

ONE® Mail Direct

Guide for Accessing Provisioned Mailboxes Through the Grant Access Form

Version: 2.0



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1.0 Introduction

This document explains how to access another Microsoft Outlook Mailbox account using Outlook Web Access (OWA), Outlook 2003 and 2007. With granted access to another account, the requestor can perform many of the same functions as they would be able to from their own account, such as open and read the contents of the mailbox, view the calendar, contacts and tasks. However, grant access will not allow the requestor to send messages from that mailbox.

2.0 Prerequisites

To use this feature, the requester must have already successfully completed and submitted the eHealth Ontario Grant Access Change Request form. Once the account has been provisioned, the requestor's LRA will notify them when the account can be accessed. When the requestor has been granted access to the requested mailbox, they will only have access to the mailboxes for which the permissions are applied.

3.0 Accessing Another Mailbox With OWA

Accessing a mailbox that you have been granted access to through Outlook Web Access (OWA) requires that you log into your own mailbox first.

- 1. Open a web browser.
- 2. Enter https://mail.one-mail.on.ca in the URL address bar of the browser.
- 3. Enter your user ID and password when prompted.
- 4. After you have successfully logged in, you will be presented with a screen similar to that shown below.



5. Place your mouse pointer on the browser's URL bar and left click to put the cursor in the URL bar. This may cause the text in the URL bar to be highlighted. Press the **End** key to put the cursor at the end of the line.

6. At the end of the current URL address type '/' and then the user ID of the person whose mailbox you will be accessing. The user ID is usually the same as their email address. The picture below shows how this will look on your screen.

C Microsoft Outlook Web Ac	cess - Windows Internet Explorer	
GOCE https://mail.one-n	ail.on.ca/exchange/daverg@daver.org	screenhunter free
File Edit View Favorites 1	ools Help	
😤 🏟 🌈 Microsoft Outlook V	Veb Access	▼ 🔝 - 🖶 • 🔂 Page • 🍈 Tools • 🎽
Outlook Web Access	🛅 Inbox (Two-Line View 👻)	Items 1 to 2 of 2 🕅 📢 🕨 🕅
Diders 🖸 🔿	🕄 New 👻 😤 🛠 🍣 🖧 📑 🝷 📑 🔎 💷 💿 Help	🙆 Log Off
🖃 🎒 Doctor Who 🔉 🦄 Calendar	D From Subject	Received 7 P
s Contacts	Dave Radford-Grant test from dave	Fri 5/2/2008 10:52 AM 🤯
Drafts	Bave Radford-Grant RE: test #2	Fri 5/2/2008 10:37 AM 🌾

7. When you have correctly entered the account name, press the **Enter** key. The browser should now refresh the screen. Check the name of the mailbox in the Folders pane on the left hand side of the screen. It should now have the name of the person to whose mailbox you have been granted access.



- 8. You can use this mailbox as you would use your own. Managing email, calendars, contacts, to-do lists, etc. is exactly the same as using your own mailbox.
- 9. When you are finished with this session, log out as you normally would.

4.1 Accessing Another Mailbox With Outlook 2003

In order to access another mailbox to whicht you have been granted access using Outlook 2003, you must first open Outlook and log into your own mailbox.

1. Once you have accessed your own Outlook 2003 account, select the **Tools** menu item.



- 2. Select the **E-mail Accounts** option from the drop down menu. This will start the Outlook Configuration Wizard.
 - Send/Receive . Ctrl+2 ıdar . in acts Ctrl+3 Ctrl+Shift+B Ctrl+4 Ctrl+5 Â r List Ctrl+6 stant... Ctrl+7 cuts ıal Ctrl+8 0 ems" Folder 🗊 r... Ctrl+Y tems... Forms ۲ Macro ٠ E-mail Scounts... Customize... Options...
- 3. Select the **View or change existing e-mail accounts** option and click the **Next** button.



4. Click the **Change** button from the **E-mail Accounts** panel.

utlook processes e-mail for thes Name	e accounts in the following order:	Chandh
Microsoft Exchange Server	Exchange (Default)	
		Remove
		Set as Default
		Move Up
		Move Down
eliver new e-mail to the following	g location:	
ailbox - Doctor Who	New Outlook Data F	ile

5. Click the **More Settings** button on the next panel.

Exchange Server Settings You can enter the required	information to connect to your Exchange server.	
ype the name of your Microsoft ystem administrator,	Exchange Server computer. For information, see your	
Microsoft Exchange Server:	Ex-back-end.subscribers.dave	
	Use Cached Exchange Mode	
User Name:	Pottor with	
	_	
	L	More Settings

6. Select the **Advanced** tab on the **Microsoft Exchange Server** tab and click the **Add** button.

	Advanced	Security	Connection	Remote Mail
Mailbo	xes	9		
Open	these additic	nal mailbo:	kes:	
(1	
1				Add
			1	~
				Remove
Cache	d Exchange	Mode Setti	ngs	
	e Cached Ex	change Mo	de	
	Devueland Di	ublic Coldov	Enumeritar	
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7. Enter the user ID of the person to whose mailbox you have been granted access. The user ID is usually the same as their email address. Click the **OK** button to continue.

Add Mailbox	X
Add mailbox:	
daverg@daver.org	
OK} (Cancel

8. Click the **Apply** button to apply the changes, and then click the **OK** button.

	Advanced	Security	Connection	Remote Mail
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Open	these additio	nal mailbo:	xes:	
Dave	Radford-Gra	nt	í l	Add
				- Addite
				Remove
Tache	d Exchange	Mode Setti	nas	
	e Cached Ex	change Mo	de	
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Mailbo Dutloc Micros	x Mode ok is running oft Exchang	in Unicode e server.	mode against	the

9. Click the **Next** button to move to the next steps.

E-mail Accounts		
Exchange Server Settings You can enter the required	information to connect to your Exchange server.	×
Type the name of your Microsoft system administrator.	Exchange Server computer. For information, see your	
Microsoft Exchange Server:	Ex-back-end.subscribers.dave	
	Use Cached Exchange Mode	
is usually your user name. User Name:	Doctor Who	Check Name
	M	lore Settings
	< Back Next	Cancel

10. Finally, click the **Finish** button.

Manne Ty Microsoft Exchange Server Exc	hange (Default)	Add	
		Add	
		Remove	
		Set as Default	
		Move Up	
		Move Down	
liver new e-mail to the following location	K.	Move Down	

Your default screen will refresh showing the set of folders belonging the person to whose mailbox you have been granted access. You should see the other set of mail folders appear under your own folders in the **All Mail Folders** pane on the left hand side of the screen as shown below.



You can use this mailbox as you would use your own. Managing email, calendars, contacts, to do lists, etc. is exactly the same as using your own mailbox.

When you are finished with this session, log out as you normally would.

5.1 Accessing Another Mailbox with Outlook 2007

In order to access another mailbox to which you have been granted access using Outlook 2007, you must first open Outlook and log into your own mailbox.

1. Once you have accessed your own Outlook 2007 account, click the **Tools** menu item.



2. Select the **Account Settings** option from the drop down menu.



3. Select the **ONE Mail Direct Exchange Server** and then click the **Change** button.

E-mail Acc You can	ounts add or remove ar	account. You can	select an account and	change its settings.	
-mail Data	Files RSS Feeds	SharePoint Lists	Internet Calendars	Published Calendars	Address Books
Name	📯 Repar 🔛	Change	et as Default XR	emove 🕈 🖶	
Microsoft Ex	change	Concession of the local division of the loca	Exchange (se	end from this account b	oy default)
Selected e-ma	il account delivers	new e-mail messag	ges to the following loo	ation:	
Selected e-ma	il account delivers Mailbox -	new e-mail messag Doctor Who\Inb	ges to the following loo	ation:	
Selected e-ma	il account delivers Mailbox - in data file	new e-mail messay Doctor Who\Inb C:\Documents and	ges to the following loo vox Settings\Main User\	ation: \Outlook\outlook0.ost	

4. Click the **More Settings** button on the **Change E-mail Account** panel that appears.

You can enter the required	gs I information to connect to Microsoft Exchange.	Ť
ype the name of your Microsofi dministrator.	t Exchange server. For information, see your system	
Microsoft Exchange server:	Ex-back-end.subscribers.dave	
	Use Cached Exchange Mode	
ype the name of the mailbox se usually your user name.	et up for you by your administrator. The mailbox name	
User Name:	Doctor Who	Check Name
		Mort Settings

5. Select the **Advanced** tab on the **Microsoft Exchange** panel and click the **Add** button.

	Advanced	Security	Connection	Remote Mail
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Cache	d Exchange e Cached Ex Download sh Download Pu	Mode Setti change Mo ared folde iblic Folder	ngs de rs (excludes m Favorites	ail folders)
Mailbo	x Mode Ik is running nge,	in Unicode	mode against	Microsoft
Excha				

6. Enter the user ID of the mailbox to which you have been granted access. The user ID is usually the same as their email address. Click the **OK** button to continue.

Add Mailbox		
Add mailbox		
daverg@d	aver.org	
	ОК	Cancel

7. Click the **Apply** button to apply the changes, and then click the **OK** button.

	Advanced	Security	Connection	Remote Mail
Mailbox	ec	62 		_
Open th	iese additio	nal mailbo:	xes:	
Dave R	adford-Gra	nt.		
DOYO IN			-	Add
			1	
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Cached	Exchange I	Mode Setti	ings	
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	owoload Pu	blic Folder	Favorites	
00	5441000110	blie i older	1 divolicos	
Mailbox	Mode			
Mailbox Outlook	Mode is running i	n Unicode	mode against	Microsoft
Mailbox Outlook Exchani	Mode is running i ge.	n Unicode	mode against	Microsoft
Mailbox Outlook Exchan	Mode is running i ge.	in Unicode	mode against	Microsoft
4ailbox Jutlook Exchan	Mode is running i ge.	n Unicode	mode against iline Folder Fild	Microsoft

8. Click the **Next** button to continue.

Microsoft Exchange Settings You can enter the required in ype the name of your Microsoft B	f nformation to connect to Microsoft Exchange,	×
vpe the name of your Microsoft E		
administrator.	Exchange server. For information, see your system	
Microsoft Exchange server:	Ex-back-end.subscribers.dave	
	Use Cached Exchange Mode	
ype the name of the mailbox set s usually your user name.	up for you by your administrator. The mailbox name	
User Name:	Doctor Who	Check Name
		More Settings
	< Back	NexN> Cancel

9. Click the **Finish** button.

Change E-mail Account		×
	Congratulations! You have successfully entered all the information required to setup your account. To close the wizard, click Finish.	
	< Back	

Your default screen will refresh showing the set of folders belonging to the mailbox to which you have been granted access. You should see another set of mail folders appear under your own folders in the Mail Folders pane on the left hand side of the screen.

