

# FLHSD - French Language Health Services Database

## Frequently Asked Questions (FAQ)

This document will be a resource for new users, it contains frequently asked questions that may be helpful when getting familiar with the FLHSD.

You may click and jump to the topic that is of most interest to you from the content menu.

Note: [The FLHSD FAQ document is also available in French.](#)

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## Background Information

### 1. What is the FLHSD and why was it created?

The French Language Health Services Database (FLHSD) is a Government of Ontario reporting tool that gathers information on the capacity of Health Services Providers (HSPs) to provide French Language Services. The collected data supports the policy work being done by the Ministry of Health and the Ministry of Long-Term Care, as

well as Ontario Health's planning efforts for the delivery of French language health services (FLHS) across the province.

- The FLHSD makes it faster and easier for health system partners and planners to collect, validate and analyze this information to improve the design, delivery and evaluation of health services for Francophone communities across Ontario.
- It allows planners and their partners to work with the data to tailor analysis and reporting to meet their needs at their respective levels - local, regional and provincial.
- Collecting the data internally provides the Ministry of Health with opportunities to link the data to other information in the system such as financial and clinical datasets, all within a secure environment.

## **2. Who can use the FLHSD?**

All Health Service Providers (HSPs) who have a Service Accountability Agreement (SAA) with Ontario Health are required to complete their French Language Health Services Report using the FLHSD, unless otherwise stated as part of the gradual transfer of HSPs to Ontario Health and onboarding to the FLHSD.

## **3. Does the FLHSD work with the Ministry of Francophone Affairs' FLS Designation Tool? What's the difference between these tools?**

The two platforms are distinct and serve different purposes:

- The FLHSD is the platform used by the Ministry of Health, the Ministry of Long-Term Care and Ontario Health to gather information on the capacity of Health Services Providers (HSPs) to provide French language services.
- The MFA's FLS Designation Tool, which leverages the Transfer Payment Ontario (TPON) platform is used by organizations seeking a designation under the *French Language Services Act* (FLSA).
- While the two platforms contain similar information, namely the designation requirements, their purposes are distinct: the FLHSD is used for reporting and planning purposes in the health sector while MFA's FLS Designation Tool is used to support the government-wide designation process under the *FLSA*.

- Documents submitted in the FLHSD can support an organization's designation request in the FLS Designation Tool.

## Getting Started

### 4. How do I register as an organization to the FLHSD?

- If you are a **new health service provider**, please write to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) and c.c. your [Ontario Health French Language Services Lead](#) with subject line "FLHS Support" asking to be given access to the FLHSD. Please include the following information:
  - **Agency Name**
  - **Designation Status\***: Non-Identified, Identified, Partially Designated or Fully Designated.
  - **Ontario Health Region**: Central, East, North East, North West, Toronto or West.
  - **OHFS Number**: This number reflects your organization's service accountability number with Ontario Health.
  - **Organizational type(s) or service sector(s) and indicate which one represents your organization's primary sector from the following**: Community Health Centre, Community Support Services, Hospital Services, Long-Term Care Home Services, Mental Health and Addiction Services.
  - **Contact information**: Email, phone number, website and primary address.

### 5. How do I register as a new user to the FLHSD?

- If you are a **new user** of an existing health service provider already enrolled in the FLHSD who is being tasked with FLHS reporting, please download and complete the [registration form](#) and send it to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) (c.c. your [Ontario Health French Language Services Lead](#)) with subject line "FLHS Support" asking to be given access to the FLHSD.

### 6. Where may I locate my organization's OHFS number?

Your organization's services accountability number (as known as OHFS) can be located using the look-up feature on the [FLHSD landing page](#):

- Start by selecting whether you are registering for one organization or multiple organizations.
- Once selected, the organization look-up field will appear.
- Begin typing the name of your organization(s) in the field provided. A list of matching organizations will appear—select the correct one to copy the OHFS number into your registration form.

## 7. Do I need to register again this year?

- If you have already used FLHSD in the past 2 years, you do not need to register again. Just log in using the Sign in with email option on the [FLHSD landing page](#) with your existing credentials.
- If you have not accessed your FLHSD account in over 2 years, please request an account reactivation using the [registration form](#) and send it to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) (c.c. your [Ontario Health French Language Services Lead](#)) with subject line "FLHS Support" asking to be given access to the FLHSD.

## 8. Forgot your password?

- Use the "**Forgot password?**" link on the [My Ontario Account login page](#) to reset it.

## 9. How do I access the FLHSD?

The FLHSD is available online by clicking [FLHS - Home \(gov.on.ca\)](#).

To access the portal, you must:

- Receive an invitation email to the FLHSD with a personalized code from [BDSSEF.FLHSD.PROD@ontario.ca](mailto:BDSSEF.FLHSD.PROD@ontario.ca) with the subject line "French Language Portal Database Invitation" and the required steps to access the portal (Note: If you do not see the email invitation, please check your Junk mail folder). Please also see number 6.1 below.
- Possess a My Ontario Account.

If you have not received an invitation email to the FLHSD, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with the subject line "FLHS Support".

If you do not currently possess a My Ontario Account, the FLHSD registration process will guide you through this step.

## **10. How do I login to my FLHSD account?**

Please go to the FLHSD's home page: [FLHS - Home \(gov.on.ca\)](https://gov.on.ca/FLHS) and click on "Sign in with Email" on the top right-hand corner of the page.

To login to your account, you will first need to:

1. Complete your FLHSD account enrolment and registration. This information will be emailed to you from [BDSSEF.FLHSD.PROD@ontario.ca](mailto:BDSSEF.FLHSD.PROD@ontario.ca) with the subject line "French Language Portal Database Invitation" (Note: If you do not see the email invitation, please check your Junk mail folder).
2. Create a My Ontario Account if you do not have an existing account. The "Sign in with Email" link will redirect you to the "Sign in to My Ontario Account" page. Please enter your credentials to login or click on "Create Account".
3. Complete the multifactor authentication using a one-time verification code sent by email from [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca) for every FLHSD login. This replaces the previous verification code sent by SMS or by phone messages for current FLHSD users.

For an overview of the login steps, please consult the [registration guide](#) ([This guide is also available in French](#)).

If you have not received an invitation email to the FLHSD, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with the subject line "FLHS Support".

If you are not receiving the email notifications from [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca), please see number 18 below.

## **11. What are the system requirements to access the FLHSD?**

We recommend you use one of the following browsers to access the FLHSD portal: [Google Chrome](#) or [Microsoft Edge](#).

## Reporting Process Using the FLHSD

### 12. What information is collected in the FLHSD?

The FLHSD has been developed with the objective of maintaining the functionality that users are accustomed to, while enabling the efficient collection, validation and analysis of FLHS capacity information provided by health system partners and planners.

The FLHSD collects information on:

- The agency: Description, Service sector(s), Designation status, Services points
- Clientele: Total and Francophone
- Programs and services\*
- Designation requirements\*
- Organizational practices related to FLHS
- Human resources plan

\*For identified, partially and full designated agencies only.

The data is intended to enable the Ministry of Health, the Ministry of Long-Term Care, Ontario Health and the French Language Health Planning Entities to assess and identify opportunities for FLHS policy, planning, capacity building, and improved access to health services in French.

The data is also used by Ontario Health and the French Language Health Planning Entities for the yearly monitoring of agency progress towards achieving and maintaining French Language Designation requirements.

### 13. What has changed for the 2024-2025 reporting cycle?

- **Users are able to update their name, email and passwords themselves:** This change enhances user's self-serve options for account management.
- **2021 Census data options also include regional data:** This change allows the selection of provincial, Ontario Health Region and former LHIN/HCCSS region populational data in addition to Census subdivisions.



- **HR Reporting, including contractors:** The total number of employees and HR plan now includes capturing employees and contractors in your organization (e.g., nurse, physician, specialist, etc.), including positions funded through other sources.

#### **14. Is my organization's historical data available in the new reporting template?**

Yes. Reporting templates are prepopulated with the previous year's information to facilitate validation or updates for the HSP. Please ensure that the information is still accurate before confirming verification of each section.

- **Change to designation status:** The FLHSD has two reporting templates:
  - 1) for Non-Identified HSPs, and
  - 2) for Identified, Partially and Fully Designated HSPs.

When an HSP's designation status changes from Non-Identified to Identified, the HSP will be required to complete a different template without prepopulated data for the first year. Subsequent reporting templates will be prepopulated with the previous year's information.

- **Historical data:** All historical data starting from the 2017-2018 reporting cycle is available for consultation in the FLHSD. Health Service Providers are able to update their information yearly during the reporting cycle.

#### **15. What is the definition of the Inclusive Definition of Francophones (IDF) and how is it calculated?**

Since 2009, the government of Ontario has used an inclusive definition of Francophone to encompass all persons whose mother tongue is French. It also includes those whose mother tongue is neither French nor English, but who have a good working knowledge of French as an official language and who use it at home. This definition therefore includes newcomers to Ontario.

#### **16. How do I report on clientele?**

To complete the "**Clientele**" section of your reporting template, please follow these key guidelines:

- **What to Report:**

- **Most organizations:** Report on the total number of visits, the total number of unique clients, or both, depending on what your organization tracks.
- **Long-term care (LTC) services:** Do not report visits. Report the total number of residents and the total number of Francophone residents served during the fiscal year. **Note:** If your organization provides both LTC and other services, report the total number of unique clients for all services, including LTC, if possible. You may also report on number of visits for other services (e.g., day programs).

**All reported numbers must reflect the total number of clients or visits for the entire fiscal year, from April 1 to March 31.**

- **Francophone Data:** If you collect linguistic identity:
  - Enter the total number of Francophone visits or Francophone clients.
  - If none were recorded, enter 0.
  - If you do not collect this information, leave the Francophone fields blank.

## **17. What naming convention should I use for uploaded files to attach in Section 4 - Requirements for Designation?**

Please use clear and descriptive file names that reflect the content of the document. This helps reviewers quickly identify and confirm the correct attachments. For example, instead of using a generic name like document1.pdf, use a name like FLS\_Policy.pdf or Board\_FLS\_Statement.pdf. Keeping the same file name for updated versions allows the system to overwrite older files, helping maintain a clean and manageable document library. Avoid special characters and keep names concise but informative.

## **18. How do I upload a document and link it to the correct requirement in Section 4 - Requirements for Designation?**

- To upload a document, go to the **Document Library** and click on the **dropdown menu** for the current year's submission.
- Select **Upload Document**.

- In the **New Document** pop-up window, click on **Add files**.
- Select **Choose Files** to browse and upload your file from your computer.
- **If you are updating a previously uploaded file (e.g., FLS\_Policy.pdf), ensure that you keep the same file name and check Overwrite existing files.**
- Click on **Add files** to complete the upload.
- Once uploaded, the system will display the file name and timestamp.
- Click **Next** to complete the upload and associate the document with the appropriate requirement.
- Ensure your file name clearly reflects the document's content to help reviewers identify it easily.

## 19. How should I associate a document with the appropriate requirement for Section 4 – Designation Requirements?

- In the **Document Library** section, scroll down to the table at the bottom of the page listing the uploaded **file names**.
- Click the dropdown menu next to the file and select **Edit**.
- In the Edit window, go to the **Related Requirements** section and **check the requirement(s)** you want to link the document to.
- Click the **Associate** button to complete this step.
- Click **Submit** to save your changes.

## 20. How do I fill out the HR plan?

The HR plan reporting helps assess an HSP's capacity to offer French language health services. There are two different templates:

- 1) **For Non-Identified HSPs:** The HR Plan for Non-Identified HSPs aims to capture the number of positions held by people with French language skills and their linguistic proficiency levels.
- 2) **For Identified, Partially and Fully Designated HSPs:** The HR Plan for Identified, Partially and Fully Designated HSPs aims to capture information on designated positions within the organization. It collects information on French language proficiency requirements, the total number of staff, the required number of designated positions and the actual number of French-speaking staff for these positions.

For additional information on proficiency levels, please consult the [Ministry of Francophone Affairs' User guide – Designation of organizations under the French Language Services Act, Appendix II: Recommended French language proficiency levels](#).

The HR Plan can be filled directly in the HR Plan section of the portal or can be downloaded in an Excel format and uploaded as part of the reporting requirement. Excel templates are available to download here:

- 1) For [designated and identified HSPs \(ENGLISH\)](#) ([This template is also available in FRENCH](#)).
- 2) For [non-identified HSPs \(ENGLISH\)](#) ([This template is also available in FRENCH](#)).

#### **Additional tips:**

- **Total number of employees:** The total number of employees and HR plan now includes capturing employees and contractors in your organization (e.g., nurse, physician, specialist, etc.), including positions funded through other sources.
- Please note that it is important to keep the **same file name of the Excel template when uploading your HR plan** using this method to avoid any errors during this process. It can take several hours to complete the upload of your HR Plan. Once completed, you may indicate that section as verified and ready to submit.

#### **21. How does the Ministry of Health define French language capacity?**

French language proficiency levels are defined in the [Ministry of Francophone Affairs' User guide – Designation of organizations under the French Language Services Act, Appendix II: Recommended French language proficiency levels](#) and in [Ontario Health's French Language Skills Self-Assessment tool](#).

The French Language Health Services Report includes aggregated on the percentage of patient-facing positions filled by staff members with 1) Intermediate, and 2) with Advanced Minus, Advanced, Advanced Plus or Superior French language proficiency within HSPs per designation status, compared to all staff

members. This indicator informs on FLHS gaps, potential and current HR capacity to offer services in French.

The report also includes the percentage of HR able or having capacity to provide FLHS, defined as HR positions filled by staff with French language proficiency levels of **Advanced Minus** or above.

## **22. Can I download my organization's FLHS report before submitting it for internal approvals?**

Yes, you can download the latest version of your report before submitting it. Here's how:

- Go to the **Dashboard**.
- Select the **checkbox** next to the reporting template you want to download.
- Click **Export PDF/Word** to generate the report.
- **Note:** Report generation may take a few minutes. A message will confirm that your report is being created.
- **Tip:** Stay on the page until the download starts. If you leave the page, you can still access the report for up to 48 hours under **Generated Reports in** the dropdown menu under your profile (top right corner).

## **23. Is this the final version of the FLHSD?**

The FLHSD is undergoing iterative changes to improve data quality and maintain alignment with the evolving health care sector. Key changes have been slated for the 2024-2025 and 2025-2026 reporting cycles. Additional resources and training will be made available to HSPs to support reporting changes.

## **24. I have a great idea to improve the FLHSD. Who do I contact?**

The Ministry of Health and Ontario Health are collaborating to bring improvement to the FLHSD. We are continuously looking to improve our systems. Please contact your [Ontario Health French Language Services Lead](#) to provide your suggestion. Please include "FLHS Feedback" in the subject line.

## Security and Privacy

- The FLHSD uses My Ontario Accounts to allow quick and secure single sign in for the platform or other Government of Ontario services.
- Two-factor authentication (also referred to as MFA or Multifactor Authentication), provides a higher level of assurance and security. You will need to enter a one-time verification code via email from [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca) for every login to the FLHSD to complete the authentication process.
- The FLHSD is accessible to select employees of the Ministry of Health, the Ministry of Long-Term Care, Ontario Health, the French Language Health Planning Entities and Health Service Providers (HSPs). All other data access, such as for research projects, must be submitted to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with subject line “FLHS – IM Support Request” and must follow established protocols and procedures.

## Response and Follow-Up

### 25. What happens once I've completed my HSP's report?

To complete and submit your report, you must ensure that all sections have been marked as “Verified and Ready to Submit”. This allows users to input information, and complete later or ensure proper review by a senior manager within the organization prior to submitting their report. Once submitted:

- 1) You will receive an email confirming submission.
- 2) Your [Ontario Health French Language Services Lead](#), in collaboration with the regional French Language Health Planning Entity, will review your report.
- 3) You may receive an email with requested revisions to be addressed before resubmitting your report.
- 4) You will receive an email to confirm completion of your report.

### 26. How long will it take to receive a response?

- You will receive an immediate response confirming your report submission.
- You may receive a second email with requested revisions to be addressed before resubmitting your report. This email may come during the reporting period or within two months after the reporting period is closed.

- Once reviewed, you will receive an email to confirm completion. This may take up to three months after the reporting period is closed.

## Troubleshooting

### **27. I have used the FLHSD in the past. Why am I no longer able to access the portal with my login credentials?**

- Azure AD was retired in the Spring of 2024 to access the FLHSD due to ongoing end user issues.
- Registration and login are now done using My Ontario Accounts as a common way of accessing all Government of Ontario applications.
- If you do not currently possess a My Ontario Account, the FLHSD registration process will guide you through this step.
- Please refer to #7 above for additional information.

### **28. I am having trouble registering a My Ontario Account.**

- Please consult the [My Ontario Account – Help](#) page.
- The FLHSD requires sign in using an email based My Ontario Account.
- Please note that the FLHSD does not support My Ontario Sign-In Partners registration or login.
- Please note that the **“Same device, same browser only rule”** applies to all activation links (account activation, forgot password and unlock account):
  - Activation links within an email may be used only when there is complete assurance that the person who initiated the request is the same person clicking on the activation link.
  - For this reason, if you start signing into an application in a web browser, you must remain in the same browser and on the same device when clicking the activation link.
  - If the browser or device is different, the activation link is disabled, and you will be required to either return to the original browser to use the activation link or enter the One-time passcode (OTP).
- For any additional support, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) and indicate “FLHSD – Support with My Ontario Account” in the subject line. Please add as much information and context as possible to expedite your support request.

**29. I am not receiving the email notification(s) (e.g., to activate my My Ontario Account, reset my password or unlock my account). How should I proceed?**

- All My Ontario Account communications come from [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca). (Note: If you do not see your requested communications, please check your Junk mail folder.)
- We also suggest that you add the email [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca) to your safe email list to avoid these emails going to your Junk mail folder. **It's possible that your organization's firewall settings are preventing emails from [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca) from reaching your inbox. Please check with your technical team to add [noreply@signin.ontario.ca](mailto:noreply@signin.ontario.ca) to the list of authorized emails.**
- Please verify that your email address is correct.
- Please note that the **"Same device, same browser only rule"** applies to all activation links (account activation, forgot password and unlock account):
  - a. Activation links within an email may be used only when there is complete assurance that the person who initiated the request is the same person clicking on the activation link.
  - b. For this reason, if you start signing into an application in a web browser, you must remain in the same browser and on the same device when clicking the activation link.
  - c. If the browser or device is different, the activation link is disabled, and you will be required to either return to the original browser to use the activation link or enter the One-time passcode (OTP).
- For any additional support, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) and indicate "FLHSD – Support with My Ontario Account" in the subject line. Please add as much information and context as possible to expedite your support request.

**30. I have not received an invitation email to the FLHSD.**

If you have not received an invitation email to the FLHSD, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with the subject line "FLHS Support". Please add as much information and context as possible to expedite your support request.

**31. I have a My Ontario Account but I still cannot access the FLHSD.**



- To access the FLHSD, you must receive an invitation email with a personalized code from [BDSSEF.FLHSD.PROD@ontario.ca](mailto:BDSSEF.FLHSD.PROD@ontario.ca) with the subject line "French Language Portal Database Invitation" and the required steps to access the portal. (Note: If you do not see the email invitation, please check your Junk mail folder.) Please also see Number 6 above.
- If you have not received an invitation email to the FLHSD, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with the subject line "FLHS Support". Please add as much information and context as possible to expedite your support request.

### **32. What should I do if I am having trouble enrolling or I am unable to enroll to the FLHSD?**

The FLHSD has new resources to support user enrollment:

- Please view this [registration tutorial](#) (also [available in French](#)).
- For an overview of the login steps, please consult the [registration guide](#) ([This guide is also available in French](#)).

If you are still experiencing difficulties, please contact [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with the subject line "FLHS Support". Please add as much information and context as possible to expedite your support request.

### **33. I am getting an error message.**

Please email [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) with "FLHS Support" in the subject line and include context, the error message, a screenshot, and indicate which web browser you are using. Please add as much information and context as possible to expedite your support request. We will advise you on how to resolve the issue. Note: We recommend you either use [Google Chrome](#) or [Microsoft Edge](#) web browser.

### **34. I need to change my name.**

All end users are able to update their name from their FLHSD or My Ontario Account profiles.

- Please go to the FLHSD's home page: [FLHS - Home \(gov.on.ca\)](https://gov.on.ca) and click on "Sign in with Email" on the top right-hand corner of the page.

- Once logged in, select your name in the top menu bar of the FLHSD on the right (where "Sign in with email" used to be before log in). A dropdown menu will appear.
- Select either Profile or My Ontario Account from the dropdown menu. The first option will update your name in your FLHSD profile only. Selecting My Ontario Account will update this information on both account profiles and will navigate you to your My Ontario account profile where you may change your name.
- Please save your name change before exiting the page.

### **35. I would like to change my password.**

All end users are able to update their password from their My Ontario Account profile.

- Please go to the FLHSD's home page: [FLHS - Home \(gov.on.ca\)](https://gov.on.ca) and click on "Sign in with Email" on the top right-hand corner of the page.
- Once logged in, select your name in the top menu bar of the FLHSD on the right (where "Sign in with email" used to be before log in). A dropdown menu will appear.
- Select My Ontario Account from the dropdown menu. This will navigate you to your My Ontario account profile where you may change your password.
- Once the password change has been saved, you will be able to sign in with the new password.

### **36. I need to change the email.**

All end users are able to update their email from their My Ontario Account profile.

- Please go to the FLHSD's home page: [FLHS - Home \(gov.on.ca\)](https://gov.on.ca) and click on "Sign in with Email" on the top right-hand corner of the page.
- Once logged in, select your name in the top menu bar of the FLHSD on the right (where "Sign in with email" used to be before log in). A dropdown menu will appear.
- Select My Ontario Account from the dropdown menu. This will navigate you to your My Ontario account profile where you may change your email.

- Once the new email has been saved, please log into the FLHSD to synchronize your My Ontario Account email with your FLHSD account.



**Note:** This change applies to a change of email only. If you require access to a new organization's FLHSD report, please download and complete the [registration form](#) and email your request to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) (c.c. your [Ontario Health French Language Services Lead](#)) with the subject line "FLHS Support". You may add information in the additional comment section regarding your current account and requested organization change.

### 37. I am submitting data to the FLHSD, but I am not sure what to enter in a particular Section?

Each section of the FLHSD has Instructions on the top of the page to guide users in providing the required data. Please click and consult this information to support filling out each section. For additional content support, please contact your [Ontario Health French Language Services Lead](#).

### 38. I am attempting to fill out my FLHSD submission but cannot input information in a specific section. How may I proceed?

Please access your dashboard to determine your submission's status. Please refer to the image below. In this case, the report was submitted and may still be incomplete.

Name	Designation Status	Submission Status	Organization Type	Period	Region	Completed Requirements	Incomplete Requirements	Submitter	Last update ↓
<input type="checkbox"/> <a href="#">TEST_NonIdentified - 2023-2024</a>	Non-Identified	Submitted		2023-2024	TEST-RLISS	0	0	Geneviève Laferrière	2024/06/05 
<input type="checkbox"/> <a href="#">TEST HSP Geneviève 2 - 2023-2024</a>	Fully Designated	In Progress		2023-2024	TEST-RLISS	2	18	Geneviève Laferrière	2024/05/29 

The Submit button is available on the last page of your submission. If you press Submit and your report is still missing some information, the following pop-up will appear:

## Confirm to Submit



All sections are not verified, still want to continue then press OK.

Ok

You must select the **X** to close the window if you wish to resume your data entry. Clicking on the OK button will submit your report. If you have submitted your report by mistake, please write to [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) and c.c. your [Ontario Health French Language Services Lead](#) with subject line "FLHS Support" asking for your submission to be reactivated.

## Technical Support

### 39. How do I access technical support?

Please email [askhealthdata@ontario.ca](mailto:askhealthdata@ontario.ca) for technical support with "FLHS Support" in the subject line and include context, the error message, a screenshot, and indicate which web browser you are using. Please add as much information and context as possible to expedite your support request. We will advise you on how to resolve the issue.

## User Guidelines

### 40. Where may I obtain additional information?

The FLHSD offers a user guide and additional resources available in the "Support" section accessible from the top menu once logged in.

## Training and Support

### 41. What does the training session cover?

The training will provide an overview of the login process, a demo of the platform and what information is collected in each section. You will also have an opportunity to ask questions.

#### **42. How do I sign up for training?**

You will receive an email from [BDSSEF.FLHSD.PROD@ontario.ca](mailto:BDSSEF.FLHSD.PROD@ontario.ca) at the launch of the reporting period, which will include a Microsoft Teams meeting link to join one of the training sessions. Training sessions are offered in English and in French at the beginning of each reporting period.

#### **43. What do I do if I am unable to register for a training session?**

Please consult the "Support" section of the FLHSD, which can be accessed from the home page once logged in. This section contains supporting documents, training videos, user guides, and additional supporting materials.

#### **44. Are supporting documents available?**

Yes. To access our supporting documents, please click on the homepage of the FLHSD, click the dropdown menu "Support" which contains supporting documents, training videos, user guides, and additional supporting materials.

### **Contact Information**

#### **45. I have general questions about the FLHSD. Who should I contact?**

Please contact your [Ontario Health French Language Services Lead](#). They will be able to assist you or triage your questions to the appropriate contact.