Employment Ontario Information System (EOIS) Apprenticeship (APPR) Service Provider Guide

ONe-Key Guide for Training Delivery Agents (TDAs)

Version 1.3
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1 ONe-key Service Overview

The Ontario government’s policy is to acknowledge and respect every individual’s right to privacy, by ensuring that privacy protection practices are adopted and applied consistently and comprehensively, wherever personal information is handled.

The Employment Ontario Information System - Apprenticeship (EOIS-APPR) contains sensitive and personal information and has been reviewed (Corporate Security, MBS) and rated at a medium level of sensitivity requiring a medium level of security assurance provided by the ONe-key service. ONe-Key is one of many security safeguards which protect the government’s networks and web sites and permit the secure exchange of sensitive information.

ONe-key provides one common approach to the identification and authentication of users wishing to access available Ontario services. This common access point is where a user can log in once and be able to access the Ontario services they have. This is defined as the “registration” phase and is the step where users create a One-key ID and password in order to access services.

ONe-key is personalized so that once logged in the user will only see the information that they are entitled to view. ONe-key represents a web-based, strong authentication solution to access user records and perform related tasks.
2 TDA Subscriber Registration

The Training Delivery Agent (TDA) subscriber is the individual who has approved online access to the EOIS-APPR to report under the seat purchase agreement and the terms of conditions of access. An individual obtains access to the EOIS-APPR by undergoing a three-step security and registration process:

1. An Application for Access for a Training Delivery Agent (TDA) Subscriber must be completed. Completion of this application involves acknowledgement and agreement to the terms and conditions of use by both the subscriber and the TDA representative (defined in section 3). The registration process also involves verification of proof of identity. Two pieces of identification confirming the subscriber’s identity must be viewed (but not recorded) by a Ministry of Training, Colleges and Universities (MTCU) representative.

2. The subscriber establishes a ONe-key ID and password to commence the enrollment process into the EOIS. This registration step is completed only once; subsequent log-in events require only direct entry of the One-key I.D. and password.

   The creation of the ONe-key account establishes an individual record in EOIS, and allows the user to choose the Ontario services they have access to.

3. The ONe-key portal screen takes the subscriber through the final security step to access the TDA record. Identification codes sent to the subscriber in two separate emails (48 hours apart) are required for this enrollment step. All subsequent log-ins after enrollment will require only entry of the Private Identification Number (PIN).
3 TDA Representative: Responsibilities for ONe-key Access

The TDA representative is the individual responsible for authorization of on-line access for the TDA subscriber, on behalf of the TDA. The representative assumes full responsibility for any failure of the TDA subscriber to comply with the terms & conditions of access and has full authority to bind the TDA to these terms & conditions.

The TDA representative will immediately contact the local service delivery office to initiate inactivation of the PIN when:

- A subscriber's employment is terminated or ONe-key access is no longer required due to a change in job responsibilities.
- There is a potential or actual breach of privacy or security in relation to the system or the subscriber's access to the system.
- It is discovered that a subscriber is not complying with the terms and conditions set out in the application for access.

The inactivation of a subscriber’s PIN due to reasons pertaining to breaches of security or non-compliance of terms and conditions are to be documented on the “Training Delivery Agent Subscriber/ Private Identification Number Inactivation / Reset form” and sent to the local service delivery office.

Questions pertaining to accessing the system, PIN maintenance and system functionality are to be directed to the local service delivery office.
4 TDA Responsibilities for ONe-key Registration

New Applications for ONe-key Access

The TDA representative will contact the local service delivery office to initiate the registration; the process is as follows:

- An employment training consultant will arrange to meet with the subscriber and the representative.
- The “Application for Access for a Training Delivery Agent (TDA) Subscriber” will be completed and signed. During this process two pieces of identification will be required to verify identity of the subscriber. One primary and one secondary form of identification are required. If the primary document does not contain a photo, two secondary documents are required.
- The local service delivery office will create the record for the TDA subscriber. This action will trigger the issuance of two emails (48 hours apart) to the subscriber. These emails contain access codes required for enrollment.

Note: ONe-key security assurance and EOIS-APPR registration access privileges are NOT to be shared between training delivery agency staff; these access privileges are specific to the individual subscriber.

5 Confidentiality and Privacy

This will continue to be an ongoing process and is addressed in “Schedule E - Notice of Collection of Personal Information and Consent” in the MTCU apprenticeship training agreement signed by the TDA.

6 Acceptable External Subscriber Identification

Lists of primary and secondary identification are outlined on the following two pages. The TDA subscriber must present at least one piece of identification from the list of primary documents.

Health cards and social insurance cards (Canadian or foreign equivalent) are not accepted as verification of identity due to legislation and privacy issues. Identification is only viewed and not recorded.
7 Identification

7.1 Acceptable Primary Identification

One item is required from the following list:

- Current driver’s licence (including a graduated license), showing your full name and address as it appears on your application
- Canadian birth certificate
- Current Canadian passport or a valid passport from another country
- Certificate of Canadian citizenship or naturalization (paper or plastic, but not commemorative issue)
- Certificate of Indian or Métis status, issued by the federal government
- Current identity document issued by a government ministry or agency with a vigorous registration and security clearance process (e.g. OPP or RCMP security check)
- Nexus express pass for the United States border
- Canadian firearms registration licence

Please note that, if you were born in Quebec, your baptismal certificate is no longer considered acceptable as primary documentation.
7.2 Acceptable Secondary Identification

- Old Age Security Card
- Marriage, Divorced or Adoption Certificate, issued by a government ministry or agency
- Canadian Immigration Identity Card
- Account statement or current bankbook from a financial institution, showing your full name and address
- Bank ATM card or credit card, showing your full name (and signature where applicable)
- Insurance policy (home, tenant, automobile or life) or insurance renewal document showing your address
- Mortgage, rental or lease agreement
- Property tax assessment notice
- Certificate of Baptism
- Student identification card
- Minister’s permit
- Document showing registration of a legal name change with evidence of use or prior name for last 12 months
- Taxation assessment notice from Canada Revenue Agency
- Current registration from a professional organization (e.g. physician, engineer)
- Business registration licence, showing the address of the business requesting assurance
- Ontario motor vehicle permit (plate or vehicle portion)
- Current employee identity card
- Union Card
- Utility Bills
- Canadian Armed Forces identification card