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## **OVERVIEW**

The ONE Mail direct account policy describes the terms and conditions under which access to an Ontario Health issued ONE Mail mailbox (account) may be granted. This Policy is meant to ensure that only the End User of the Account has access to the contents of that Account unless the specific circumstances laid out in the policy can be demonstrated.

Ontario Health may revise this Policy from time-to-time in accordance with the terms and conditions of the ONE Mail Direct Services Schedule. <http://www.ehealthontario.on.ca/en/services/resources> is where any revisions will be posted. Clients, End Users, and any third parties seeking access to an Account are responsible for checking this website for updates to this Policy.

**Access provided to an End User's account is limited to 30 days** and it is the responsibility of the organization to communicate the termination of that account during this period. Ontario Health will work with a Client's LRA to transition the contents of the requested End User Account (the e-mail box, task list, calendar and contacts associated with that Account). The End User retains ownership of their registered ONE ID account. \*This policy does not apply to generic accounts, as these accounts are generally assigned under the LRA or LRP.

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## **INSTRUCTIONS TO COMPLETE FORM**

1. Complete the required (\*) fields to request access
2. Ontario Health will only grant access to requests for the following reasons:
  - a) The End User of the account has provided the Organization (The Client) with written consent to access their account;
  - b) The Organization can validate, in writing to Ontario Health, that the Account is used solely for administrative or operational purposes;
  - c) The Organization can validate, in writing to Ontario Health, that the Account is solely owned by the organization and is not assigned to any particular End User. For example, via a generic email address [admin@orgabcd.com](mailto:admin@orgabcd.com);
  - d) Under applicable laws such as a validly issued search warrant or Freedom of Information (FOI) request.
3. The Legally Responsible Person (LRP), must authorize and sign the request
4. Email the completed form to Ontario Health ONE Mail Product Team:

**Email:** [onemailinfo@ehealthontario.on.ca](mailto:onemailinfo@ehealthontario.on.ca)

**\*SECTION 1: REQUESTOR INFORMATION**

FIRST NAME	LAST NAME
ORGANIZATION NAME	TITLE
ROLE <input type="checkbox"/> Legally Responsible Person (LRP) <input type="checkbox"/> Local Registration Authority (LRA)	

**\*SECTION 2: LRP AUTHORIZATION**

Request approved by the Legally Responsible Person (LRP)

**\*SECTION 3: ACCOUNT TO BE ACCESSED**

ONE MAIL ACCOUNT	ONE ID
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**\*SECTION 4: PROVIDE ACCESS TO**

ONE MAIL ACCOUNT	ONE ID
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**\*SECTION 5: REASON FOR ACCESS**

The End User of the account has provided written consent  
 The Account is used solely for administrative or operational purposes  
 The Account is solely owned by the organization and not assigned to an End User  
 The Account is a subject of applicable laws, a search warrant or FOI Request

Additional Information:

**\*SECTION 6: ACKNOWLEDGEMENT**

I accept all liability for access to, or disclosure of, any Personal Information or confidential information that may be in that Account.  
 I accept that the access provided for an individual End User account (mailbox) will be given on a temporary basis of 30 days and Ontario Health will revoke the account at the end of this time-period.

Date:

Signature:

**QUESTIONS**

If you have questions about this form, or the policy, please contact the ONE Mail Product Team:

The ONE Mail Product Manager will review all requests. We will contact all applicable individuals if additional approvals from the Privacy or Legal teams are required.