

# Ontario Health Workforce Matching Portal - Training Guide For Organizations

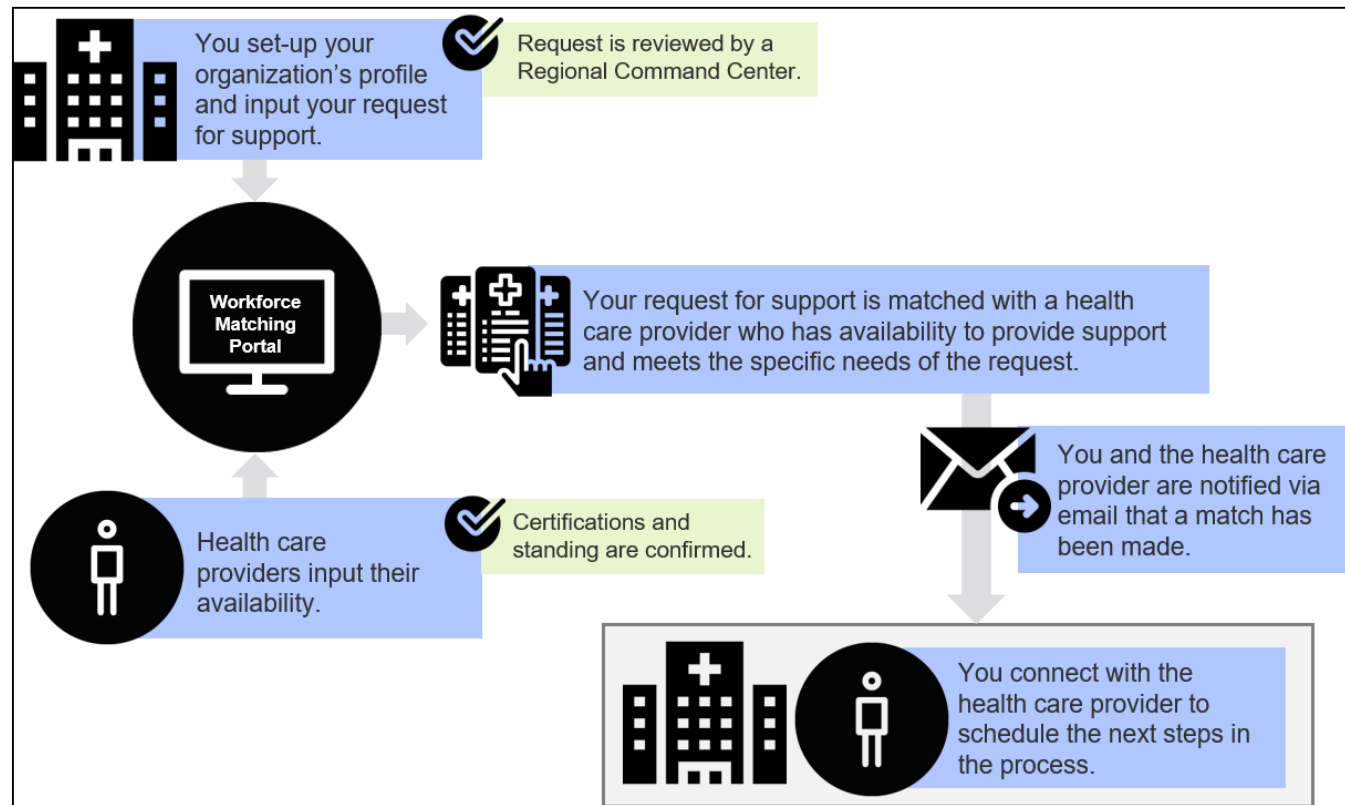


[Forgot your password?](#)

A portal to match organizations like yours with health care providers across Ontario who have availability to provide support.

Matching organizations like yours that need additional support with health care providers across Ontario who may have availability 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...



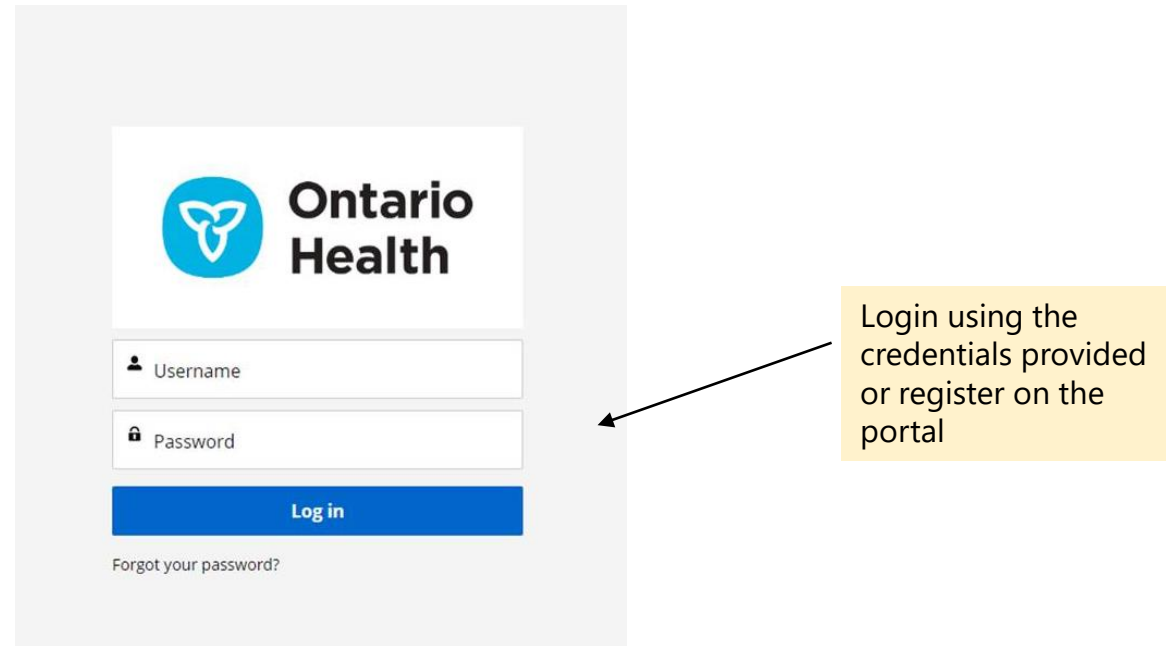
## The purpose of the Ontario Health Workforce Matching Portal:

- Connect health care providers 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

Access the portal using the login information that has been provided to your organization via email. Click the link within the email and you will be directed to the portal login page.



The URL for the Ontario Health Workforce Matching Portal is: [www.onhealthworkforcematching.ca](http://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.

The screenshot shows the Ontario portal dashboard. At the top is a blue navigation bar with the Ontario logo, a home icon, and menu items: MY REQUESTS, NEW REQUEST, ACCOUNT INFORMATION, INFORMATION, and BUSINESS CONTACT TEST. Below the navigation bar is a white section with the heading "WELCOME TO YOUR PORTAL!". This section contains three paragraphs of text explaining the portal's purpose for matching individuals with health care services during the COVID-19 outbreak, the process of submitting requests, and the notification process. Below the text are four blue buttons with white text and corresponding images: "MY REQUESTS" (with a hospital room image), "NEW REQUEST" (with a pharmacy image), "ACCOUNT INFORMATION" (with a healthcare worker image), and "INFORMATION" (with a healthcare worker in a mask image).

Click "Account Information" to verify your details

Update your account with your organization's information to ensure you are matched with available health care providers that meet your needs.

Edit Toronto Western Hospital

**\* Name**  
Toronto Western Hospital

COVID-19 ⓘ

Parent Account

Primary Contact  
Jim Pack

**\* Sector**

Available	Chosen
Home and Commu...	Acute Care
Long-Term Care	Primary Care
Mental Health & Ad...	

Address Information

Fields marked with an asterisks must be filled out to proceed

Be sure to indicate the COVID-19 status of your organization (i.e. tick box of there have been confirmed cases at your location)

Use the slide arrows to move information between columns

Update your account with your organization's information to ensure you are matched with available health care providers that meet your needs.

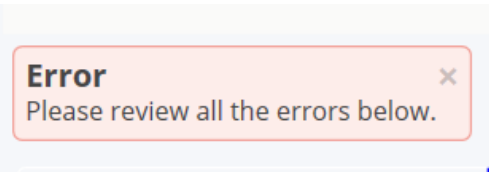
Address Information	
Address	<b>Region</b>
Shipping Street	Available
399 Bathurst St	Toronto Region
	North Region
Shipping City	East Region
Toronto	West Region
Shipping State/Province	
ON	
Shipping Zip/Postal Code	Shipping Country
M5T 2S8	Canada

Chosen: Central Region

Cancel Save

Use the slide arrows to move information between columns

Click save when you are finished entering your information



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

Update your account with your organization's information to ensure you are matched with available health care providers that meet your needs.

The screenshot shows the 'Account Information' page for 'Toronto Western Hospital'. The page includes a navigation bar with 'MY REQUESTS', 'NEW REQUEST', 'ACCOUNT INFORMATION', and 'INFORMATION'. The account card displays the following details:

- Account Record Type: Business
- Primary Contact: [Jim Pack](#)
- COVID-19:
- Name: Toronto Western Hospital (with edit icon)
- Parent Account: (with edit icon)
- Sector: Acute Care;Long-Term Care;Primary Care (with edit icon)
- Address Information:
  - Address: 399 Bathurst St, Toronto ON M5T 2S8, Canada (with edit icon)
  - Region: Central Region (with edit icon)

A map of the location is shown at the bottom of the address section. An 'Edit' button is located in the top right corner of the account card.

You can edit your information at any time



Select "New Request" and enter the necessary information to get matched with a health care provider that meets your needs.

Ontario MY REQUESTS **NEW REQUEST** ACCOUNT INFORMATION INFORMATION

### New Request

Request Details

Name: Toronto Western Hospital

Contact ID: Jim Pack

\*Demand Priority: --None--

\*Job Location: --None--

\*Type:

\*Sector: Available: Acute Care, Home and C..., Hospital, Long-Term C... Chosen:

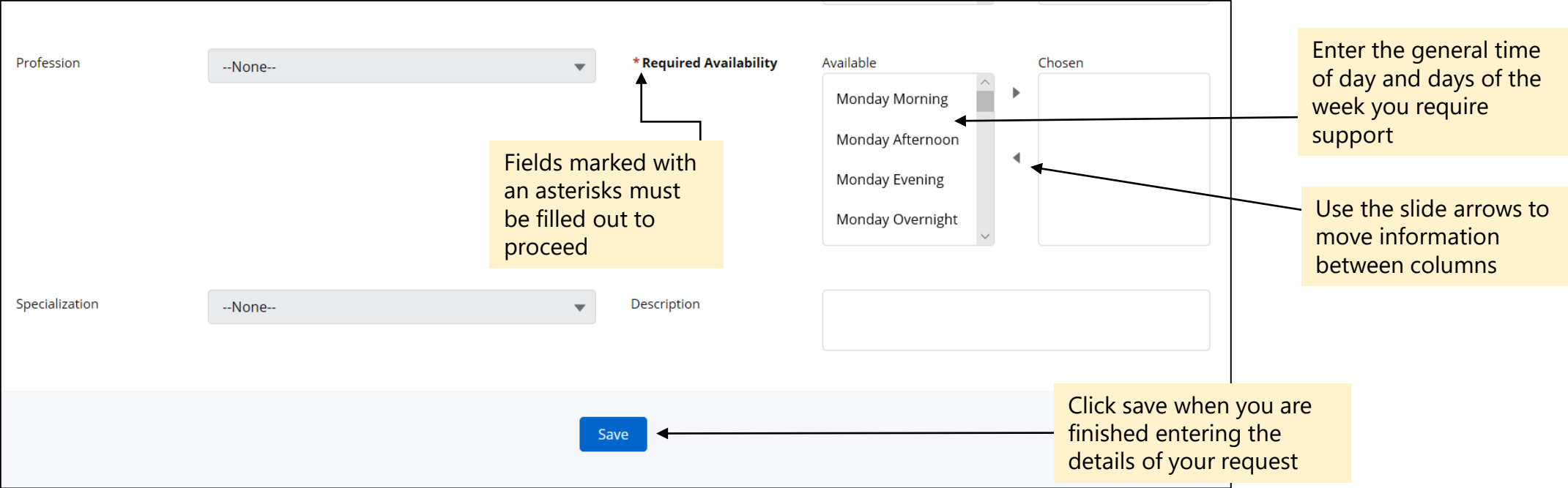
Click "New Request"

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

Fields marked with an asterisks must be filled out to proceed

Use the slide arrows to move information between columns

Enter the necessary information to get matched with a health care provider that meets your needs. You will need to input a request for each of your resource needs, for example, if require support from 2 RNs you will need to submit 2 separate requests.



The screenshot shows a form for submitting support requests. It includes the following elements:

- Profession:** A dropdown menu currently set to "--None--".
- \* Required Availability:** A label with an asterisk pointing to the "Available" column of the time slots table.
- Specialization:** A dropdown menu currently set to "--None--".
- Description:** A text input field.
- Available:** A list of time slots: Monday Morning, Monday Afternoon, Monday Evening, and Monday Overnight. A vertical slide arrow is positioned over this list.
- Chosen:** An empty box for selecting a time slot.
- Save:** A blue button at the bottom of the form.

Annotations with arrows point to the following parts of the form:

- A yellow box: "Fields marked with an asterisks must be filled out to proceed" points to the "\* Required Availability" label.
- A yellow box: "Enter the general time of day and days of the week you require support" points to the "Available" column.
- A yellow box: "Use the slide arrows to move information between columns" points to the slide arrow between the "Available" and "Chosen" columns.
- A yellow box: "Click save when you are finished entering the details of your request" points to the "Save" button.

You can update your requests at any time by selecting "My Requests" and clicking the "Request Number" you would like to update.

The screenshot shows the Ontario My Requests interface. At the top, there is a navigation bar with 'Ontario' logo, a home icon, and links for 'MY REQUESTS', 'NEW REQUEST', 'ACCOUNT INFORMATION', and 'FAQ'. Below the navigation bar, the page title is 'Requests My Requests' with a dropdown arrow and a refresh icon. A status bar indicates '12 items • Sorted by Request Number • Filtered by my requests • Updated a few seconds ago'. A search bar is present with the text 'Search this list...'. The main content is a table with the following columns: Request Number, Profession, Status, and Date/Time Opened. The table contains 12 rows of data. A callout box on the left points to the 'Request Number' column header with the text 'Click on the number to open a record'. Another callout box on the right points to the 'Status' column header with the text 'Shows the request status'. A third callout box on the right points to the 'My Requests' link in the navigation bar with the text 'Click "My Requests"'. The table data is as follows:

Request Number	Profession	Status	Date/Time Opened
00001228	Medical Laboratory Technologist	Open	2020-04-02, 4:41 PM
00001229	Personal Support Worker	Open	2020-04-02, 4:41 PM
00001232	Pharmacist	Open	2020-04-02, 5:31 PM
00001238	Nurse Practitioner (NP)	Open	2020-04-03, 7:57 AM
00001239	Medical Laboratory Technologist	Open	2020-04-03, 7:59 AM
00001243	Medical Laboratory Technologist	Open	2020-04-03, 12:16 PM
00001252	Physician	Open	2020-04-03, 3:08 PM
00001255	Personal Support Worker	Open	2020-04-04, 6:29 AM
00001256	Respiratory Therapist	Open	2020-04-04, 11:51 AM
00001257	Physician	Open	2020-04-04, 12:00 PM
00001258	Registered Nurse (RN)	Open	2020-04-04, 2:04 PM
00001260	Registered Nurse (RN)	Open	2020-04-04, 5:52 PM

Click on the number to open a record

Click "My Requests"

Shows the request status

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

The screenshot shows a web interface for a request record. At the top left, there is a 'Request' header with a briefcase icon and the text 'Toronto Western Hospital'. To the right of this header are two buttons: '+ Follow' and 'Edit'. Below the header, the request details are organized into sections. The first section shows 'Profession' as 'Medical Laboratory Technologist' and 'Status' as 'Open'. The second section shows 'Name' as 'Toronto Western Hospital', 'Contact Name' as 'Jim Pack', and 'Status' as 'Open'. Below this is a 'Request Details' section with a dropdown arrow, containing 'Demand Priority' (High), 'Type' (Regulated Health Professional), 'Profession' (Medical Laboratory Technologist), 'Job Location', 'Sector' (Acute Care), 'Required Availability' (Monday Morning; Tuesday Evening; Wednesday Overnight), and 'Specialization'. Each field has a small pencil icon to its right. A yellow callout box labeled 'Click to edit' has an arrow pointing to the 'Edit' button. Another yellow callout box labeled 'Scroll down and click save when complete' has an arrow pointing to the bottom of the page.

Please be sure to change the status of your requests from "Open" to "Close" if you no longer require support (i.e. you have connected with the health care provider you have been matched with and the match has worked out, or your needs have changed).

The screenshot shows a request form for Toronto Western Hospital. The form includes fields for Profession (Registered Nurse (RN)), Status (Open), Name (Toronto Western Hospital), Contact Name (Jim Pack), Demand Priority (Low), Type (Regulated Health Professional), Profession (Registered Nurse (RN)), Specialization, Job Location (On Site), Sector (Home and Community Care), Required Availability (Monday Morning), and Description. Annotations with arrows point to the Status, Close Reason, Close Details, and bottom of the form.

Request  
[Toronto Western Hospital](#)

Profession: Registered Nurse (RN)      Status: Open

Name: [Toronto Western Hospital](#)

Contact Name: [Jim Pack](#)

▼ Request Details

Demand Priority: Low      Job Location: On Site

Type: Regulated Health Professional      Sector: Home and Community Care

Profession: Registered Nurse (RN)      Required Availability: Monday Morning

Specialization:      Description:

Ensure the status of your request is accurately reflected

If you are closing the request, input the reason

If you are closing the request, input any additional detail you think is relevant

Scroll down and click save when complete

Your request has now been successfully submitted!

After you have submitted your request the portal will match you with an available health care provider that meets the specific requirements of your request. Once a match has been approved, you and the health care provider that you have matched with will be notified via email. You'll then be connected with the health care provider so that you can connect with them directly to arrange the next steps in the process.

**If your need for support changes please update or close your request as soon as possible.**

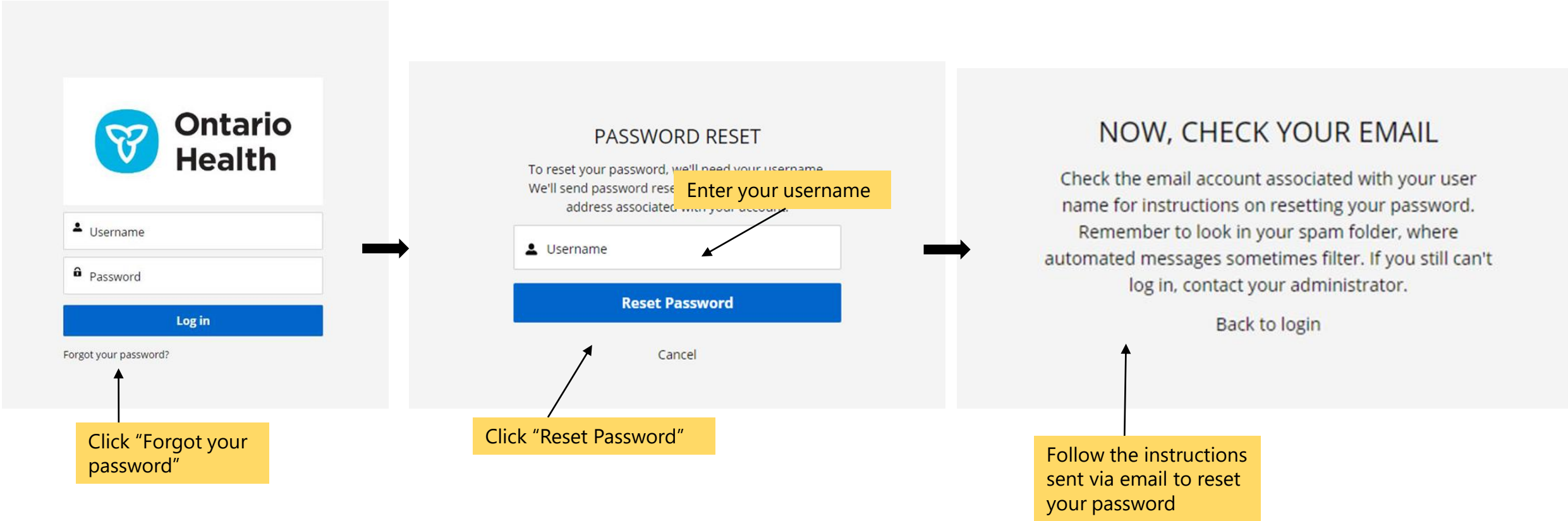
For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

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

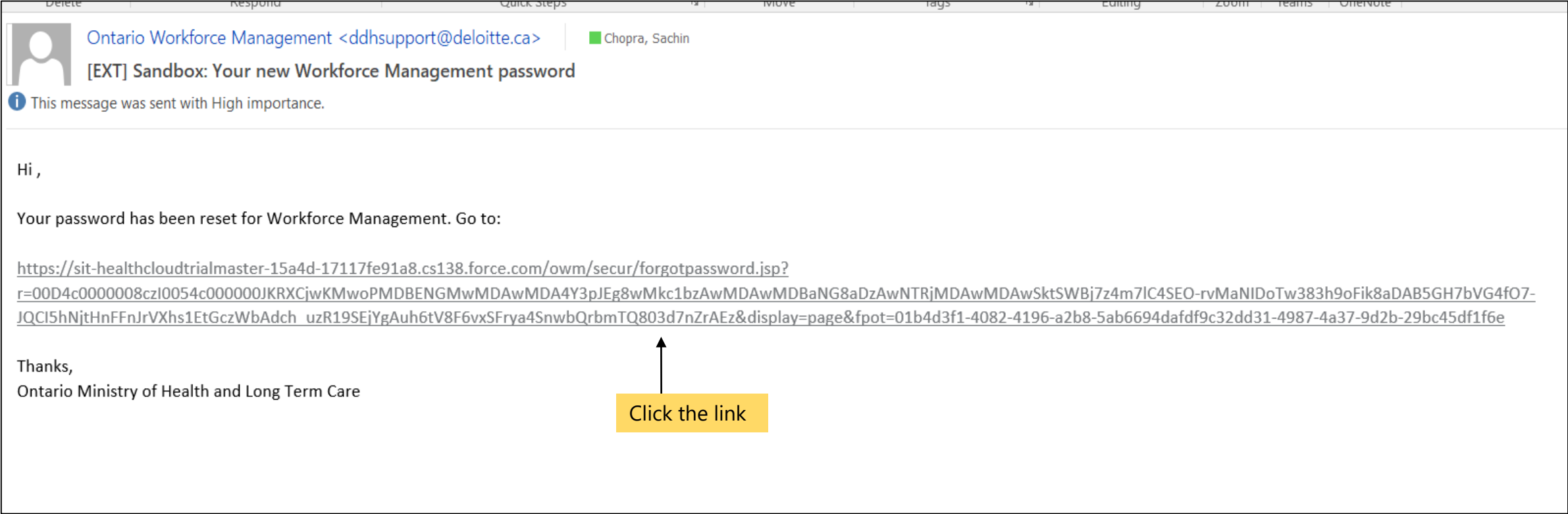
## Appendix – Resetting Your Password



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.



The screenshot shows an email interface with the following content:

Sender: Ontario Workforce Management <ddhsupport@deloitte.ca> | Recipient: Chopra, Sachin

Subject: [EXT] Sandbox: Your new Workforce Management password

Status: This message was sent with High importance.

Body:

Hi ,

Your password has been reset for Workforce Management. Go to:

[https://sit-healthcloudtrialmaster-15a4d-17117fe91a8.cs138.force.com/owm/secure/forgotpassword.jsp?r=00D4c0000008czl0054c000000JKRXCjwKMwoPMDBENGmWMDAwMDA4Y3pJEg8wMkc1bzAwMDAwMDBaNG8aDzAwNTRjMDAwMDAwSktSWBj7z4m7IC4SEO-rvMaNIDoTw383h9oFik8aDAB5GH7bVG4fO7-JQCI5hNjtHnFFnJrVXhs1EtGczWbAdch\\_uzR19SEjYgAuh6tV8F6vxSFrya4SnwbQrbmTQ803d7nZrAEz&display=page&fpot=01b4d3f1-4082-4196-a2b8-5ab6694dafdf9c32dd31-4987-4a37-9d2b-29bc45df1f6e](https://sit-healthcloudtrialmaster-15a4d-17117fe91a8.cs138.force.com/owm/secure/forgotpassword.jsp?r=00D4c0000008czl0054c000000JKRXCjwKMwoPMDBENGmWMDAwMDA4Y3pJEg8wMkc1bzAwMDAwMDBaNG8aDzAwNTRjMDAwMDAwSktSWBj7z4m7IC4SEO-rvMaNIDoTw383h9oFik8aDAB5GH7bVG4fO7-JQCI5hNjtHnFFnJrVXhs1EtGczWbAdch_uzR19SEjYgAuh6tV8F6vxSFrya4SnwbQrbmTQ803d7nZrAEz&display=page&fpot=01b4d3f1-4082-4196-a2b8-5ab6694dafdf9c32dd31-4987-4a37-9d2b-29bc45df1f6e)

Thanks,  
Ontario Ministry of Health and Long Term Care

A yellow callout box with the text "Click the link" and an upward-pointing arrow is positioned below the URL.

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