ONE® Mail Contact Matrix

eHealth Ontario | 777 Bay St. Suite 701 Toronto ON, M5G 2C8

Service/Role Description	Contact	Phone Number	e-Mail	Hours of Op (EST)
eHealth Ontario Service Desk	Service Desk	1-866-250-1554	ServiceDesk@ehealthontario.on.ca	24/7 (English / French)

Organization Legal Name:

Organization Address: **Telephone:**   **Fax:**

Service/Role Description	Contact Name	Primary Phone Number	Alternate Number	e-Mail	Hours of Service
Primary Help Desk					
Backup Help Desk					
Technical Contact					
IT Supported by					
System Security					
Notification (Escalations)					
Local Registration Authority (LRA)					
Primary Service / Health Care Sector:			Date Of Update (dd/mm/yy):		
Please indicate ONE Mail Domain Name (e.g. @yourcompany.ca / or one-mail.on.ca):					

Please complete and submit to servicedesk@ehealthontario.on.ca / NOTE: An individual may have multiple roles and if you're unsure you may leave a role blank.

To see a list of definitions of roles, as described by eHealth Ontario, please refer to the below.

Service/Role Description	Definitions as described by eHealth Ontario
Primary Help Desk	Identifies the person or group who is authorized to call the eHealth Ontario Service Desk for incidents or service requests for eHealth Ontario services. Notified of any outages detected or changes planned for the provided services. Acts as the first contact point for the eHealth Ontario Service Desk for an Organization's services. Must at least have some minimal technical skills.
Backup Help Desk	Same definition as Primary Help Desk role. The first alternate choice if the Primary Help Desk contact is unavailable.
Technical Contact	Identifies the person that receives escalations from the Primary or Backup Helpdesk contacts for advanced/more complex Incidents or Service Requests.
IT Supported by	Supports IT at the client's site.
System Security	Identifies the person that receives escalations from the Primary or Backup Helpdesk contacts for systems security issues. The eHealth Ontario Security Operations staff would contact this person directly for security issues.
Notification (Escalations)	Identifies the person who needs to be notified of outages and changes to the provision of a service. <u>Note</u>: If this People Record is already attributed to the CI as a Primary or Backup Help Desk contact, then they do not need to be attributed using this role, as they already receive notifications for outages and changes to the service.
Local Registration Authority (LRA)	Local Registration Authority. Identifies the person who conducts the face-to-face registration and processes the registration and service enrolment form. Receives guidance from the eHealth Ontario RAs as required. Maintains the list of sponsors for the respective services and ensures the sponsor has provided authorization.