

# ONE<sup>®</sup> Mail User Guide

## For OntarioMD Portal Users

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## Revision History

Date	Version	Revision
Feb 2009	3.00	Updated embedded SSHA references to eHealth Ontario; updated Address Book nomenclature to harmonize with OMD Portal
Nov 2008	2.00	Updated template, logos, and organization name from SSHA to eHealth Ontario
Sept 2005	1.00	Initial release

## Authorized Reader

This document is authorized to the following organizational roles:

### Role(s)

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- End Users

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## **1.0 About this Document**

### ***1.1 Document Approach and Scope***

ONE Mail is a service provided by eHealth Ontario.

This document provides information and instructions on the features and functionality that are supported by ONE Mail.

### ***1.2 Audience***

This document is intended for health care providers that are registered with the OntarioMD Portal and who are enrolled users of the eHealth Ontario ONE Mail service product.

### ***1.3 Assumptions***

This document assumes the following:

The reader is familiar with using an e-mail application.

## 2.0 Overview

What is the difference between a **Basic E-mail** account and **ONE Mail**?

- **Basic E-mail** - such as a Hotmail, Yahoo or Sympatico account is an unprotected e-mail account. Mail can be intercepted and read by others as it moves across the public Internet. Think of Basic e-mail as you would a postcard – your information is available to prying eyes. You should never send personal information over unsecured e-mail.
- **ONE Mail** - provides additional layers of security at the operating, technical and software levels. All the secure e-mail servers are located at the eHealth Ontario secure data centre.
- Please refer to [How to Use ONE Mail Securely](#) for more information on security.

### Anatomy of ONE Mail

ONE Mail uses and leverages a technology platform provided by Microsoft® called Outlook Web Access™. The following graphic illustrates the common ONE Mail service features.

**Note:** The actual appearance of your ONE Mail window screen may be different than the illustration (Figure 1) below; however the features as denoted will be the same.

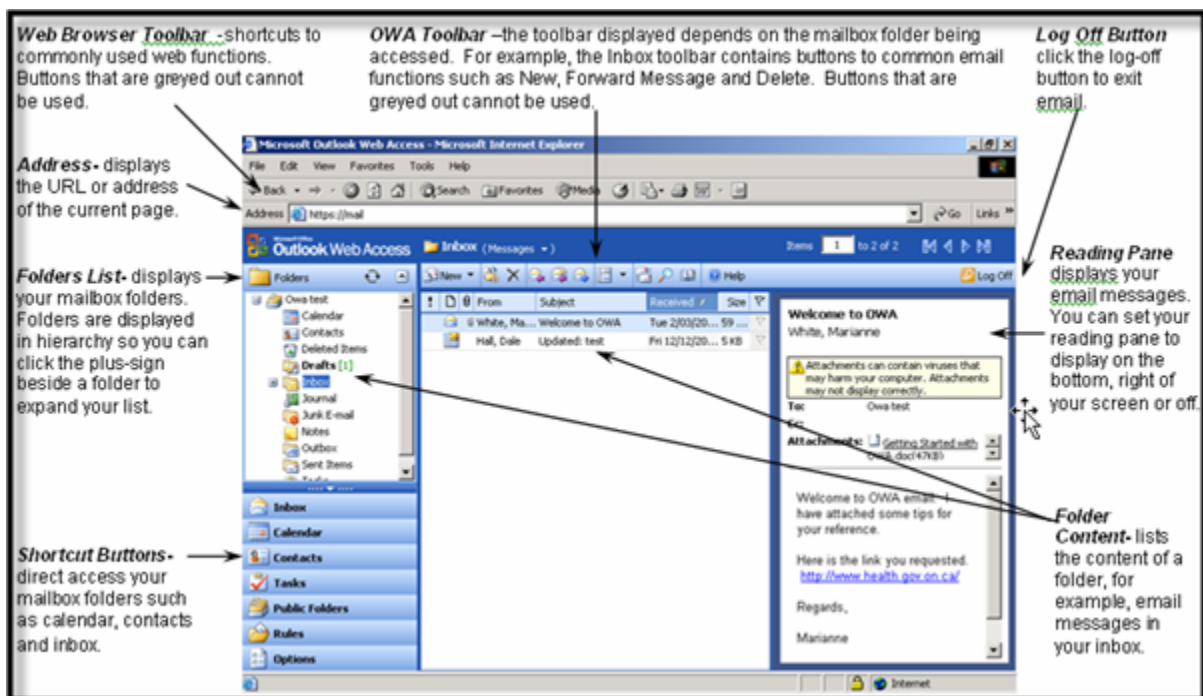


Figure 1 - ONE Mail Service Screen Features

## 3.0 Accessing your Mailbox

You access your ONE Mail mailbox at [www.ontariomd.ca](http://www.ontariomd.ca).

ONE Mail is a Web-based application that can be accessed over the Internet and is offered to physicians through [www.ontariomd.ca](http://www.ontariomd.ca).

You can remotely access your mailbox from any computer with an Internet connection.

### 3.1 Logging In

To access ONE Mail:

1. Connect to the Internet and using your internet browser access the OntarioMD Portal at [www.OntarioMD.ca](http://www.OntarioMD.ca).
2. Log on to the portal using your **User name** and **Password**.
  - a. The following illustrates a sample section of the logon page of [www.ontariomd.ca](http://www.ontariomd.ca). Actual portal names, branding and content may change beyond the creation date of this user guide. For the purpose of this guide, this sample will suffice.

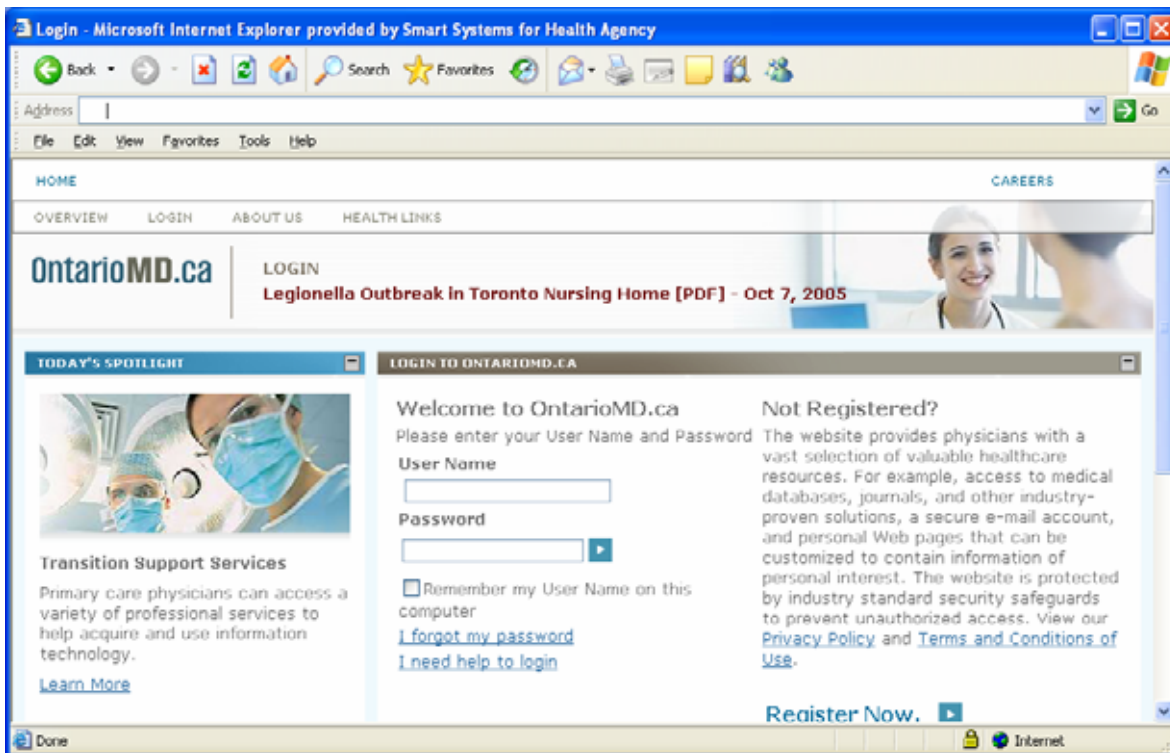


Figure 2 Logon Screen

3. In the **User name** field, enter your **User Name**.

**Note:** The user name is a self defined name, created during the online registration and enrolment process to the OntarioMD Portal. For example; [firstname.lastname@onemail.ca](mailto:firstname.lastname@onemail.ca)

4. In the **Password** field, type the **Password**

**Note:** The password is confidential and will consist of any combination of letters, numbers, and special characters that you define during the online registration and enrolment process to the OntarioMD Portal. For example; KNSx75Nr

5. Click the arrow button or press the “**Enter**” key on your keyboard.
  
6. After successful logon and presentation of the **OntarioMD Portal** home page, access ONE Mail by clicking on one of the provided links. Refer to the Figure 1 above for a complete illustration of ONE Mail features.

## 4.0 Sending E-mail

### 4.1 Creating and Sending a Message

From your **Inbox**:

1. On the **Toolbar**, click the "New" button.
2. A new message window appears. In the **To** field type the recipient's e-mail address.

**Note:** You can locate a name from the Address Book by clicking the "**To**" box. Refer to **Section 5.0 Finding another ONE Mail User's E-mail Address** for further details on locating a name in the Address Book.

3. Click the "**Subject**" field and type the subject of your message (optional but recommended)
4. Click the message area and type your message.
5. When your message is complete, click the "**Send**" button.

**Note:** You can send an e-mail message that is approximately 20 MB in size (including attachments) to a ONE Mail or internet account.

### 4.2 Reading Mail

New messages are delivered to your **Inbox**.

From your **Inbox**:

1. Click to highlight the message you would like to read. A preview of the message displays in the **Reading Pane**.

OR

Double-click to open the message in its own window.

### 4.3 Replying To or Forwarding a Message

From your **Inbox**:

1. Click to highlight the message you want to reply to or forward.
2. On the **Toolbar** click the "**Reply**" or "**Reply to all**" buttons.
3. A new message window opens. ONE Mail completes the **To**, **From** and **Subject** fields based on text from the original message.

**Note:** If forwarding a message, provide the recipient's e-mail address in the **To** field.

4. Remove any parts of the original text that you don't want to include in your reply. Type your response above or within the original message.
5. Click "**Send**".

## ***4.4 Scheduling an Appointment or Meeting***

Appointments are events scheduled into the calendar to which you don't invite others, whereas meetings are appointments you invite others to.

From your **Calendar**:

1. On the **Toolbar** click the "**New**" button to create a **New Appointment/Meeting**.
2. Click "**Subject**" and type in the subject of your **Meeting/Appointment**.
3. Fill in the details of the **Location, Start time** and **End time**.
4. For meetings, click the "**Invite Attendees**" button.
  - a. Click "**Required**" to select attendees from the **Address Book**.
  - b. Click the "**Availability**" tab to view **Free/Busy Time** of Invitees.
  - c. Click "**Send**" to mail the invitations to your meeting.
5. For appointments, click "**Save**".

**Note:** To receive a reminder about a scheduled meeting or appointment you must be logged into [www.ontariomd.ca](http://www.ontariomd.ca) and have accessed the ONE Mail service window (see Figure 1).

## 5.0 Finding another ONE Mail User's E-mail Address

You can only use the OMD Address Book to find the e-mail address and profile information of other users participating in ONE Mail.

The following illustrates a sample of a directory. Actual window screens, display names and data listings may differ to reflect the needs of the ONE Mail service as provided through the OntarioMD portal. For the purpose of this guide, this sample will suffice.

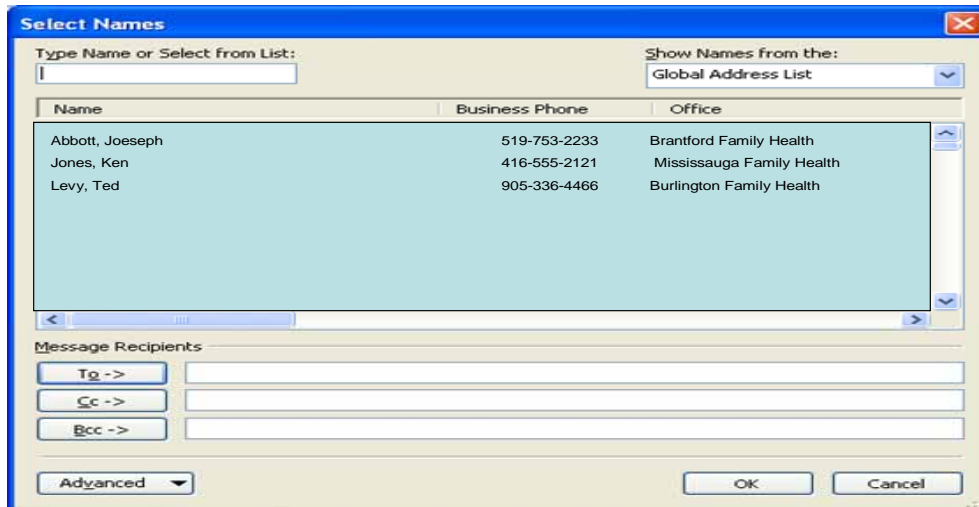


Figure 3 - ONE Mail Address Book

To search and locate a name in the Address Book, simply type in the first set of characters in the **Type Name** field. All names are listed in alphabetical sequence in the **display box**.

Alternatively, browse through the list to locate the name and e-mail address of a recipient using the right **scroll bar**.

Once the recipient name, and or e-mail address is located, click on the name in the display box to highlight the recipient.

Click the "**To**" (intended for recipients) or "**CC**" (Carbon Copy recipients) or "**Bcc**" (Blind Carbon Copy recipients) button to add one or more names to each field of choice.

Click "**OK**" to return to the message window. All recipient names are automatically inserted into the message window and fields upon return.

## 6.0 Deleting Items

This section provides information and instructions on purging and permanently deleting documents from ONE Mail.

### 6.1 Storage Capacity

Your ONE Mail mailbox has a limited storage capacity of approximately 100 MB. When your mailbox reaches 100 MB you will not be able to send e-mail and when it reaches 250 MB, you will not be able to send or receive e-mail. eHealth Ontario strongly recommends that you delete and/or archive any mail or calendar *items* on a regular basis.

Refer to *Section 6.3 Deleting and Archiving Quick Reference* for a brief overview of the deleting and archiving features in ONE Mail.

### 6.2 Deleting Messages

eHealth Ontario recommends you regularly delete messages from your folders (e.g. your inbox) that are not required. A deleted message is placed in the **Deleted Items** folder. To permanently remove a message, it must be deleted from the **Deleted Items** folder. You can recover a permanently deleted message up to seven days after the deletion. The message is no longer recoverable after the seven days has expired.

#### 6.2.1 Sending a Message to the Deleted Folder

To send a message to the **Deleted Items** folder:

1. Locate and click the **Message** you want to delete.
2. Click "**Delete**" or the "**X**" on the toolbar.

The deleted message is removed from your **Inbox** and placed in the **Deleted Items** folder.

#### 6.2.2 Permanently Deleting a Message

To permanently **Delete** a message:

1. From the **Deleted Items** folder, locate the message(s).
2. Click "**Delete**" or the "**X**" on the toolbar. A message requesting confirmation is displayed.
3. Click "**OK**". The message is permanently deleted.

If the item is not recovered within seven days, the message is no longer recoverable.

#### 6.2.3 Recovering Permanently Deleted Items

ONE MAIL allows you a seven day period in which you can recover a message that you have deleted from the **Deleted Items** folder.

To recover a message:

1. From the **Deleted Items** folder, click "**Recover Deleted**". The **Recover Deleted Items** window is displayed.

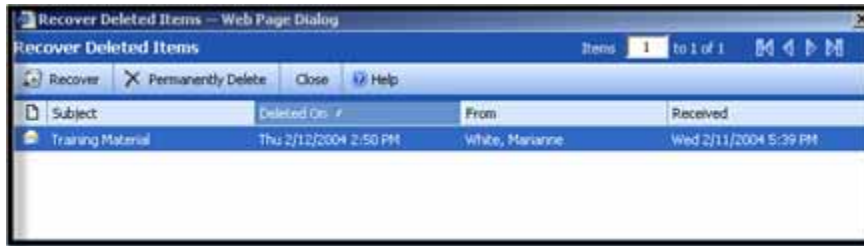


Figure 4 – Recover ONE Mail Message Screen

2. From the list of deleted items, select the **Item(s)** you want to recover.
3. Click "**Recover**".

The recovered message is returned to the **Deleted Items** folder. You can return the message to the desired folder (e.g. Inbox, Calendar, Contacts or Tasks).

### ***6.3 Deleting and Archiving Quick Reference***

Outlook and ONE MAIL function differently for deleting and archiving items.

The following table summarizes the main differences:

<b>Task</b>	<b>Functions</b>	<b>ONE MAIL</b>
Deleting Items	Where do deleted items go?	Are removed from original folder and placed in Deleted Items folder.
	To permanently delete items	Delete items from <b>Deleted Items</b> folder.
	Recovering permanently deleted items	You have 7 days to recover permanently deleted items before they are no longer accessible for recovery.
Archiving Items		Not currently available in ONE Mail.

## 7.0 Using your Calendar

The calendar view enables you to view any scheduled events on an e.g. daily, weekly or monthly basis.

To view or respond to a calendar item, double-click the item and respond as required.

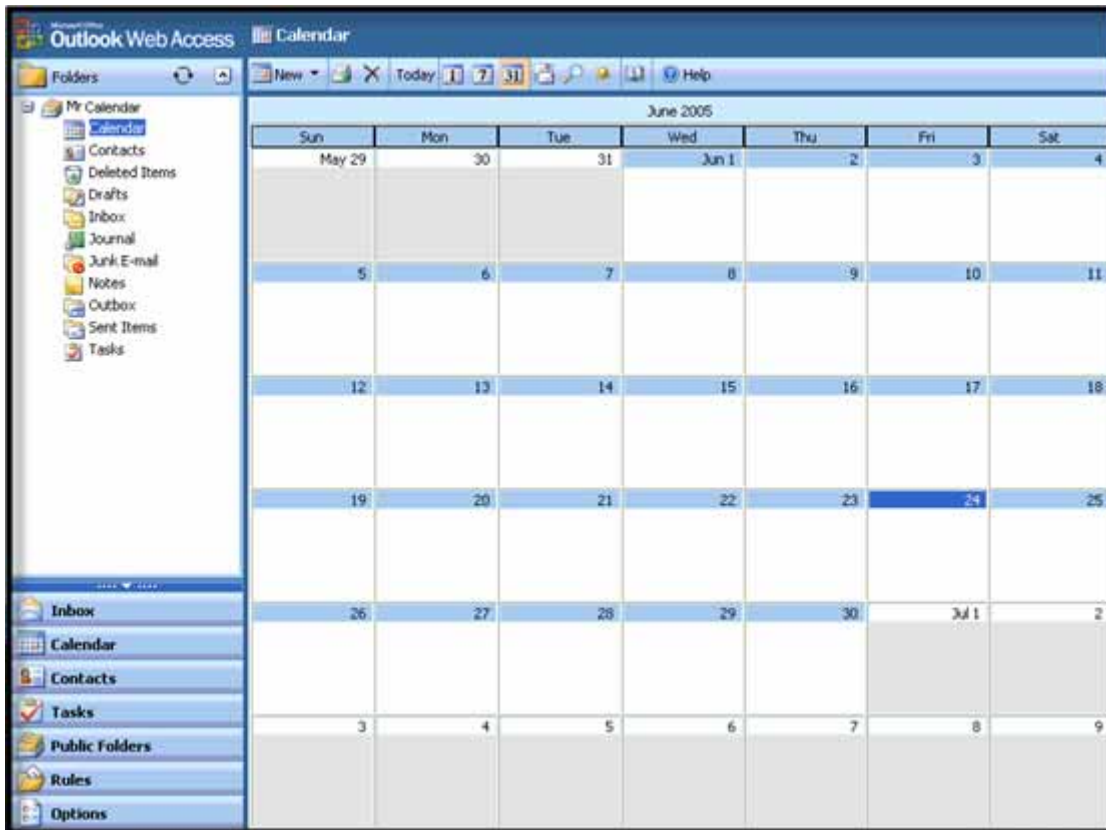


Figure 5 - ONE Mail Calendar

## 8.0 Appendix A – Glossary

<b>Term</b>	<b>Definition</b>
Items	Messages, tasks or any schedules events (e.g. meetings) within ONE Mail.