

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.

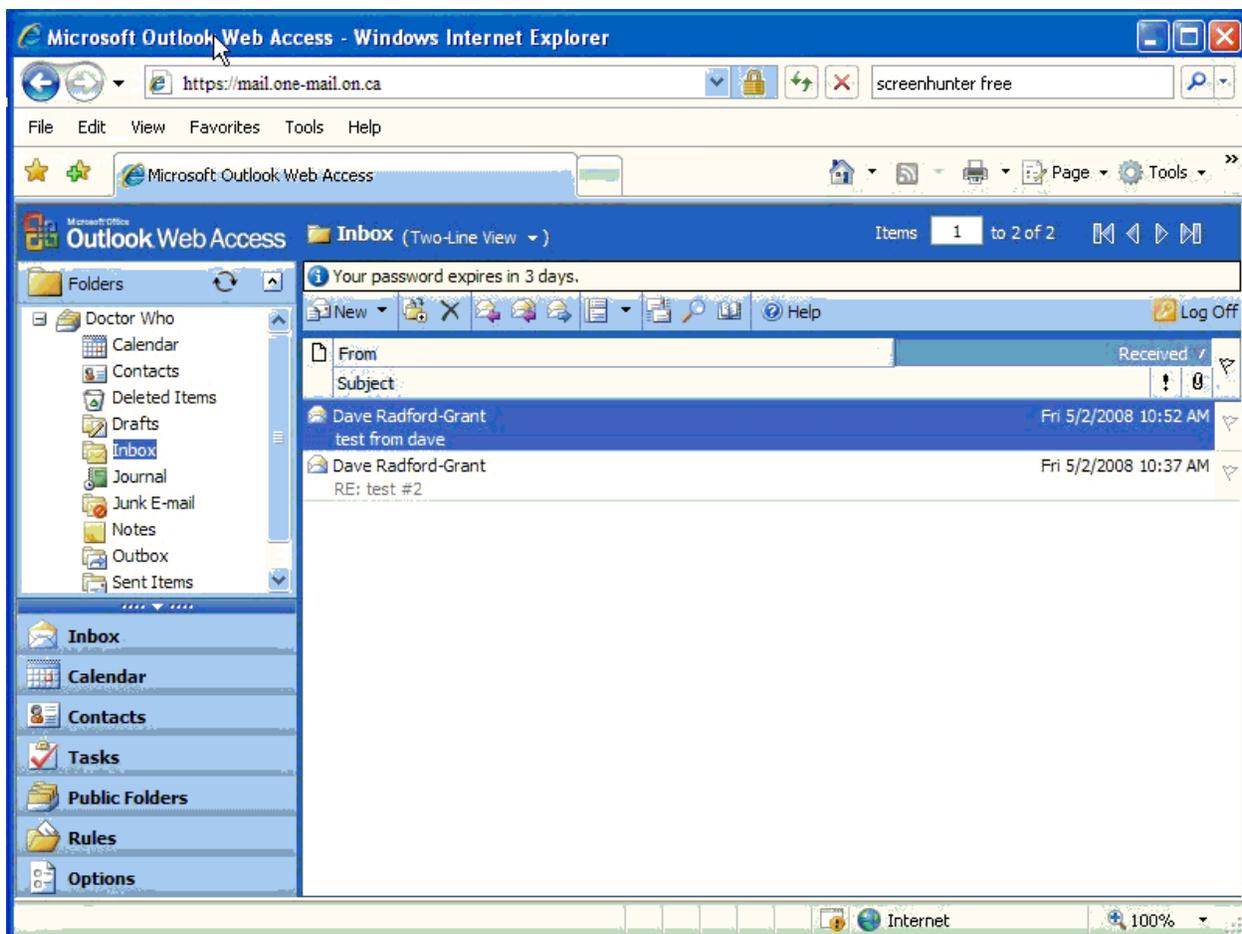
2.0 Prerequisites

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

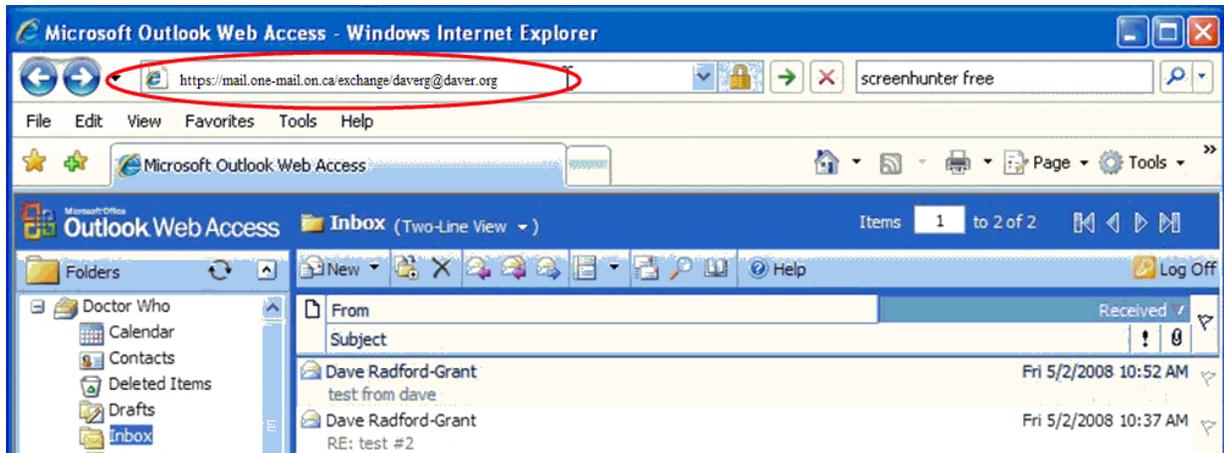
Accessing a mailbox that you have been granted access to through Outlook Web Access (OWA) requires that you log into your own mailbox first.

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.

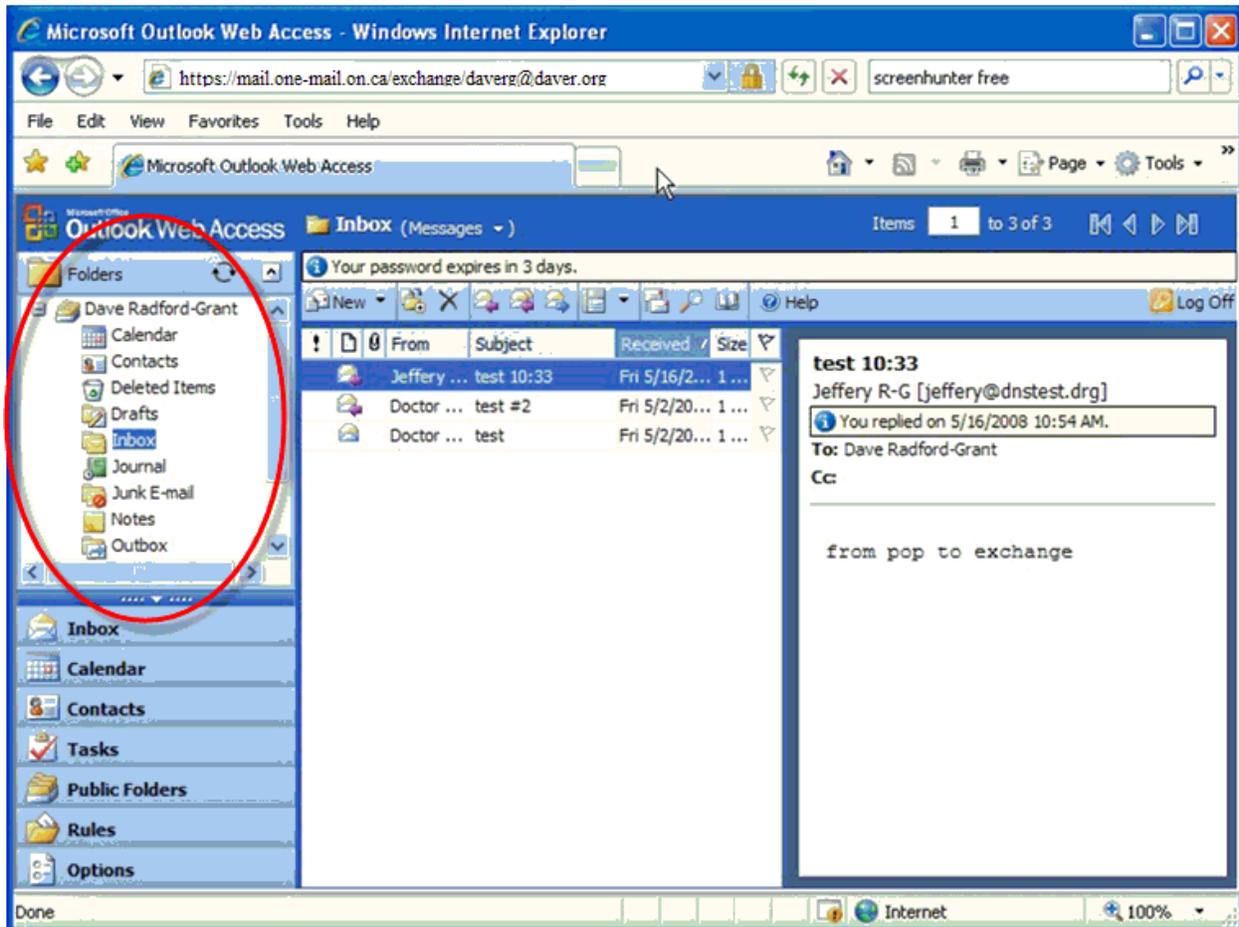


5. Place your mouse pointer on the browser's URL bar and left click to put the cursor in the URL bar. This may cause the text in the URL bar to be highlighted. Press the **End** key to put the cursor at the end of the line.

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.



- 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.

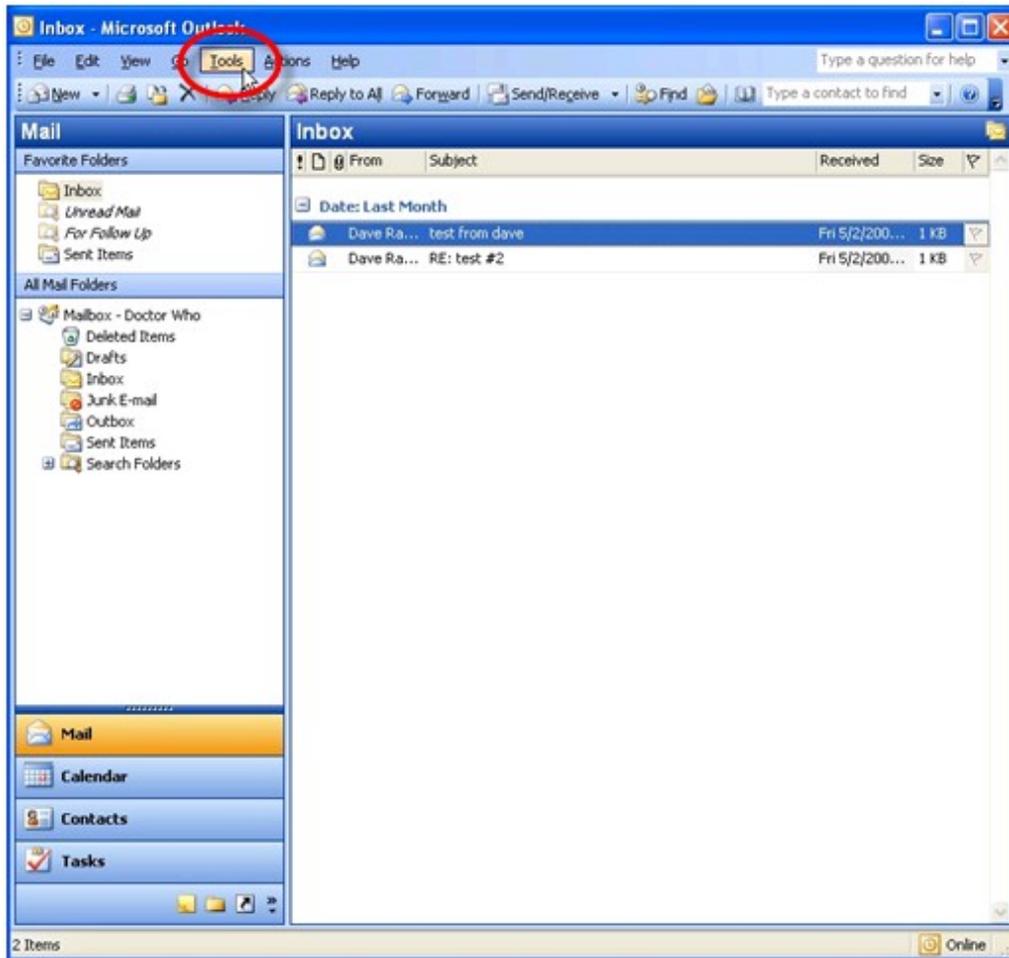


- You can use this mailbox as you would use your own. Managing email, calendars, contacts, to-do lists, etc. is exactly the same as using your own mailbox.
- When you are finished with this session, log out as you normally would.

4.1 Accessing Another Mailbox With Outlook 2003

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

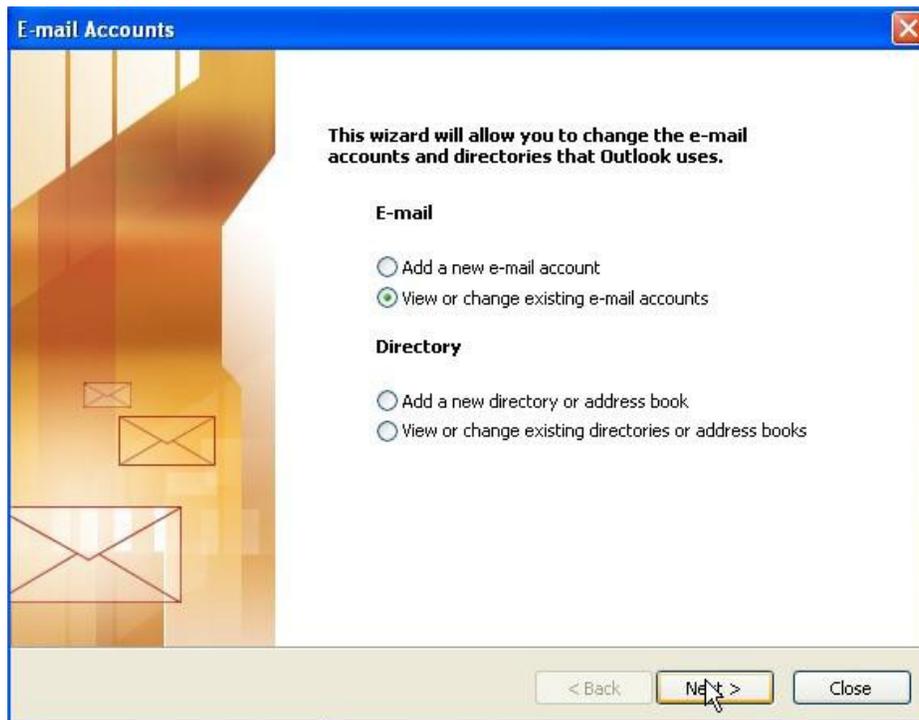
1. Once you have accessed your own Outlook 2003 account, select the **Tools** menu item.



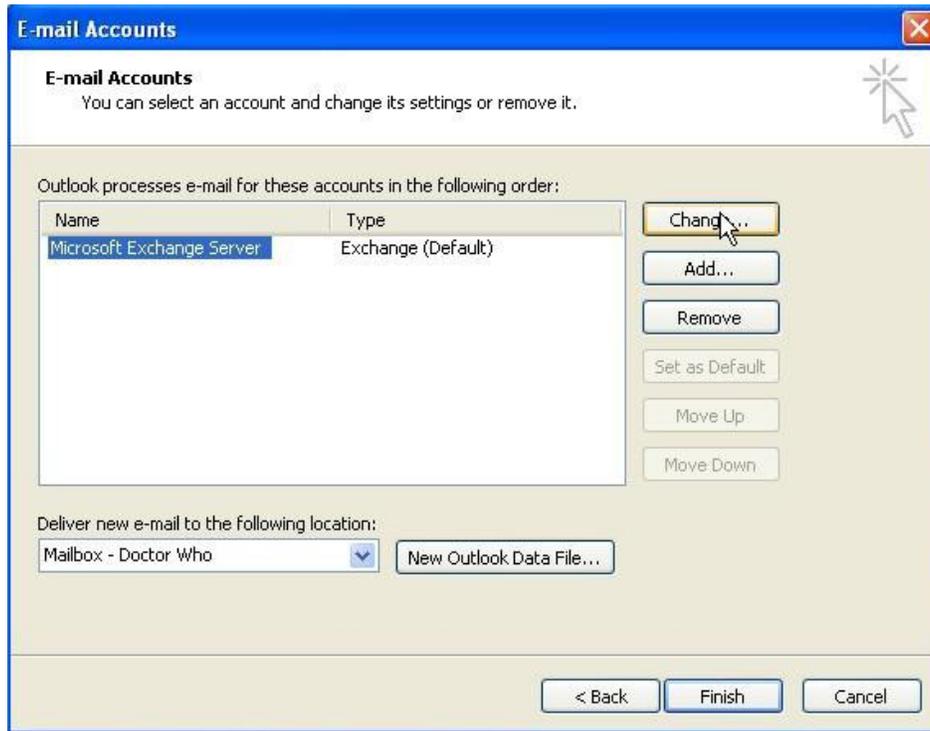
2. Select the **E-mail Accounts** option from the drop down menu. This will start the Outlook Configuration Wizard.



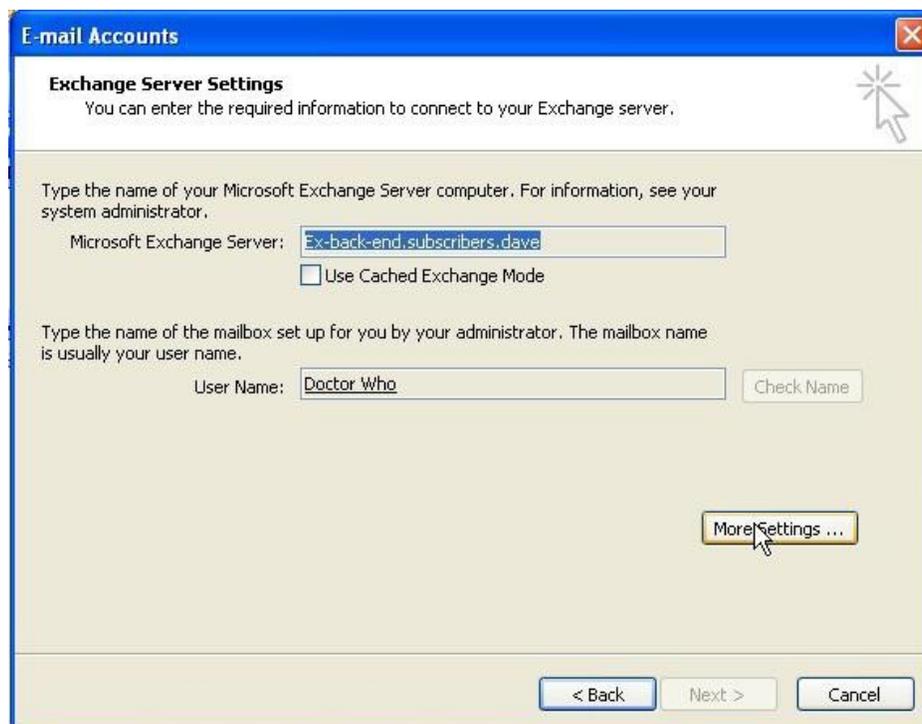
3. Select the **View or change existing e-mail accounts** option and click the **Next** button.



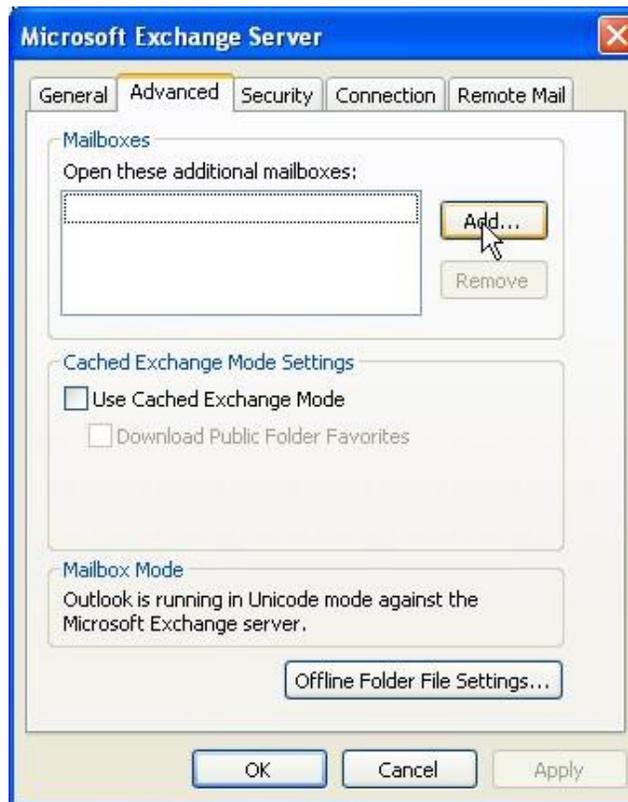
4. Click the **Change** button from the **E-mail Accounts** panel.



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



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



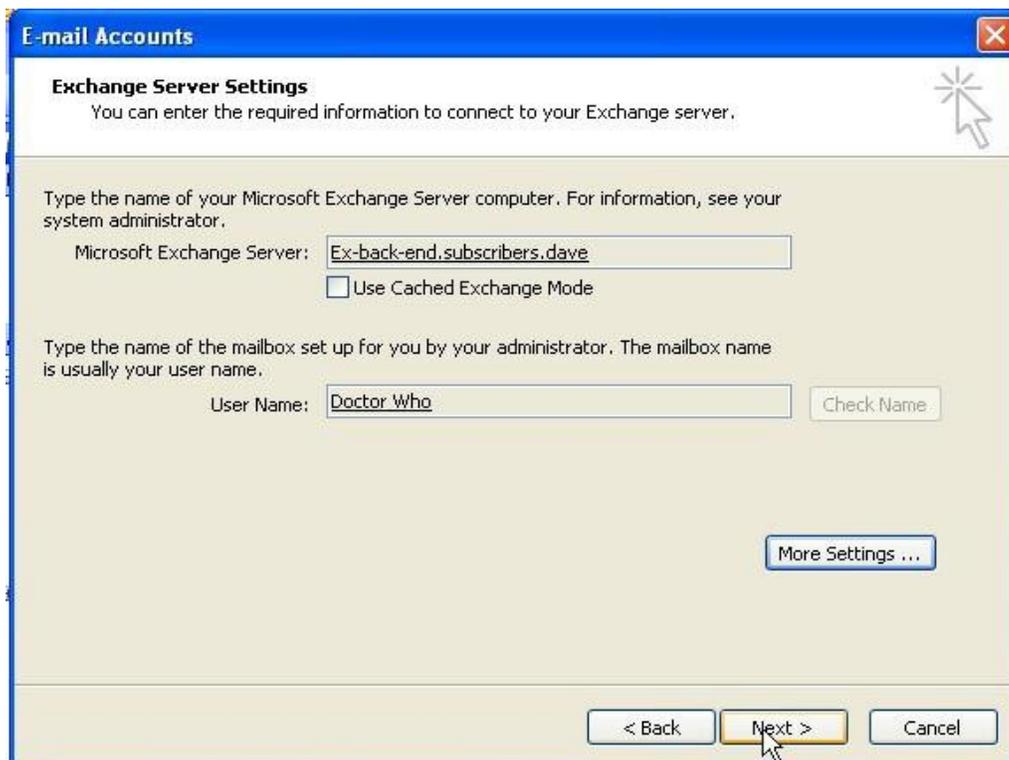
7. Enter the user ID of the person to whose mailbox you have been granted access. The user ID is usually the same as their email address. Click the **OK** button to continue.



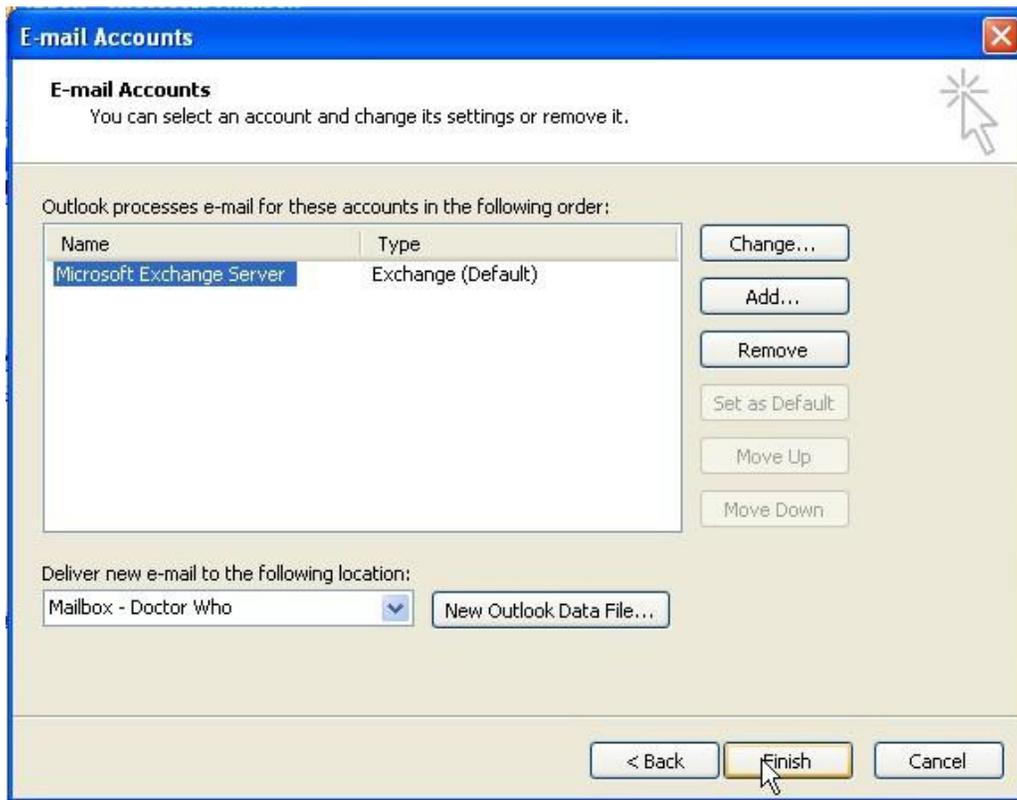
8. Click the **Apply** button to apply the changes, and then click the **OK** button.



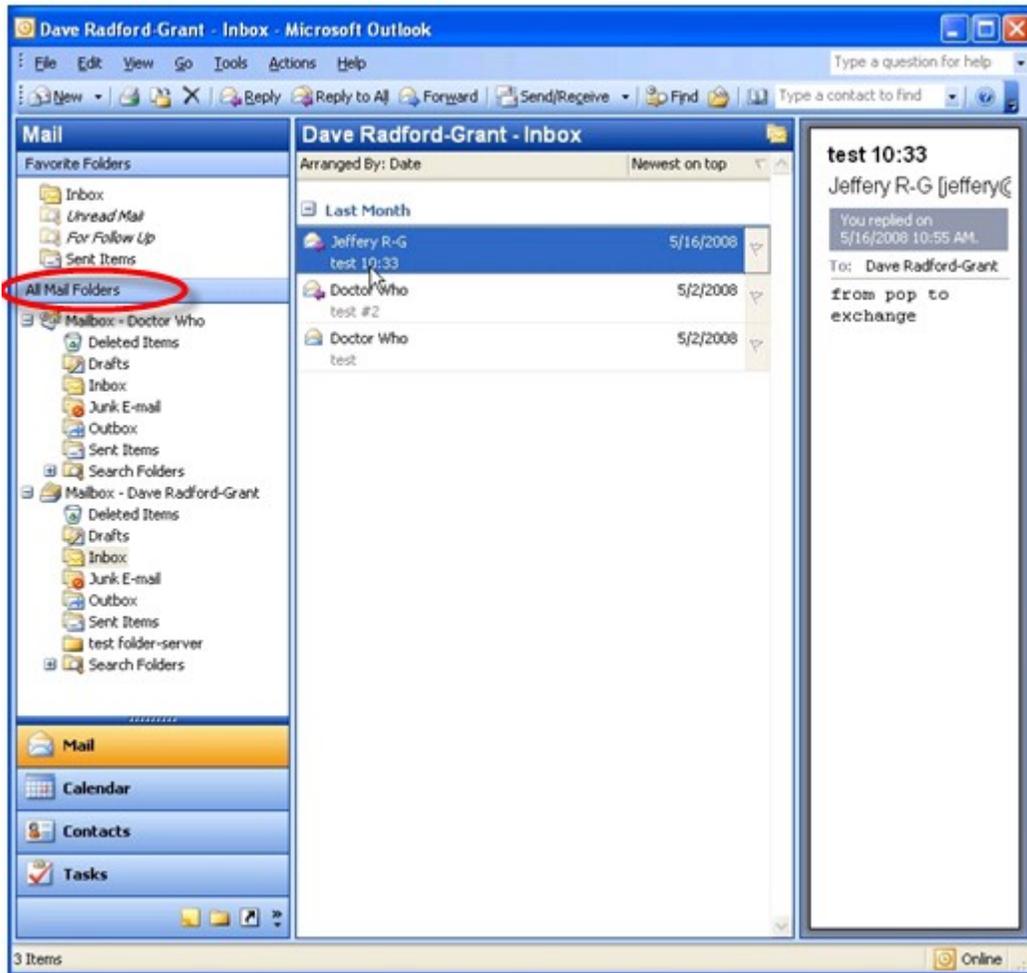
9. Click the **Next** button to move to the next steps.



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



Your default screen will refresh showing the set of folders belonging to 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.



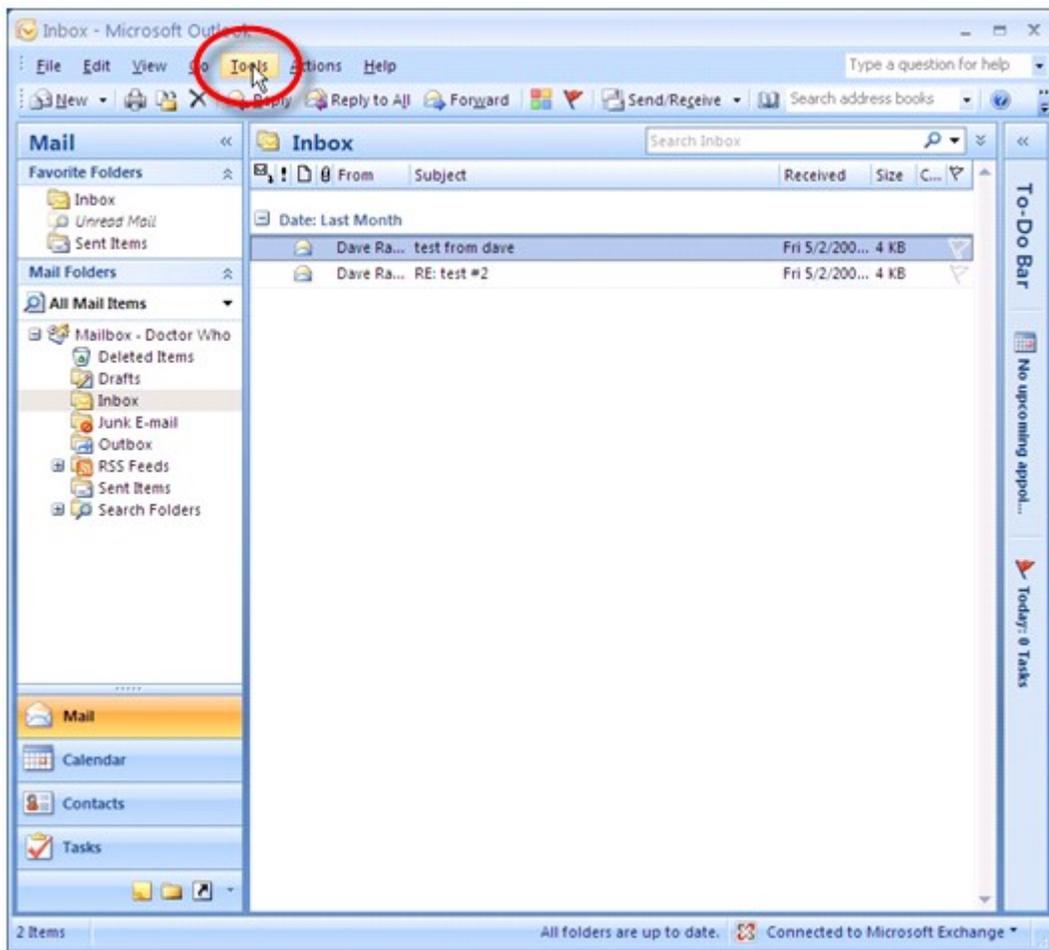
You can use this mailbox as you would use your own. Managing email, calendars, contacts, to do lists, etc. is exactly the same as using your own mailbox.

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

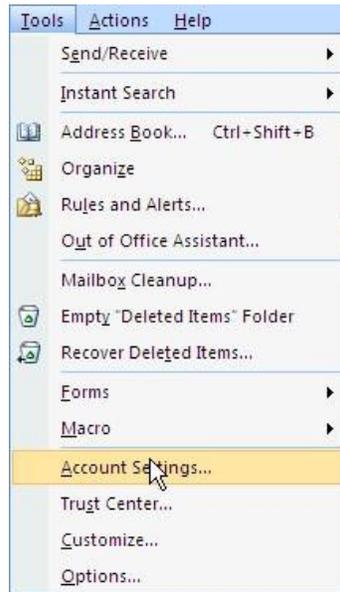
5.1 Accessing Another Mailbox with Outlook 2007

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.

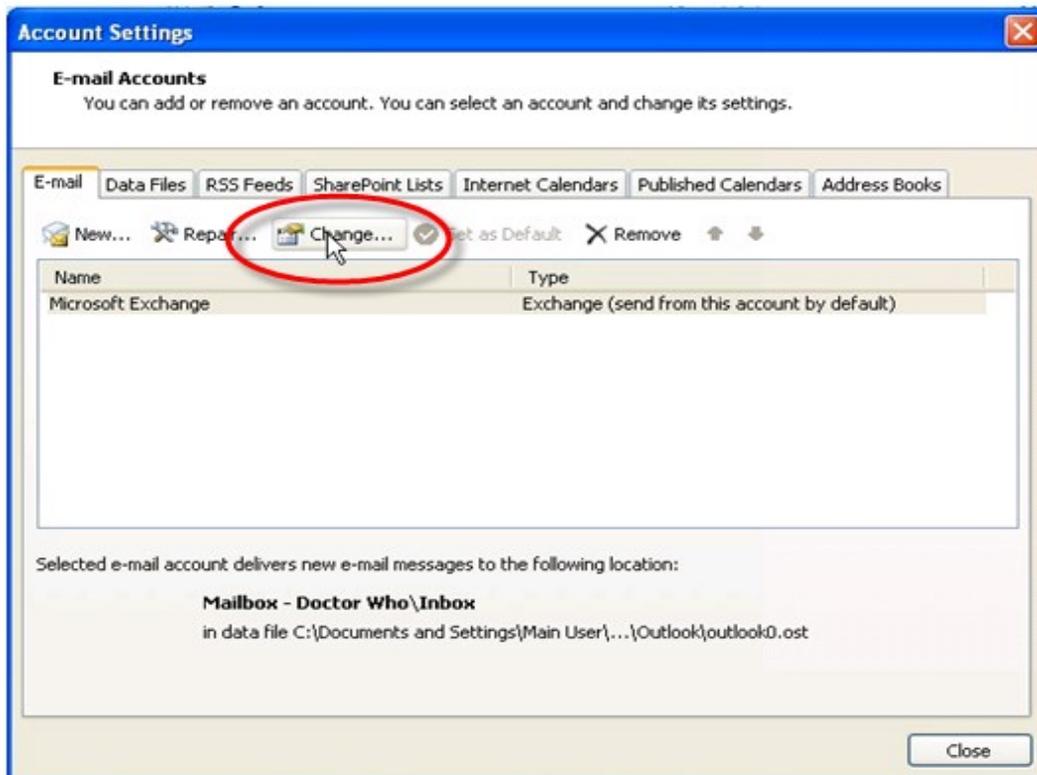
1. Once you have accessed your own Outlook 2007 account, click the **Tools** menu item.



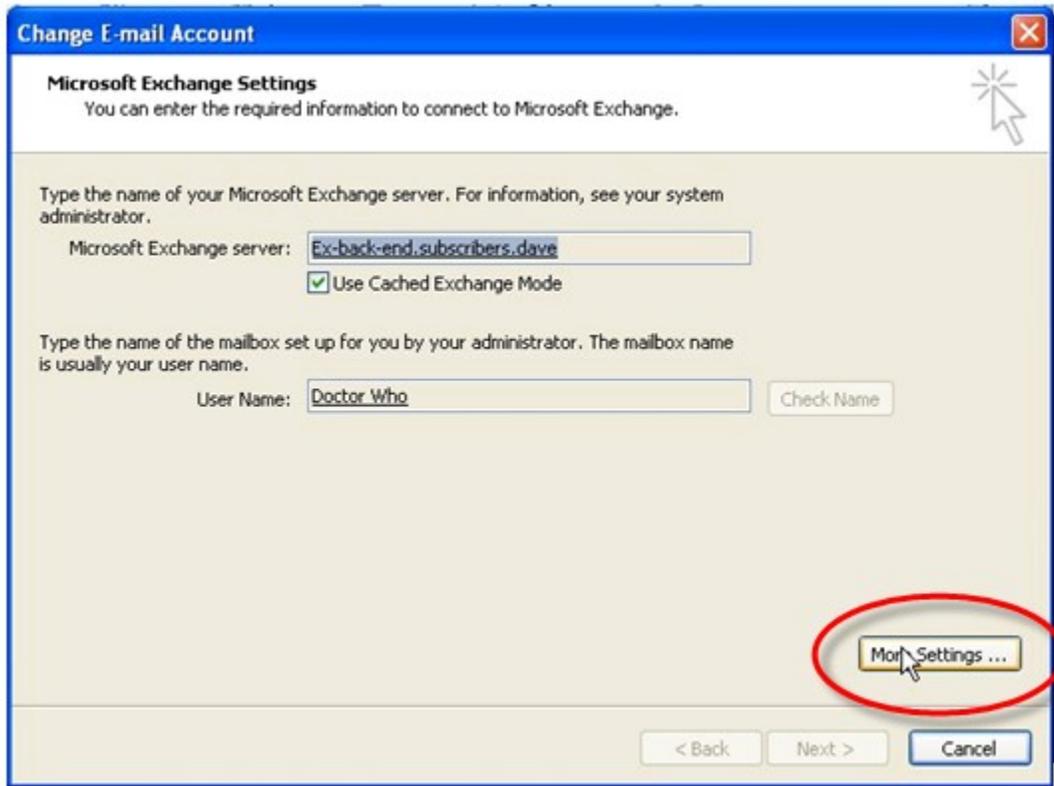
2. Select the **Account Settings** option from the drop down menu.



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



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



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



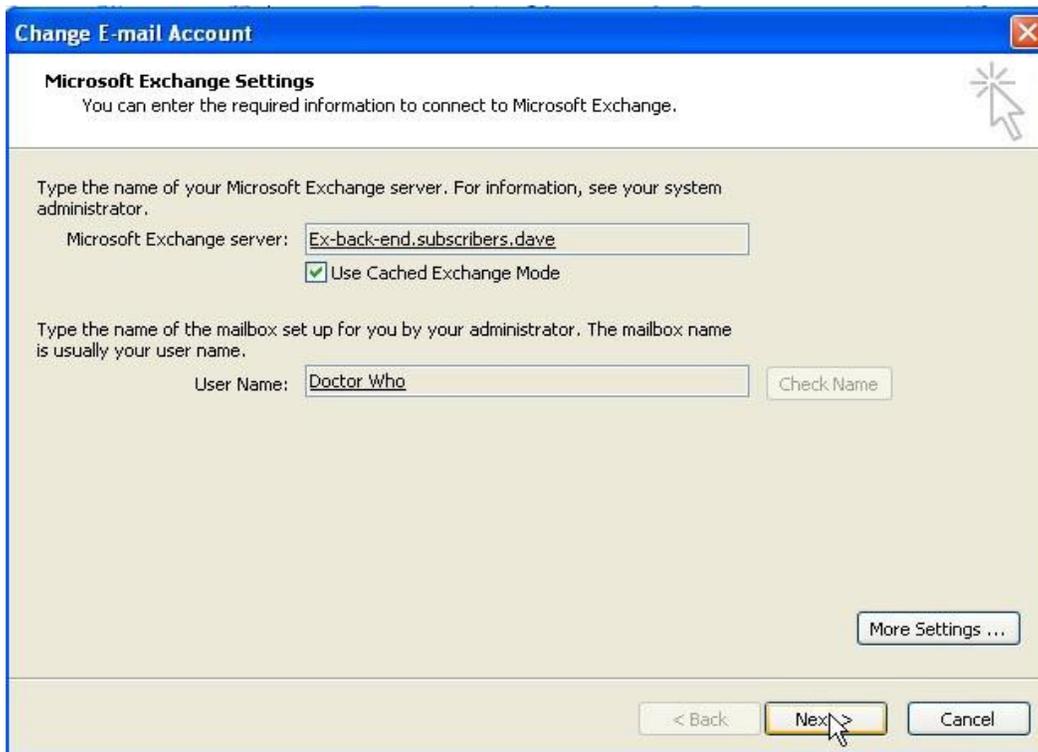
6. Enter the user ID of the mailbox to which you have been granted access. The user ID is usually the same as their email address. Click the **OK** button to continue.



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

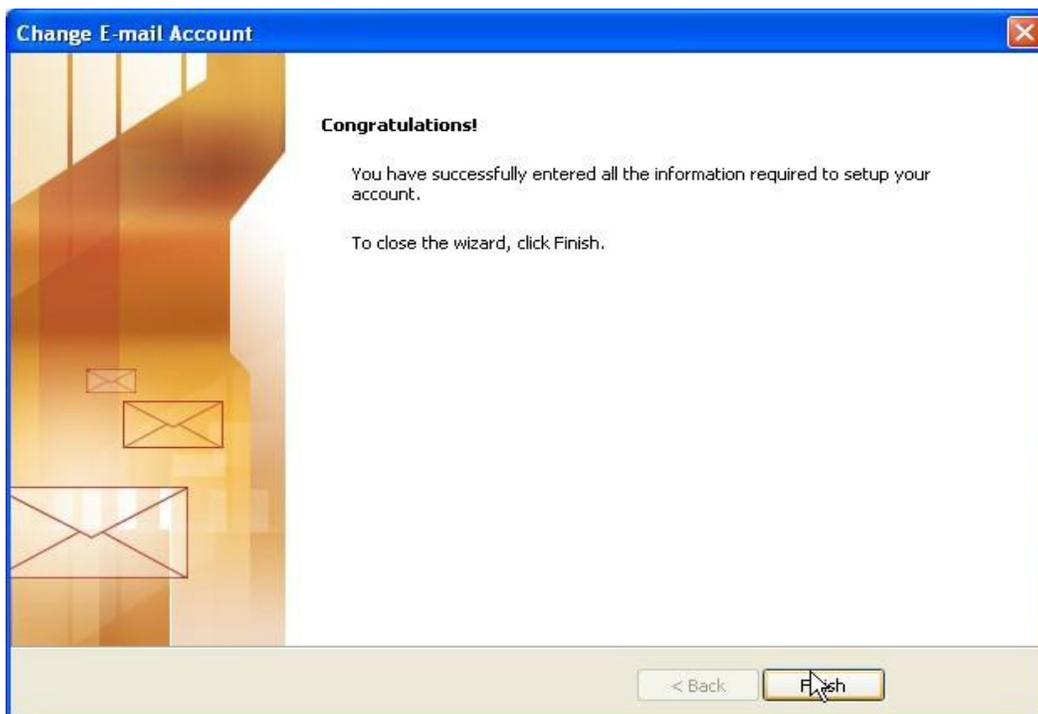


8. Click the **Next** button to continue.



The screenshot shows a Windows-style dialog box titled "Change E-mail Account". The main heading is "Microsoft Exchange Settings" with a sub-heading "You can enter the required information to connect to Microsoft Exchange." Below this, there are two sections of input fields. The first section asks for the "Microsoft Exchange server" name, with the example "Ex-back-end.subscribers.dave" entered in the text box. A checkbox labeled "Use Cached Exchange Mode" is checked. The second section asks for the "User Name", with "Doctor Who" entered in the text box. A "Check Name" button is located to the right of the user name field. At the bottom right, there is a "More Settings ..." button. At the bottom center, there are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is pointing at the "Next >" button.

9. Click the **Finish** button.



The screenshot shows the same "Change E-mail Account" dialog box, but now on the "Congratulations!" page. The text reads: "Congratulations! You have successfully entered all the information required to setup your account. To close the wizard, click Finish." On the left side, there is a decorative graphic of three envelopes. At the bottom center, there are two buttons: "< Back" and "Finish". A mouse cursor is pointing at the "Finish" button.

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.

