

The eHealth Ontario’s Email Outbound policy, limits the number of emails going outbound to the internet from a registered ONE Mail user to maximum of 500 per hour. Bulk sending is designed for users who need it for **business-critical purposes**. Please complete the Bulk Sender Request form. Note, we only enable Bulk sending on a per user basis and per one time request.

Please submit request to the ONE Mail Product Team: onemailinfo@ehealthontario.on.ca

- You must have a valid ONE Mail account to make a request
- Provide valid justification for the request
- Up to a maximum of two email address can be submitted *any exceptions to this are subject to approval by the ONE Mail Product and Technical teams

NOTE: Please allow for 3 business days for the request to be processed.

*SECTION 1: REQUESTOR INFORMATION		
FIRST NAME	LAST NAME	
ORGANIZATION NAME	TITLE	
ROLE	DATE REQUIRED	MM/DD/YYYY
REQUESTOR ONE MAIL EMAIL ACCOUNT		
*SECTION 2: BULK SENDER REQUEST INFORMATION		
BULK SENDER EMAIL ADDRESS TO BE USED		
SECONDARY BULK EMAIL ADDRESS TO BE USED (OPTIONAL)		
APPROXIMATE NUMBER OF BULK EMAILS BEING SENT (IN TOTAL)	HOW LONG IS THIS EXCEPTION REQUIRED FOR?	
PLEASE PROVIDE JUSTIFICATION FOR THIS REQUEST		
EHEALTH ONTARIO USE ONLY		
DATE RECEIVED	APPROVED BY	DATE ACCESS PROVISIONED
MM/DD/YYYY		MM/DD/YYYY

NOTE: Sending spam through ONE Mail is strictly prohibited. Emails going outbound to the internet from a registered ONE Mail user is a maximum of 500 per hour. If this quota is exceeded, the user’s email account will automatically be stopped and blocked for a maximum of up to three days. Our service desk will notify the appropriate IT support contact person at the organization in question. The individual whose account has been blocked will not be permitted to send any more emails and will be required to take action by working with their local IT person to remedy the issue on their side before they are unblocked.