

Ontario Health Workforce Matching Portal - Training Guide For Health Care Providers

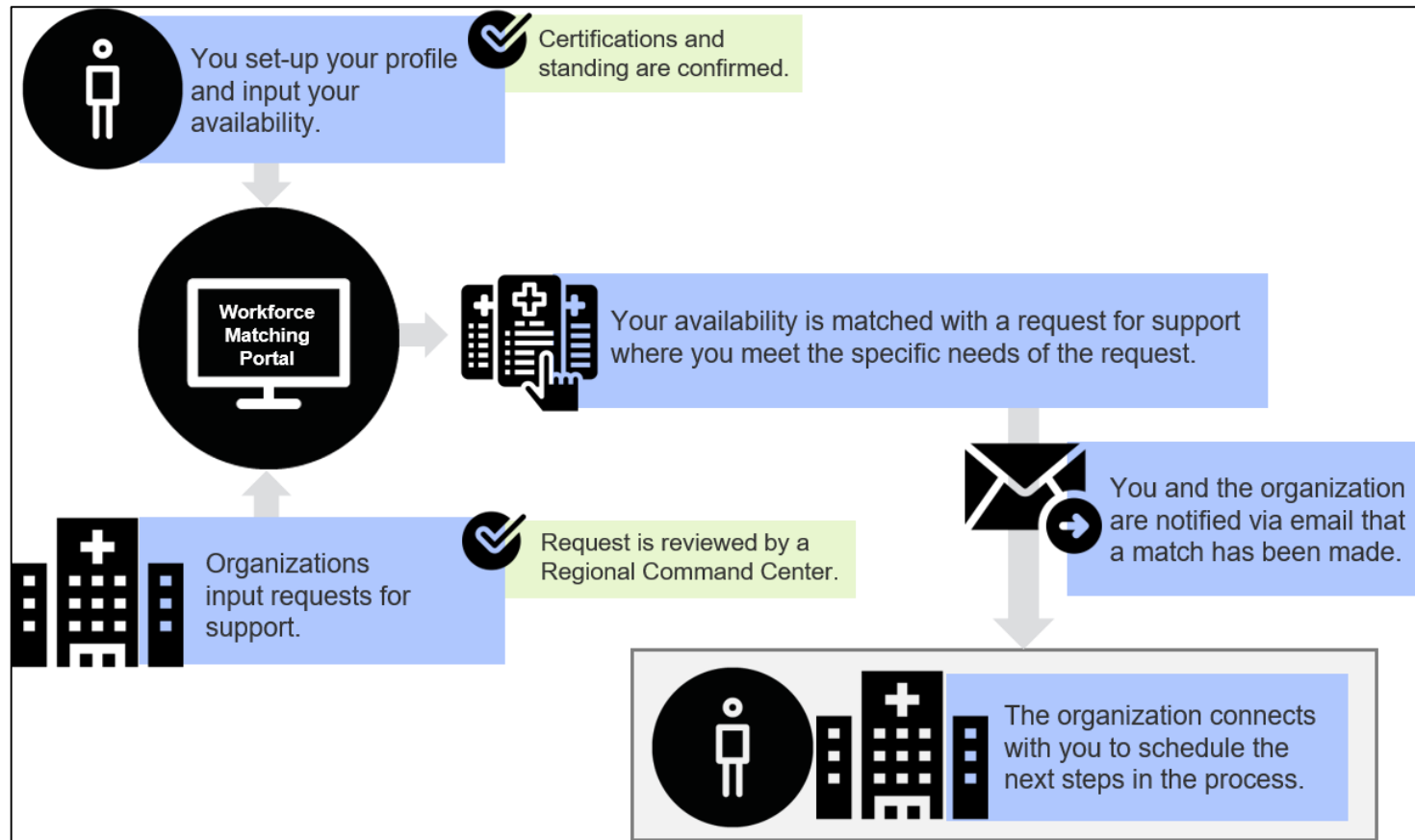


[Forgot your password?](#)

A portal to match health care providers like you with organizations across Ontario where your support is needed.

Matching healthcare providers like you, who may have availability, with positions across Ontario where your support is needed is critical for our health care system to continue to deliver necessary care in the midst of the COVID-19 crisis.

Here's how the Ontario Health Workforce Matching Portal works...



The purpose of the Ontario Health Workforce Matching Portal:

- Connect health care providers like you, who may have availability, with organizations in need of support.
- The matching portal is intended to make that first connection between organizations in need of support and health care providers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider to arrange next steps in the process and discuss details of the assignment, including onboarding, scheduling shifts, payment etc.

What the Ontario Health Workforce Matching Portal does not do:

- Schedule shifts
- Arrange onboarding
- Coordinate payment for service rendered

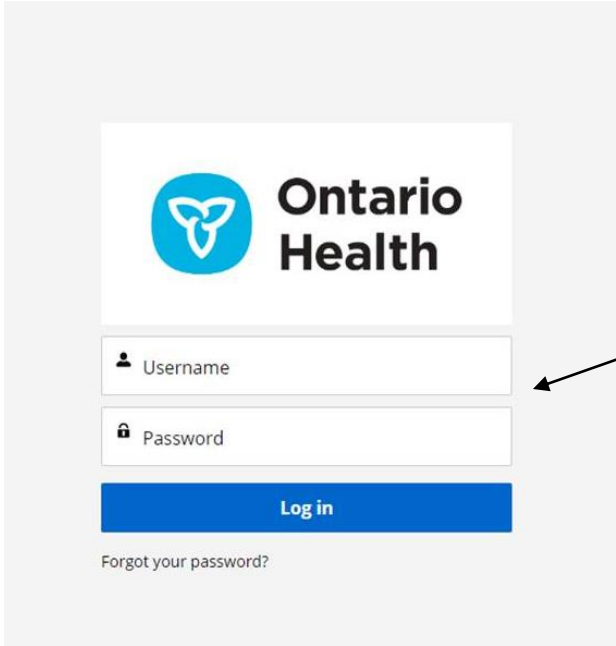
There are two ways to access the portal:

1. If you received a link to login via email you will be brought directly to a sign-in page.

If accessing the portal this way skip ahead to login on page 10.

OR

2. If you did not receive a link to login via email, you will need to register your information in order to access the portal.



Log-in using the credentials provided

Select Register

Individuals - I want to help

If you are a health professional or have experience in fields that support the healthcare system and would like to volunteer time to alleviate the strain put on healthcare systems by the current COVID-19 outbreak. Please register by clicking on the Register button. If you have already registered, log in to update your availabilities.



[Register](#)

Healthcare Institution - I need resources

If you are a representative of a healthcare facility located in the province of Ontario and would like to request help and be matched with available resources for additional worker support, create an account by clicking on Register. If you already have an account, log in to post a request or modify your information.



[Register](#)

Select the option that best describes you and click "Register".

Choose the option that best describes your healthcare experience :

Regulated Health Professionals



Health professionals that are regulated under the Regulated Health Professions Act, 1991, the Social Work and Social Service Work Act, 1998, the Ambulance Act and the Fire Protection and Prevention Act, 1997.

[Register](#)

Other Health Professionals



Health professionals that are not regulated by statute e.g., personal support workers and physician assistants.

[Register](#)

Professionals in Training



Learners who have begun, but not yet completed, professional training.

[Register](#)

Volunteers



All other individuals interested in volunteering. In particular there is need for individuals with key skills, such as infection prevention and control by cleaning and disinfecting areas as needed.

[Register](#)

Select Register

Complete the registration form by filling out the fields indicated and making the appropriate selections from the drop-down menus.

Professional Registration Form

Contact information

Salutation	Choose one...	First Name *	First Name
Middle Name	Middle Name	Last Name *	Last Name
Email *	Email	Phone *	Phone Number
Mobile Phone	Mobile Phone		

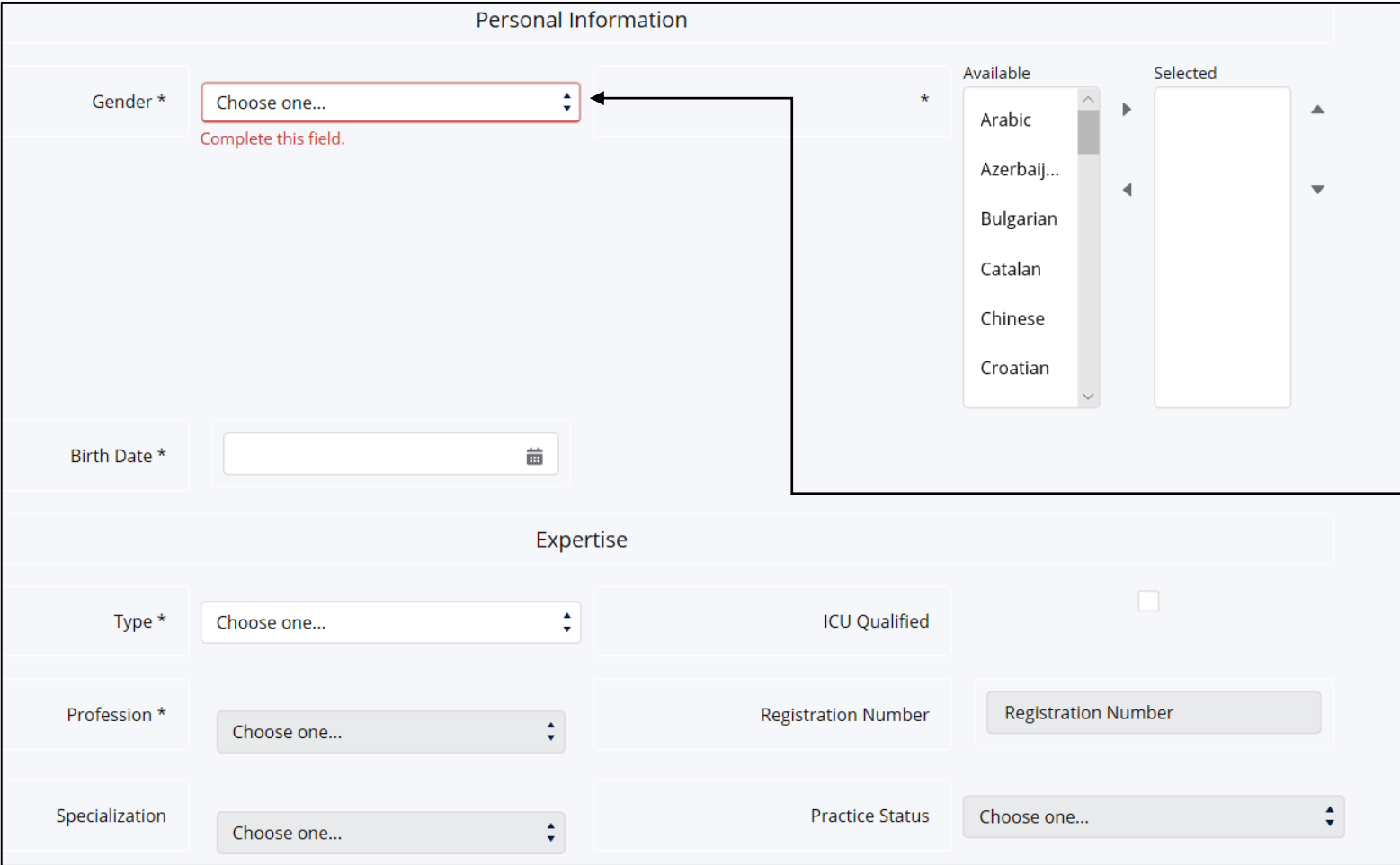
Address

Address	Street Address	City	City
Postal Code	Postal Code		

Fields marked with an asterisks must be filled out to proceed

Click arrows to open up drop-down menu and make the selection that best suits you

Complete the registration form by filling out the fields indicated and making selections from the drop-down menus.



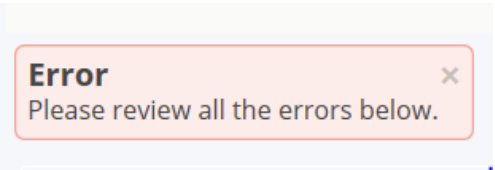
The form is divided into two main sections: 'Personal Information' and 'Expertise'. In the 'Personal Information' section, the 'Gender' field is marked with an asterisk and has a red box around it with the text 'Complete this field.' below it. To the right, there is a language selection interface with 'Available' and 'Selected' columns. In the 'Expertise' section, the 'Type', 'Profession', and 'Specialization' fields are marked with asterisks. The 'ICU Qualified' field has an unchecked checkbox. The 'Registration Number' field has a text input box. The 'Practice Status' field has a drop-down menu.

Fields marked with an asterisks must be filled out to proceed

Submit your completed registration form.

1. Read and accept the terms

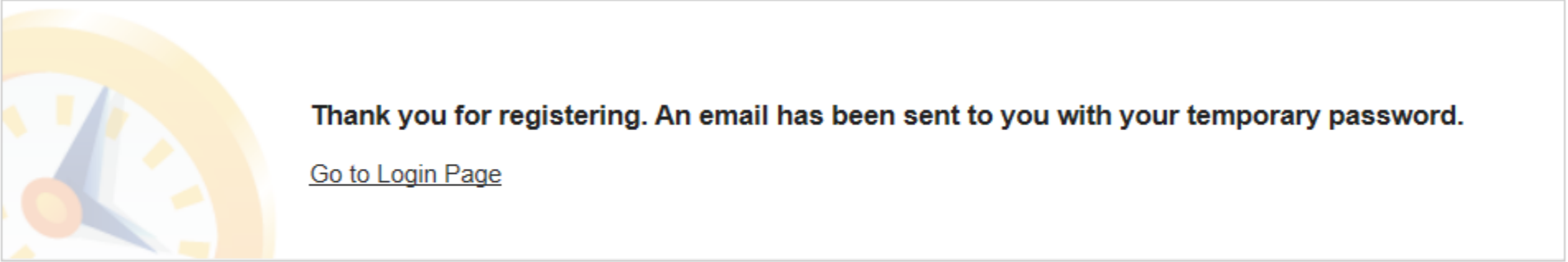
2. Submit your completed registration form



If you receive an error message when submitting your registration form review your selections and ensure that you have completed all of the required sections (i.e. marked with an asterisks)

You should receive an email with your username and temporary password. Please be sure to check your spam/junk folders if you do not see the email in your inbox.

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

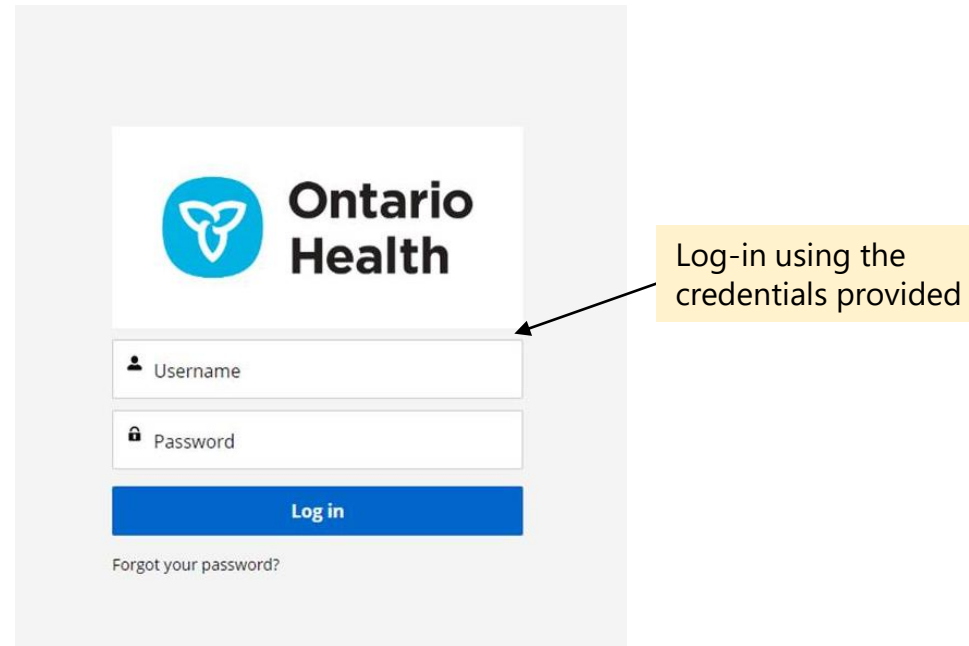


Thank you for registering. An email has been sent to you with your temporary password.

[Go to Login Page](#)

Powered by **force.com**
platform as a service

Login using the credentials sent to you via email.



The URL for the Ontario Health Workforce Matching Portal is: www.onhealthworkforcematching.ca

If you need to reset your user name and password follow the instructions in the Appendix

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

Select Account Information to begin filling out and/or verifying your information.

WELCOME TO YOUR PORTAL!

This portal is being used to match individuals like you to positions and opportunities which meet specific needs across the province related to the COVID-19 outbreak. On this portal, we are asking you to provide us with information about where and when you might be available to provide service by creating a profile including your availability.

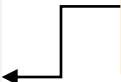
Once you create and submit a profile, a member of your regional office will match your profile with a position or opportunity to provide service called an open service request. As soon as a match has been approved for you, you will be notified via email. A representative from the organization that you have matched with will contact you shortly thereafter to schedule the next steps in the process.

Please note that you will be solely responsible for ensuring that you meet any and all requirements related to the matched position (including any applicable registration with the relevant Ontario Health Regulatory College, vulnerable sector records checks, etc.).

Please update your Availability status to **Unavailable** if the match is successful.



Go to Account Information to verify your details



Update your profile with your information to ensure the best match with a request for support.

Person Account
Mrs. Theresa Cassidy

Email	Phone	Profession
jdestounis@deloitte.ca	123-321-1232	Physician

* Name	COVID-19 Status ⓘ
Salutation	--None--
Mrs.	
First Name	
Theresa	
* Last Name	
Cassidy	
* Email	* Phone
email@email.com	123-321-1232
	* Mobile
	123-321-1233
	Preferred Phone Number
	--None--

Click arrows to open up drop-down menu and make the selection that best suits you

Update your profile with your information to ensure the best match with a request for support.

Expertise

Type ICU Qualified ⁱ
Regulated Health Professional

[View all dependencies](#)

Profession Registration Number
Physician 565543

[View all dependencies](#)

Specialization Year of Training ⁱ
Neurology --None--

[View all dependencies](#)

Practice Status ⁱ
Active License but Not Practising

[View all dependencies](#)

Other Areas of Expertise ⁱ

Available	Chosen
Anatomical Path...	Adolescent Medicine
Anesthesiology	Bacteriology
Cardiac Surgery	Medical Microbiology

Use the slide arrows to move information between columns

Update your profile with your information to ensure the best match with a request for support.

Additional Information

Gender
Female

Languages Spoken

Available	Chosen
Arabic	English
Azerbaijani	French
Bulgarian	Greek
Catalan	

* Birthdate
1962-04-25

Address Information

Address
Shipping Street
45 Front St

Cancel Save

Click save when you are finished entering your information

Update your profile with your information to ensure the best match with a request for support.

Ontario MY AVAILABILITY NEW AVAILABILITY ACCOUNT INFORMATION FAQ

Person Account
Mrs. Theresa Cassidy

[+ Follow](#) [Edit](#) [Change Record Type](#)

Email	Phone	Profession
jdestounis@deloitte.ca	123-321-1232	Physician

Name	Mrs. Theresa Cassidy	COVID-19 Status ⁱ	Not Exposed
Email	jdestounis@deloitte.ca	Phone	123-321-1232
		Mobile	(514) 675-6536
		Preferred Phone Number	

Expertise

Type	Regulated Health Professional	ICU Qualified ⁱ	<input checked="" type="checkbox"/>
Profession	Physician	Registration Number	565543
Specialization		Year of Training ⁱ	

You can edit your profile at any time

Enter your availability by selecting "New Availability".

Ontario MY AVAILABILITY **NEW AVAILABILITY** ACCOUNT INFORMATION FAQ

Person Account
Mrs. Theresa Cassidy [+ Follow](#) [Edit](#) [Change Record Type](#)

Email	Phone	Profession
jdestounis@deloitte.ca	123-321-1232	Physician

Name	Mrs. Theresa Cassidy	COVID-19 Status ⁱ	Not Exposed
Email	jdestounis@deloitte.ca	Phone	123-321-1232
		Mobile	(514) 675-6536
		Preferred Phone Number	
▼ Expertise			
Type	Regulated Health Professional	ICU Qualified ⁱ	<input checked="" type="checkbox"/>
Profession	Physician	Registration Number	565543
Specialization		Year of Training ⁱ	

Click "New Availability"

Input the details of your availability by filling out the necessary fields. Scroll down to complete the entire form.

New Availability

Availability Status: * Contact

Close Reason: Close Details

Sector

Available	Chosen
Acute Care	Hospital
Long-Term C...	Home and Com...
Medical Lab...	
Primary Care	

Type: Practice Status:

Click arrows to open up drop-down menu and make the selection that best suits you

Use the slide arrows to move information between columns

Input the details of your availability by filling out the necessary fields.

The screenshot shows a form titled "Availability" with several sections:

- Fully Available:** A radio button with an information icon. An arrow points to it from a yellow callout box.
- * Region:** A section with two columns: "Available" (listing Toronto, Central, North, and West Regions) and "Chosen" (listing East Region). Slide arrows are present between the columns. An arrow points to the "Chosen" column from a yellow callout box.
- Availability:** A section with two columns: "Available" (listing Tuesday Over, Monday Mor, Monday Aft, Monday Ove) and "Chosen" (listing Tuesday Evenin, Monday Evenin). Slide arrows are present between the columns. An arrow points to the "Chosen" column from a yellow callout box.
- Relocation Possible:** A radio button with an arrow pointing to it from a yellow callout box.
- Additional Information:** A text input field with an information icon and a label "Availability". An arrow points to it from a yellow callout box.
- Create new:** A blue button at the bottom. An arrow points to it from a yellow callout box.

Only choose "Fully Available" if you really have no restrictions on your availability

Use the slide arrows indicate the regions you are available to provide support in

Only choose "Relocation Possible" if you are willing to travel outside of the Regions you have chosen

Use the slide arrows indicate the days and time of day you are available

Enter any additional details you think are relevant

Click "Create New" to submit

To update your availability navigate to the "My Availability" tab and choose the record that you want to edit.

Ontario MY AVAILABILITY NEW AVAILABILITY ACCOUNT INFORMATION INFORMATION THERESA CASSIDY

Availability My Availability 14 items • Sorted by Availability Status • Filtered by my availability • Updated a few seconds ago

	Availab...	Region	Sector	Availa...
1	O-000028	Central Region	Hospital;Long-Term Care	Available
2	O-000014	Toronto Region	Acute Care	Unavai...
3	O-000015	Toronto Region;Central Region	Home and Community Care	Unavai...
4	O-000016	Toronto Region	Primary Care	Unavai...
5	O-000017	Toronto Region	Acute Care;Home and Community Care;Hospital;Long-T...	Unavai...
6	O-000018	Toronto Region	Long-Term Care	Unavai...
7	O-000019	Toronto Region	Acute Care;Home and Community Care;Hospital;Long-T...	Unavai...
8	O-000020	Toronto Region	Acute Care;Home and Community	Unavai...

Click "New Availability"

Click "My Availability"

Shows the updated availability status

Click on the number to open a record

*Note - If your availability changes (i.e. you become unavailable because you have been successfully matched or you become unavailable for other reasons) please update your profile as soon as possible.

Once you've opened the record select "Edit" to make changes to the record or the pencil icon to change a specific field within the record.

The screenshot shows a user interface for editing an availability record. At the top left, there is a star icon and the text "Availability O-000028". To the right of this header is a blue "Edit" link. Below the header is a table with columns: Contact (Theresa Cassidy), Type, Profession, and Availability Status (Available). Underneath the table are three expandable sections: "Information", "Expertise", and "Availabilities". Each section contains several fields with pencil icons for editing. A yellow callout box labeled "Click to edit" has an arrow pointing to the "Edit" link. Another yellow callout box labeled "Scroll down and click save when complete" has an arrow pointing to the bottom of the page.

Your availability has now been successfully submitted!

After you have submitted your availability the portal will match you with a request for support where you meet the specific requirements of the request. Once a match has been approved, you and the organization you have matched with will be notified via email. The organization you have matched with will contact you directly to arrange the next steps in the process.

If your availability changes (i.e. you become unavailable because you have been successfully matched or you become unavailable for other reasons) please update your profile as soon as possible.

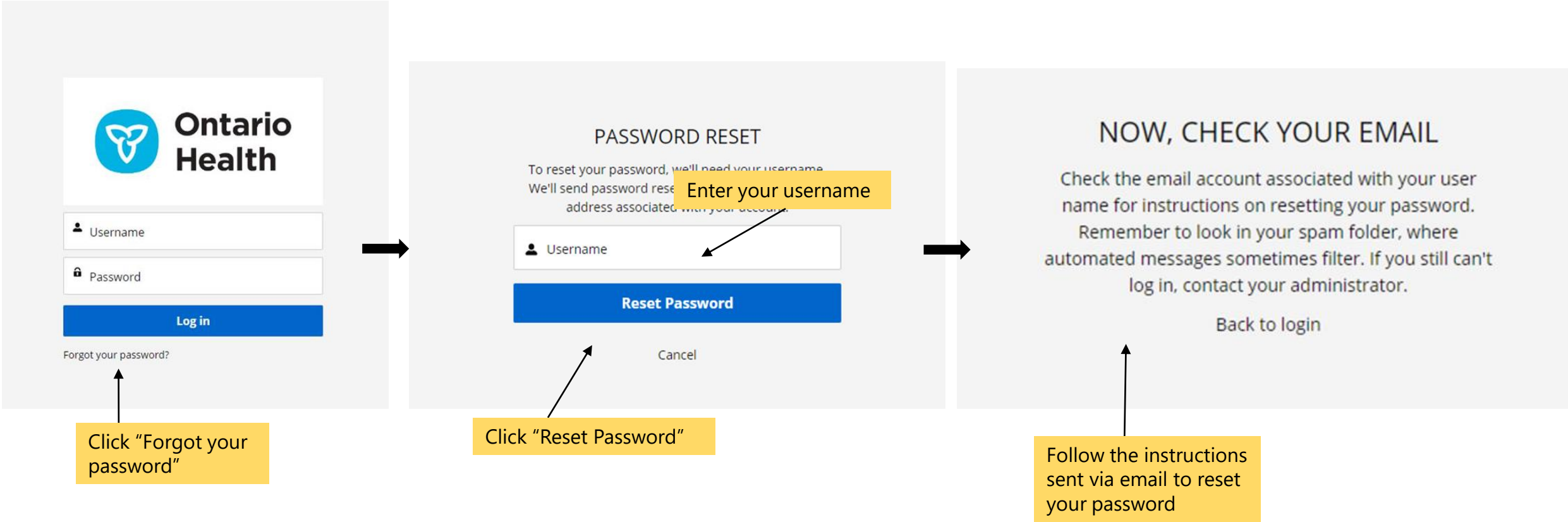
For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear “You have reached the OPS IT Service Desk” enter prompt code 011 on your phone.

Thank you for everything that you are doing to help Ontario residents during this pandemic.

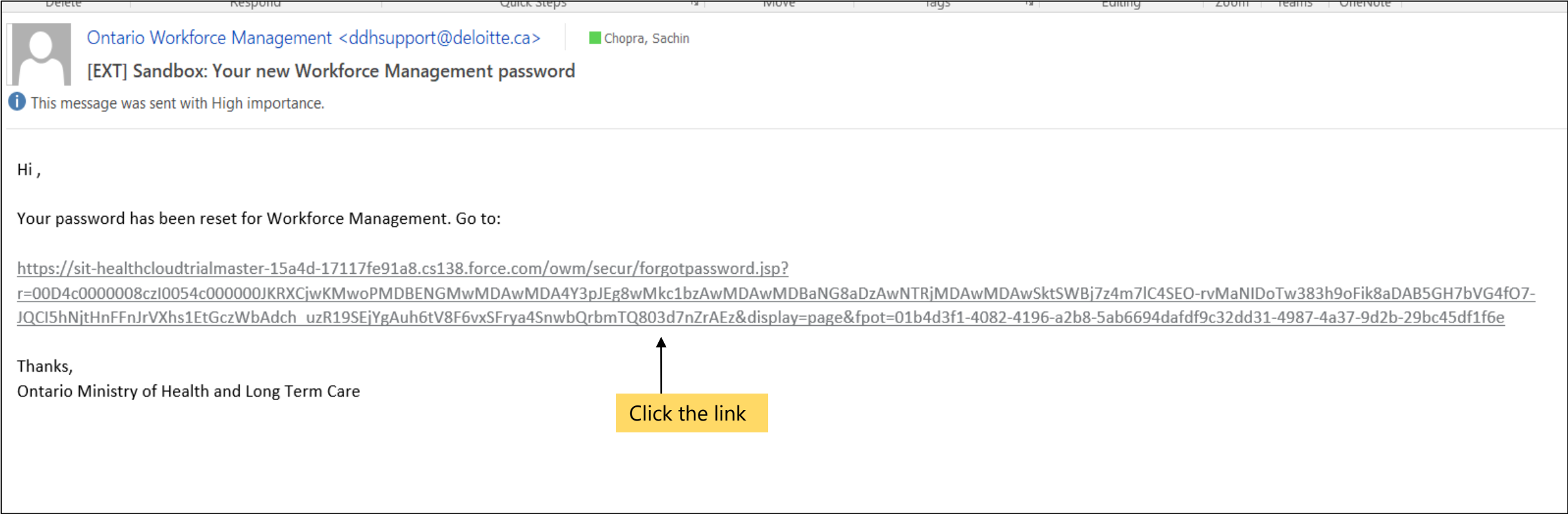
Your support is critical for our health care system to continue to deliver necessary care in the midst of the COVID-19 crisis.

Appendix – Resetting Your Password

Reset your password by clicking "Forgot Password" on the log-in page. You'll then receive a link via email where you can reset your password.



Click the link received via email to reset your password. Check you spam folder if you do not see the email in your inbox.



Answer the security question, click continue and enter the new password you would like to use. You're password has now been successfully reset.

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Answer Your Security Question

To verify your identity, answer the security question associated with your account.

Username
me@example.ca

Question
In what city were you born?

Answer

Continue

If you still can't log in, try the following: Contact your company's administrator for assistance.

Answer the security question

Click continue

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Change Your Password

Enter a new password for **me@example.ca**
Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

* New Password
 Good

* Confirm New Password
 Passwords don't match

Change Password

Password was last changed on 2020-04-04, 6:52 p.m.

Enter the new password you would like to use

Click change password