internet browser.**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 4.1.3.

4.1.3 GO Secure Register/Login - Start

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

Forget your ID or password?

Don't have an account?
Register Now

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LAST MODIFIED: 2012-08-01

INSTRUCTIONS:

First time designee registration:

- Select the “Register Now” button to navigate to the Registration: Step 1 of 2 screen. Refer to Section 4.1.4.

OR

Already registered for a GO Secure Account and are a first time designee:

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the Designee Enrolment Screen. Refer to Section 4.2.

OR

Already registered for a GO Secure Account and have been previously designated:

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the Designee Acceptance Screen. Refer to Section 4.2.

TIPS:

- If you have already created a GO Secure ID, but **forgot your password**, select the text, “Forget your ID or password?” to navigate to the Password Recovery – Enter ID screen. Refer to Section 6.
- If you have already created a GO Secure ID, but **forgot your GO Secure ID**, select the text, “Forget your ID or password?” to navigate to the Password Recovery – Enter ID screen. Select the text, “Forgot your GO Secure ID”. Refer to Section 6.
- Your password will expire in 120 days. You will receive an email eight (8) days in advance advising you of the expiry date and includes a **link** for you to create a new password. Refer to Section 7.
- Your session will time-out if there is no activity in 45 minutes.
- After five consecutive failed attempts, you will be locked out for 30 minutes. Refer to Section 4.1.11.

4.1.4 GO Secure – Basic Information

Ontario GO SECURE LOGIN Français

Registration : Step 1 of 2

Step 1 of 2 : Basic information * indicates required fields Notice of Collection

* First Name

Middle Name

* Last Name

* Display Name

* Email

Cancel Next>

Notice of Collection +

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INSTRUCTIONS:

- Key in your first name, last name and email account.
- The “Display Name” field is auto-populated with your first and last name.
- Select the “Next>” button and you will be navigated to the second step of the registration process, the Registration: Step 2 of 2 screen. Refer to Section 4.1.5.

OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 4.1.12.

OR

- You may overwrite the “Display Name” field to create a unique “Display Name” which must have a minimum of four characters.

OR

- To read the authorization to collection personal information and the contact information for questions about the collection of personal information, select the “Notice of Collection” button at the top right hand side of the screen.

TIPS:

- Registration for a GO Secure account is a **one time only process** using your email account as a GO Secure ID.
- The “Email” field must not contain any of the following special characters:
Space “ () , : ; < > & [\]
- The “Email” field must not contain: “@ontario.ca”.
- The “Middle Name” is optional.
- The “Display Name” is a standard field and is used for informational purposes only.

4.1.5 GO Secure – Security Information



Français

Registration : Step 2 of 2

Step 2 of 2 : Login Information and Security Information

Select a GO Secure ID and Password: * indicates required fields

* GO Secure ID

* Password

* Confirm

Password Policy

- Must not match or contain first name.
- Must not match or contain last name.
- Must not match or contain user ID.
- Must be at least 8 characters
- Must contain lower case letter(s)
- Must contain number(s)
- Must contain upper case letter(s)
- Must contain symbol(s) such as !,@,#,%
- Must start with a letter.
- Cannot repeat a letter 3 times or more.
- Passwords must match

Set your challenge questions and answers:

The Challenge Questions and Answers are used if you forget your password and need to reset it.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

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Note: The system will auto-populate the “GO Secure ID” field with the email account that you keyed in the Registration: Step 1 of 2 screen.

INSTRUCTIONS:

- Create a “Password” that meets the password policy outlined on the right side of the screen. Refer to TIPS on the following page for details.
- Re-key the same password.
- Select three different “Challenge Questions” and answer the three questions.

- Challenge Question Answers:
 - Can not be the same as the questions;
 - Must be at least three (3) characters long; and
 - Will not be stored on the system as case sensitive.
- To continue with your registration, select the “Register” button and you will be navigated to the GO Secure Login Terms and Conditions of Use screen. Refer to Section 4.1.6.

OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 4.1.12.

OR

- To start over again at the previous screen, select the “Back” button. Refer to Section 4.1.4.

OR

- You may overwrite the email account to create a unique “GO Secure ID” that meets GO Secure ID policy. Refer to TIPS below.

TIPS:

- If you are not using the default “GO Secure ID” (your email account), then it must:
 - Be unique (not previously used by anyone for a GO Secure account)
 - Start with a letter;
 - Contain eight (8) or more characters (letters, digits, and symbols. and
 - Not contain spaces.
- The “Password” must:
 - Not match or contain the “First Name”;
 - Not match or contain the “Last Name”;
 - Not match or contain the “GO Secure ID”;

- Contain eight (8) to 16 characters;
- First character must be a letter;
- At least one lowercase letter;
- At least one uppercase letters;
- At least one number;
- At least one special character such as:
! @ # %
- Not match or contain the “GO Secure ID”;
- Not repeat a letter three (3) times or more;
- Not be re-used for up to eight (8) occurrences; and
- Match the confirm password.
- “Password” characters will not be displayed as they are keyed.
- “Confirm Password” characters will not be displayed as they are keyed.
- Your password will expiry in 120 days. You will receive an email eight (8) days in advance advising you of the expiry date and a [link](#) to create a new password. Refer to Section 6.
- You must select three different Challenge Questions:
- Challenge Question Answers:
 - Can not be the same as the questions;
 - Must be at least three (3) characters long; and
 - Will not be stored on the system as case sensitive.
- Keep a record of your challenge questions and answers. You will need to answer these correctly when you change your password every 120 days.
- After five (5) consecutive failed attempts, to select and answer questions you will be locked out for 30 minutes. Refer to Section 4.1.11.

4.1.6 GO Secure – Terms and Conditions of Use

Ontario GO SECURE LOGIN Français

GO Secure Login Terms and Conditions of Use

In return for the Ministry of Government Services providing you with a GO Secure Login 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 GO Secure Login ID, Password and Recovery Questions and Answers.
2. If you suspect that others have obtained them, you are responsible for changing your GO Secure Login ID and/or password.
3. You understand and accept that the Government of Ontario can revoke your GO Secure Login ID for security or administrative reasons.
4. You understand and accept that the Government of Ontario disclaims all liability (except in cases of gross negligence or wilful misconduct) in relation to the use of, delivery of or reliance upon the GO Secure Login service.
5. You understand and accept that a record of your registration will be kept in accordance with the [Archives and Record Keeping Act](#) even if you choose to delete your GO Secure Login account. Your account will be removed permanently seven years after it is deleted.
6. Some GO Secure Login Enabled Services may have service-specific Acceptable Use Policies. Please refer to each service's web pages for details.

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INSTRUCTIONS:

- To indicate that you read and agree to the terms and conditions of use, select the “Accept” button. Refer to Section 4.1.7.

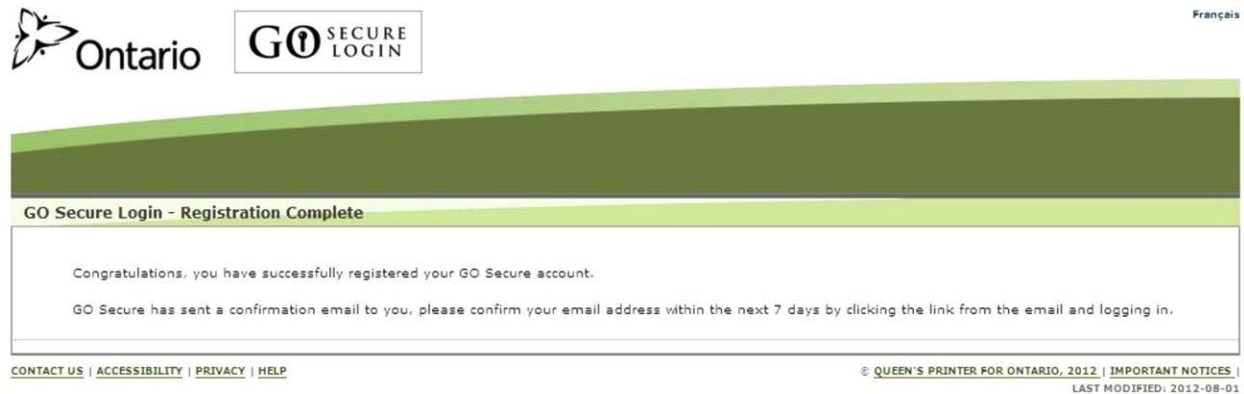
OPTIONS:

- To cancel this activity, select the “Cancel” button and a “Cancel Confirm” dialogue box will be displayed. Refer to Section 4.1.12.

TIPS:

- You are responsible for password management and confidentiality of your GO Secure ID and password.

4.1.7 GO Secure – Registration Complete



You have registered your GO Secure account. You must now confirm your email.

INSTRUCTIONS:

- **Close your Internet browser.**
- Reopen your Internet browser and check your email with the subject “**GO Secure Login Registration Confirmation**” to complete the registration process. Refer to Section 4.1.8.

TIPS:

- Confirm your email within the next seven (7) days of receiving the email, to prevent your GO Secure ID from being deactivated.

4.1.8 Email for Registration Confirmation

From: GO Secure Login
To: your email <youremail@email.com>
Sent: Tuesday, June 26, 2012 11:17:57 AM
Subject: GO Secure Login - Registration Confirmation

Hello and welcome to GO Secure Login.

Your GO Secure ID is youremail@email.com

It is important that you confirm your GO Secure email address by clicking the link below and logging in with your GO Secure ID and password.

< LINK >

Please complete this process within 7 days, or your GO Secure Login will be de-activated.

Thank you.

INSTRUCTIONS:

- To confirm your email, copy the **link** in the email “**GO Secure Login - Registration Confirmation**”.
- **Logout of your email and close your Internet browser.**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 4.1.9.

OPTIONS:

- **If you overwrote the system generated GO Secure ID (your email account) and created your own unique GO Secure ID, you will receive the email on the following page.**

From: GO Secure Login
To: your email <youremail@email.com>
Sent: Tuesday, June 26, 2012 11:17:57 AM
Subject: GO Secure Login - Registration Confirmation

Hello and welcome to GO Secure Login.

Your GO Secure ID is Designee#1

It is important that you confirm your GO Secure email address by clicking the link below and logging in with your GO Secure ID and password.

< LINK >

Please complete this process within 7 days, or your GO Secure Login will be de-activated.

Thank you.

INSTRUCTIONS:

- To confirm your email, copy the **link** in the email "GO Secure Login - Registration Confirmation"
- **Logout of your email and close your Internet browser.**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 4.1.9.

4.1.9 GO Secure – Email Confirmation



Français



Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forget your ID or password?](#)

Don't have an account?

Register Now

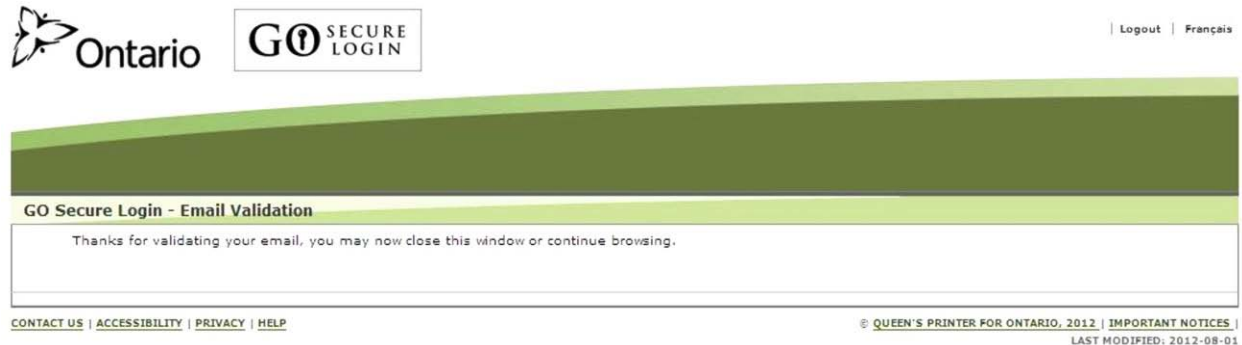
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INSTRUCTIONS:

- To confirm your email, key your GO Secure ID and password.
- Select the “Sign In” button and you will be navigated to the GO Secure Login – Email Validation screen. Refer to Section 4.1.10.

4.1.10 GO Secure - Email Confirmation Success



Your email is confirmed.

INSTRUCTIONS:

- Select the text "Logout" in the top right corner of the screen and the GO Secure Login screen will be displayed.
- **Do NOT use the GO Secure Login screen displayed after logging out.**
- **Close your Internet browser.**
- Reopen your Internet browser and check your previous email subject "**Access created/Accès créé**".
- Copy the **link** in the email "**Access created/Accès créé**".
- **Logout of your email and close your Internet browser.**
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen to accept the designation. Refer to Section 4.2.

4.1.11 Account Locked



INSTRUCTIONS:

- After five (5) consecutive failed attempts to log on, you will be locked out for 30 minutes.
- If the problem appears to be with your password, select the text “password recovery” and you will be navigated to the Password Recovery – Enter ID screen. Refer to Section 6.

4.1.12 Cancel Confirm



INSTRUCTIONS:

- To cancel the activity you are doing, select the “OK” button and you will be navigated to the GO Secure Login screen. Refer to Section 4.1.3.

OPTIONS:

- To return to the screen at which you selected cancel, select the “Cancel” button.

4.2 Designee Accepts Authorization

This section is used by the **designee** to accept the health care provider(s) authorization.

4.2.1 Designation Email Confirmation

Retrieve your email with subject "**Access created/Accès créé**". If **you have never previously been added as a designee**, obtain the system generated "**shared secret**" from the health care provider.

From: GOSecure
To: Anne Nicole Gilbert <ANGilbert@email.com>
Sent: Tuesday, July 31, 2012 2:41:22 PM
Subject: Access created/Accès créé

Hello,

A health care provider (First name Last name DrEmail@email.com) has designated MOHLTC online access to you.

If you have a GO Secure account:

Select the link below to navigate to the GO Secure Login screen and sign in with your GO Secure ID and password and confirm the designation.

If you do not have a GO Secure account:

Select the below link to navigate to the GO Secure Login screen, and select the "Register Now" button to create your account.

The health care provider has been provided a shared secret (PIN) that you will require to confirm your identity.

To accept this designation and confirm your identity you must respond using the link below, within seven calendar days. If you fail to respond within seven days your shared secret will expire.

If you are sharing a computer, the health care provider must first log out of their GO Secure Internet session before you use the link below.

< LINK >

Refer to the Medical Claims Electronic Data Transfer (MC EDT) Reference Manual for detailed procedures.

Thank you.

Bonjour,

Un fournisseur de soins de santé (prenom nom de famille DrEmail@email.com) vous a désigné à des fins d'accès au système électronique du MSSLD.

Si vous avez un compte GO Secure:

Choisissez le lien ci-après pour aller à la page GO Secure Login. Accédez au système à l'aide de votre code d'identification et mot de passe GO Secure, et confirmez la désignation.

Si vous n'avez pas de compte GO Secure:

Choisissez le lien ci-après pour aller à la page GO Secure Login. Appuyez sur le bouton d'inscription pour créer votre compte.

Le fournisseur de soins de santé a reçu un secret partagé (NIP) dont vous aurez besoin pour confirmer votre identité.

Pour accepter cette désignation et confirmer votre identité, vous devez cliquer sur le lien ci-après dans un délai de 7 jours civils. Si vous ne confirmez pas votre identité dans les 7 jours suivants, votre secret partagé expirera.

Si vous utilisez un ordinateur partagé, le fournisseur de soins de santé doit fermer sa session GO Secure avant que vous utilisiez le lien ci-après.

<LINK>

Consultez le manuel de référence pour le transfert électronique de données sur les soins médicaux (en anglais).

Merci.

If **you have been previously added as a designee**, you do not need to obtain a “**shared secret**” from the health care provider.

From: GOSecure <uat-no-reply@gosecurelogin.com>
To: Anne Nicole Gilbert <desigaaugtvo@ymail.com>
Sent: Thursday, August 2, 2012 3:58:59 PM
Subject: Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné

Hello,

A health care provider (First name Last name DrEmail@email.com) has designated MOHLTC online access to you.

If you have a GO Secure account:

Select the link below to navigate to the GO Secure Login screen and sign in with your GO Secure ID and password and confirm the designation.

If you do not have a GO Secure account:

Select the below link to navigate to the GO Secure Login screen, and select the "Register Now" button to create your account.

The health care provider has been provided a shared secret (PIN) that you will require to confirm your identity.

To accept this designation and confirm your identity you must respond using the link below, within seven calendar days. If you fail to respond within seven days your shared secret will expire.

If you are sharing a computer, the health care provider must first log out of their GO Secure Internet session before you use the link below.

< LINK >

Refer to the Medical Claims Electronic Data Transfer (MC EDT) Reference Manual for detailed procedures.

Thank you.

Bonjour,

Un fournisseur de soins de santé (prenom nom de famille DrEmail@email.com) vous a désigné à des fins d'accès au système électronique du MSSLD.

Ce fournisseur de services de santé a reçu un secret partagé (NIP) dont vous aurez besoin pour confirmer votre identité.

Pour accepter cette désignation et confirmer votre identité, vous devez répondre en suivant le lien ci-dessous dans un délai de 7 jours civils. Si vous ne répondez pas dans ce délai, votre secret partagé expirera.

Si vous partagez un ordinateur, le fournisseur de soins de santé doit d'abord se connecter sur leur session Internet de GO Secure avant d'utiliser le lien ci-dessous.

<LINK>

Si vous ne possédez pas de compte GO Secure :

Sélectionnez le lien ci-dessus pour accéder à la page d'ouverture de session de GO Secure et cliquez sur « Inscrivez-vous maintenant » pour créer un compte.

Si vous possédez un compte GO Secure :

Sélectionnez le lien ci-dessus pour accéder à la page d'ouverture de session de GO Secure et ouvrez une session avec votre nom d'utilisateur et mot de passe.

Veuillez consulter le guide de référence sur le transfert électronique de données - demandes de règlement pour services médicaux pour plus de détails sur la procédure.

Merci.

INSTRUCTIONS:

- If you are **SHARING** a computer, the health care provider must **logout of GO Secure/MCEDT and close the Internet browser**.
- If **you have never previously been added as a designee**, copy the **link** from your email "**Access created/Accès créé**".

OR

- If you **have been previously added as a designee by any health care provider**, copy the **link** from your email "**Please Confirm Designated Access/S'il vous plaît confirmer l'accès désigné**".
- **Logout of your email and close your Internet browser**.
- Reopen your Internet browser and use the copied **link** to navigate to the GO Secure Login screen. Refer to Section 4.1.3.

4.2.2 Designee GO Secure Sign In

Ontario

Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

Don't have an account?
Register Now

[Forgot your ID or password?](#)

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INSTRUCTIONS:

- Key in your GO Secure ID and password.
- Select the “Sign In” button.

If you have never previously been added as a designee, refer to Section 4.2.3.

If you have been previously added as a designee, refer to Section 4.2.4.

4.2.3 Designee Keys Shared Secret

Ontario GO SECURE LOGIN | Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Designee Enrolment

Please enter the shared secret to confirm your access.

* Shared Secret

* Confirm Secret

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INSTRUCTIONS:

- Key in the “**shared secret**” (case sensitive).
- Re-key the same “**shared secret**” to confirm.
- To continue with this activity, select the “Continue” button to navigate to the Acceptable Use Policy for Access to Electronic Business Services screen. Refer to Section 4.2.7.

OPTIONS:

- To cancel with this activity, select the “Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 4.2.11.

OR

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- The “**shared secret**” is provided to you by the health care provider who is authorizing you as a designee.

- The “**shared secret**” is effective for seven (7) calendar days. If the “**shared secret**” is incorrect or has expired, contact the health care provider and request it to be regenerated.
- After five (5) consecutive failed attempts you will be locked out for 30 minutes after which you may try again.

4.2.4 Accept/Reject Designation



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE



Designee Acceptance

Please accept the designation by the following Health Care Providers

Health Care Provider	Accept	Reject
Dr. Bob DrBobEmail@email.com	<input type="button" value="Accept"/>	<input type="button" value="Reject"/>
Dr. Smith DrSmithEmail@email.com	<input type="button" value="Accept"/>	<input type="button" value="Reject"/>

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This screen will be displayed if you have been previously added as a designee.

INSTRUCTIONS:

- To accept the health care provider's designation, select the "Accept" button to navigate to the Use Policy for Access to Electronic Business Services screen. Refer to Section 4.2.7.

OR

- To decline the health care provider's designation, select the "Reject" button. Refer to Section 4.2.5.

OPTIONS:

- Select text "Logout" on the Menu Bar or in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- You can only accept or reject one health care provider at a time.
- When you reject a designation, your name will be removed from the health care provider's list of designees

4.2.5 Reject Designation Confirmation

Ontario GO SECURE LOGIN | Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Designee Acceptance

Please accept the designation by the following Health Care Providers

Health Care Provider	Accept	Reject
Dr. Bob DrBobEmail@email.com	<input type="button" value="Accept"/>	<input type="button" value="Reject"/>

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In this example the designee opted to reject one of the health care providers.

INSTRUCTIONS:

- To accept the remaining health care provider's designation, select the "Accept" button to navigate to the Acceptable Use Policy screen. Refer to Section 4.2.7.

OR

- To decline the remaining health care provider's designation, select the "Reject" button. Refer to Section 4.2.6

OPTIONS:

- Select text "Logout" on the Menu Bar or in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- You can only accept or reject one health care provider at a time.

4.2.6 Reject Designation Confirmation



In this example the designee has rejected the remaining health care provider.

INSTRUCTIONS:

- To navigate to the Administration and MOHLTC Services screen, select the text “Return to Administration and MOHLTC Services”. Refer to Section 4.2.10.

OPTIONS:

- Select text “Logout” on the Menu Bar or in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

4.2.7 Acceptable Use Policy



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE



PLEASE READ THE FOLLOWING ACCEPTABLE USE POLICY TO ACCESS THE CLAIMS SERVICES BRANCH (CSB) SERVICES:

1. I SHALL ONLY USE MY OWN USER ID AND PASSWORD (ACCESS CREDENTIALS) TO ACCESS THE CSB SERVICES.
2. I SHALL SAFEGUARD AND NOT DISCLOSE MY ACCESS CREDENTIALS TO ANYONE, INCLUDING USERS WITHIN MY ORGANIZATION AND OTHER USERS OF CSB SERVICES.
3. I UNDERSTAND THAT I HAVE ACCESS TO PERSONAL HEALTH INFORMATION (PHI) AND I AGREE NOT TO MISUSE OR DISCLOSE ANY PHI.
4. I SHALL ACCESS CSB SERVICES ONLY FOR THE PURPOSE OF THE ELECTRONIC TRANSFER AND RECEIPT OF CLAIM RELATED FILES AND REPORTS.
5. I SHALL ENSURE THAT FILES SUBMITTED THROUGH THE CSB SERVICES CONFORM TO THE APPLICABLE MINISTRY OF HEALTH AND LONG- TERM CARE (THE MINISTRY) TECHNICAL SPECIFICATION(S).
6. I SHALL NOT ALLOW OTHERS TO USE CSB SERVICES WHILE I AM LOGGED IN AND I SHALL LOG OUT AFTER EACH SESSION OF USE.
7. IN THE EVENT THAT I SUSPECT THAT THE SECURITY OF MY ACCESS CREDENTIALS HAS BEEN COMPROMISED, I WILL CHANGE MY ACCESS PASSWORD IMMEDIATELY.
8. BY USING CSB SERVICES, I ACKNOWLEDGE THAT ALL MY CSB SERVICES ACTIVITY, INCLUDING ACCESS TO AND USE OF CSB SERVICES, WILL BE LOGGED AND AUDITED BY THE MINISTRY.
9. I UNDERSTAND THAT THE MINISTRY MAY, IN ITS SOLE DISCRETION, REVOKE AND/OR SUSPEND MY ACCESS TO CSB SERVICES AT ANY TIME IF I BREACH THIS ACCEPTABLE USE POLICY OR WHERE NECESSARY FOR THE SECURITY OF THE CSB SERVICES.
10. I SHALL COOPERATE WITH THE MINISTRY IF ASKED TO ASSIST IN ANY INVESTIGATION OF ANY SUSPECTED BREACH OF THIS ACCEPTABLE USE POLICY.
11. THE MINISTRY MAY REVISE THIS ACCEPTABLE USE POLICY FROM TIME TO TIME IN ITS SOLE DISCRETION.

BY CLICKING THE ACCEPT BUTTON BELOW, I ACKNOWLEDGE THAT I HAVE READ AND AGREE TO COMPLY AND USE THE CSB SERVICES IN ACCORDANCE WITH THIS ACCEPTABLE USE POLICY.

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INSTRUCTIONS:

- To indicate that you have read and agree to the Acceptable Use Policy, select the “Accept” button to navigate to the Success screen. Refer to Section 4.2.8.

OPTIONS:

- If you **do not** want to accept the designation to use MC EDT, select the “Do Not Accept” button to navigate back to the Cancel Confirmation screen. Refer to Section 4.2.11.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- If you select the “Do Not Accept” button, your acceptance of the designation is **incomplete**.
- If you select the “Accept” button, the system will send an email to the health care provider that you have accepted the designation and will include instructions to the health care provider to authorize your permissions to submit and download files and reports.

4.2.8 Designee Confirmation



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Success

Success, designation confirmed.

It is recommended that you bookmark the following web link or URL for future reference:

<https://www.edt.health.gov.on.ca>

Please logout and close your browser.

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You are successful in accepting the designation, now you must complete the confirmation.

INSTRUCTIONS:

- It is recommended that you bookmark the following web link/URL for future use
<https://www.edt.health.gov.on.ca>
- To create a valid bookmark:
 - Add the “Success” screen to your Bookmarks (or Favorite depends on your browser);
 - Left-click with your mouse on “Favorites”;
 - Then left-click with your mouse on “Add to Favorites” to display the “Add A Favorite” screen (depends on your browser);
 - At the “Name” field you may change the displayed name to “MC EDT”, then select the “Add” button;
 - Left-click with your mouse on the “Favorites” (or your browser’s bookmark) again to display your list of favorites;

- Right-click with your mouse on your bookmarked favorite to display an options menu;
- Locate and right-click with your mouse on “Properties” (or Edit depends on your browser) to display the properties screen;
- In the URL field type in:
<https://www.edt.health.gov.on.ca>
- Select the “Apply” button, then select the OK button (or Save depending on browser).
- **Logout and close your browser.**
- Reopen your browser and select your bookmarked web link/URL for MC EDT to be navigated to the GO Secure Login screen. Refer to Section 4.2.9.

4.2.9. Designee GO Secure Login - Confirmation

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forgot your ID or password?](#)

Don't have an account?

Register Now

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INSTRUCTIONS:

- To complete the confirmation process, key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to the designee Administration and MOHLTC Services screen. Refer to Section 4.2.10.

4.2.10 Designee Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE



Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[GO Secure Profile \(Change Password, Email, etc\)](#)

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At this point, you cannot use the MC EDT Service until the health care provider authorizes permissions for you.

INSTRUCTIONS:

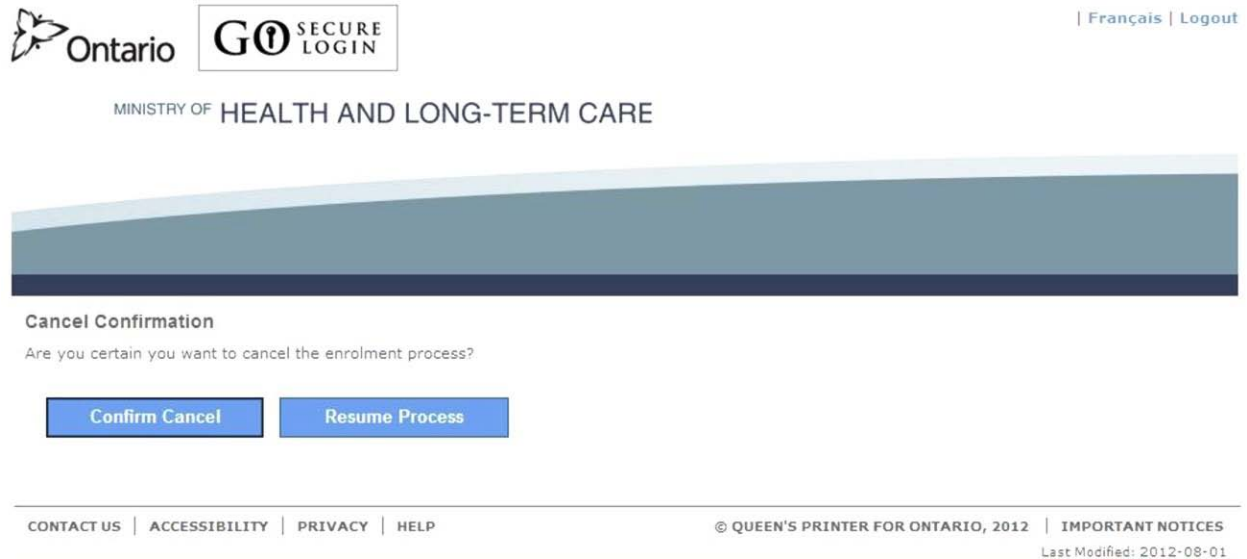
- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen.
- **Close your Internet browser.**
- **Notify your health care provider that you have completed your registration and acceptance.**

Your health care provider will receive an email with subject “**Designate has confirmed access**” to authorize your permissions (refer to Section 3.4.1) and will notify you when your permissions have been authorized at which time you can use the MC EDT service to upload and download files. Refer to Section 5.

TIPS:

- The health care provider(s) you have accepted will receive system generated acceptance email(s) with instructions to authorize permissions for uploading and downloading files.
- You **cannot** upload files or download reports until the health care provider has authorized permissions for you.
- The health care provider will notify you when you can begin using MC EDT to uploading and downloading files. To use MC EDT refer to Section 5.

4.2.11 Cancel Confirmation



INSTRUCTIONS:

- To cancel this activity, select the “Confirm Cancel” button to navigate to the Cancel Confirmation screen. Refer to Section 4.2.12.

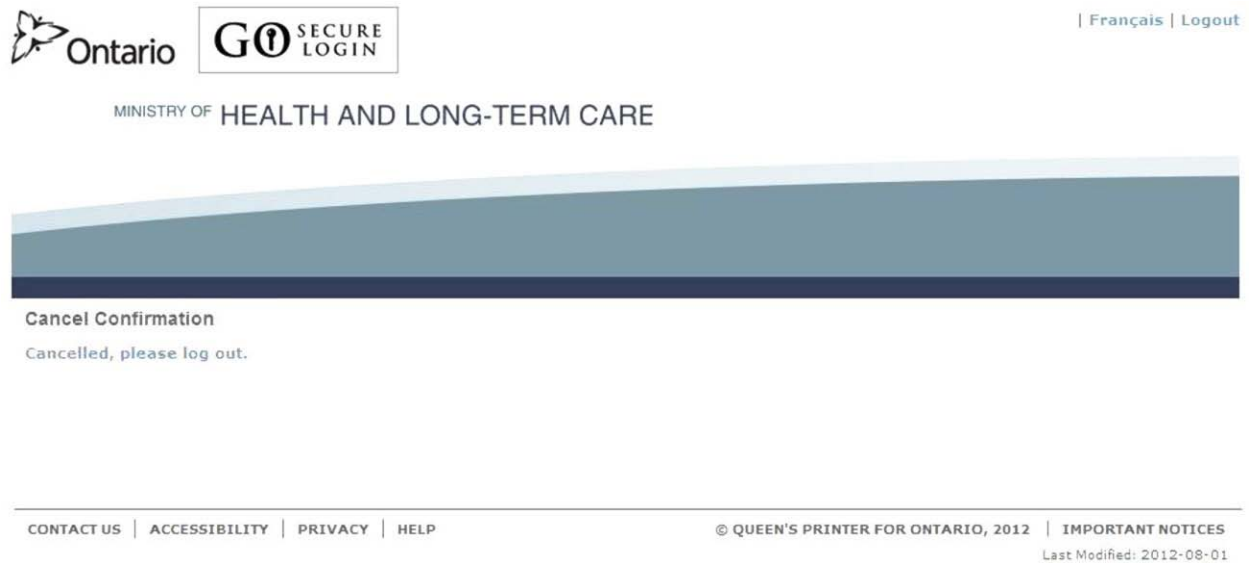
OR

- To return to the screen from which you cancelled, select the “Resume Process” button.

OPTIONS:

- Select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

4.2.12 Cancel Confirmation - Cancelled



INSTRUCTIONS:

- Your activity is cancelled, select text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

Section 5

Using the MC EDT Web Page

5

Section 5

5 Using the MC EDT Web Page.....	126
5.1 MC EDT Login.....	126
5.1.1 GO Secure Login	126
5.1.2 Health Care Provider’s Administration and MOHLTC Services.....	128
5.1.3 Designee’s Administration and MOHLTC Services	129
5.1.4 MC EDT Web Page – Main Menu.....	130
5.1.5 Account Locked	132
5.2 File Upload	133
5.2.1. MC EDT Web Page - Main Menu.....	133
5.2.2 Select Billing Number, File and File Type	135
5.2.3 File Upload - Success	138
5.2.4 File Upload Errors	140
5.3 Report/File Download.....	142
5.3.1. MC EDT Web Page - Main Menu.....	143
5.3.2 Select Billing Number.....	145
5.3.3 List of Reports/Files	147
5.3.5 Save Report/File	150
5.3.6 Download Complete.....	151
5.3.7 Download Successful.....	152
5.3.8 Report/File Download Errors.....	154

5 Using the MC EDT Web Page

5.1 MC EDT Login

This section is used by the health care provider or their designee to use the MC EDT Web Page.

The **health care provider and the designee** can use the following **link** to sign into GO Secure to use MC EDT:

<https://www.edt.health.gov.on.ca>

5.1.1 GO Secure Login

Ontario

Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forgot your ID or password?](#)

Don't have an account?

Register Now

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INSTRUCTIONS:

- Key in your “GO Secure ID” and “Password”.
- Select the “Sign In” button:
- Health care providers will be navigated to the health care provider’s “Administration and MOHLTC Services” screen. Refer to Section 5.1.2.
- Designees will be navigated to the designee’s “Administration and MOHLTC Services” screen. Refer to Section 5.1.3.

TIPS:

- If you have already created a GO Secure ID, but **forgot your password**, select the text, “Forget your ID or password?” to navigate to the Password Recovery – Enter ID screen. Refer to Section 6.
- If you have already created a GO Secure ID, but **forgot your GO Secure ID**, select the text, “Forget your ID or password” to navigate to the Password Recovery – Enter ID screen. Select the text, “Forgot your GO Secure ID”. Refer to Section 6.
- Your password will expire in 120 days. You will receive an email eight (8) days in advance advising you of the expiry date and includes a **link** for you to create a new password. Refer to Section 7.1.5.
- The session will time-out if there is no activity in 45 minutes.
- After five consecutive failed attempts, you will be locked out for 30 minutes. Refer to Section 5.1.5.

5.1.2 Health Care Provider's Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[Designee Maintenance \(Add, Remove, Update\)](#) Please refer to the MC EDT Reference Manual on the Ministry of Health & Long-Term Care's website

[GO Secure Profile \(Change Password, Email, etc\)](#)

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INSTRUCTIONS:

- To begin using MC EDT, select the text "MC EDT Service (Upload/Download)". Refer to Section 5.1.4.

OPTIONS:

- To maintain designee permissions, select the text "Designee Maintenance (Add, Remove, Update)". Refer to Section 3.4.

OR

- To maintain your GO Secure account, select the text "GO Secure Profile (Change Password, Email, etc)". Refer to Section 7.

OR

- Select the text "Logout" in the top right corner of the screen to navigate to the GO Secure login screen. **Close your Internet browser.**

5.1.3 Designee's Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[GO Secure Profile \(Change Password, Email, etc\)](#)

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INSTRUCTIONS:

- To begin using MC EDT, select the text "MC EDT Service (Upload/Download)". Refer to Section 5.1.4.

OPTIONS:

- To maintain your GO Secure account, select the text "GO Secure Profile (Change Password, Email, etc)". Refer to Section 7.

OR

- Select the text "Logout" in the top right corner of the screen to navigate to the GO Secure login screen. **Close your Internet browser.**

5.1.4 MC EDT Web Page – Main Menu



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

[Upload](#)

[Download](#)

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INSTRUCTIONS:

- To navigate to the File Upload screen, select text "Upload". Refer to Section 5.2.

OR

- To navigate to the Report/File Download screen, select text "Download". Refer to Section 5.3.

OPTIONS

- To navigate to the Administration and MOHLTC Services screen, select text "Main" on the menu bar. Refer to Section 5.1.2.

OR

- To view your list of designees, select text "Designated Accounts" on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text "Add Designees" on the menu bar. Refer to Section 3.3.

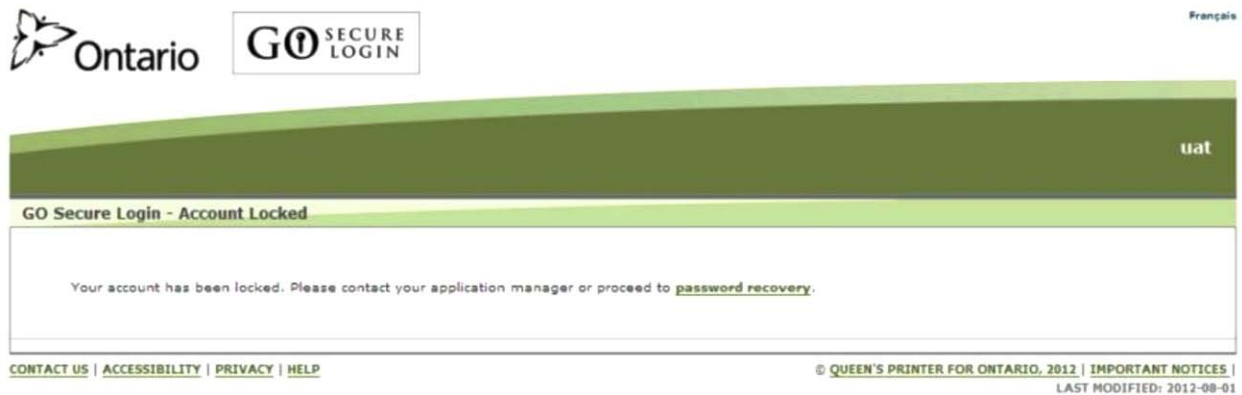
OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- If you are a designee then the Menu Bar options “Designated Accounts and “Add Designees” will **NOT** be displayed.
- You can upload a file from any type of medium (e.g. hard drive, USB drive).
- You can download a report to any type of medium (e.g. hard drive, USB drive).

5.1.5 Account Locked



INSTRUCTIONS:

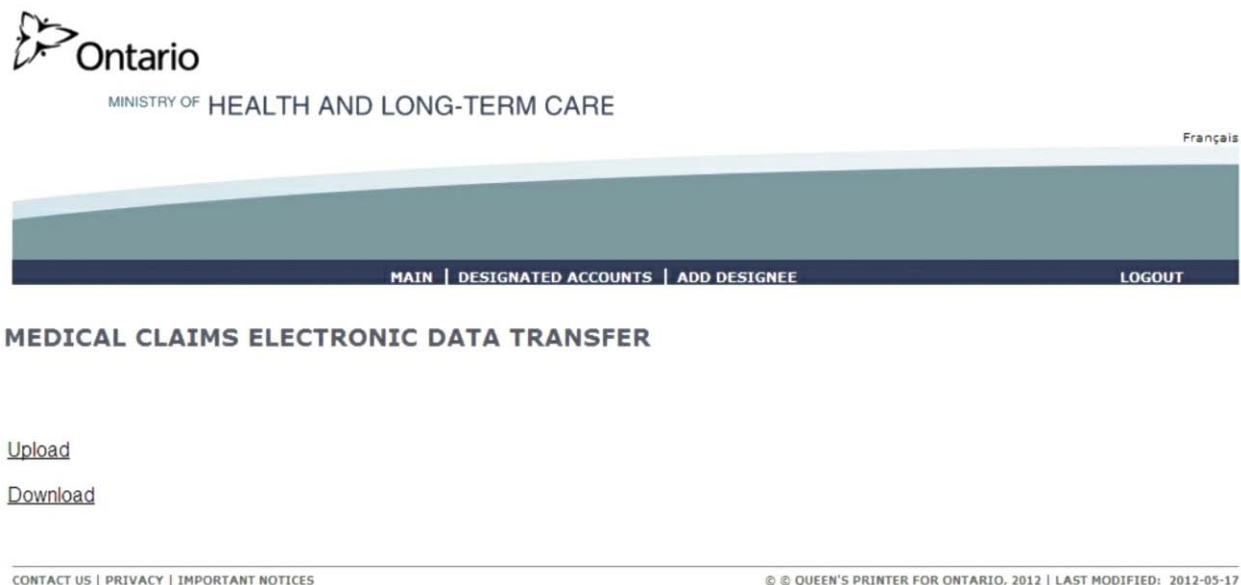
- After five (5) consecutive failed attempts to log on, you will be locked out for 30 minutes.
- If the problem appears to be with your password, select the text “password recovery” and you will be navigated to the Password Recovery – Enter ID screen. Refer to Section 6.

5.2 File Upload

This section is used by the health care provider or their designee to upload the following files:

- OHIP Medical Claim Files
- Stale Dated Claim Files
- Overnight Batch Eligibility Check (OBEC)
- Refer to Section 1 for details.

5.2.1.MC EDT Web Page - Main Menu



INSTRUCTIONS:

- To upload a file, select text "Upload". Refer to Section 5.2.2.

OPTIONS:

- To navigate to the Administration and MOHLTC Services screen, select text "Main" on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designees” on the menu bar. Refer to Section 3.3.

OR

- Select the text “Logout” on the menu bar and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- If you are a designee, the options “Designated Accounts and “Add Designees” will **NOT** be displayed.

5.2.2 Select Billing Number, File and File Type



MINISTRY OF HEALTH AND LONG-TERM CARE

Français



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

File Upload

Select a Billing Number * 123456 ▾

Select file to upload: * Browse...

Select file type: * ▾

- Stale Dated Claim file
- OBEC inbound file
- Claim File

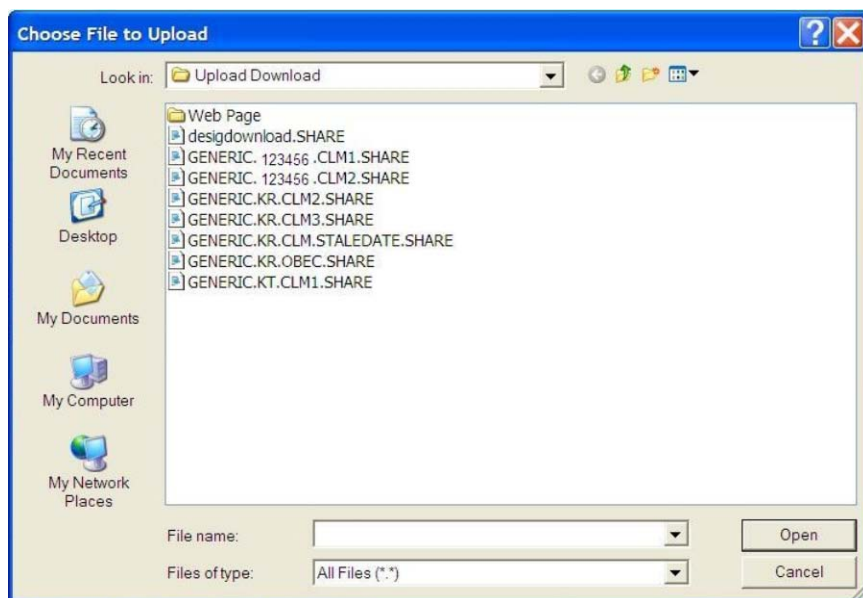
* - Mandatory Fields

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INSTRUCTIONS:

- To choose a billing number, select the appropriate billing number from the drop down menu.
- To find a file, select the “Browse” button to locate the file to be uploaded. See Browse screen example below.
- To choose the type of file to upload, select the file type from the drop down menu.
- To upload the file, select the “Upload” button and you will be navigated to the File Upload Success screen. Refer to Section 5.2.3.



- To locate the file to upload, use the down arrow in the “Look in” field to browse for the drive and/or folder location.
- Select file from the list to populate the “File name” field.
- Select the “Open” button.

OPTIONS:

- Select the “Clear” button and the data fields will display blank fields.

OR

- To navigate back to the MC EDT Web Page – Main Menu, select the “Home” button. Refer to Section 5.2.1.

OR

- Select the text “Logout” in the top right corner of the screen and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

OR

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designees” on the menu bar and you will be navigated to the Designee Details screen. Refer to Section 3.3.
- TIPS:
- If you are a designee for multiple health care providers, you must select (from the drop down list of Billing Numbers) the correct health care provider to upload files for.
- If you are a designee the options “Designated Accounts” and “Add Designees” will **NOT** be displayed.
- You can upload a file from any type of medium (e.g. hard drive, USB drive).
- “ * “ indicates mandatory fields.

5.2.3 File Upload - Success



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

File Upload

File 'G:\Current Projects\EDT 2010\User Screens\Upload Download\GENERIC.123456.CLM1.SHARE' has been uploaded

[Upload Another File](#)

[Home](#)

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INSTRUCTIONS:

- To upload another file, select the “Upload Another File” button and you will be navigated to the File Upload screen. Refer to Section 5.2.2.

OR

- To navigate to the MC EDT Web Page – Main Menu screen, select the “Home” button. Refer to Section 5.2.1.

OPTIONS:

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designees” on the menu bar. Refer to Section 3.3.

OR

- Select text “Logout” on the menu bar and you will be navigated to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- An error message will be displayed if there was an error during the file upload process. Refer to Section 5.2.4.

5.2.4 File Upload Errors



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

File Upload

Select a Billing Number *

Select file to upload:

Select file type:

File Upload Unsuccessful

System Error - Contact the Service Support Contact Centre at 1-800-262-6524

* - Mandatory Fields



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INSTRUCTIONS:

- In this example, a system error has occurred and you are instructed contact the Service Support Contact Centre. In some instances file errors may be corrected and the file may then be re-uploaded.

OPTIONS:

- Select text "Logout" in the top right corner of the screen and you will be navigated to the GO Secure Login screen. **Close your Internet browser.**

OR

- To navigate to the Administration and MOHLTC Services screen, select text "Main" on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designees” on the menu bar. Refer to Section 3.3.

TIPS:

- The Service Support Contact Centre is staffed from **8:00 am until 5:00 pm, Monday to Friday** and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

5.3 Report/File Download

This section is used by the health care provider or their designee to download the following reports/files:

- Remittance Advice Report
- Group Split Remittance Advice Report
- File Reject Report
- Batch Edit Report
- Error Report
- Group Split Error Report
- OBEC Response Report
- Primary Care Reports (Enrolment & Consent Summary Report and Enrolment & Consent Outside Use Report)
- Governance Reports
- General Communication

Refer to Section 1 for details.

5.3.1. MC EDT Web Page - Main Menu



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

[Upload](#)

[Download](#)

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INSTRUCTIONS:

- To navigate to the Report Download screen, select text “Download”.
- If you are a designee that has been designated by multiple health care providers, refer to Section 5.3.2.
- If you are a health care provider, or a designee that has been designated to by only one health care provider, refer to Section 5.3.3.

OPTIONS:

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2. or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designee” on the menu bar. Refer to Section 3.3.

OR

- Select the text “Logout” on the menu bar and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- If you are a designee, then the options “Designated Accounts” or “Add Designee” will **NOT** be displayed.

5.3.2 Select Billing Number

Ontario
MINISTRY OF HEALTH AND LONG-TERM CARE

Fransais

LOGOUT

MAIN

MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

Report Download

Select a Billing Number

* - Mandatory Fields

Download Home

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INSTRUCTIONS:

- To choose a billing number, select the appropriate billing number from the drop down menu.
- To navigate to the List of Reports/Files screen, select the “Download” button. Refer to Section 5.3.3.

OPTIONS:

- To navigate back to the MC EDT Web Page - Main Menu, select the “Home” button. Refer to Section 5.3.1.

OR

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- Select the text “Logout” on the menu bar and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- A designee may be authorized to access more than one health care provider’s reports and must select the specific health care provider’s corresponding Billing Number from the drop down list.
- “ * “ indicates mandatory fields.

5.3.3 List of Reports/Files



MINISTRY OF HEALTH AND LONG-TERM CARE

Français



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

List of Reports/Files for Billing Number 112383

File Type	Subject	File Name	Date	Status	
RA	Remittance Advice	RA_AUGUST_2012.TXT	2012-08-10	Available	Download
ES	Enrolment Report Patient Summary	PCRM60.TXT	2012-08-10	Available	Download
OU	Outside Use Report	PCRM70.TXT	2012-08-10	Available	Download

[Sort by File Type](#)
[Home](#)
[Refresh](#)

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Note: This example does **NOT** display all the types of reports available for download.

INSTRUCTIONS:

- To download the required report, select the text "Download" in the last column. Refer to Section 5.3.4.

OPTIONS:

- To redisplay the reports, select "Sort by File Type" button (see TIPS).

OR

- To navigate to the MC EDT Web Page - Main Menu, select the "Home" button. Refer to Section 5.3.1.

OR

- To redisplay the default list of reports, select the "Refresh" button.

OR

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designee” on the menu bar. Refer to Section 3.3.

OR

- Select the text “Logout” on the menu bar and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- It is important to remember to review your downloaded files regularly to ensure you do not miss important ministry communications with the file type GCM. If you have automated software you may want to discuss this with your vendor.
- “Status” column indicates that the report is “Available” for download, and “Downloaded” indicates that the user has previously downloaded this report.
- “Date” column indicates the date that the report was created.
- All reports displayed are six months from the date of creation.
- The sort order of the reports will be by date first (ascending by the date the file was written to the database), followed by the Status (descending).
- The user will be able to scroll down to see all the reports and will also have the ability to sort these reports by “File Type” (ascending), followed by the “Delivery Date” using the “Sort by File Type” button.
- The number of reports displayed to the user will vary from user to user due to a number of factors that can’t be controlled or monitored, such as the size of the monitor, size of font, etc. Scroll down to see all reports.
- If you are a designee then the options “Designated Accounts and “Add Designees” will not be displayed.

5.3.4 Open or Save Report/File



INSTRUCTIONS:

- To save the report you have selected to download, select the "Save" button. Refer to Section 5.3.5.

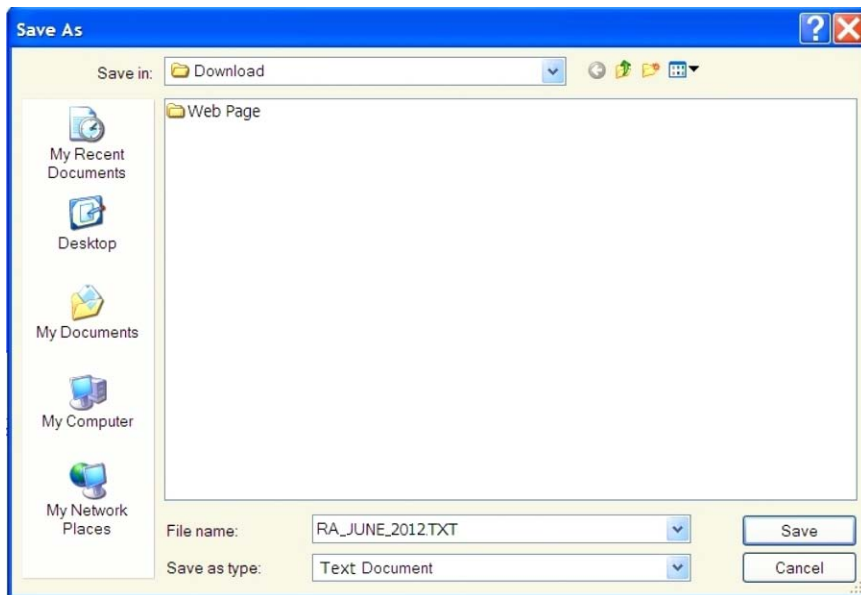
OPTIONS:

- To open the report you have selected to download, select the "Open" button.

OR

- To cancel the download action, select the "Cancel" button.

5.3.5 Save Report/File



INSTRUCTIONS:

- To choose the location where you want to save the report/file you downloaded, select the down arrow in the “Save in:” field at the top of this screen.
- To save the report/file to the location indicated, select “Save” button at the bottom left side of this screen. Refer to Section 5.3.6.

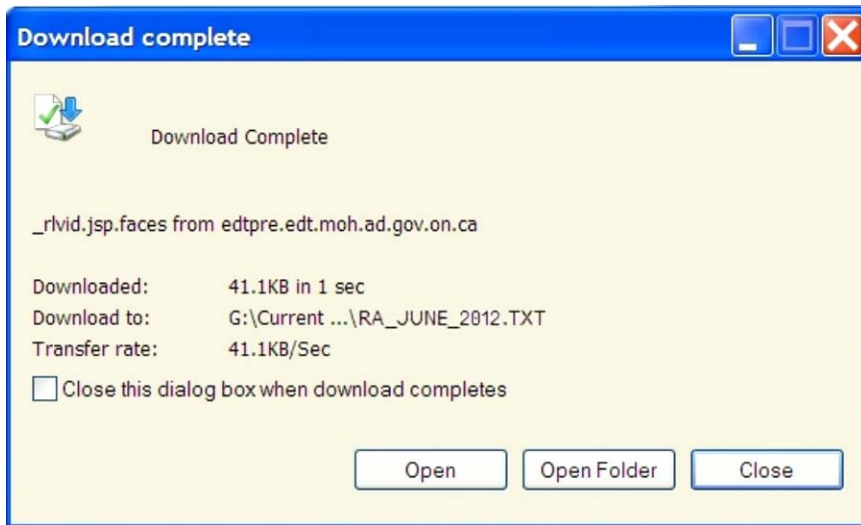
OPTIONS:

- To cancel the download save action, select “Cancel” button.

TIPS:

- When downloading, the user has the option of renaming the report in the “File name:” field at the bottom of this screen.
- Most files are saved as “Text Document” in the “Save as type” field at the bottom of this screen.

5.3.6 Download Complete



INSTRUCTIONS:

- To close this pop-up window, select the “Close” button. Refer to Section 5.3.7.

OPTIONS:

- To open the report you have selected to download, select the “Open” button.

OR

- To open the folder containing all your downloaded reports/files, select the “Open Folder” button.

5.3.7 Download Successful



MEDICAL CLAIMS ELECTRONIC DATA TRANSFER

List of Reports/Files for Billing Number 112383

File Type	Subject	File Name	Date	Status	
RA	Remittance Advice	RA_AUGUST_2012.TXT	2012-08-10	Downloaded	Download
ES	Enrolment Report Patient Summary	PCRM60.TXT	2012-08-10	Available	Download
OU	Outside Use Report	PCRM70.TXT	2012-08-10	Available	Download

[Sort by File Type](#)
[Home](#)
[Refresh](#)

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Note: If you refresh the screen, the “Status” field shows the selected report as “Downloaded”.

INSTRUCTIONS:

- Select another report to download.

OPTIONS:

- To redisplay the reports, select “Sort by File Type” button (see TIPS).

OR

- To navigate back to the MC EDT Web Page Main - Menu, select the “Home” button. Refer to Section 5.3.1.

OR

- Select text “Refresh” button and the data fields will display default fields.

OR

- To navigate to the Administration and MOHLTC Services screen, select text “Main” on the menu bar. Refer to Section 5.1.2 or 5.1.3.

OR

- To navigate to the Designated Accounts screen, select text “Designated Accounts” on the menu bar. Refer to Section 3.4.

OR

- To add a designee, select text “Add Designee” on the menu bar. Refer to Section 3.3.

OR

- Select the text “Logout” on the menu bar and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- A report may be downloaded again even if the status indicated is “Downloaded”.
- If you are a designee then the options “Designated Accounts and “Add Designees” will **NOT** be displayed.
- If there was an error during the report download process, an error message will be displayed. Refer to Section 5.3.8.
- “Date” column indicates the date that the report was created.
- All reports displayed are six months from the date of creation.
- The sort order of the reports will be by date first (ascending by the date the file was written to the database), followed by the Status (descending).
- The user will be able to scroll down to see all the reports and will also have the ability to sort these reports by “File Type” (ascending), followed by the “Delivery Date” using the “Sort by File Type” button.
- The number of reports displayed to the user will vary from user to user because a number of factors that can’t be controlled or monitored, such as the size of the monitor, size of font, etc. Scroll down to see all reports.

5.3.8 Report/File Download Errors

INSTRUCTIONS:

- If the file download is unsuccessful, a system error message will direct you to contact the Service Support Contact Centre (SSCC) at:

1-800 262-6524

- Select the text “Logout” in the top right corner of the screen and you will be navigated to the GO Secure login screen. **Close your Internet browser.**

TIPS:

- The Service Support Contact Centre is staffed from **8:00 am until 5:00 pm, Monday to Friday** and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

Section 6
Forget Password

6

Section 6

6 Forgot Your ID or Password?	157
6.1.1 GO Secure Login	157
6.1.2 Password Recovery – Enter ID	158
6.1.3 Password Recovery – Security Questions	159
6.1.4 New Password Completed.....	161
6.1.5 GO Secure ID Recovery – Enter ID	162
6.1.6 GO Secure ID Recovered	163
6.1.7 Custom GO Secure ID Email Notification.....	166
6.1.8 Cancel Confirm	168

6 Forgot Your ID or Password?

This section is used by both the health care provider and the designee to reset your password for the GO Secure account if you forgotten it.

6.1.1 GO Secure Login

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forget your ID or password?](#)

Don't have an account?

Register Now

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INSTRUCTIONS:

- To create a new password, select the text “Forget your ID or Password?” to navigate to the Password Recovery – Enter ID screen. Refer to Section 6.1.2.

6.1.2 Password Recovery – Enter ID

Ontario GO SECURE LOGIN Français

Password Recovery - Enter ID

Please enter your GO Secure Login ID

GO Secure ID

Cancel Next>

[Forgot your GO Secure ID?](#)

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INSTRUCTIONS:

- Key in your email account or custom GO Secure ID.
- Select “Next>” button and you will be navigated to the Password Recovery screen. Refer to Section 6.1.3.

OPTIONS

- To cancel this activity, select “Cancel” button and the Cancel Confirm screen will be displayed. Refer to Section 6.1.8.

OR

- If you do not remember your GO Secure ID, select the text “Forgot your GO Secure ID?” and you will be navigated to the Password Recovery – Enter ID screen. Refer to Section 6.1.5.

6.1.3 Password Recovery – Security Questions

Ontario GO SECURE LOGIN Français

Password Recovery

GO Secure ID

Answer Security Questions

What is my hobby?

What breed of dog did I first own?

What was my first pet's name?

Choose a new password:

Password

Confirm

Password Policy

- Must not match or contain first name.
- Must not match or contain last name.
- Must not match or contain user ID.
- Must be at least 8 characters
- Must contain lower case letter(s)
- Must contain number(s)
- Must contain upper case letter(s)
- Must contain symbol(s) such as !, @, #, %
- Must start with a letter.
- Cannot repeat a letter 3 times or more.
- Passwords must match

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INSTRUCTIONS:

- Key in the three answers to the security questions displayed.
- Key in a new password that meets the password policy.
- Re-key the same password to confirm.
- Select the “Continue” button to save the information keyed to navigate to Request Complete screen. Refer to Section 6.1.4.

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate to the Cancel Confirm screen. Refer to Section 6.1.8.

TIPS:

- Your three Challenge Questions answers are **NOT** stored on the system as case sensitive.
- Keep a record of your challenge questions and answers. You will need to answer these correctly when you change your password every 120 days.
- The “Password” must:
 - Not match or contain the “First Name”;
 - Not match or contain the “Last Name”;
 - Not match or contain the “GO Secure ID”;
 - Contain eight (8) to 16 characters;
 - First character must be a letter;
 - At least one lowercase letter;
 - At least one uppercase letters;
 - At least one number;
 - At least one special character such as:
! @ # %
 - Not match or contain the “GO Secure ID”;
 - Not repeat a letter three (3) times or more;
 - Not be re-used for up to eight (8) occurrences; and
 - Match the confirm password.
- “Password” characters will not be displayed as they are keyed.
- “Confirm Password” characters will not be displayed as they are keyed.
- Your password will expire in 120 days. You will receive an email eight days in advance advising you of the expiry date and a **link** to create a new password. Refer to Section 7.

6.1.4 New Password Completed



The screenshot shows the top of a web page with the Ontario logo on the left and the GO SECURE LOGIN logo in the center. A 'Français' link is in the top right. Below the logos is a green gradient bar. Underneath, a white box contains the text 'Request Complete' in bold. Below that, a yellow box highlights the message 'You may now login with your new password.' followed by 'Completed successfully.' and 'Return to your originally requested destination GO Secure Login'. At the bottom, there are links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and 'HELP'. On the right, there is a copyright notice: '© QUEEN'S PRINTER FOR ONTARIO, 2012 | IMPORTANT NOTICES | LAST MODIFIED: 2012-08-01'.

INSTRUCTIONS:

- To navigate to the GO Secure Login screen, select the text “GO Secure Login” and use your GO Secure ID and new password to login.

6.1.5 GO Secure ID Recovery – Enter ID

Ontario GO SECURE LOGIN Français

Password Recovery - Enter ID

Please enter your GO Secure Login ID

GO Secure ID

Cancel Next>

[Forgot your GO Secure ID?](#)

[CONTACT US](#) | [ACCESSIBILITY](#) | [PRIVACY](#) | [HELP](#) © QUEEN'S PRINTER FOR ONTARIO, 2012 | [IMPORTANT NOTICES](#) | LAST MODIFIED: 2012-08-01

INSTRUCTIONS:

- If you do not remember your GO Secure account ID, key in your email account.
- Select “Next>” button and you will be navigated to the Password Recovery screen. Refer to Section 6.1.6.

OPTIONS:

- To cancel this activity, select “Cancel” button to navigate to the Cancel Confirm screen. Refer to Section 6.1.8.

6.1.6 GO Secure ID Recovered

Ontario **GO SECURE LOGIN** Français

uat

Password Recovery

Your email address is your GO Secure Login ID

GO Secure ID **hcpaaugeight@ymail.com**

Answer Security Questions

What is my hobby?

What breed of dog did I first own?

What was my first pet's name?

Choose a new password:

Password

Confirm

Password Policy

- Must not match or contain first name.
- Must not match or contain last name.
- Must not match or contain user ID.
- Must be at least 8 characters
- Must contain lower case letter(s)
- Must contain number(s)
- Must contain upper case letter(s)
- Must contain symbol(s) such as !, @, #, %
- Must start with a letter.
- Cannot repeat a letter 3 times or more.
- Passwords must match

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INSTRUCTIONS

- A message will display on the screen that your email account is your **GO Secure ID**.

OR

- If you originally **created a custom GO Secure ID**, a message will display advising you to check your email account. Refer to Section 6.1.7.
- **Close your Internet browser.**
- Reopen your Internet browser:

- The **health care provider and the designee** can use the following **link** to sign into GO Secure to use MC EDT:

<https://www.edt.health.gov.on.ca>

- Key in your GO Secure ID and password at the GO Secure Login screen.

OPTIONS:

- Choose a new password if you have also forgotten the password by keying in the three answers to the security questions displayed.
- Key in a new password that meets the password policy
- Re-key in the same password to confirm
- Select the “Continue” button to save the information keyed and you will be navigated to Request Complete screen. Refer to Section 6.1.3.

OR

- Select the “Cancel” button and the Cancel Confirm screen will be displayed. Refer to Section 6.1.8.

TIPS

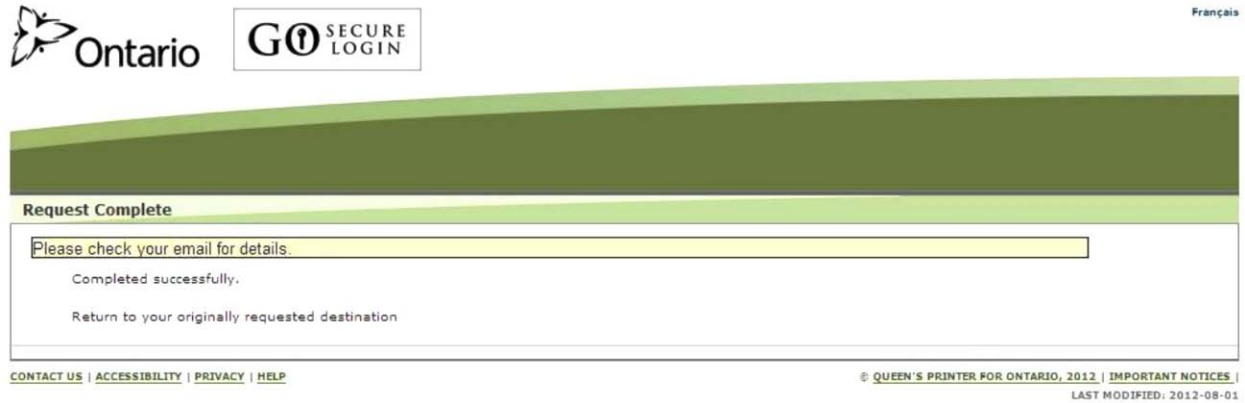
- Your three Challenge Question answers are **NOT** stored on the system as case sensitive.
- Keep a record of your challenge questions and answers. You will need to answer these correctly when you change your password every 120 days.
- The “Password” must:
 - Not match or contain the “First Name”;
 - Not match or contain the “Last Name”;
 - Not match or contain the “GO Secure ID”;
 - Contain eight (8) to 16 characters;
 - First character must be a letter;
 - At least one lowercase letter;
 - At least one uppercase letters;

- At least one number;
- At least one special character such as:
! @ # %
- Not match or contain the “GO Secure ID”;
- Not repeat a letter three (3) times or more;
- Not be re-used for up to eight (8) occurrences; and
- Match the confirm password.

- “Password” characters will not be displayed as they are keyed.
- “Confirm Password” characters will not be displayed as they are keyed.

- Your password will expire in 120 days. You will receive an email eight days in advance advising you of the expiry date and a **link** to create a new password. Refer to Section 7.

6.1.7 Custom GO Secure ID Email Notification



The screenshot shows the GO Secure ID Login page. At the top left is the Ontario logo, and next to it is the GO SECURE LOGIN logo. In the top right corner, there is a link for 'Français'. Below the logos is a green gradient bar. Underneath the bar, the text 'Request Complete' is displayed. A yellow box contains the message: 'Please check your email for details.' Below this, it says 'Completed successfully.' and 'Return to your originally requested destination'. At the bottom of the page, there are links for 'CONTACT US', 'ACCESSIBILITY', 'PRIVACY', and 'HELP'. On the right side, there is a copyright notice: '© QUEEN'S PRINTER FOR ONTARIO, 2012 | IMPORTANT NOTICES | LAST MODIFIED: 2012-08-01'.

INSTRUCTIONS:

- **Close your Internet browser.**
- Reopen your Internet browser and check your email account with subject **“GO Secure ID reminder”**.

----- Forwarded Message -----

From: GO Secure Login <noreply-uat@ontario.ca>

To: Youremail@email.com

Sent: Thursday, July 5, 2012 8:37:14 AM

Subject: GO Secure ID reminder

Hello,

Someone - hopefully you - requested a reminder for GO Secure Login.

Your GO Secure ID: custom_gosecureid

Please return to GO Secure Login and enter this ID to attempt to recover your password:

< LINK >

If this was not requested by you, please change your password as a precaution. For any issues, please contact your existing support person for the program that you are trying to access.

Thank you.

INSTRUCTIONS:

- Copy the **link** in email.
- **Close your Internet browser.**
- Reopen your Internet browser and use the **link** to navigate to the GO Secure Login screen and sign in with your custom GO Secure ID and password.

6.1.8 Cancel Confirm



INSTRUCTIONS:

- Select the “OK” button to navigate to the GO Secure Login screen. Refer to Section 6.1.1.

Section 7

Maintain GO Secure Account

7

Section 7

7 GO Secure Profile Update.....	170
7.1.1 GO Secure Login	171
7.1.2 Health Care Provider Administration and MOHLTC Services	172
7.1.3 Designee Administration and MOHLTC Services	173
7.1.4 Current GO Secure Profile	174
7.1.5 Change Password.....	176
7.1.6 Security Questions & Answers.....	178
7.1.7 Change Current Security Questions and Answers.....	179
7.1.8 Display GO Secure Roles	183

7 GO Secure Profile Update

This section is used by both the health care provider and the designee to change your profile information such as password, email and/or language preference.

7.1.1 GO Secure Login

Ontario Français

GO SECURE LOGIN

Providing secure online resources for individuals within the Ontario and Broader Public Sectors.

GO Secure Profile
(See your profile, change password or security questions)

GO Secure Login - Delegated Administration
(For administrators of user access and resources)

Sign In

GO Secure ID :

Password :

Sign In

[Forgot your ID or password?](#)

Don't have an account?
Register Now

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INSTRUCTIONS:

- Key in your GO Secure ID and password.
- Select the “Sign In” button to navigate to Administration and MOHLTC Services screen. Refer to Section 7.1.2 or 7.1.3.

7.1.2 Health Care Provider Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[Designee Maintenance \(Add, Remove, Update\)](#) Please refer to the MC EDT Reference Manual on the Ministry of Health & Long-Term Care's website

[GO Secure Profile \(Change Password, Email, etc\)](#)

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

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INSTRUCTIONS:

- Select the text "GO Secure Profile" to navigate to Security Information screen. Refer to Section 7.1.4.

7.1.3 Designee Administration and MOHLTC Services



| Français | Logout

MINISTRY OF HEALTH AND LONG-TERM CARE

Administration and MOHLTC Services

[MC EDT Service \(Upload/Download\)](#)

[GO Secure Profile \(Change Password, Email, etc\)](#)

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

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INSTRUCTIONS:

- Select the text "GO Secure Profile" to navigate to Security Information screen. Refer to Section 7.1.4.

7.1.4 Current GO Secure Profile

Ontario **GO SECURE LOGIN** | Logout | Français

GO Secure Login - Your Profile

GO SECURE LOGIN

GO Secure Login - Security

[Change Your Password](#)

[Security Questions & Answers](#)

[Your GO Secure Roles](#)

[<< Return to previous site](#)

Your Profile * indicates required fields

* GO Secure ID
youremail@email.com

* Email
youremail@email.com

* First Name
First

Middle Name
Middle

* Last Name
Last

Language
English

* Display Name
First Last

Reset Changes Update

CONTACT US | ACCESSIBILITY | PRIVACY | HELP

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INSTRUCTIONS:

- To change your password, select text “Change Your Password”. Refer to Section 7.1.5.

OR

- To change your security questions and answers, select text “Security Questions & Answers”. Refer to Section 7.1.6.

OR

- To view your current roles, select text “Your GO Secure Roles”. Refer to Section 7.1.8.

OR

- To return to the Administration and MOHLTC Services screen, select text “<< Return to previous site”. Refer to Section 7.1.2 or 7.1.3.

OPTIONS

- Select any of the data entry fields on the screen to change the information currently displayed. Select the “Update” button and a message will be displayed on the top of the screen, “Thank you, your GO Secure account has been updated successfully.”

OR

- To cancel any changes you made and return the information to the original defaults, select the “Reset Changes” button. This will cancel any changes you made and return the information to the original defaults.

TIPS

- If you change your GO Secure ID that uses your email, to a customized GO Secure ID, it must have a minimum of eight (8) characters.

A message will be displayed on the screen “Before proceeding, please logout and login with your updated GO Secure ID ‘custom GO Secure ID’.” Refer to Section 7.1.5.

7.1.5 Change Password



| Logout | Français

Security Information

Select a Password:	Password Policy
<p>GO Secure ID youremail@email.com</p> <p>Old Password <input type="text"/></p> <p>Password <input type="text"/></p> <p>Confirm <input type="text"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Update"/></p>	<ul style="list-style-type: none"> • Must not match or contain first name. • Must not match or contain last name. • Must not match or contain user ID. • Must be at least 8 characters • Must contain lower case letter(s) • Must contain number(s) • Must contain upper case letter(s) • Must contain symbol(s) such as !,@,#,% • Must start with a letter. • Cannot repeat a letter 3 times or more. • Passwords must match

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INSTRUCTIONS:

- Key in your old password.
- Key in a new password that meets the password policy.
- Re-key the same password to confirm.
- Select the “Update” button to save the information keyed to navigate back to the Go Secure Login – Your Profile screen (Refer to Section 7.1.4) and a message will be displayed at the top of the screen “Thank you, your GO Secure Password was updated successfully. If the password was expired, you will be asked to login again to continue your GO Secure session.”

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate back to the Go Secure Login – Your Profile screen. Refer to Section 7.1.4.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- The “Password” must:
 - Not match or contain the “First Name”;
 - Not match or contain the “Last Name”;
 - Not match or contain the “GO Secure ID”;
 - Contain eight (8) to 16 characters;
 - First character must be a letter;
 - At least one lowercase letter;
 - At least one uppercase letters;
 - At least one number;
 - At least one special character such as:
! @ # %
 - Not match or contain the “GO Secure ID”;
 - Not repeat a letter three (3) times or more;
 - Not be re-used for up to eight (8) occurrences; and
 - Match the confirm password.
- “Password” characters will not be displayed as they are keyed.
- “Confirm Password” characters will not be displayed as they are keyed.
- If you attempt to reuse the same password more than eight (8) times, a message will be displayed on the “Security Information” screen, “Please use a password that wasn’t used recently.”
- Your password will expire in 120 days. You will receive an email eight days in advance advising you of the expiry date and a [link](#) to create a new password.

7.1.6 Security Questions & Answers

Ontario GO SECURE LOGIN | Logout | Français

Security Information

Set your challenge questions and answers:

Please confirm your password to change your security answers: * indicates required fields

* Password

* Confirm

The Challenge Questions and Answers are used if you forget your password and need to reset it. All questions must be answered.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

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The screen will display your current security questions. To change any of these security questions or answers enter your password and confirm the password.

INSTRUCTIONS:

- Key in your password.
- Re-key the same password to confirm.
- Select “Retrieve Current Security Answers” button. Refer to Section 7.1.7.

7.1.7 Security Questions Displayed

Ontario GO SECURE LOGIN | Logout | Français

Security Information

Set your challenge questions and answers:

Please confirm your password to change your security answers: * indicates required fields

* Password

* Confirm

[Retrieve Current Security Answers](#)

The Challenge Questions and Answers are used if you forget your password and need to reset it. All questions must be answered.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

[Cancel](#) [Update](#)

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The screen will display your current security questions. To change any of these security questions or answers, key in your password.

INSTRUCTIONS:

- Key in your password.
- Re-key the same password to confirm.
- Select “Retrieve Current Security Answers” button to navigate to the screen that displays the security answers to the Challenge Questions you originally provided. Refer to Section 7.1.8.

OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate back to the Go Secure Login – Your Profile screen. Refer to Section 7.1.4.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your Internet browser.**

TIPS:

- At this point you cannot select the “Update” button until you have entered and confirmed your password.

7.1.7 Change Current Security Questions and Answers

Ontario GO SECURE LOGIN | Logout | Français

Security Information

Set your challenge questions and answers:

Please confirm your password to change your security answers: * indicates required fields

* Password

* Confirm

The Challenge Questions and Answers are used if you forget your password and need to reset it. All questions must be answered.

* Question 1

* Answer 1

* Question 2

* Answer 2

* Question 3

* Answer 3

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The screen will display your current security questions and answers.

INSTRUCTIONS:

- To change any of these security questions or answers, key in your password.
- Re-key the same password to confirm.
- To change any of the security questions, select the down arrow beside each of the challenge questions to select a new question from the drop down list and provide an answer in the Answer input fields.
- Select the “Update” button to save your selected questions and answers and be navigated back to the GO Secure Login – Your Profile screen (Refer to Section 7.1.4) and a message will be displayed at the top of the screen, “Thank you, your GO Secure security answers were updated successfully.”

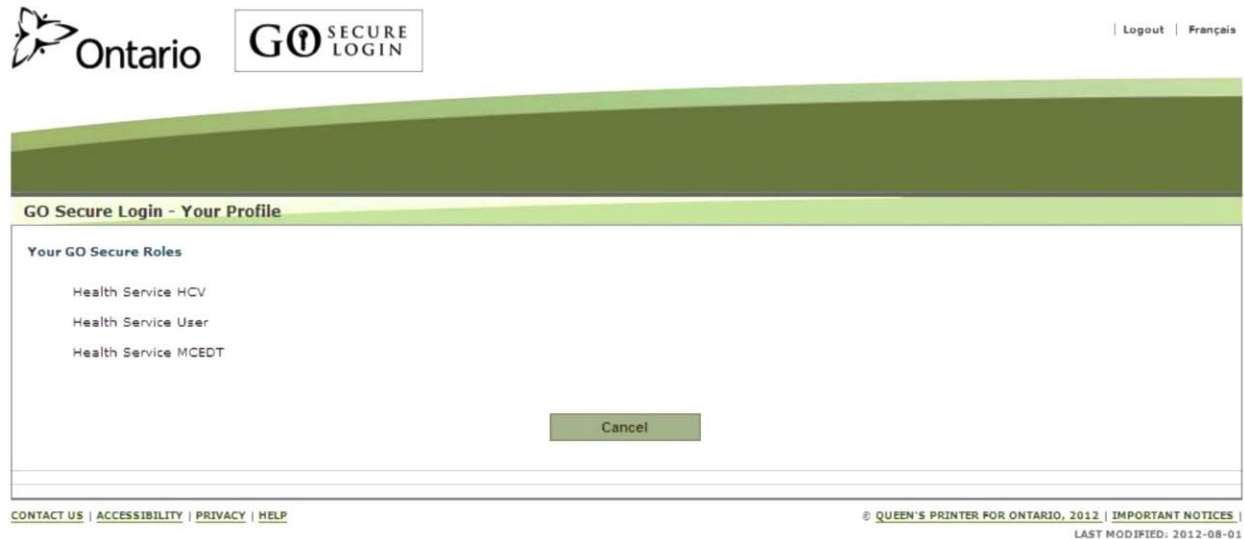
OPTIONS:

- To cancel this activity, select the “Cancel” button to navigate back to the GO Secure Login – Your Profile screen. Refer to Section 7.1.4.

OR

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

7.1.8 Display GO Secure Roles



This screen only displays your GO Secure Roles.

INSTRUCTIONS:

- To cancel this activity, select the “Cancel” button to navigate back to the GO Secure Login – Your Profile screen. Refer to Section 7.1.4.

OPTIONS:

- Select the text “Logout” in the top right corner of the screen to navigate to the GO Secure Login screen. **Close your internet browser.**

Section 8
Technical Requirements

8

Section 8

8 Technical Requirements.....	186
Technical Specifications	187

8 Technical Requirements

The ministry requires the following **minimum** technical requirements to use the **MC EDT web page**:

- An Internet connection
- A computer with a Windows operating system or a Macintosh operating system and one of the following browsers:

Windows OS

Internet Explorer 7.0 or later

Firefox 3.6 or later

Google Chrome 15.0 or later

Mac OS

Firefox 11.0 or later

Google Chrome 19.0 or later

Safari 5.0 or later

- **The browser versions published above have been tested by the ministry. Using Internet browsers with versions older than the published standard may impact how the GO Secure or MC EDT web pages are displayed or function.**
- Best viewed with 1280 x 1024 screen resolution.
- “Cookies” enabled.
- An Internet address received from the ministry.
- File formats that conform to the Technical Specifications.

The **minimum** requirements for the **MC EDT web service** may be different depending on the Clinical Management System (CMS) or Electronic Medical Records (EMR) software application.

Contact your vendor/billing agent to identify what their minimum requirements are for your office to use their EMR software application.

Technical Specifications

Specific technical specifications are required for authorized MC EDT users to send (upload) files and to receive (download) files sent electronically from the ministry to an MC EDT user. The specifications are technical and are intended to be used by vendors or I&IT technical support individuals.

The claims file format requirements for use with both the web page and the web service are listed in the ministry's *Technical Specifications Interface to Health Care Systems* manual located on the ministry website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/tech_specific/tech_specific_mn.html

The generic security requirements and related protocols for ministry services are listed in the ministry's Technical Specifications for MOHLTC Electronic Business Services located on the ministry website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/draft/mohltc_ebs.pdf

The technical requirements for the development of applications and products that support communication with MOHLTC's MC EDT system via Electronic Business Services are listed in the ministry's Technical Specifications for Medical Claims Electronic Data Transfer (MC EDT) Service via Electronic Business Services, located on the ministry website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/draft/medical_claims_ebs.pdf

The technical requirements for the development of Health Card Validation (HCV) application via Electronic Business Services are listed in the ministry's Technical Specifications for Health Card Validation (HCV) Service via Electronic Business Services, located on the ministry website at:

http://www.health.gov.on.ca/english/providers/pub/ohip/draft/ebs_health_card_validation.pdf

If you experience technical problems with the MC EDT service, the first point of contact is your I&IT technical support or vendor. If your I&IT support or vendor requires technical assistance from the ministry, they may contact the ministry's Service Support Contact Centre (SSCC) at:

1-800 262-6524

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday**, and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

Section 9
Conformance Testing

9

Section 9

9 Conformance Testing.....	190
Conformance Testing Steps for Vendors	190

9 Conformance Testing

Conformance testing is required for all software that interacts with the MC EDT web service to ensure compliance with the ministry's specifications and to obtain a production conformance key specific to the software version prior to receiving production access. The ministry's Conformance Testing Service will confirm the software meets the ministry's specifications and will protect the ministry's production environment from external influences.

It should be noted that individual users are not required to complete conformance testing, only software vendors.

If the ministry makes technical specification changes or significant changes are made to how the vendor software interacts with the MC EDT software, conformance testing must be completed and a new production conformance key issued.

The Conformance Testing Service will include communicating details of test data required for software vendor/ developer use. Furthermore, the account set up, confirming test outcomes and assistance with troubleshooting relevant to technical specifications is also offered.

When testing is complete, test results will be reviewed for compliance with the technical specifications and a recommendation will be made for access to the production environment.

Vendors/developers will receive a temporary conformance key for use in the conformance environment which will be replaced by a production conformance key upon successful completion of conformance testing. This conformance key must be embedded into every web service transaction.

Refer to the technical specifications posted on the ministry website:

http://www.health.gov.on.ca/english/providers/pub/pub_menus/pub_ohip.html

Conformance Testing Steps for Vendors

- When the software development is complete, contact the Service Support Contact Centre (SSCC) at:

1-800 262-6524

or by email:

SSContactCentre.MOH@ontario.ca

to begin the conformance testing process.

- You must complete and sign the Conformance Testing Acceptable Use Policy and scan and email it back to the ministry. Please insert in the subject line of the email “**MC EDT Conformance Testing**” to expedite escalation of these requests.
- You can obtain a copy of the Conformance Testing Acceptable Use Policy from the ministry or online at the following **link**:
http://www.health.gov.on.ca/en/pro/forms/ohip_fm.aspx
- The ministry will contact you to assign a conformance testing slot and supply all required test data including a temporary conformance testing key.
- You will work directly with the conformance testing team throughout the testing process.
- Upon successful completion, the ministry will contact you and supply the necessary authorization for production access including a production conformance key.
- If you fail to complete conformance testing within the scheduled timeframe, access to the test environment will be terminated and a new testing window will be negotiated.

For more information regarding conformance testing requirements, contact the Service Support Contact Centre (SSCC) at:

1-800 262-6524

or by email:

SSContactCentre.MOH@ontario.ca

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday**, and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call/email will be returned the following business day.

Section 10
Frequently Asked Questions

10

Section 10

10 Frequently Asked Questions	194
General	194
Using MC EDT	194
Contact	196

10 Frequently Asked Questions

General

1. Should I be using the web page or the web service to access MC EDT?

The decision to use the web page or the web service is dependent on what type of billing software or clinical management system your office uses.

The web page has file upload and download functions that are provided for users who do not have integrated billing or Electronic Medical Record (EMR) systems.

The web service is for use with fully automated Electronic Medical Record (EMR) or billing software for MC EDT.

2. I don't have a software vendor. Do I need one?

If you plan to use the web page you don't need a vendor. You will need the appropriate hardware and software including billing software. If you plan to use the web service you will need a software vendor.

3. How do I find a software vendor?

The ministry does not promote any vendor over another and therefore does not provide a list of vendors. You may wish to contact your professional association for a list of vendors or talk to your colleagues who have already registered for MC EDT.

Using MC EDT

1. How do I start using MC EDT?

- Determine whether you will be using the web page or the web service
- If you are using the web page:
 - Confirm your hardware and software meet the minimum technical requirements published in Section 8;
 - For health care providers, register for a GO Secure account and enrol in MC EDT as described in Section 3;
 - For designees, register for a GO Secure account and accept the designation as described in Section 4; and
 - Refer to Section 5 for detailed procedures on using the MC EDT web page functions.
- If you are using the web service:

- Contact your software vendor to obtain the appropriate software;
- For health care providers, register for a GO Secure account and enrol in MC EDT as described in Section 3; and
- For designees, register for a GO Secure account and accept the designation as described in Section 4.

2. Are all health care providers required to register for a GO Secure account and enrol in ministry services?

If you submit claims using your solo billing number you must register for a GO Secure account and enrol in MC EDT service before you are eligible to use the service.

If you are an affiliate of a group and only bill under the group billing number and don't bill using your individual or solo billing number, you are not required to set up an individual GO Secure account unless you require access to group reports.

3. I'm a designee and I can't see my health care provider's reports.

Ask your health care provider if they have granted you the appropriate permissions.

4. My password expired. What do I do?

Logon to your GO Secure Account and using the online application, create a new password.

5. I can't remember my GO Secure ID?

Select "**Forgot Your Password**" on the GO Secure Login Screen and then select the text "**Forgot your GO Secure ID?**"

6. I received multiple requests to be a designee. Which shared secret do I use?

You only need to use one "**shared secret**". Once your designee account is established you can use it as a designee for multiple health care providers as long as you accept the designation. Refer to Section 4.2.4 for details.

7. My shared secret doesn't work.

Your "**shared secret**" may have expired. Ask the health care provider who is requesting the designation to check the status online. The health care provider can regenerate a new "**shared secret**".

8. What is a shared secret?

A “**shared secret**” is a system generated code used by the designee to complete the enrolment. The “**shared secret**” is sent to the designating health care provider who must pass it on to the designee.

9. What are unique identifiers?

Unique identifiers are ministry provided codes that authenticate you to the ministry and are required as part of the MC EDT enrolment process.

Contact**1. Where are the OHIP processing offices located?**

Select the following **link** for a list of OHIP processing offices.

www.health.gov.on.ca/english/public/contact/ohip/ohip_claims_offices.html

2. Who do I contact if I have MC EDT questions?

Contact the Service Support Contact Centre (SSCC) at:

1-800-262-6524.

The desk is staffed from **8:00 am until 5:00 pm, Monday to Friday**, and your inquiry will be escalated to appropriate ministry staff. After business hours an answering service is available and your call will be returned the following business day.

3. Who do I contact if I have technical question or issue?

Contact your software vendor for any technical questions or issues.

4. Who do I call for claim payment inquiries?

Contact your local claims processing office.

Section 11

Appendix A – Error Messages

11

Section 11

11 Appendix A Error Messages.....	198
Appendix A – Error Messages	199
3.1.2 Health Care Provider GO Secure Register/Login - Start.....	199
3.1.3 GO Secure Login - Registration Step 1 of 2.....	199
3.1.4 GO Secure Login – Registration Step 2 of 2.....	200
3.1.8 GO Secure –Email confirmation	203
3.2.1 Health Care Provider MC EDT Enrolment - Start.....	203
3.2.3 Identification – New User	203
3.2.5 Identification – Migrating EDT User	204
3.2.8 GO Secure Login to Complete Confirmation.....	204
3.2.9 Health Care Provider Administration and MOHLTC Services	204
3.3.2 GO Secure Sign in.....	205
3.3.6 Designee Details.....	205
3.4.2 GO Secure Sign in.....	205
3.4.5 Designee Permissions	205
4.1.3 Designee - GO Secure Register/Login - Start.....	206
4.1.4 Designee - GO Secure Login - Registration Step 1 of 2	206
4.1.5 Designee - GO Secure Login - Registration Step 1 of 2	206
4.1.7 Designee - GO Secure Email Confirmation	206
4.2.2 Designee- GO Secure Register/Login - Start.....	206
4.2.3 Designee Enrolment	206
4.2.9 Designee - GO Secure Login - Confirmation	207
5.2.2 Upload	207
5.3.8 Download.....	207
6.1.2 Forget Password - Password Recovery – Enter ID.....	208
6.1.3 Forget Password - Password Recovery - Security Questions.....	208
7.1.1 GO Secure Login	209
7.1.4 GO Secure Login - Your Profile	209
7.1.5 Security Information – Change Password.....	210
7.1.6 Security Information - Security Qs and As	210

Section 11 Appendix A Error Messages

Appendix A – Error Messages

3.1.2 Health Care Provider GO Secure Register/Login - Start

MESSAGE	EXPLANATION	ACTION
An incorrect GO Secure Logon ID or Password was specified.	“GO Secure ID” and/or “Password” were not been completed and you have selected the “Sign In” button.	Key in the correct GO Secure ID and password
An incorrect GO Secure Logon ID or Password was specified.	“GO Secure ID” is incorrect.	Key in the correct GO Secure ID.
An incorrect GO Secure Logon ID or Password was specified.	“Password” is incorrect.	Key in the correct password.
Your account has been locked. Please contact your application manager or proceed to password recovery.	After five consecutive failed attempts, you will be locked out for 30 minutes.	If you forgot your GO Secure ID or password, refer to Section 7 or call the Service Support Contact Centre at: 1-800-262-6524.

3.1.3 GO Secure Login - Registration Step 1 of 2

MESSAGE	EXPLANATION	ACTION
Please enter a value.	“First Name” is a mandatory field that has not been completed.	Key in “First Name”.
Please use a minimum of ‘2’ characters.	“First Name” was only one (1) character long.	Key in “First Name” with two (2) or more characters.
Please enter a value.	“Last Name” is a mandatory field that has not been completed.	Key in “Last Name”.
Please use a minimum of ‘2’ characters.	“Last Name” was only 1 character long.	Key in “Last Name” with two (2) or more characters.

MESSAGE	EXPLANATION	ACTION
Please use a minimum of '4' characters.	"Display Name" was left blank.	Let the "Display Name" field default to your first and last name or enter a minimum of 4 characters.
Please enter a Value.	"Email" is a mandatory field that has not been completed.	Key in your email address.
Email 'your.email@email.com' is already taken. This email address is already in use. If you already have a GO Secure Login account, please cancel and sign in using your existing account credentials. Otherwise, please use a different email address to proceed with creating a new GO Secure account. This email address has been previously used to register for GO Secure account.	This email address has been previously used to register for a GO Secure account.	You can NOT use the same email account to if you previously registered. You must use a separate and unique email if you are now registering a Group for a GO Secure account. Otherwise refer to Section 6 to create a new password to sign in with or call the Service Support Contact Centre at: 1-800-262-6524.

3.1.4 GO Secure Login – Registration Step 2 of 2

MESSAGE	EXPLANATION	ACTION
Please enter a value.	GO Secure ID (User Login) is a mandatory field that has not been completed.	Let the GO Secure ID default to your email or overwrite your email to create a custom GO Secure ID with 8 to 20 characters.
Please enter a valid ID - must begin with a letter and contain no spaces.	GO Secure ID did not begin with a letter and/or contains spaces.	Key in a GO Secure ID that begins with a letter and does not contain spaces.
Please use a minimum of '8' characters.	GO Secure ID is less than 8 characters.	Key in a GO Secure ID with 8 to 20 characters.

MESSAGE	EXPLANATION	ACTION
Please use a maximum of '20' characters.	GO Secure ID is more than 20 characters.	Key in a GO Secure ID with 8 to 20 characters.
Please enter a value.	Password is a mandatory field that has not been completed.	Key in a password.
Must not contain identifying information, such as name or login.	Password is the same as GO Secure ID (User Login).	Key in a password that is not the same as the GO Secure ID (User Login).
Must not contain first name.	Password error.	Key in a password that does not contain first name.
Must not contain last name.	Password error.	Key in a password that does not contain last name.
Please use a minimum of '8' characters.	Password is less than 8 characters.	Key in a password with 8 to 16 characters.
Please use a maximum of '16' characters.	Password is more than 16 characters.	Key in a password with 8 to 16 characters.
Must contain both upper and lower case letter(s) and a number.	Password error.	Key in a password with at least one uppercase or lower case letter(s) and a number.
Must contain symbol(s) such as !, @, #, %.	Password error.	Key in a password that includes a symbol.
Must start with a letter.	Password error.	Key in a password that starts with a letter.
Cannot repeat a letter 3 times or more.	Password error.	Key in a password that does not repeat a letter 3 times or more.
Please enter a value.	"Confirm Password" is a mandatory field that has not been completed.	Key in the password to confirm.
Passwords must match.	"Confirm Password" does not match "Password".	Key in the password to confirm.
Please enter a value.	"Question 1" is a mandatory field that has not been completed.	Select down arrow and select a first Challenge Question from the drop down menu.

MESSAGE	EXPLANATION	ACTION
Please enter a value.	“Answer 1” is a mandatory field that has not been completed.	Key in an answer for “Question 1” that is a minimum of three (3) characters long.
Please enter a value.	“Question 2” is a mandatory field that has not been completed.	Select down arrow and select a second Challenge Question from the drop down menu.
Please enter a value.	“Answer 2” is a mandatory field that has not been completed.	Key in an answer for “Question 2” that is a minimum of three (3) characters long.
Please enter a value.	“Question 3” is a mandatory field that has not been completed.	Select down arrow and select a third Challenge Question from the drop down menu.
Please enter a value.	“Answer 3” is a mandatory field that has not been completed.	Key in an answer for “Question 3” that is a minimum of three (3) characters long.
Questions must not be repeated.	Q1 is the same as Q2 and/or Q3.	Select a unique “Challenge Question 1”.
Questions must not be repeated.	Q2 is the same as Q1 and/or Q3.	Select a unique “Challenge Question 2”.
Questions must not be repeated.	Q3 is the same as Q1 and/or Q2.	Select a unique “Challenge Question 3”.
Please use a minimum of ‘3’ characters.	Answer 1 is too short.	Key in an answer for “Question 1” that is a minimum of 3 characters long.
Please use a minimum of ‘3’ characters.	Answer 2 is too short.	Key in an answer for “Question 2” that is a minimum of three (3) characters long.
Please use a minimum of ‘3’ characters.	Answer 3 is too short.	Key in an answer for “Question 3” that is a minimum of 3 characters long.
Answers must not be repeated.	Answer 1 is the same as Answer 2 and/or Answer 3.	Key in a unique “Answer 1”.

MESSAGE	EXPLANATION	ACTION
Answers must not be repeated.	Answer 2 is the same as Answer 1 and/or Answer 3.	Key in a unique "Answer 2".
Answers must not be repeated.	Answer 3 is the same as Answer 1 and/or Answer 2.	Key in a unique "Answer 3".

3.1.8 GO Secure –Email confirmation

Refer to 3.1.2 of this Appendix.

3.2.1 Health Care Provider MC EDT Enrolment - Start

Refer to 3.1.2 of this Appendix.

3.2.3 Identification – New User

MESSAGE	EXPLANATION	ACTION
Mandatory field, please enter a value.	"Unique Identifier #1" is a mandatory field that has not been completed.	Key in "Unique Identifier #1".
Mandatory field, please enter a value.	"Unique Identifier #2" is a mandatory field that has not been completed.	Key in "Unique Identifier #2".
Your identifier was not found, please re-enter.	"Unique Identifier #1" is not valid.	Check and key in "Unique Identifier #1".
Your identifier was not found, please re-enter.	"Unique Identifier #2" is not valid.	Check and key in "Unique Identifier #2".
Already enrolled with a GO Secure Account with these identifiers.	Health care provider has already enrolled with a GO Secure Account using these identifiers.	You have already registered for MC EDT, call the Service Support Contact Centre at: 1-800-262-6524.
Unable to contact the MOHLTC identity service, cannot verify identity at this time. Please try again later (Error Code MOHLTC_CONNECT_ERROR)	A problem occurred with the system.	Try again later. If error persists, it is a system problem. Call the Service Support Contact Centre at: 1-800-262-6524.

3.2.5 Identification – Migrating EDT User

MESSAGE	EXPLANATION	ACTION
Mandatory field, please enter a value.	“Unique Identifier #1” is a mandatory field that has not been completed.	Key in “Unique Identifier #1”.
Mandatory field, please enter a value.	“Unique Identifier #2” is a mandatory field that has not been completed.	Key in “Unique Identifier #2”.
Mandatory field, please enter a value.	“Unique Identifier #3” is a mandatory field that has not been completed.	Key in “Unique Identifier #3”.
Your identifier was not found, please re-enter.	“Unique Identifier #1” is not valid.	Check and key in “Unique Identifier #1”.
Your identifier was not found, please re-enter.	“Unique Identifier #2” is not valid.	Check and key in “Unique Identifier #2”.
Your identifier was not found, please re-enter.	“Unique Identifier #3” is not valid.	Check and key in “Unique Identifier #3”.
Already enrolled with a GO Secure Account with these identifiers.	Health care provider has already enrolled with a GO Secure Account using these unique identifiers.	You have already registered for MC EDT, call the Service Support Contact Centre at: 1-800-262-6524.
Unable to contact the MOHLTC identity service, cannot verify identity at this time. Please try again later (Error Code MOHLTC_CONNECT_ERROR).	A problem occurred with the system.	Try again later. If error persists, it is a system problem. Call the Service Support Contact Centre at: 1-800-262-6524.

3.2.8 GO Secure Login to Complete Confirmation

Refer to 3.1.2 of this Appendix.

3.2.9 Health Care Provider Administration and MOHLTC Services

MESSAGE	EXPLANATION	ACTION
You do not have authorization to perform this function.	A Billing Agent cannot assign a designee.	Billing Agents must not select the Designee Maintenance option.

3.3.2 GO Secure Sign in

Refer to 3.1.2 of this Appendix.

3.3.6 Designee Details

MESSAGE	EXPLANATION	ACTION
Mandatory field, please enter a value.	“Full Name” is a mandatory field that has not been completed.	Key in full name.
Please use ‘2’ characters.	“Full Name” requires two (2) or more characters.	Key in full name with two (2) or more characters.
Mandatory field, please enter a value.	“Email” is a mandatory field that has not been completed.	Key in email account.
Please use ‘5’ characters.	“Email” requires five (5) or more characters.	Key in email with five (5) or more characters.
Sorry, cannot save duplicate user information for <DesigneeEmail@email.com>	This designee’s email account has already been entered for a designee.	The designee may be sharing an email account. Each designee must have a separate and unique email account.

3.4.2 GO Secure Sign in

Refer to 3.1.2 of this Appendix.

3.4.5 Designee Permissions

MESSAGE	EXPLANATION	ACTION
No fields have been selected, select one of more of the permission fields/files and select again.	You have selected “Save” button, and not checked any files or reports for a new designee.	Make a selection or select the “Return” button.
No changes were made to the permissions.	No changes to the checkboxes were made for a designee that has previously been assigned permissions and you have selected “Save” button.	Make changes to the assigned permissions or select “Return” button.

MESSAGE	EXPLANATION	ACTION
Save the permissions prior to switching Billing Numbers.	While assigning permissions to a Billing Number, the health care provider attempts to select a different Billing Number before selecting "Save" button.	Select "Save" button to save the assigned permissions for the selected Billing Number before selecting another Billing Number.
System Error (Contact the ministry at 1-800-262-6524).	A problem occurred with the system.	Call the Service Support Contact Centre at: 1-800-262-6524.

4.1.3 Designee - GO Secure Register/Login - Start

Refer to 3.1.2 of this Appendix.

4.1.4 Designee - GO Secure Login - Registration Step 1 of 2

Refer to 3.1.3 of this Appendix.

4.1.5 Designee - GO Secure Login - Registration Step 1 of 2

Refer to 3.1.4 of this Appendix.

4.1.7 Designee - GO Secure Email Confirmation

Refer to 3.1.8 of this Appendix.

4.2.2 Designee- GO Secure Register/Login - Start

Refer to 3.1.2 of this Appendix.

4.2.3 Designee Enrolment

MESSAGE	EXPLANATION	ACTION
Unable to verify your identity with the confirmation shared secret data. Please re-enter the shared secret.	"Shared Secret" does not match the shared secret recorded on the system.	Key in the shared secret.
Shared secret was not entered correctly twice, please re-enter.	"Confirm Secret" does not match the shared secret that was keyed in.	Key in the same shared secret to confirm.

MESSAGE	EXPLANATION	ACTION
Shared secret has expired, please ask the person designating access to regenerate the code. You need to confirm access within 7 calendar days of receiving the e-mail.	“Shared Secret” expires within seven (7) calendar days of receiving the e-mail.	Contact your health care provider to regenerate the shared secret and use it within seven (7) calendar days.
Access is locked due to too many incorrect attempts.	After five (5) consecutive failed attempts, you will be locked out for 30 minutes.	Close your Internet browser, wait 30 minutes and then try again.

4.2.9 Designee - GO Secure Login - Confirmation

Refer to 3.1.2 of this Appendix.

5.2.2 Upload

MESSAGE	EXPLANATION	ACTION
A File must be selected.	The Upload button was selected but no upload file was selected.	File must be selected.
The file to be uploaded does not match the File Type selected.	File Type selected must match the file to be uploaded.	Make correction. Example: for an OBEC file, select OBEC File Type.
File Upload Unsuccessful.	An error has occurred with the upload.	Determine the source of the error and make the necessary correction to re-upload the file.
Call the Ministry of Health and Long-Term Care at 1-800-262-6524.	A system problem has occurred.	Call the Service Support Contact Centre at: 1-800-262-6524.

5.3.8 Download

MESSAGE	EXPLANATION	ACTION
File Download Unsuccessful.	A system problem has occurred.	Call the Service Support Contact Centre at: 1-800-262-6524.

6.1.2 Forget Password - Password Recovery – Enter ID

MESSAGE	EXPLANATION	ACTION
Sorry, security questions are not available for this ID.	Email address is incorrect or has never been used to register for a GO Secure account.	Enter your correct "GO Secure ID".
Please enter a value.	Email address is a mandatory field that has not been completed.	Key in email address.
Please use a minimum of '5' characters.	Email address requires a minimum of five (5) characters.	Key in email address.

6.1.3 Forget Password - Password Recovery - Security Questions

MESSAGE	EXPLANATION	ACTION
Security Answer #1, # 2, #3 errors.	Refer to 3.1.4 of this Appendix.	Refer to security error message and action in Section 3.1.4 of this Appendix.
Please use a minimum of '3' characters.	The answers to one or more of the security questions are not correct.	Key in the correct answers to your three (3) security questions with three (3) or more characters.
Sorry, the password reset attempt was unsuccessful, please check your answers. Please try again.	The answers to one or more of the security questions are not correct.	Key in the correct answers to your three (3) security questions.
Password error.	Refer to 3.1.4 of this Appendix.	Refer to password error message and action in Section 3.1.4 of this Appendix.
Confirm Password error.	Refer to 3.1.4 of this Appendix.	Refer to password error message and action in Section 3.1.4 of this Appendix.

MESSAGE	EXPLANATION	ACTION
Please use a password that wasn't used recently.	You have exceeded the maximum number of times the same password may be reused (maximum of eight (8) occurrences).	Key in a different password that meets the password policy.

7.1.1 GO Secure Login

Refer to 3.1.2 of this Appendix.

7.1.4 Current GO Secure Profile

MESSAGE	EXPLANATION	ACTION
Please use a minimum of '5' characters.	GO Secure ID requires a minimum of eight (8) characters.	Key in a GO Secure ID with eight (8) or more characters.
Please enter a value.	Email address is a mandatory field that has not been completed.	Key in email address.
Please use a minimum of '5' characters.	Email address requires a minimum of five (5) characters.	Key in email address.
Please enter a value.	First Name is a mandatory field that has not been completed.	Key in first name.
Please use a minimum of '2' characters.	First Name requires a minimum of two (2) characters.	Key in first name with two (2) or more characters.
Please enter a value.	Last Name is a mandatory field that has not been completed.	Key in last name.
Please use a minimum of '2' characters.	Last Name requires a minimum of two (2) characters.	Key in last name with two (2) or more characters.
Please enter a value.	Display name is a mandatory field that has not been completed.	Key in a display name.

7.1.5 Change Password

MESSAGE	EXPLANATION	ACTION
Password error.	Refer to 4.1.3 of this Appendix.	Refer to password error message and action in Section 3.1.4 of this Appendix.
Confirm Password error.	Refer to 4.1.3 of this Appendix.	Refer to confirm password error message and action in Section 3.1.4 of this Appendix.

7.1.6 Security Questions and Answers

MESSAGE	EXPLANATION	ACTION
Password error.	Refer to 3.1.4 of this Appendix.	Refer to password error message and action in Section 3.1.4 of this Appendix.
Confirm Password error.	Refer to 3.1.4 of this Appendix.	Refer to confirm password error message and action in Section 3.1.4 of this Appendix.
Security Question #1, # 2, #3 errors.	Refer to 3.1.4 of this Appendix.	Refer to security error message and action of Section 3.1.4 of this Appendix.
Security Answer #1, # 2, #3 errors.	Refer to 3.1.4 of this Appendix.	Refer to security error message and action in Section 3.1.4 of this Appendix.

Section 12
Appendix B – Glossary

12

Section 12

12 Appendix B – Glossary 213

Section 12 Appendix B Glossary

12 Appendix B – Glossary

TERM	DEFINITION
Billing Agent	An agent authorized by a health care provider or a group of health care providers, to submit claims data electronically for processing by the ministry and/or to reconcile payment data.
Billing Number	A unique identifier that is assigned to a health care provider who is registered with MOHLTC for the purpose of submitting claims for insured services.
Designee	An individual who have been given permission by a health care provider to electronically interact with the ministry on behalf of that health care provider.
Display Name	A field that is defaulted to the user's first name and last name.
Download	The process of receiving a file from another computer.
GO Secure Identification (ID)	An electronic identity provided by the Government of Ontario for obtaining access to designated government services.
Health Care Provider (HCP)	Individual, group or facility licensed to provide health care services to eligible residents of Ontario.
Log off	The process of terminating a connection with a computer system or peripheral device in an orderly fashion.
MC EDT	Medical Claims Electronic Data Transfer.
MOHLTC	Ministry of Health and Long-Term Care.
MOHLTC Electronic Business Services (EBS)	A framework within which the ministry delivers electronic services to health care providers.
Overnight Batch Eligibility Checking (OBEC)	Electronic service that allows an authorized user to submit a formatted file of health numbers/version codes to the ministry for validation before a health service is provided.
Password	A secret piece of information intended to corroborate an identity claim.
Report	A file sent from the ministry's information system in response to data that has been processed.

TERM	DEFINITION
Shared Secret	A system generated code used by the designee to complete the enrolment. The shared secret is sent to the designating health care provider who must pass it on to the designee.
Unique ID	Unique identifiers are ministry provided codes that authenticate the health care provider to the ministry and are required as part of the MC EDT enrolment process.
Upload	The process of sending a file to another computer.
Web Page	A simple web user interface for health care providers that do not have an automated system. This interface provides the basic functions to submit and retrieve files one at a time.
Web Service	A web user interface that allows Electronic Medical Records (EMR) systems or billing software to provide automated interfaces to initiate multiple concurrent uploads and downloads.