

## **myEOIS Questions and Answers**

### **Who can use myEOIS?**

Anyone using Employment Ontario Information Systems (EOIS) has access to the portal. This includes service providers and internal ministry staff.

### **How can I register/login?**

After myEOIS goes live, users will receive an email with their log-in information, including a temporary password. You will be required to change your password every 90 days before it expires.

### **What about the Employment Ontario Partner's Gateway (EOPG) and documents posted on that site?**

The necessary EOIS documents will be transferred from the Employment Ontario Partner's Gateway to myEOIS.

### **Will system updates continue to be sent by email?**

Email system notices sent by our service desk will be phased out shortly after myEOIS launches.

Once registered on myEOIS, you will automatically receive notifications when new content, such as announcements or FAQs are posted. If you would like to turn off the notifications, please log into the site, click on your name, select settings, and then select your desired notifications.

### **Is the support web-based? Can I call anyone for assistance? Will there be an online chat?**

Support is currently only available through myEOIS by submitting tickets or accessing self-help resources. Online chat is not available on the portal, however there is a self-help support forum.

### **Can service providers submit tickets directly on myEOIS?**

Service providers are asked to follow the current support model by reaching out to the regional contact, employment and training consultants or regional experts to submit a ticket on their behalf through myEOIS. In the upcoming months, a direct support model will be piloted with one local office per region using myEOIS. The pilot will validate the process and ensure there is capacity to move towards providing service providers direct support.

### **Will there be a priority system for tickets submitted?**

Yes, the ticket will be prioritized based on the nature of its business impact and the number of people affected.

### **Should I follow any steps before reaching out to my ministry contact to log a ticket (e.g. use guides)?**

Please ensure to check our system status feature, known issues and issues under investigation section, the self-help support forum, Frequently Asked Questions as well as our user guides and desk aids before submitting a ticket.

### **Can screenshots be attached when submitting tickets?**

Yes, ticket submissions can also include images as attachments.

**How can I stay updated on the status of my inquiry and whether it has been resolved?**

Once your regional contact has submitted a ticket on myEOIS to our service desk, he/she will share a tracking number for you to view updates on myEOIS. Ticket updates will be displayed on the ticketing page.

**Can reports be integrated into the portal?**

The EOIS Service Provider Reporting website will remain a stand alone site for the near future. We will continue to explore opportunities for report modernization.