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...

You set-up your profile and input your availability.

Your availability is matched with a request for support where you meet the specific needs of the request.

Organizations input requests for support.

Request is reviewed by a Regional Command Center.

You and the organization are notified via email that a match has been made.

The organization connects with you to schedule the next steps in the process.
How it 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
Accessing the portal

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.

   *Select Register*

   Log-in using the credentials provided

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**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 help, please register by clicking on the "Register" button. If you have already registered, log in to update your availability.

**Healthcare Institution - I need resources**

If you are a representative of a healthcare facility and would like to request resources or support, please create an account by clicking on "Register". If you already have an account, log in to post a request or modify your information.
Select the option that best describes you and click “Register”.

<table>
<thead>
<tr>
<th>Regulated Health Professionals</th>
<th>Other Health Professionals</th>
<th>Professionals in Training</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Health professionals that are not regulated by statute e.g., personal support workers and physician assistants.</td>
<td>Learners who have begun, but not yet completed, professional training.</td>
<td>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.</td>
</tr>
</tbody>
</table>
Setting up your profile

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 *
- Last Name *
- Middle Name
- Email *
- Phone *
- Mobile Phone

**Address**

- Address: Street Address
- City
- 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.

Fields marked with an asterisks must be filled out to proceed.
Setting up your profile

Submit your completed registration form.

1. Read and accept the terms

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)

2. Submit your completed registration form
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.
How to login

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.
Updating your profile with your information

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.

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**: Regulated Health Professional
- **Profession**: Physician
- **Specialization**: Neurology
- **Practice Status**: Active License but Not Practising

**Other Areas of Expertise**
- **Available**: Anatomical Pathology, Anesthesiology, Cardiac Surgery
- **Chosen**: Adolescent Medicine, Bacteriology, 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.
Update your profile with your information to ensure the best match with a request for support.

You can edit your profile at any time.
Enter your availability by selecting “New Availability”.

Click “New Availability”
Input the details of your availability by filling out the necessary fields. Scroll down to complete the entire form.

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.
Submitting your availability

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

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

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

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

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

Enter any additional details you think are relevant.

Click "Create New" to submit.
Updating your availability

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

*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.
Updating your availability

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.

Click to edit

Scroll down and click save when complete
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
How to reset 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 “Forgot your password”

Enter your username

Click “Reset Password”

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

Hi,

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

https://sit-healthcloudtrialmaster-15a4d-17117/e91a8.cs138.force.com/owm/secur/forgetpassword.jsp?

Thanks,
Ontario Ministry of Health and Long Term Care
Answer the security question, click continue and enter the new password you would like to use. You’re password has now been successfully reset.