

Ministry of Health

Panorama Guided Workflow Frequently Asked Questions

The following is a list of frequently asked questions related to the ONE ID onboarding and Panorama Guided Workflow (PGW) enrolment process.

For organization specific questions, please email PanoramaGuidedWorkflow@ontario.ca.

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About Panorama Guided Workflow

1. What are the timelines for decommissioning Covax_{in}?

- **March 13, 2026 at 5:00 p.m.** – Providers will no longer have access to COVax_{ON}. This includes the COVID-19 data flow to Clinical Viewer and Hospital Report Manager (HRM). Public access to vaccine certificates, QR codes, appointment booking, and the Provincial Vaccine Contact Centre will also end.
- **March 30, 2026** – Migration of the minimum data set will be completed. This includes all COVID-19 vaccine records for clients vaccinated in the past six months. Migration of remaining COVax_{ON} records will continue throughout the summer, with all records migrated to Panorama by the fall.
- **April 2026** – Providers will begin using PGW for COVID-19 vaccine administration reporting and inventory.

2. What will PGW cover initially?

Starting April 2026, PGW will support COVID-19 vaccine administration documentation and COVID-19 vaccine inventory management. Client records will include read-only information for other immunizations reported to their public health unit.

3. Will organizations with Clinical Viewer still show vaccine information?

As of March 13, 2026 at 5:00pm, COVax_{ON} data flow to Clinical Viewer and HRM will end. ConnectingOntario and Clinical Connect Clinical Viewer users will receive additional details from Ontario Health Service Desk in the coming weeks.

4. What happens to immunization data remaining in COVax_{ON}?

Following the minimum data set (recent 6 months of records) that will be migrated to Panorama March 30, 2026, any remaining data (older than 6 months) will be migrated over the summer.

5. Will training be made available?

Yes, training materials will be made available. More information to be shared soon.

About Onboarding my Organization to ONE ID

1. I didn't receive the welcome email, who can I contact for more information?

Please contact your organization's COVID-19 Vaccine Program primary contact first or review your junk / spam folders. If you still cannot locate the email, please contact PanoramaGuidedWorkflow@ontario.ca.

2. How can I identify who the primary contact for my organization is?

The primary contact varies by organization: for pharmacies, it's the person who submitted the Universal Influenza Immunization Program (UIIP) application; for other organizations, it's the individual who regularly works with the local Public Health Unit on vaccine coordination and will serve as the main PGW contact.

3. How do we change the primary contact for our organization for PGW onboarding?

Pharmacies can request primary contact changes by emailing the UIIP inbox (UIIP.MOH@ontario.ca). All other organizations must contact their local Public Health Unit. Only one contact can be maintained, and it is important to ensure the correct individual is identified and updated as all updates or information related to PGW will only be sent to the listed primary contact.

4. What is the difference between Local Registration Authority (LRA) and Express Registration Authority (ERA)?

- An LRA is the designated person within an organization who is trusted to manage user access and has been assigned the LRA role for managing ONE ID user accounts.
- An ERA is not a separate business role from the LRA, it is a system permission granted to eligible LRAs, Legally Authorized Representatives (LRPs), or their delegates that allows approved organizations to use Express Registration.

Feature	LRA	ERA	LRA with ERA Permission
Face-to-face identity verification	✓ Required	✗ Not required	✗ Not required
Self-registration by users	✗ Not required	✓ Required	✓ Required
Physical security token	✓ Required	✗ Not required	✓ Required

5. Who should be assigned as our LRA?

The LRA role should be assigned to a trusted business/operational leader with authority over staff access. An LRA must be able to:

- Verify identity (often face-to-face or virtual)
- Register and maintain ONE ID accounts
- Enroll users into specific digital health services
- Revoke access promptly when roles change
- Hold and manage Ontario Health-issued security tokens (when applicable)

6. What types of organizations currently qualify for express registration?

Express registration is available to organizations that have trusted identity-verification processes. Pharmacies and long-term care homes have been pre-approved for express registration. To request ERA, your organization may make this request when contacted by OH for next steps after the intake form is submitted, or for those who already have an existing ONE ID agreement, please contact OH directly.

7. How can I find out who my LRA / Legally Responsible Person (LRP) is?

To find out who your LRA or LRP is, please check within your organization or corporate structure. If you are still unsure who your Local Registration Authority (LRA) is, please use the LRA lookup here: onboarding.accessonehealth.ca/service/findlra or contact the Ontario Health Digital Services Support at 1-866-250-1554, available 24/7. Please note the LRP must be someone who has the authority to sign agreements on behalf of the organization.

8. Can we have the same LRA for multiple locations?

Yes, depending on the organization's corporate structure, a LRA may be the same for multiple locations.

9. How long does the Ontario Health intake process take?

Ontario Health is processing requests continuously and will contact you with next steps once the intake form has been reviewed and validated.

10. What if we missed the January 16 deadline?

Organizations may continue to complete the onboarding process. We encourage early completion to help ensure that organizations and users are set up in time to administer spring high-risk COVID-19 vaccines using PGW.

11. How do we know if our organization is already onboarded to ONE ID?

Starting January 8, 2026, welcome emails were sent to the listed primary contacts for the 2025/2026 COVID-19 vaccine program. If your welcome email states that your

organization must complete ONE ID onboarding, this means that your organization may require further evaluation. Please submit a request using the [Ontario Health ONE ID Intake Form](#).

12. Our organization is currently using ConnectingOntario, are we required to enrol in ONE ID again?

If your organization is using any Ontario Health digital services that requires @oneid.on.ca credentials to access, but received instructions to complete ONE ID intake in your email, you may require a refresh to your OH ONE ID agreement and should complete the [Ontario Health ONE ID Intake Form](#).

13. I'm the LRA but I don't see the option to send invitations – what should I do?

LRAs cannot send user invitations unless their organization has been granted express registration authority. For more information about how to qualify as an ERA, please refer to the guides listed on the ONE ID Registration Community Portal. If you believe you should have access to ERA features, please contact the Ontario Health Service Desk.

14. What should I do if the LRA listed is no longer available?

If the LRA listed is no longer available, then your organization must nominate an individual to replace the listed LRA. Please have the LRP at your organization submit a request to OH

About Registering my Users to ONE ID

1. If I work at different organizations (e.g., pharmacy and walk-in clinic), will I require a different ONE ID account at each organization?

A user login ID can only be associated with one sponsoring organization when accessing PGW. Staff members who work at multiple organizations will require multiple unique login IDs linked through subsidiary account(s). The LRA at the subsequent organization(s) is responsible for submitting a request to the Ontario Health ONE ID Registration Agent to create a new user ID for that location as long as the provider is eligible and has been sponsored for access there.

2. Do nurses, physicians, admin, or relief pharmacists all require individual ONE ID accounts?

Yes, any individual accessing COVID-19 inventory or immunization records or reporting immunizations in PGW must have their own ONE ID account. Credential sharing is not permitted.

About Enrolling my Users to Panorama Guided Workflow

1. Where do I find the sponsoring organization information in ONE ID?

To locate the sponsoring organization information, please navigate to the “My Profile” page in ONE ID.

2. What roles exist for PGW access?

Within PGW, there are four role types:

- *Guided Flow – All (Edit & View)* – Users will have the ability to edit all immunization and inventory related functionality
- *Guided Flow – All (View Only)* – Users will only have the ability to view all immunization and inventory related functionality
- *Guided Flow – Immunization (Edit & View)* – Users will only have the ability to edit immunization related functionality
- *Guided Flow – Inventory (Edit & View)* – Users will only have the ability to edit inventory related functionality

3. Is there a restriction to the number of users we can enrol to PGW?

The PGW User Template allows up to 50 users to be enrolled. If your organization requires more than 50 users, please submit a secondary user template.

4. What happens if I need to make changes to the user template?

If changes need to be made, please share an updated user template to PanoramaGuidedWorkflow@ontario.ca.

5. What is the naming convention we should use for submitting the template?

Please use the following naming convention when submitting the completed PGW user template: PGW_<Org Name>_<Date of Submission: YYYYMMDD>.xlsx. For example, PGW_ABCPharmacy_20260120.xlsx. If you have already submitted the PGW User Template with a different naming convention, then it is not required to resubmit one.

6. Can someone other than the primary contact complete and submit the PGW User template?

For tracking and consistency, it is recommended that the PGW user template be submitted by the primary contact. If the primary contact is unavailable, another authorized representative may submit it, but only one template should be submitted per organization to avoid duplication or delays.

7. How will I know that our user template was received?

The Panorama Guided Workflow team is processing received user templates continuously and will contact you to confirm if your submission was received or if follow up is required.