



**ACCESS ONA MEMBER
LEARNING GUIDE**

APRIL 2024



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SECTION 1: REGISTERING FOR ACCESS ONA

Access ONA is our online member portal, which provides a one-stop shop for ONA communications and resources, plus access to your information. As an ONA member, you will receive an email inviting you to Access ONA. These invitations will be released in blocks over the first few months of 2022 due to volume. ONA's ability to issue an invitation is based on availability of current contact information on the members' record.

To register for Access ONA:

1. Open the email sent with respect to registration for Access ONA, then click the link found in the email:

Hello Amiya ,

We are reaching out to you with some exciting news! We heard our members' feedback about needing an all-in-one online location to access union information and services, and we listened.

The Ontario Nurses' Association (ONA) has created a secure and easy-to-use online access point for you, our members. Called **Access ONA**, it is your gateway to all things ONA, including:

- Updating your personal records and contact information.
- Signing up for ONA workshops, lecturettes and other educational opportunities.
- Submitting requests for replacement membership cards and other documentation.
- Accessing member-exclusive forms, resources and more!

Additional features are in the works and will be introduced as the **Access ONA** digital community grows.

Join **Access ONA** today! [Click on this link and register your user account.](#)

This link is unique to you and should not be shared with others.

Welcome to **Access ONA**!

2. Complete the registration component as outlined below (fields with a red Asterisk are mandatory fields), then click **Register**:

Information

Please complete the selections below. Note: 3 failed attempts will result in account being locked. If the account is locked, please contact Dues & Membership services at toll free 1-800-387-5580 Ext - 2200

[Click here for the access guide, help and instructions](#)

Registration

Verify Email *

clarka.training@ona.org

Last Name *

Allore

Postal Code *

K7A2H3

Please pick 2 from the checkboxes below for additional verification *

Professional License #/College Registration #

SIN (last 4 digits)

Phone (Home# or Cell#)

DNA ID

Professional License #/College Registration # *

123332

SIN (last 4 digits) *

....

Password *

.....

Repeat password *

.....

Passwords must be at least 8 characters and include at least one capital, one number and one special character.

Register

**Note**

You will have *up to 4* checkboxes to select from, which relies on your information we have in our system. A password example that includes all mandatory components would be **Clark2112!**.

3. Click **Login** if you wish to advance to the login screen for Access ONA:

✓ Thank you for creating the Portal account.

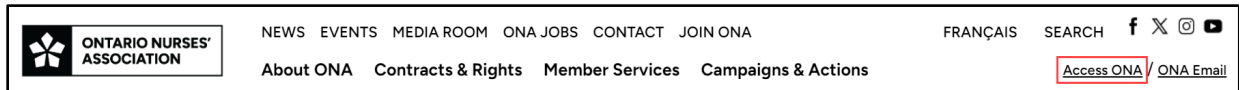
Thank you for creating the Portal account.

Login

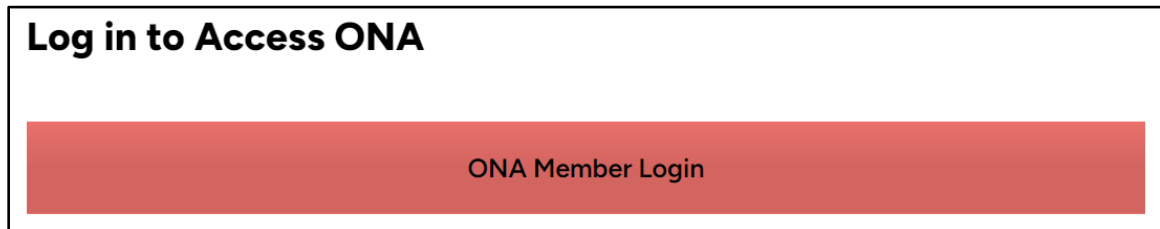
SECTION 2: LOGGING INTO ACCESS ONA

To login to Access ONA ([Section 1](#) of this *Learning Guide* relating to **Registration** must be completed prior to first-time login):

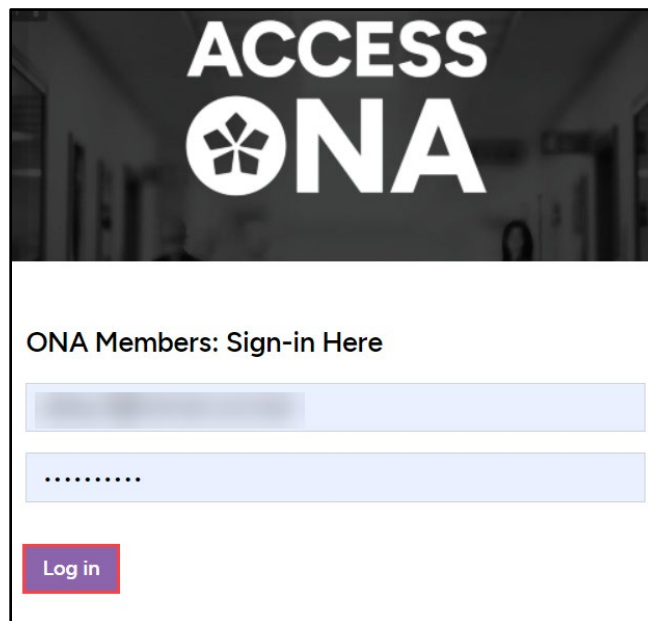
1. Launch the ONA website (ona.org)
2. Click **Access ONA** at the upper-right corner of the screen, then follow the login process:



3. Click **login** at this link for **Access ONA Member Login**:



4. Enter your email and password, then click **Log in**:



Note

If you forget your password, click **Forgotten Password**, where you will be prompted to enter your login email address and select **Send**. You will then receive an email with a link to reset your password. You will be locked out of the system for 24 hours after 3 failed login attempts, after which time, 3 further failed login attempts will result in having to contact Dues & Membership to have your login credentials reset.

5. Choose **Authentication Code Type**, then click **Send Code**:

Enter Authentication Code

Choose Authentication Type *

Send the code to my email address, c*****g@ona.org

Send the code via test message to my mobile phone, (4**) *****25

Send Code



Best Practice

Confirm the informational components that are visible above are current prior to making your selection.

6. Enter the **Authentication Code** sent to your chosen Authentication Type, then select **Confirm Code**:

Enter Authentication Code

Choose Authentication Type *

Send the code to my email address, c*****g@ona.org

Send the code via test message to my mobile phone, (4**) *****25

Authentication code has been sent. Please enter the code below to proceed. ×

Authentication Code *

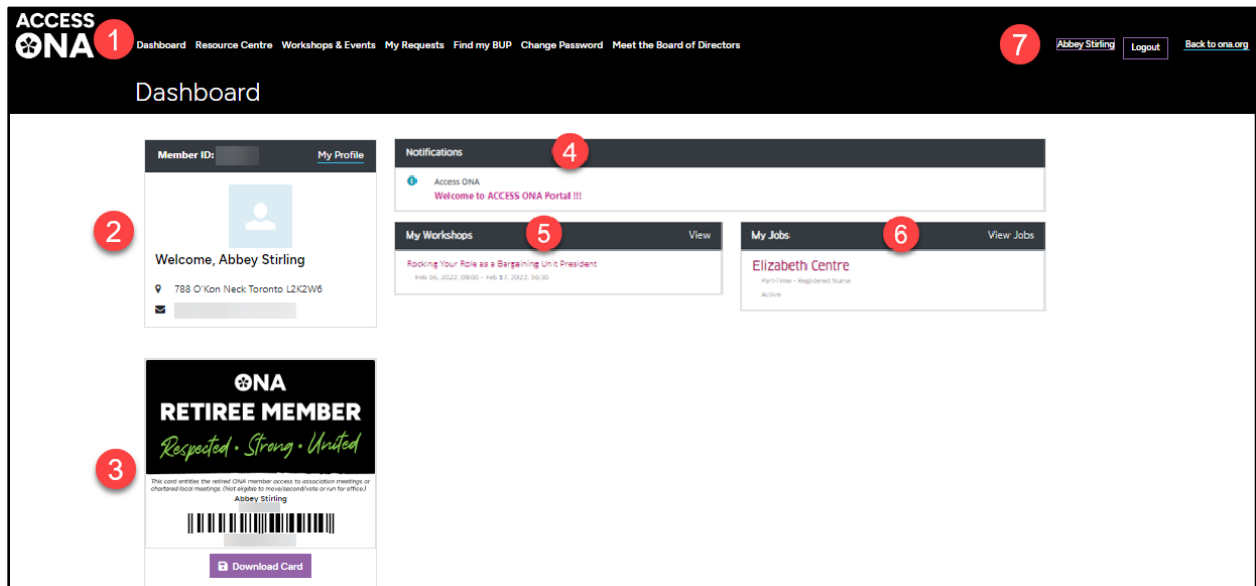
888938

Confirm Code

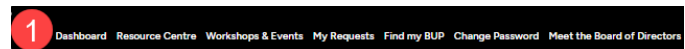
Once the code is successfully entered, you have logged into Access ONA.

SECTION 3: ACCESS ONA DASHBOARD

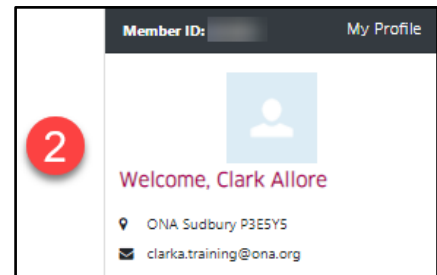
The **Dashboard** is the landing page for Access ONA, and is comprised of the following areas:



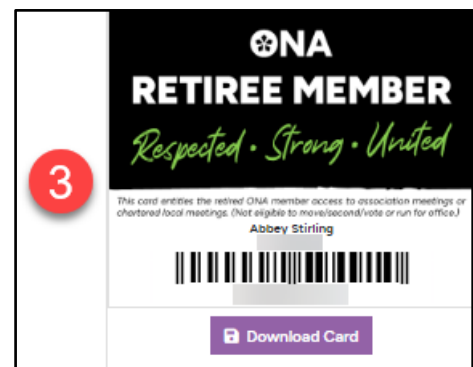
1. Used to navigate to the **Dashboard**, [Resource Centre](#), [Workshop Calendar](#), [My Requests](#), [Find My BUP](#), [Change Password](#) and Meet the Board of Directors



2. Displays information pertaining to the logged-in member



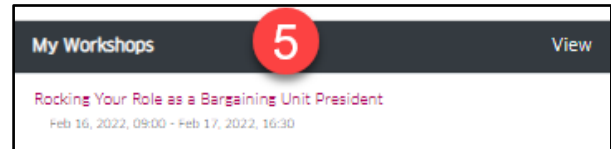
3. Displays the Member Card, as well as options to **Download Card** and view the **Member Letter**; the membership card and letter options are visible to “Bona fide” members only



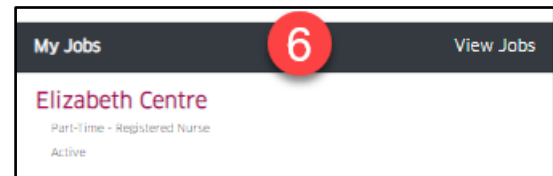
4. **Notifications** provides alerts, general information, warnings, etc.; this card will only appear if notifications have been sent to the logged-in member



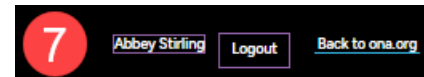
5. **My Workshops** lists upcoming registered workshops; clicking **View** will list both upcoming, as well as past registered/attended workshops



6. **My Jobs** lists the active jobs of the logged-in member; clicking **View Jobs** allows for editing



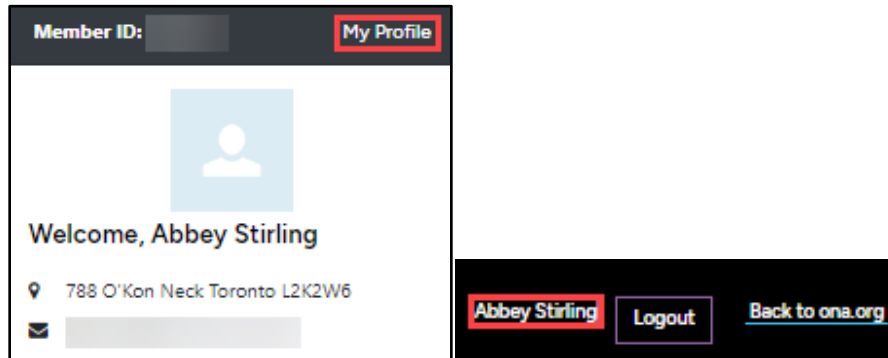
7. Clicking the member name navigates to the member's [profile](#); **Logout** logs the member out of the system; **Back to ona.org** navigates to the ONA website



SECTION 4: UPDATING PERSONAL INFORMATION

Access ONA offers the ability for a member to edit their own contact and banking information.

1. Click either **My Profile** at the left of the screen, or the member name at the upper-right corner of the screen:



2. Click **Edit Member Information**:



3. For editing an address, start by clicking the **Something doesn't look correct, I want to edit the address** checkbox. The best practice for entering an address update is to start entering the new address in the **Address Complete** field, then select the address that appears – this will complete all the address fields (minus the RR/PO/STN field, which needs to be entered manually if needed):

Address Complete

85 grenville

Something doesn't look correct, I want to edit the address.

<p>Apt/Unit-Number Street Name *</p> <input type="text" value="85 Grenville St"/>	<p>R.R/PO Box/STN</p> <input type="text"/>
<p>City *</p> <input type="text" value="Toronto"/>	<p>Country *</p> <input type="text" value="Canada"/>

4. Ensure **Yes** is selected in **The above address is correct?** drop-down:

The above address is correct? *

Yes

5. Click **Submit Member Information**:

Back Submit Member Information

**Note**

Some addresses may not display in the **Address Complete** field, in which case, the address would need to be manually entered.

To update banking information, click the **Banking Information** bar, then click the checkbox, enter your banking information in the fields denoted with a **red Asterisk**, then click **Submit Member Information**:

Banking information ⤴

Click on this checkbox to add or update your banking information. This information will be utilized to support automatic electronic deposit of Dual Dues refunds or other ONA payments. I understand ONA will rely upon the accuracy of the information provided and it is my responsibility to ensure this information remains current

By checking the above box I hereby request ONA to directly deposit dual dues refunds or other payments into the bank account indicated below.

- Dual Dues refunds will be paid in accordance with ONA policy. If you qualify you will receive an email notification to your personal email account on file, prior to the deposit of your refund.
- This form can only be used for direct deposit payments destined for domestic (Canadian) bank accounts. Provide your Branch Number, Institution Number and Account Number below.
- Please check with your bank for the accuracy of the bank account information below before sending it to us. Inaccurate bank information can cause significant delays or other payment issues.

Bank Branch Number * <input type="text" value="80002"/>	Bank Institution Number * <input type="text" value="002"/>
Bank Account Number * <input type="text" value="1234567"/>	

Cheque Image / Bank Direct Deposit PDF

Select files...

Allowed Extensions: .doc; .docx; .txt; .rtf; .pdf; .zip; .rar; .png; .jpg; .bmp; .jpeg

- Cheque number - not used.
- Branch/Transit Number - A five-digit bank branch number. Include any leading zeros.
- Bank Institution Number. A three-digit number. Include any leading zeros.
- Account Number - Your bank account number as shown on a cheque. Include any leading zeros

Back Submit Member Information

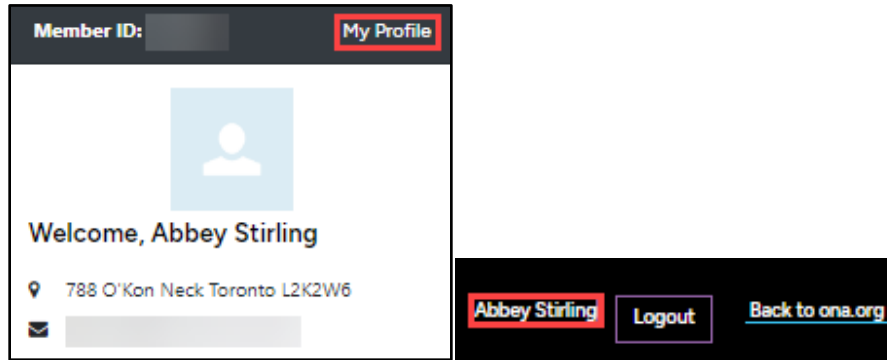
**Note**

The Member is the only person who can view or make changes to banking information on a Member's Profile.

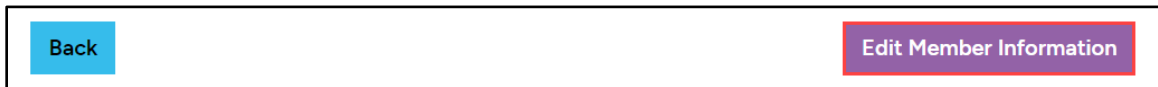
Retiree Enrollment

To complete the Retiree Enrollment process:

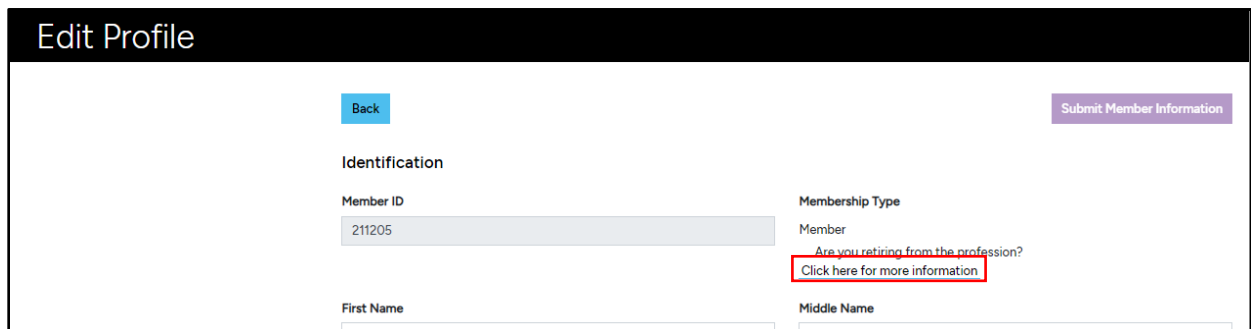
1. From the *Dashboard*, click either **My Profile** at the left of the screen, or the member name at the upper-right corner of the screen:



2. Click **Edit Member Information**:



3. Select **Click here for more information** under “*Are you retiring from the profession?*”:



- Complete the *Retiree Enrollment*, entering the **Membership Type Effective Date**, **Retiree Network Region** and the Retirement Date; click the *I confirm my options above* checkbox, then click **Submit**:

Retiree Enrolment

Retiree Enrollment

Membership Type:

Membership Type Effective Date:

Important! Please note that submission of "retire from profession" will update the jobs listed below to "Retired" with the "Retirement Date" provided.

Eligibility for retiree membership, as stated in ONA's Constitution, is determined by your entitlements prior to retirement or if in receipt of a long-term disability program or worker's compensation.

Members who hold the retired membership classification become members of ONA's Retiree Network. From the options below, select the Region you would like to participate in for the Network. There is an opt-out option should you not wish to join.

Retiree Network Region

- Region 1
Districts of Kenora, Rainy River, Thunder Bay, Algoma, Temiskaming, Nipissing, Cochrane, Manitoulin, Regional Municipality of Sudbury
- Region 2
Counties of Prescott, Russell, Glengarry, Renfrew, Lanark, Grenville, Leeds, Dundas, Stormont, Frontenac, Hastings, Prince Edward, Lennox, Addington, Haliburton, Victoria, Peterborough, Northumberland, Regional Municipalities of Ottawa Carlton and Kingston
- Region 3
Toronto, Regional Municipality of Durham, Municipalities of York, Peel
- Region 4
Counties of Simcoe, Brant, Wellington, Dufferin, Haldimand, Norfolk, Regional Municipalities of Waterloo, Halton, Hamilton-Wentworth, Niagara, District Municipality of Muskoka and District of Parry Sound
- Region 5
Counties of Bruce, Grey, Huron, Perth, Oxford, Middlesex, Lambton, Elgin, Kent and Essex
- I don't know my region
- I am opting out of the Retiree Network

Active Jobs

Employer 1: Retirement Date:

I, THE UNDERSIGNED:
Am applying for Retiree Membership in the Ontario Nurses' Association. I have retired from my employer and agree to abide by ONA's Constitution as a retired member. I understand that my contact information will be collected and stored in accordance with ONA's Privacy Policy at www.ona.org and shared with those coordinating ONA communications and Retiree Network events.

I confirm my options above.

Once submitted, a *Thank You* message will appear, reiterating the timeline of 5 business days for the change to display in Access ONA. Once the change has been accepted, the *Membership Type* will then display the retired information in the Profile page:

Member ID

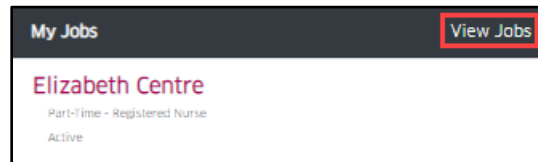
Membership Type

Email

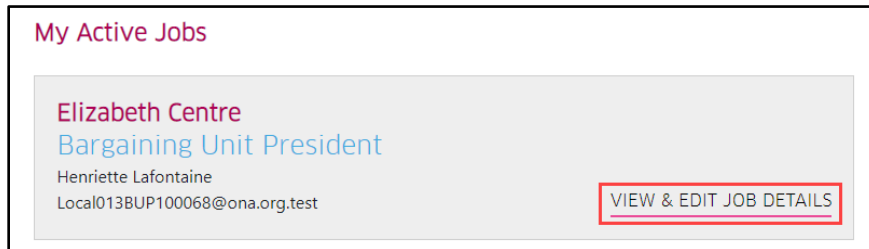
SECTION 5: UPDATING PERSONAL JOB DETAILS

Access ONA offers the ability for a member to edit their own job details, which includes information such as Business Phone, Job Status and Leave Status.

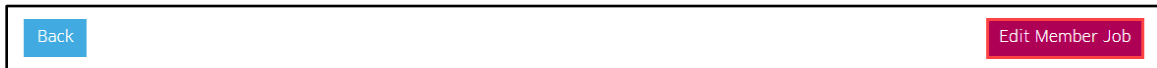
1. From the Dashboard, click **View Jobs** on the My Jobs card:



2. Click **View & Edit Job Details** for the Bargaining Unit:



3. Click **Edit Member Job**:



4. Once updates are made on the Job Details screen, click **Submit**:

Professional Designation
Registered Nurse

License # 61275885 Business Phone 4169648833 Extension 2316

FT/PT/CAS Part-Time Job Status Job Status As Of

Entitlement Status Entitled

Leave Status

Employee # 0

Back Submit



Note

Common fields that are updated on this screen include **Job Status**, **Leave Status** and **FT/PT/CAS**. Changes in Job Status and Leave Status will result in the appearance of additional fields – **Job Status Date** and **Leave Status Effective** – that will need to be completed prior to submission.

A confirmation message will appear, stating the timeframe changes will reflect in the system:

✓ Thank You

Thank you for the update. It has been forwarded for processing. If you do not see the change reflected in the portal and/or on membership reports within 5 business days or if you have any questions. Please contact Dues and Membership Services at Toll Free 1-800-387-5580, extension 2200.

[Back to Jobs](#)

When Profile or Job Details changes are submitted, prior to Dues & Membership processing, there will also be a message at the top of the Profile screen:

⚠ There is a pending change submitted by Clark Allore on January 24, 2022 and it has been forwarded for processing. If you do not see the change reflected in the portal and/or on membership reports within 5 business days or if you have any questions. Please contact Dues and Membership Services at Toll Free 1-800-387-5580, extension 2200.

Since Local and Bargaining Unit leaders or approved individuals may also provide updates to your record, all change submissions are captured in the **Log of submissions** area on those screens:

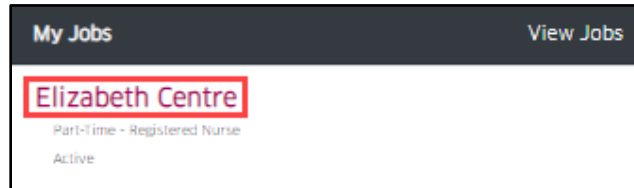
Log of submissions		
Submitted by	Leader Name	Modified On
Local Coordinator for Local 013	Kelly Latimer	1/24/2022 12:32 PM
Clark Allore		1/24/2022 12:00 PM

100 items per page 1 - 2 of 2 items

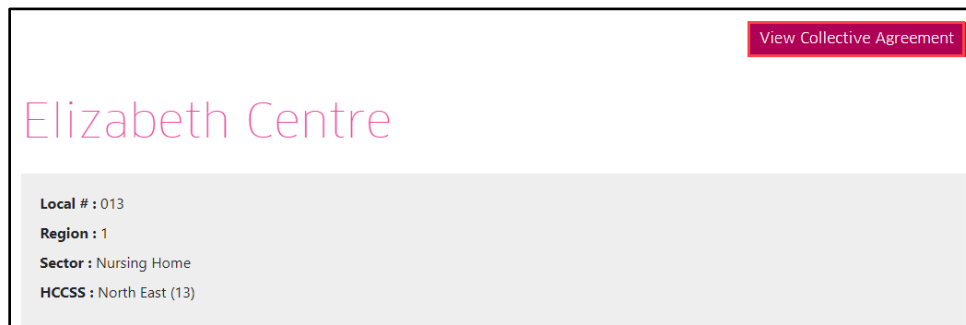
SECTION 6: VIEWING COLLECTIVE AGREEMENTS

To view your Collective Agreement in Access ONA:

1. Starting from the Dashboard, click the Bargaining Unit name on the My Jobs card:



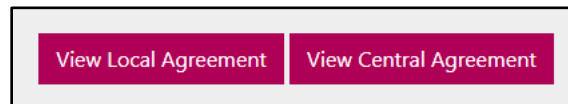
2. Click **View Collective Agreement**:



3. Click **View Contract**:



4. Select an Agreement to view on-screen:



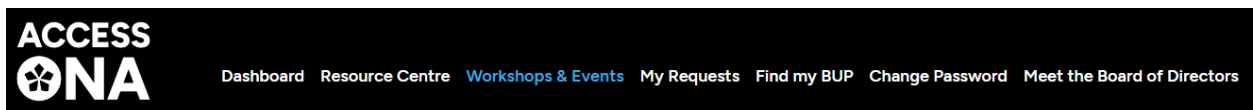
SECTION 7: WORKSHOPS & EVENTS

In Access ONA, a member can:

- View all upcoming Workshops
- Register for a Workshop
- Cancel a registered Workshop
- View all upcoming and past Workshops attended
- View and download a Workshop Certificate

Viewing the Workshop Calendar

To view the Workshop calendar, click **Workshop & Events** at the top of the Access ONA screen:



When viewing the calendar, there are a number of viewing functions available:

1. Type of event: **Commemorative Dates, Contract Administration Connects, Holidays, ONA Events, Provincial Education or Workshop**
2. By selecting **Workshop**, *Filters* are available by **Region and Name**
3. Left and right arrows to toggle between days, months or years
4. Changing the view to **Day, Month, Year or List** (Month is the default calendar view)

Calendars:

All events
Commemorative Dates
Contract Administration Connects
Contract Administration Connects (UAT)
Holidays

Holidays (UAT)
ONA Events
ONA Events (UAT)
Provincial Education
Workshop

Today ◀ ▶ 📅 April, 2024 Day **Month** Year List

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	01 Easter Monday - ONA	02	03	04 leks_Executive Skills II	05	06
07	08	09	10 LTC Contract Adminis	11	12 2022 Health and Safety Caucus	13

Registering For a Workshop

To register for a Workshop:

1. Select the Workshop in the calendar you wish to register for:

03	04	05	06	07	08	09
				Advocacy, Proficiency and Professionalism - Private Workshop for Local 105	New Bargaining Unit Presidents and New Grievance Chairs Workshop LEAP: CNO Complaints and Reports Facing Professional Practice Concerns: What You Can Do	

2. On the Workshop Logistics & Description screen, click **Register**:

Workshop Logistics & Description

Conducting Effective Meetings

Workshop

LOGISTICS

Date & Time: Monday, May 16, 2022, 08:00 - Monday, May 16, 2022, 11:00
Location: Alvinston
Registration Deadline: Sunday, May 15, 2022 at 08:30

WORKSHOP DESCRIPTION

In this workshop delivered digitally via Zoom, the member will:

- Understand how actions before, during, and after meetings can enhance the participation in and the effectiveness of meetings
- Understand how effective minute taking can enhance the participation in and effectiveness of meetings
- Utilize ONA meeting tools to enhance and handle meetings

Target Members:

- Bargaining Unit Executives
- Local Leaders

Members can expect an interactive workshop as the tools and features available in Zoom provide the ability to share thoughts, discuss the topic at hand, watch videos, participate in polls and provide an anonymous evaluation of the workshop at the end of the session.

Members will need to have the following in order to participate:

1. A device that has good quality speakers, a microphone (this is usually integrated in newer devices), a web cam, and an internet connection.
2. The Zoom App downloaded on their device in advance of the workshop.

[BACK](#) [REGISTER](#)

3. Click and select in the age group drop-down, then select **Submit**:

We hope to assess feedback from specific generations. Please select your age group. *

45-59

After clicking SUBMIT below, your registration will be processed through the Portal!

You will receive an email confirming your registration, and this workshop will appear in your 'My Workshops' card on your Dashboard.

Should your plans change and you are unable to attend, please CANCEL your registration immediately to make room for other members. Navigate to your 'My Workshops' card on your Dashboard, click 'Registered Workshops', and Cancel.

[Submit](#)

Once successfully registered, this message will appear, as well as a confirmation email:

✓ Workshop Registration Successful!

Your workshop registration has been processed, thank you!

You will receive an email confirming your registration, and this workshop will appear in your 'My Workshop' card on your Dashboard.

Should your plans change and you are unable to attend, please CANCEL your registration immediately to make room for other members. Navigate to your 'My Workshops' card on your Dashboard, click "Registered Workshops", and Cancel.

[Back to Workshop Calendar](#)

The Workshop also appears on your Dashboard under the **My Workshops** card.

Canceling a Registered Workshop

If a registered Workshop needs to be canceled:

1. Find the My Workshops card on the Dashboard, then click **View**:

My Workshops View

Rocking Your Role as a Bargaining Unit President

Feb 16, 2022, 09:00 - Feb 17, 2022, 16:30

2. Click the down-arrow for **Current Workshop Registrations**:

My Workshops

Current Workshop Registrations
▾

Past Workshop Registrations (this year)
▾

Past Registered Workshops (previous years)
▾

3. Select the **Cancel** option of the Workshop you wish to cancel:

Event Name	Start Date & Time	End Date & Time	Registration Date	Method	Status	Action
Rocking Your Role	Feb 16, 2022, 09:00	Feb 17, 2022, 16:30	Jan 20, 2022, 14:56	Portal	Registered	Cancel

4. Click **OK** to confirm:

Are you sure want to cancel the registration?

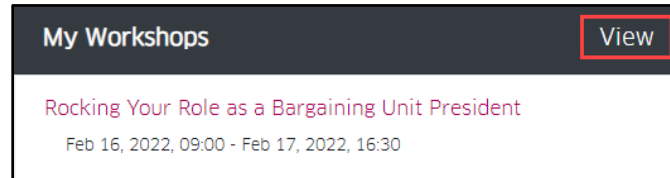
OK
Cancel

A confirmation email will be sent confirming the cancelation.

Viewing & Downloading a Workshop Certificate

Once a Workshop has been completed in the current year, you have the ability in Access ONA to view and download the Workshop Certificate.

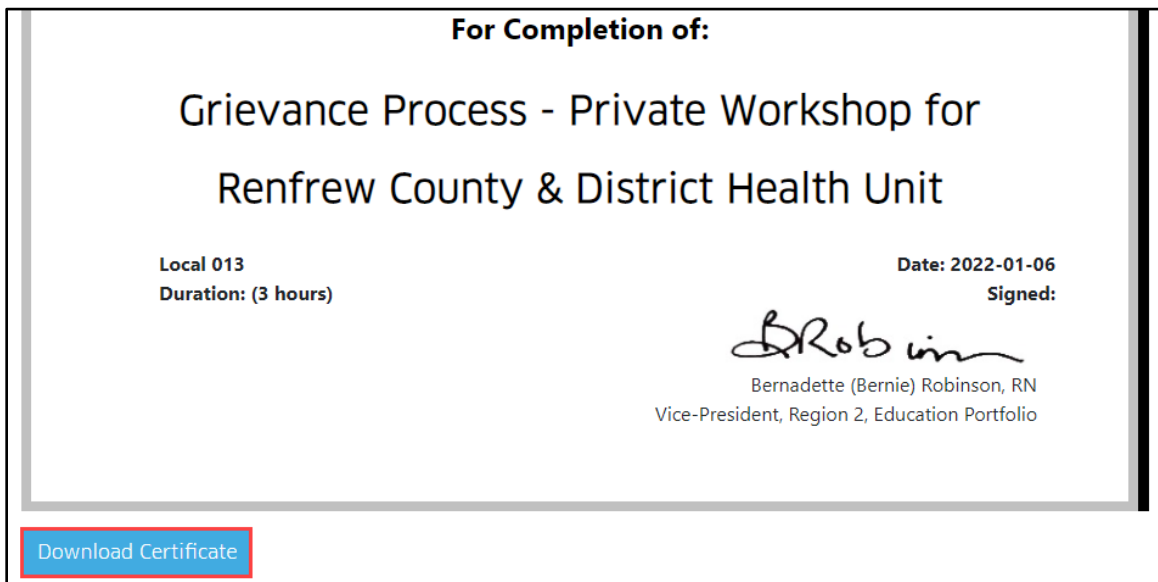
1. Find the My Workshops card on the Dashboard, then click **View**:



2. Scroll down to the **Past Registered Workshops** section, then select the **View Certificate** option for the certificate you wish to view:

Past Registered Workshops							
(Current Year)							
Name	Start Date & Time	End Date & Time	Registration Date	Method	Status		
Grievance Process - Private Workshop for Renfrew County & District Health Unit	Jan 06, 2022, 13:00	Jan 06, 2022, 16:00	Jan 03, 2022, 08:00	Online Workshop Reg Form	Fully Attended		View Certificate

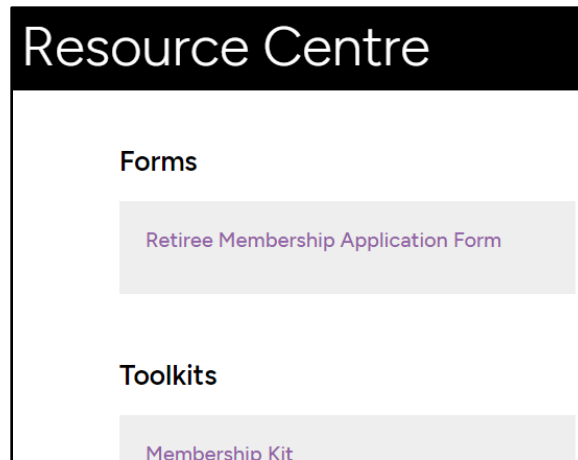
3. Click **Download Certificate** at the bottom of the window:



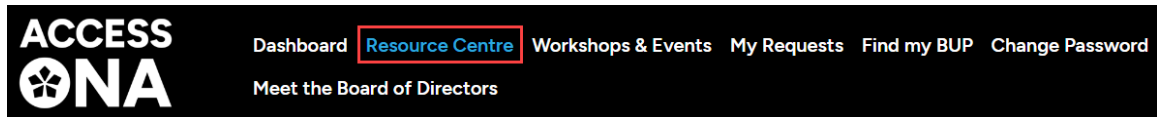
The Workshop Certificate will save to your **Downloads** folder on your computer as a PDF, where you can then view and print if needed.

SECTION 8: RESOURCE CENTRE

The **Resource Centre** in Access ONA is an area that contains a links to Retiree Membership Benefits and the Membership Kit:



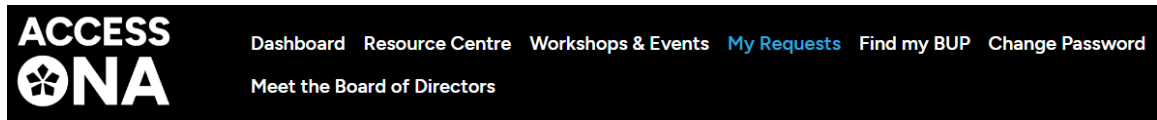
To access the Resource Centre, click **Resource Centre** at the top of the Dashboard:



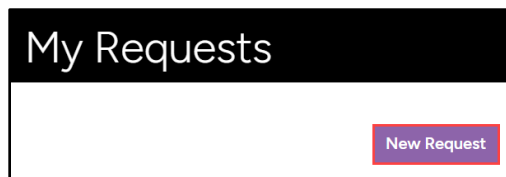
SECTION 9: MY REQUESTS

My Requests in Access ONA is an area that contains a form for members to request a CRA Letter and/or Membership Card.

1. Click **My Requests**:



2. Click **New Request**:



3. Select a request **Type**, add a **Description**, then click **Submit**:

Type *

CRA Letter

Description *

I verify the statements below are correct.

I certify that this submission is being made for the sole purpose of supporting a request for dues payment information from the Canada Revenue Agency (CRA). I understand it is my obligation to validate the legitimacy of the CRA request and have provided the required information below. To support your request for a CRA letter, please ensure the following:

1. The contact information on your record is current (Name, home address, personal email account, phone number to be reached during the day if additional clarity is required).
2. Stated preference to receive the letter by mail to your home address or emailed to your personal account. (Note the letter contains sensitive information, employer email accounts cannot be used).
3. Year of dues payments being requested by the CRA. Note: The letter will include the tax-deductible portion of the Union dues paid for the year requested. Please consult with a tax filing professional for any needed advice regarding the CRA request. If all required information has been provided, please allow 5 business days for processing your request and the appropriate additional time to receive it. If you have any questions regarding your ONA record, please contact Dues and Membership Services at Toll Free 1-800-387-5580 extension 2200.

Submit



Note

Use the **Description** field to verify all expectations are met with respect to the Request.

Once a request has been made, it is added to the grid on the **My Requests** screen:

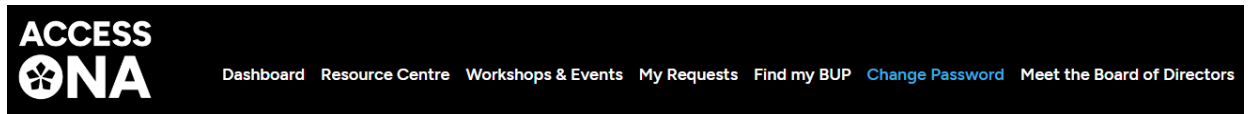
Request Type	Subject	Status	Date Created
CRA Letter	Clark Allore - CRA Letter	Open	1/31/2022 3:40 PM
Membership Card	Clark Allore - Membership Card	Open	1/31/2022 3:40 PM

1 - 2 of 2 items

SECTION 10: CHANGE PASSWORD

To change your password in Access ONA:

1. Click **Change Password**:



2. Complete the Change Password fields, then click **Save**:

Change Password

Change Password

Current password

New password

Passwords must be at least 8 characters and include at least one capital, one number and one special character.

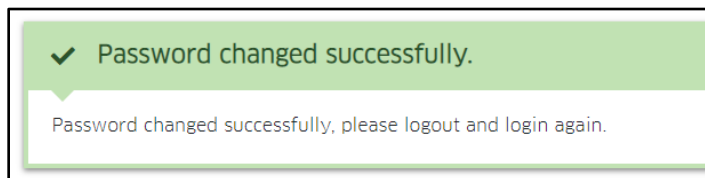
Repeat new password



Note

Examples of “special characters” for the password requirement include **! ” # \$ % & .** An example that includes all mandatory password components would be **Clark2112!**.

You will receive a message and an email that the password changed successfully. The best practice is to logout and login again:



Note

It is recommended that you never share your Access ONA password and change your password on a periodic basis.