

Employment Ontario Information System (EOIS) Service Provider (SP) Connect



Service Provider Start-Up Kit

Table of Contents

- Introduction 3
- Why the EOIS-SP Connect Start-Up Kit?..... 4
- Getting Registered in SP Connect 5
- Getting a User Account in EOIS..... 5
- Registering in ONE-key 6
- Logging out of EOIS-SP Connect 10
- EOIS-SP Connect Roles and Responsibilities 11
 - Service Provider Submission Authority (SPSA)..... 11
 - Service Provider Administrator (SPA)..... 11
- EOIS-SP Connect Resources 12
- Frequently Asked Questions 13
 - General:..... 13
 - User Access 13
 - Language Preference: 14
- EOIS-SP Connect Support Model 15

Introduction

The launch of Employment Ontario Information System (EOIS) Service Provider Connect (SP Connect) to Employment Ontario (EO) service providers on June 15th, 2015 represented the achievement of a major milestone; to enable a consistent and streamlined approach for managing Transfer Payment Agreements.

SP Connect gives service providers the ability to view the most up-to-date financial information online. This consists of an electronic copy of the legal agreement including payment schedules and site targets and allocations. The system will also enable service providers to submit the Estimate of Expenditures Report (EER) online and now, their Business Plans.

Why the EOIS-SP Connect Start-Up Kit?

The EOIS-SP Connect Start-Up Kit is an “at your finger-tips” document which outlines instructions, reminders and key information for EO service providers as they begin using SP Connect. The Start-Up Kit complements the EOIS-SP Connect Service Provider User Guide - think of it as a “Coles Notes” type of resource. We encourage all new users of EOIS-SP Connect to keep this resource at hand as they become familiar with the system.

Getting Registered in SP Connect

Getting registered in SP Connect is a two-step process. You can either register in ONE-key first, or wait until you have been issued a user account in EOIS before you register in ONE-key.

Getting a User Account in EOIS

Getting registered in EOIS requires being granted a user role by your Service Provider Registration Authority (SPRA). Once the SPRA has registered you as a user in the system, two auto-generated emails will be sent to you, at separate times, informing you to log into EOIS. The first e-mail contains the EOIS Enrolment Number. This enrolment number is a unique number and is assigned to each user when they log into EOIS for the first time. The second email, sent two days later, will contain your EOIS Private Identification Number (PIN) along with the website link to access EOIS.

For your reference, the subject line of the system generated e-mails will appear as follows:

- Message 1 - From Employment Ontario On-Line Access/ Concernant l'accès en ligne à Emploi Ontario
- Message 2 - From Employment Ontario On-Line Access/ Concernant l'accès en ligne à Emploi Ontario

If you do not receive these emails, first check your spam/junk mail folders, as these emails may have been captured by spam filters, then check with your SPRA.

Additional information and resources on user management can be found on [EOPG](#).

Important: Your Enrolment Number and PIN are confidential. You are expected to keep this information in a secure location as a lost Enrolment Number and/or PIN will require several days to re-issue.

Registering in ONe-key

Outlined below are the steps you will follow to log into ONe-key.

1. Click on the [ONe-key](#) link.

Important: Be sure to save this link in your web browsers Favourites

Click the SIGN UP NOW button and proceed with the ONe-Key registration.

More information is available in the EOIS [User Management](#) section of EOPG.

If you already have a ONe-key account, enter your login details (ONe-key ID and Password) and proceed to step 2.

Ontario **ONe-key** Français

HELP | ServiceOntario | About Ontario

Sign in

Sign in with your ONe-key ID

New to ONe-key?

A ONe-key account gives you secure access to Ontario Government programs and services. [Learn more](#)

Don't have a ONe-key ID? [Sign up now!](#)

ONe-key ID:

Password:

Sign in

[Can't access your account?](#)

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Last Modified: May 20, 2011

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2. Once you are signed up as a ONE-key user, the All Services from A to Z page will be displayed. Click EOIS SP CONNECT.



Français

Help | Logout

ONE-key Account

- My Services
- Manage my Account
- Logout

Available Services

- Business Services
- Personal Services
- Services by Category >
- All Services from A to Z**

Find Available Services ?

Start typing to search...

All Services from A to Z

ONE-key has made several changes. [Find out more](#)

Select a link below to enrol for service(s) access. After completing the enrolment you can access the service from the My Services list, for future visits.

- [Accessibility Compliance Reporting \(ACR\)](#)
- [Child Care Licensing System](#)
- [Developmental Services Consolidated Information System\(DSCIS\)](#) ?
- [EOIS-APPR - Modular Employer](#) ?
- [EOIS-APPR - School Board](#) ?
- [EOIS-APPR - Training Delivery Agent](#) ?
- [EOIS-CaMS - Application](#) ?
- [EOIS-CaMS - Reporting](#) ?
- [EOIS - SP Connect](#)
- [Grants Ontario System](#)
- [Ministry of Natural Resources Registry for Business](#)
- [Ministry of Natural Resources Registry for Individuals](#)
- [My Account - eNotification](#)
- [OCL Portal](#)
- [ONT-TAXS online](#) ?
- [ONE-Source for Business](#) ?
- [OSAP FAO Information Portal](#) ?
- [OSAP FAO Services - Advanced Services](#) ?
- [OSAP FAO Services - General Services](#) ?
- [Ontario's Past Portal](#)
- [Opportunities Ontario: Provincial Nominee Program \(OOPNP\)](#)
- [SWMC Extranet and WISKI Web Pro](#)
- [Service Provider Network Compensation](#) ?
- [Social Assistance Online](#)
- [Transition Aged Youth System](#)
- [Vital Statistic Applications](#)

EOIS-SP Connect: Service Provider Start-Up Kit

3. Enter the EOIS Enrolment Number that was sent to you in the first email (Message 1 - From Employment Ontario On-Line Access/ Concernant l'accès en ligne à Emploi Ontario) in the required field, and click SUBMIT.



Employment Ontario Information System (EOIS)

You are about to enrol for online access to EOIS.

* Required Field

EOIS Enrolment Number *

Please enter the EOIS Enrolment Number that was previously sent to you. 

EOIS-SP Connect: Service Provider Start-Up Kit

4. Enter the EOIS Private Identification Number (PIN) that was sent to you in the second email (Message 2 - From Employment Ontario On-Line Access/ Concernant l'accès en ligne à Emploi Ontario) in the required field, and click SUBMIT.

Ontario **ONe-key**

ONE-KEY PORTAL | LOGOUT

Employment Ontario Information System (EOIS)

Confirm your identity

* Required Field

EOIS Private Identification Number (PIN) *

Please enter your EOIS Private Identification Number (PIN) ?

Submit Clear Cancel

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You will be directed to the EOIS-SP Connect Home page.

NOTE: It may take a moment to access this page. Do not use the Refresh button in your browser while you are waiting.

Ontario **SP Connect** UAT V3.0 7.2251 SP Submission Authority Logout

Dashboard Business Planning Service Provider Agreements Financials Monitoring Calendar Feedback

Dashboard > Home

Adjustments

Certificate of Insurance Expiry List

Service Provider Forecast

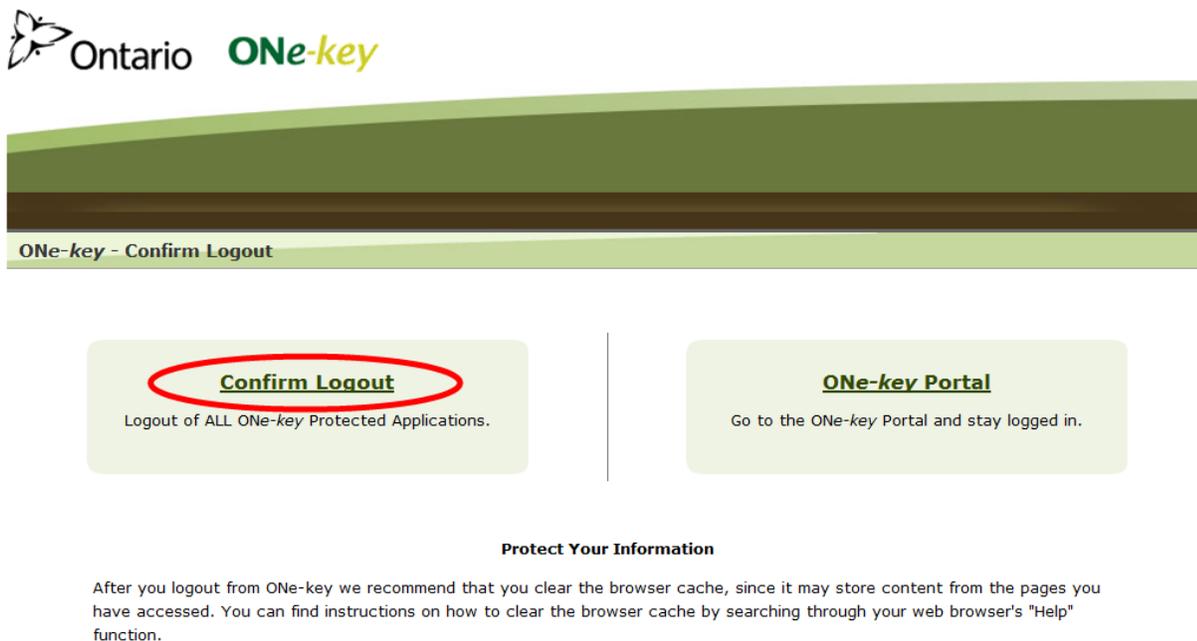
Business Plans

Logging out of EOIS-SP Connect

For security and privacy purposes, users must logout of EOIS-SP Connect by using the LOGOUT feature, as opposed to simply closing the browser window.



Once you have successfully logged out of EOIS-SP Connect, you will be brought to the One-key - Confirm Logout page. Click CONFIRM LOGOUT to logout of the ONE-key Portal.



EOIS-SP Connect Roles and Responsibilities

There are two service provider roles in SP Connect.

Service Provider Submission Authority (SPSA)

This role is for service provider staff that have the authority to submit information to the Ministry on behalf of the organization. This role can:

- View and update Service Provider profiles
- View Business Plan Packages; update/review, submit and close Business Plans
- View Agreements including payment schedules, targets and allocations and in-year adjustments
- Create and submit adjustment requests
- Update and submit Service Provider forecasts
- Generate various reports
- View a calendar of events and submit feedback

Service Provider Administrator (SPA)

This role is for service provider staff that have the authority to view and edit but not submit information to the Ministry.

- View and update Service Provider profiles
- View Business Plans Packages
- View Agreements including payment schedules, targets and allocations and in-year adjustments
- Create and save adjustment requests
- Update and save Service Provider forecasts
- Generate various reports
- View a calendar of events and submit feedback

EOIS-SP Connect Resources

EOIS-SP Connect resources are located on the Employment Ontario Partners' Gateway (EOPG) under the [EOIS-SP Connect](#) section. Make sure to visit the EOPG frequently for regular updates.

Under the Guides and Resources header, you will find the following resources:

- EOIS-SP Connect Service Provider User Guides
- EOIS-SP Connect Desk Aids
- EOIS-SP Connect Start-Up Kit

Under the User Management header, you will be directed to the EOIS user management pages.

Under the Communications header, you will find the following:

- EOIS-SP Connect Service Provider Bulletins
 - Bulletins are published regularly to update service providers with information regarding changes to EOIS-SP Connect functionality, new EOIS-SP Connect resources or any other information pertinent to the use of EOIS-SP Connect.

Under the Training header, you will be able to view the following resources:

- EOIS-SP Connect Online Modules
 - Online modules have been created to introduce staff to system concepts as well as specific system functionality.

Frequently Asked Questions

General:

What are the minimum desktop requirements I need to use EOIS SP Connect?

The minimum screen resolution for the system is 1024 x 768. For information on how to change the screen resolution, please refer to Microsoft.com.

EOIS SP Connect uses standard web technologies and formats. The system is compatible with all internet browsers, however, Microsoft Internet Explorer 10 or higher is recommended. Text size can be increased, if needed, within the browser.

I'm having technical issues with EOIS SP Connect, what is the phone number and email address of the EOIS Help Desk?

As per the EOIS SP Connect Support Model outlined in this document, your contact for technical support is your Employment and Training Consultant.

User Access:

I've forgotten my username and/or password. What do I do?

If you've forgotten your password for ONE-Key, click "Forgot your password?" on the ONE-key log-in page. The system will prompt you to create a new password after successfully answering the recovery questions on the "Password Recovery Questions" page.

If you've forgotten your Enrolment Number/PIN for EOIS, contact your Service Provider Registration Authority (SPRA) to request that your PIN be re-set. Your identity must be verified before staff can proceed. Once your PIN is re-set, two new emails will arrive (48 hours apart). This log-in process is exactly the same as the initial log-in; therefore, you must walk through the enrolment steps of entering your enrolment number and your private identification number (PIN).

Language Preference:

My preferred language is French, yet when I log into EOIS SP Connect all the information is displayed in English. How do I change this?

Changing your language preference for SP Connect is done in EOIS-CaMS. If you have CaMS system access, refer to the instructions in the EOIS-CaMS Service Provider User Guide - [Chapter 4: Service Provider Information and User Management](#). If you do not, contact your Service Provider Registration Authority (SPRA).

EOIS-SP Connect Support Model

The EOIS-SP Connect Support Model has been designed to allow for the identification, assessment, assignment and resolution of enquiries and issues through a simple escalation process.

Service provider organizations are expected to identify a knowledge expert (aka a lead staff person) at either the organizational or service delivery site level who will work with system users to provide a 1st level of support with simple troubleshooting. For service providers with multiple service delivery sites in more than one region, you may want to consider a lead per region.

Users and the lead are expected to determine if a 'solution' is covered in EOIS-SP Connect resource documents such as system status messages noted on the ONE-key login page, the EOIS-SP Connect Service Provider User Guide, etc., or has been previously identified for the same/similar situation and can be used in this case.

If the resolution to the issue is not readily available, the Service Provider lead will contact their local Employment and Training Consultant (ETC). The ETC consults with the Support Lead and if the Support Lead does not find a solution, logs a ticket with the EOIS Service Desk.

Important:

1. The Feedback section of SP Connect should **never** be used for support issues. It is to record what users like or don't like about the system.
2. The EOIS Service Desk can only deal with EOIS-SP Connect system related issues; it does not have the capacity to deal with business processes or program operational related enquiries covered by resources such as program guidelines. If you have questions regarding the a specific program and/or its associated performance measurement, please refer to the appropriate program guidelines for service providers and/or other program information and tools posted to the EOPG. If your questions are not addressed in these documents, please contact your local ETC.

Level 1

1. Check the EOIS-SP Connect User Guide and/or other resources.
2. If these resources don't supply an answer, contact your organization's EOIS-SP Connect Knowledge Expert or Lead.

EOIS-SP Connect: Service Provider Start-Up Kit

Level 2

3. The SP Connect Knowledge Expert doesn't find a solution, contact the local office Employment and Training Consultant (ETC) outlining the situation with as much detail as possible, including:
 - Agreement/PO Number, Business Plan number, EER period, etc.
 - Site ID
 - Problem encountered
 - SP Knowledge Expert/Lead contact name, phone number and email address
 - Screen shot (Click Print Screen)

Level 3

4. If the ETC cannot find an answer the issue it will be escalated to the EOIS Support Lead.

Level 4

5. If the EOIS Support Lead cannot find an answer the issue it will be escalated to the EOIS Service Desk.

Level 5

6. The EOIS Service Desk will troubleshoot, diagnose and identify a response (i.e., a solution, workaround, etc.) and will notify the Support Lead by e-mail with the answer. If additional information is required the Service Desk may contact the service provider lead directly.