

ONE[®] Mail Direct

Protect patient data: email securely with ONE Mail. Discover how you or your organization can benefit.

ONE Mail Direct is ideal for small organizations or individual physicians. This encrypted email service, hosted in our highly-secure environment, allows subscribers to securely exchange patient health information or personal information via email with other ONE Mail registered professionals.





Features:

- Mailbox size is 3GB with a message size, including attachments, of 50MB
- Access your mail account with most applications, such as Apple Mail, iPhone, iPad, Microsoft Outlook, Outlook Web App, Blackberry or Android devices
- Allows for calendar sharing and scheduling
- Active Sync allows secure access to emails using mobile devices
- Data wiping functionality is available for lost or stolen mobile devices
- Use your own registered domain or our default domain (jon.smith@one-mail.on.ca)
- Access our secure directory which identifies all registered ONE Mail users
- Includes disaster recovery capabilities
- Stay protected with the latest anti-virus and anti-spam filters
- Book meeting rooms with ease through a room mailbox
- 99% service level availability
- ONE Mail is free to Ontario health care providers. A dedicated resource will assist you with your initial setup. Configuration guides and comprehensive support documentation are available along with 24/7 support via servicedesk@ehealthontario.on.ca.

Benefits

Secure access from anywhere

- Access your email securely from any location with most connected devices
 - Access your account using various methods such as Apple Mail, iPhone, iPad, Microsoft Outlook, Outlook Web App or Blackberry or Android devices
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Increased efficiency

- Access to over 325,000 registered users across the health care continuum via our secure ONE Mail directory
 - Enhance patient care with timely delivery of patient information
 - Enables peer-to-peer interaction for improved treatment decisions through consultation, referrals and assessments
 - Book meeting rooms and organize meetings with ease through a room mailbox
 - Reduce operational costs by eliminating paper-based processes, faxing and couriering
 - No need for on-site mail server
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Maintain the latest defenses

- Continuous protection against viruses and spam using the latest industry leading technology

- Built-in encryption using forced transport layer security
 - Geographically distributed data centers with premier disaster recovery capabilities
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Manage your accounts with ease

- Leverage the benefits of our email hosting and ONE ID services by self-managing your, or your organization's user accounts
 - Highly available, completely scalable, new organizational mailboxes can be created quickly
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Ensure security & privacy

- Assured compliance with industry best-practices and regulations
- Automatic enrollment through our ONE ID services certifies users are who they say they are and provides authorization to access ONE Mail
- Using our secure directory of ONE Mail users assures senders that confidential information is sent only to registered recipients
- Encrypted online connectivity between health care professionals allows for sharing personal information and personal health information

Sign Up for ONE Mail Direct

Interested in signing up your organization for ONE Mail?

Simply download the Request for Service form on our website and return it completed to us at onemailinfo@ehealthontario.on.ca.

Interested in signing up for your own individual ONE Mail Direct account and have a CPSO number?

Contact us at
onemailinfo@ehealthontario.on.ca.

Need Support?

Organizations

Contact your internal help desk as your first line of support. If the issue is related to our services, your help desk will refer the matter over to us.

Individual Physicians

Contact our service desk, available 24 hours a day, seven days a week, at servicedesk@ehealthontario.on.ca, or 1-866-250-1554.
