

# ONE® ID Identity and Access Management System

Local Registration Authorities (LRAs) can now use the ONE® ID System to register and enroll individuals in ONE® Mail Direct. Other requests related to ONE® Mail Direct management require a request to eHealth Ontario Registration.

## ONE Mail Direct Quick Reference

### Email prefix

Prior to enrolling a user in ONE Mail Direct, verify your organization's email prefix format. The default prefix is Firstname.Lastname

Change this field only if required.

### Change enrolment attributes

Changes to attributes (mailbox size, user's email address appearing in ONE Pages) must be submitted to the eHealth Ontario Registration Agents. Do not make changes to the ONE Mail Direct enrolment attributes using the ONE ID System.

## Emailing requests to the eHealth Ontario Service Desk

**ONE Mail Direct enrolment requests may be sent to: [ONEIDRegistrationAgents@ontariohealth.ca](mailto:ONEIDRegistrationAgents@ontariohealth.ca)**

**Follow these steps when submitting ONE Mail Direct enrolment change requests by email:**

1. **NEVER** send personal information, or completed registration and enrolment forms by email.
2. The email must originate from the LRA for the user's sponsoring organization.
3. Attach confirmation of sponsorship in the form of an email, or scanned document.
4. Provide the name, ONE Mail Direct email address, and ONE ID login ID of the user.
5. Provide additional information pertaining to your request. Refer to the guide below to determine additional information that **must** be included along with the above information in your email.

## Guide to managing ONE Mail Direct enrolments

Log in to the ONE® ID System via the Community Site: <https://ehealthontario.on.ca/en/support/article/one-id-registration-community>

Function	Request by email	Additional information
Register new ONE ID user and/or Enroll first-time user in ONE Mail Direct	x NO	✓ <u>Complete registration and enrolment</u> Via the ONE ID System
Information change (e.g. legal name change, or changes to other Personal Information)	x NO	✓ Change information Via the ONE ID System
Enroll existing active ONE Mail Direct user in ONE Mail Direct service	✓ YES	+ Provide ONE ID login ID, and preferred email prefix
Create a generic account (for example: info@your-org.com)	✓ YES	+ Provide ONE ID login ID of existing ONE Mail Direct user (owner), generic account email prefix, generic account display name
Change owner of generic account	✓ YES	+ Provide ONE ID login IDs of existing ONE Mail Direct user (owner), and new owner
Grant Access to an existing ONE Mail Direct mailbox	✓ YES	+ Provide ONE ID login ID, and email address of mailbox to be accessed; <b>and</b> the ONE ID login ID of the user requesting access to the mailbox
Revoke ONE Mail Direct enrolment	✓ YES	+ Provide revocation reason
Suspend ONE Mail Direct enrolment	✓ YES	+ Provide expected date of return
Reinstate ONE Mail Direct enrolment	✓ YES	+ No additional information required
Hide user's ONE Mail Direct email address from the Global Address List/ONE Pages	✓ YES	+ Include reason, and authorization from a recognized sponsor