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

ONe-key User Guide for All Services

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1 Introduction

1.1 Access to Employment Ontario Information System - Apprenticeship

Access to the EOIS-APPR is through a two-tier security system. The first tier is through the Service Ontario ONe-key Login. Once on the ONe-key Portal page users log into their specific service using an enrolment number and private identification number to authenticate their identity. These access codes are sent directly to the user via their email.

This document describes the overall application process and details the steps that subscribers will take to register with Service Ontario ONe-key and then enroll with the EOIS-APPR application.

The individual approved for access is referred to as the Subscriber.

1.2 Overview of ONe-key Enrolment Process

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

2 Before you begin

2.1 Forms and information for registration

You must have been approved as an EOIS-APPR Subscriber and have received the emails with your:

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

The website address (URL) for ONe-key access is: Click here

2.2 Browser Requirements

2.2.1 Supported Browsers

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

- Microsoft Internet Explorer 4.x or higher (IE 8 must be run in compatibility mode)
- Mozilla Firefox 1.5 or higher

Other browsers may work but are not supported for accessing ONe-key enabled services.
Other System Requirements

- Windows 2000 or later
- Monitor with at least 800x600 resolution
- Internet access with cookies enabled
- Ability to access gov.on.ca websites
- Printer

2.2.2 To Enable Cookies

Internet Explorer:

1. From the Tools menu, click Internet Options
2. On the Privacy tab, click Advanced
3. Select the radio button for Accept for First-party Cookies and Third-Party Cookies
4. Select the check box for Always allow session cookies
5. Click OK
2.3 How to add an email address to a “Safe Sender’s List” or “Safe Recipients List”

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

- Go to your Spam/Junk email folder
- Locate the email from: EmploymentOntario Informationen _System_Apprenticeship@Ontario.ca
- Right-click the email without opening it
- Choose Junk E-Mail
- Choose Add Sender To Safe Senders List
- Click OK when you see the following confirmation message: “The sender of the selected message has been added to your Safe Senders List.”

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

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

3.1 Registering as a first time ONe-key user

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

1. Use the URL to connect to the ONe-key login page.
2. Select SIGN UP NOW! If you see a Certificate security alert, select YES to continue

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

![ONe-key login page screenshot]
3. Follow the on screen instructions to create your ONe-key ID and password.

4. Continue following the on screen directions to create your password recovery questions. All fields with an asterisk are mandatory. Select SIGN UP to complete the process.

5. Review the Confirmation page and click CONTINUE.
3.2 Enrolling with EOIS-APPR

Accessing the EOIS-APPR involves an enrolment process and an authentication process. You must first enroll in a service before accessing it. The enrolment process (entry of enrolment number and PIN) occurs only once in each of the following situations.

- The account is new
- The PIN has been re-set
- The account has been activated from an inactive status

**Note:** every subsequent login will involve only the authentication process (entry of PIN only)

1. Services you have access to will be displayed on the ONe-key Portal page. Select the service for which you are approved to enroll using the links on the left navigation bar.
2. Enter your **Enrolment Number** from your first email and select **SUBMIT**.

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

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

4. Read the Terms and Conditions and if you agree, select the **PRINT** button for your records and then select **I AGREE**.
### 3.3 Authentication Process

The authentication process occurs for every login to access the EOIS-APPR. Once a user has enrolled every subsequent login will require only authentication (entry of PIN). The services you have access to will be displayed on the ONe-key Portal page.

- **EOIS-APPR - Modular Employer**
- **EOIS-APPR - School Board**
- **EOIS-APPR - Training Delivery Agent**
4 EOIS On-line Access & Security

4.1 Frequently-Asked-Questions (FAQ’s)

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

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

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

A: Make arrangements to have your PIN re-set. Depending on your role, that will be through your SPRA, or your local service delivery office. The service delivery office will verify your identity before they proceed. Once reset, two new emails will arrive (48 hour span between the two). Log into EOIS-APPR as a New User to establish a new ONe-key ID and Password. This login process is exactly the same as the initial login, therefore you must walk through the enrolment steps of entering your hyphenated enrolment number and your private identification number (PIN).

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

A: Make arrangements to have your PIN reset. A new enrolment number and PIN will be sent by email (48 hour span between the two).

You have two choices for login:

1. If you believe your ONe-key ID and password have not been compromised, it is not necessary to change them, simply login and walk through enrolment process with the new access codes from the recent emails.

2. If you believe your ONe-key ID and password have been compromised or you just wish to change them, simply select Create an Account Now to establish your new ID and then walk through enrolment process with the new access codes from the recent emails.

Q: I cannot login, what should I do?

A: If the system does not display a message to explain why you can not gain access, contact the local service delivery office.

Q: I will be away from work for an extended leave, can my replacement use my ONe-key ID and password during my absence?
A: No. The terms and conditions of access state that you are responsible for maintaining your access codes in a confidential and secure manner. The system maintains a history of completed actions based on the user linked to the ONe-key ID; this is your unique identifier. A new EOIS-APPR Registration form must be completed for the individual who will assume your role during your absence.

4.2 Common Error Messages

1. "The EOIS Enrolment Number is not valid. Please try again."
   An incorrect enrolment number has been entered.
   The enrolment number is hyphenated please ensure data is entered in two different fields.

2. "The EOIS-APPR Private Identification Number is not valid, please try again."
   An incorrect PIN has been entered.
   Verify that the number is correct. Multiple incorrect attempts may result in a lock-out.

3. "We are unable to process your enrolment at this time. Please try later or contact your local Service Delivery Office."
   An incorrect enrolment number OR an incorrect PIN has been entered multiple times during the enrolment process and you have been temporarily locked out. Try again later.

4. "We are unable to confirm your identity based on the information provided. Please contact your local Service Delivery Office."
   An incorrect PIN has been entered multiple times during the authentication process and you have been locked out. Make arrangements to have your PIN reset.

5. "This account has been enrolled. Access the service using the link under My Services"
   This message will appear if you are attempting to enroll to a service for which you have already enrolled. Please select your service from the programs listed under My Services on the ONe-key Portal page.

6. "This account has been inactivated please contact your local service delivery office."
   Your account has been inactivated. This may be the result of inactivity. Please contact your local service delivery office.

7. "ONe-key ID and/or Password are missing, invalid or incomplete."
   An incorrect ID or password has been entered on the ONe-key login screen.
4.3 Miscellaneous Issues

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

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

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

Do any or all in the following order:

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

4.4 Tips When Using the EOIS-APPR Application

- Time Out
  As a security measure, the system will automatically time out if left idle for 15 minutes.

- The Location Bar
  The location bar which is located at the top of the screen is useful when you need to make changes as you are entering data. It allows you to back up in the process to make necessary changes to previously entered data. To access a previous screen simply click on the screen descriptor.

- Error Messages
  The system has been designed as user friendly. If you leave out a mandatory section on a screen and select “Next Step” or “SAVE”, an error message will appear at the top of the page as a reminder to enter what is missing or inaccurate.

- Service Deliver Office Hours
  Monday – Friday: 8:30 a.m. – 5:00 p.m.