Memo / Mémorandum

Date

Thursday, December 17th, 2015

To / Destinaire

All LRAs from Organizations with ONE® Mail Direct Service

Sender / Expéditeur or expéditrice

eHealth Ontario Registration Authority

Subject / Sujet

ONE® Mail Direct Enrolment Management Enhancement

Message

Hello LRAs,

Earlier this year, eHealth Ontario had upgraded to the Microsoft Exchange Server 2010 which allows LRAs to revoke/suspend/reinstate ONE® Mail Direct user enrolments from the ONE® ID online system.

LRAs using ONE® ID Online may perform the following functions with immediate results to the user's ONE® Mail Direct enrolment access without having to submit or fax the request to eHealth Ontario:

- Revoke ONE® Mail Direct enrolment
- Suspend ONE® Mail Direct enrolment
- Reinstate ONE® Mail Direct enrolment

Please read the updated ONE® Mail Direct - LRA Quick Reference Guide that is posted on our ONE® ID Registration Community Portal (provided as link below for your convenience):

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Please also refer to the ONE® ID Local Registration Authority User Guide (link provided below) to review the steps for processing:

- Revoke enrolment
- Suspend enrolment
- Reinstate enrolment

https://www.ehealthontario.ca/portal/server.pt/gateway/PTARGS_0_11862_17880_717_89964_43/docm an/download/191035/0/0/0/ONE%20ID%20Local%20Registration%20Authority%20User%20Guide%20 2274%20v%201.5.pdf?

Should you have any questions or concerns, please contact our Service Desk at 1-866-250-1554.

Thank you for your attention.

Kind Regards,

Ontario
eHealth Ontario
cyberSanté Ontario   **eHealth Ontario Registration Authority**

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