

ONE® Mail Direct

A Step-by-Step Guide

Sign-up through OntarioMD Portal

If you are a physician, you and your support staff are eligible for a ONE Mail Direct account through Ontario MD (www.ontariomd.on.ca). Once you have registered for the OntarioMD portal, it is easy to sign up for a ONE Mail account. Your e-mail address will look like this: username@ontariomd.ca.

1. Call Ontario MD 1 (866) 744-8668 for your First-time PIN.
2. Go to the OntarioMD website (www.ontariomd.ca) and click the “Physician Sign Up” button at the left of the screen. To register on the OntarioMD website, you will need:
 - a. Your OMA Number
 - b. Your Date of Birth
 - c. Your First-time PIN

If you have any problems registering for the site, there is a Registration Guide that you can download from the website by clicking on the “Download our Registration Guide” button.

3. Once your registration has been completed, log in to the OntarioMD website.
4. Click on the “Access ONE Mail” button to set up your ONE Mail password.

If you require assistance in setting up your ONE Mail password, please call OntarioMD at 1 (866) 744-8668 ext. 3333.

Sign Up through eHealth Ontario

If you are a physician, but would like a different e-mail address, or if you already have a business e-mail address that you would like to use, or if you are not a physician, an eHealth Ontario representative will be assigned to work with you to register your organization and end users for ONE Mail accounts.

There are four steps involved in signing up for ONE Mail through eHealth Ontario:

1. Eligibility
2. Entrance Criteria
3. Registration
4. Training

Eligibility

Generally speaking, all healthcare providers in Ontario are eligible to receive ONE Mail from eHealth Ontario.

Eligibility for ONE Mail is further determined by the following criteria:

- Is the organization (or facility, etc.):
 - Regulated by a federal, provincial, or municipal Act?
 - Licensed, inspected or owned by a federal, provincial, or municipal authority?
 - Approved by a federal, provincial, or municipal authority, or through a Service Agreement or Community Treatment Order?

Following is a list of organizations that are eligible to receive eHealth Ontario services, including ONE Mail. If you do not see your organization type on this list, please contact us at servicedesk@ehealthontario.on.ca to further explore your eligibility.

Community		
Agencies contracted by CCAC Ambulance/Paramedic Agencies Assistive Devices Program CCAC CCAC satellites Children Treatment Centres Community Care Service Providers Community Mental Health Agencies Domiciliary Hostel	Homes for Special Care Independent Health Facilities Long Term Care Facilities (either for profit or not for profit): <ul style="list-style-type: none"> ▪ Approved charitable home for the Aged ▪ Home for the Aged ▪ Nursing Home ▪ Rest Home 	Personal Support / Homemaking Services Substance Abuse/Addiction Agencies Veterans Affairs
Drugs		
Pharmacies	HNS Data Centres	Drug Programs Branch
Government		
Aboriginal Health Centres LHINs	Ministry of Health, Long Term Care (MOHLTC)	Research Organizations eHealth Ontario
Hospitals		
Acute Hospitals Cancer Care Ontario Chronic Hospitals Federal Hospitals	Nursing Stations Ontario Air Ambulance Base Hospital Program Private Hospitals	Provincial Hospitals Psychiatric Hospitals Rehab Hospitals Specialty
Labs		
Community Labs	Public Health Laboratories	Specimen Collection Centres
Physicians		
Community Health Centres	Group Practices (any form including PCNs, HSO, FHGs, FHTs, FHNs, etc.)	Solo practice Physicians
Professional Colleges and Associations		
Colleges for Regulated Health Care Professionals	Associations: e.g., Ontario Medical Association, Ontario Hospital Association, etc.	Medical Universities

Practitioners (regulated)		
Audiologists Chiropractists Chiropractors Dental Hygienists Dental Technologies Dentists Denturists Dieticians	Massage Therapists Medical Laboratory Technologists Medical Radiation Technologists Midwives Nurses Nurse Practitioners Occupational Therapists Opticians	Optometrists Pharmacists Physicians Physiotherapists Podiatrists Psychologists and Psychological Associates Respiratory Therapists Speech Language Pathologists
Public Health		
Emergency Management Unit Public Health Branch	Public Health Units	Public Health Unit Satellites

Entrance Criteria

All organizations are expected to adhere to the ONE Mail Entrance Criteria prior to being enrolled for the ONE Mail service.

The following set of Entrance Criteria has been established in order to enforce baseline privacy and security safeguards, to ensure that eHealth Ontario and the ONE Mail Program can provide an acceptable level of customer service, and to ensure that the organization's IT environment is compatible with the ONE Mail service.

Organizational Entrance Criteria	
Service Level Agreements	Each organization must engage with eHealth Ontario in the applicable Client Agreements and Legal Modules.
Accountability and Responsibility	<ul style="list-style-type: none"> ▪ Each organization is responsible for ensuring the currency and accuracy of their ONE Pages directory information on an ongoing basis. ▪ Each organization should address the appropriate handling of Personal Information (PI) and Personal Health Information (PHI), in accordance with the relevant legislation. ▪ Each organization must have read and understood the <i>ONE Mail Acceptable Use Policies (AUP)</i> ▪ The organization must conduct end-user training. ▪ Each organization must accept the responsibility to identify and notify eHealth Ontario of the e-mail accounts they wish to disable or opt-out of the ONE Pages service.
Business Process Entrance Criteria	
Incident Management and Support Processes	Each organization must have a Tier 1 support system in place to interface with eHealth Ontario for timely and effective incident management.
Change and Release Management Processes	Changes impacting the ONE Mail service must be accurately communicated and coordinated between eHealth Ontario and the participating organization.
Account and User Management Processes	Each organization must have effective business processes for managing, suspending, or revoking user accounts, both permanent and temporary.
Technology and Messaging Infrastructure	
Devices and Hardware/Software	<ul style="list-style-type: none"> ▪ Each organization must have anti-virus/anti-spam software installed on all end user machines that access the ONE Mail service. ▪ All software being used within the organization's messaging environment should have vendor support.

Outlook Web Access (OWA)	In order to access ONE Mail Direct via OWA, the organization must only be using one of the eHealth Ontario supported internet browsers as per the <i>ONE Mail Recommended Hardware and Software</i> .
For RPC over HTTPS	<ul style="list-style-type: none"> ▪ The organization must have MS Outlook 2003/2007 on all machines used to access ONE Mail Direct. ▪ Each organization using Macintosh computers must have Entourage 2007 (for MAC) on all machines used to access ONE Mail Direct.

Registration

In order to maintain the level of security required to be able to send PI and PHI via e-mail, it is necessary that all users of ONE Mail be registered to a Medium Level of Assurance.

Medium Level of Assurance

- Two pieces of eHealth Ontario approved ID
 - One must contain a photo
 - Notarized copies must be provided if originals are not available
- Must be reviewed and validated in person

There are four steps to the Registration Process:

1. Register and enrol your organization
 - a. This includes determining a general e-mail address format for all of your end users and deciding what your company name will be in ONE Pages
2. Determine the business owner for ONE Mail who will act as a sponsor for all end users at your organization
3. Train and register a Registration Authority
4. Sponsorship, registration and enrolment of ONE Mail users

Training

eHealth Ontario will provide you with training materials that you can use to train your end users, including:

- Acceptable Use Policy
- Privacy and Security Tips
- Registration Guide
- On-line tutorial (http://www.ehealthontario.on.ca/products/one_mail.asp)
- ONE Mail Direct User Guide

For more information about ONE Mail, please visit our website at www.ehealthontario.on.ca.

To sign up for ONE Mail through eHealth Ontario, please contact us via e-mail at [servicedesk@ehealthontario.on.ca](mailto: servicedesk@ehealthontario.on.ca).