

eHealth Ontario

ONE[®] Mail Direct Desktop Configuration Guide for End Users

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1 About This Guide

1.1 Introduction

This guide describes basic configuration and use of dedicated desktop software (as opposed to web browser software) to access eHealth Ontario's ONE Mail Direct secure email system.

This guide specifically covers Microsoft Outlook and Apple Mail, but the instructions are also useful for other desktop email applications.

For information on accessing ONE Mail through a web browser and Outlook Web App (OWA) or on accessing ONE Mail through a mobile device, see the appropriate guide on the [ONE Mail resource website](#)

1.2 Audience

This guide is intended for people who wish to configure and/or use desktop email software such as Outlook or Mail for access to ONE Mail Direct.

1.3 Terms of Use

Users choosing to access ONE Mail Direct through desktop software (such as Outlook) must ensure that they understand and adhere to all privacy, security, and legal declarations in the ONE Mail Direct Services Schedule as well as all relevant organizational policies.

This document does not override legal schedules. In the event that there is a difference between information contained here and information contained in the ONE Mail Direct Services Schedule, the ONE Mail Direct Services Schedule is deemed correct.

2 ONE Mail Overview

2.1 Background

ONE Mail is a secure email system provided and paid for by eHealth Ontario, an agency of Ontario's Ministry of Health and Long-Term Care. ONE Mail ensures fully encrypted email transmission from source to destination whenever both sender and receiver are using ONE Mail.

Ontario's health care providers use ONE Mail to securely transmit personal health information (PHI), personal information (PI), and other data within Ontario's health care community. ONE Mail connects thousands of health care professionals using state-of-the-art encryption and malware (malicious software) filtering.

ONE Mail is the preferred secure email system for a large and growing number of clients, including all major hospitals in Ontario.

This document covers ONE Mail Direct. For more information, see the eHealth Ontario corporate website: [Client Support - ONE Mail](#)

2.2 ONE Mail Security

eHealth Ontario's ONE Mail Service uses a secure **email gateway and top market protection services** to guard against advanced phishing, whaling, malware, spam, and other email-borne threats. Secure e-mail communications is enabled by encrypting e-mail transmissions over eHealth Ontario's Managed Private Network (MPN), ONE Network.

The security and protection service sits over all the ONE Mail service offerings. ONE Mail is also governed by *Personal Health Information Protection Act (PHIPA, 2004)*, *Development Corporations Act*, and *Freedom of Information Protection of Privacy Act (FIPPA)*.

Both sender and receiver must be using ONE Mail to ensure the security of the email transmission.

2.3 ONE Pages (the ONE Mail Directory)

The ONE Mail Directory, identified as ONE Pages is the official list of all ONE Mail users. As such, ONE Pages is the authoritative directory of individuals who can securely send and receive personal health information through ONE Mail. In desktop software such as Outlook, ONE Pages is available through the global address list (GAL).

Contact information in the Directory includes the first and last names of all ONE Mail subscribers, organizations and departments to which they belong, and their ONE Mail email addresses. Department information is an optional field and may be blank for some subscribers.

The Directory is updated automatically when users are added to or removed from the ONE Mail service.

To be certain that email is secure on its entire trip from sender to receiver, always select the recipient's address from the Directory (which appears as the global address list within Outlook after configuring the software for ONE Mail). All addresses listed in the Directory are secure, meaning that messages are encrypted when sent from one ONE Mail address to another. In other words, both sender and receiver must be using ONE Mail to ensure security of email transmission.

ONE Mail users can send to and receive from any Internet email address (i.e. gmail, Hotmail etc), but the messages are not guaranteed to be transmitted securely.

3 ONE ID User Name and Password & ONE Mail Email Address

ONE ID is the name of eHealth Ontario’s identity and access management service. ONE Mail Direct users receive ONE ID user names after successfully completing an identification process which ensures that they are indeed who they say they are. Access to ONE Mail (and the ONE Mail directory) is granted only after positive confirmation of identity.

A ONE ID account can also provide access to other eHealth Ontario services. For more information, go to the eHealth Ontario corporate website: [Services - ONE ID](#)

Each ONE Mail Direct user has a unique ONE ID user name as well as a ONE Mail email address.

ONE ID user names have the format “**firstname.lastname@oneid.on.ca**,” and they are the keys to accessing various eHealth Ontario services.

ONE Mail email addresses end in either “@one-mail.on.ca” or in a custom domain name like “@OntarioMedClinic.ca.”

This terminology may be confusing because the identifiers can look very similar:

Examples:

<u>Digital Identity</u>	<u>Service</u>
ONE ID User Name <i>(also called account name and user ID)</i> : <ul style="list-style-type: none">dewey.rahim@oneid.on.ca	ONE Mail Direct email address: <ul style="list-style-type: none">dewey.rahim@one-mail.on.ca

Note that **one single password applies to both the ONE ID user name and to the ONE Mail Direct email account**. That is, the users enter the same password whether they are logging in to the [eHealth Ontario portal](#) or to a ONE Mail Direct account.

To change a password or perform other account maintenance, log in to the [ONE ID account maintenance site](#).

4 Desktop Software Client Compatibility & Requirements

Windows computers can access ONE Mail Direct through the following desktop Outlook software:

- Outlook 2016
- Outlook 2013
- Outlook 2010

Macintosh computers can access ONE Mail Direct through the following desktop software:

- Apple's Mail
- Outlook for Mac 2011
- Entourage 2008 Web Services Edition

Most ONE Mail users use one of the programs named above, but various other email software packages are also able to provide access to the ONE Mail system.

4.1 Requirements

The following are requirements for using Outlook for ONE Mail Direct.

- Microsoft Outlook for Windows or Macintosh installed on a desktop or laptop computer:
 - For Windows, one of Outlook 2010, 2013 or 2016
 - For Macintosh, Outlook 2011
- The fully qualified distinguished name (FQDN) of eHealth Ontario's mailbox server: **ONTONMP2GMV701.subscribers.ssh**
- The fully qualified distinguished name (FQDN) of eHealth Ontario's Exchange proxy server: **outlook.one-mail.on.ca**

As well, each user must have the self-complete letter (from eHealth Ontario) that includes

- User ID (also called login name; it ends with "@oneid.on.ca")
- Password
- Email address

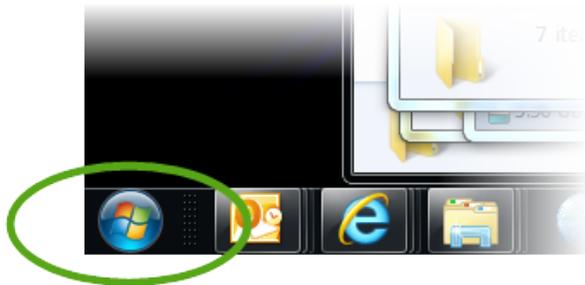
5 Configuring Microsoft Outlook

5.1 Outlook Account Configuration

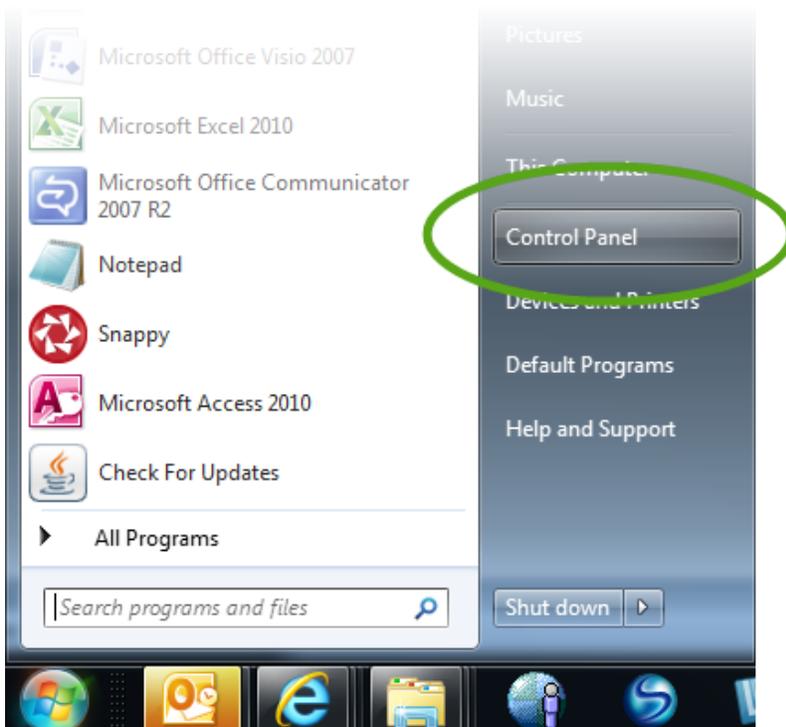
This section describes steps for using Outlook to configure the software on your desktop.

Pictures in this section are screenshots from Outlook 2010. Outlook 2013 and Outlook 2016 may look somewhat different, but the configuration steps are essentially the same.

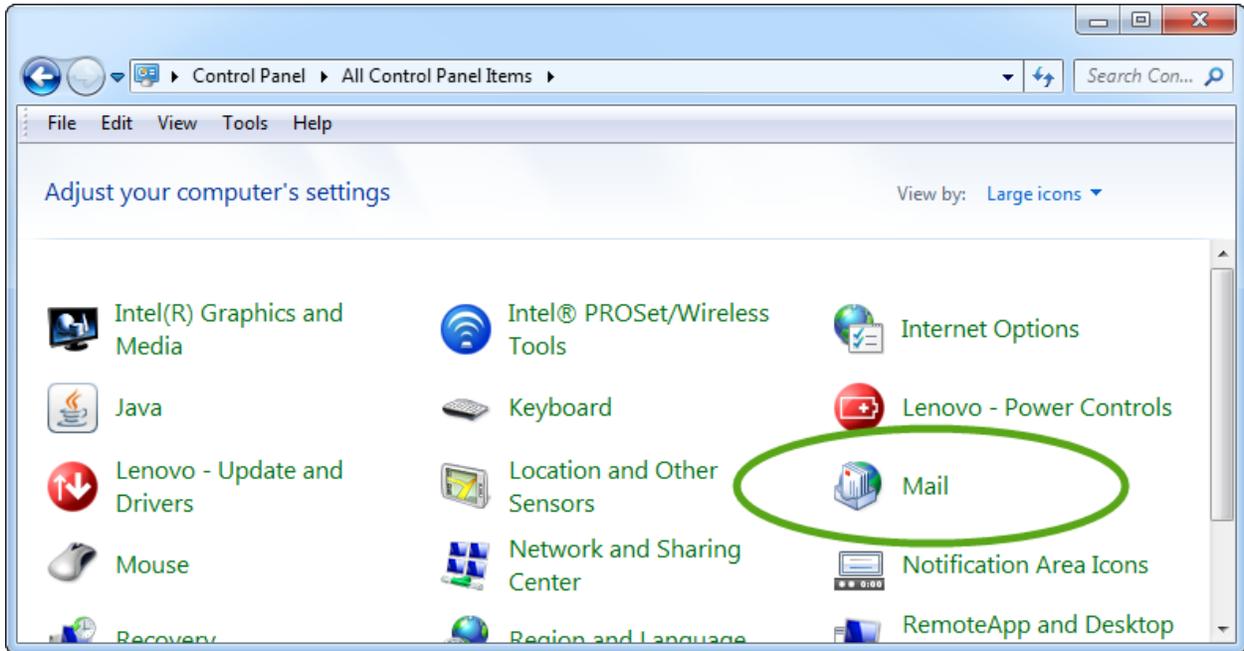
Click the Windows **Start** button.



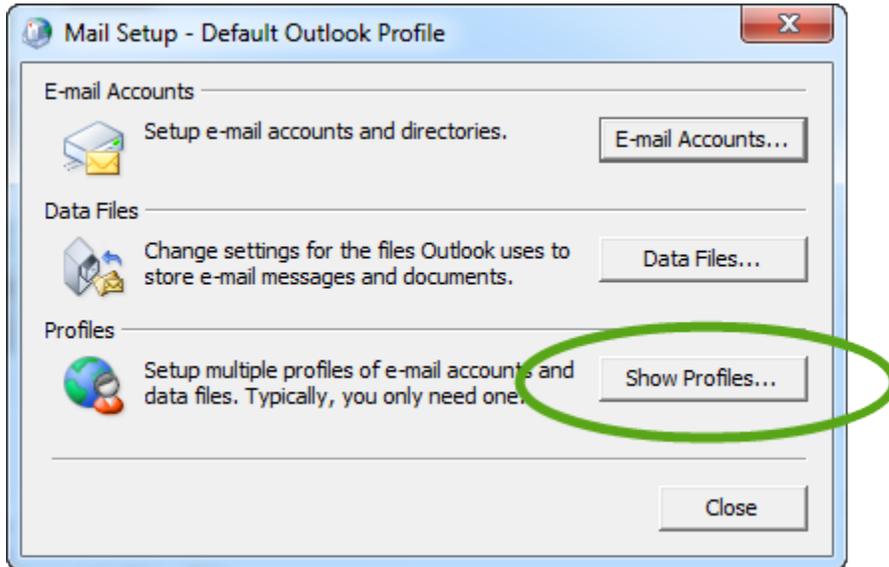
Select **Control Panel**.



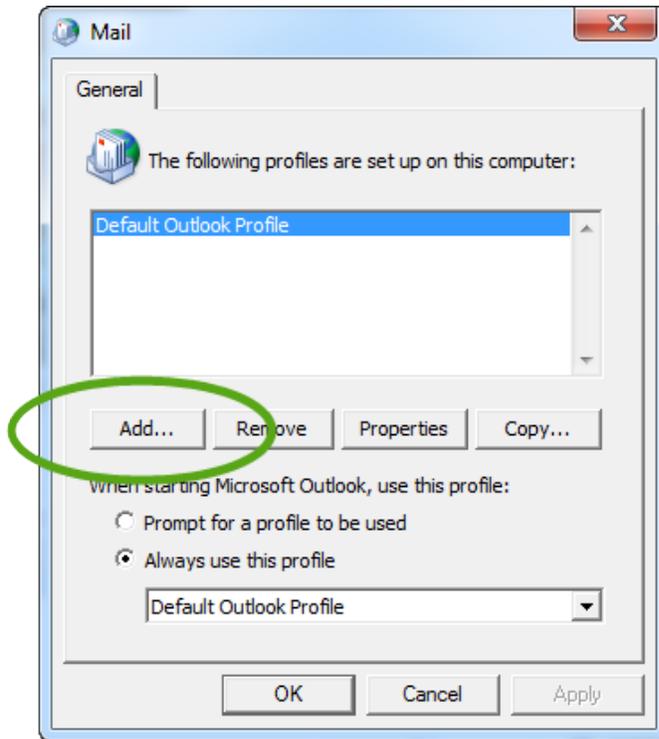
Select Mail.



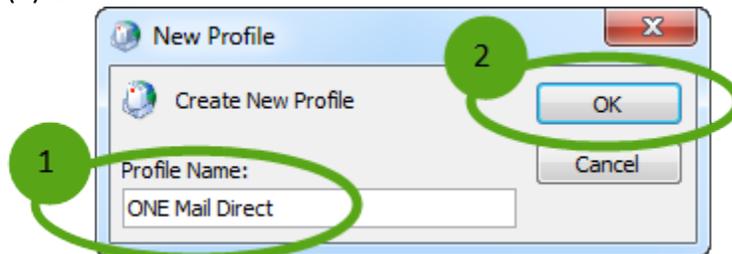
Select Show Profiles...



Select **Add**.



- (1) Enter a profile name (e.g., ONE Mail Direct) to help distinguish among multiple possible mail profiles when signing in to Outlook.
- (2) Click **OK**.



From this window, two configuration methods are possible: automatic and manual.

Add New Account

Auto Account Setup
Click Next to connect to the mail server and automatically configure your account settings.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Text Messaging (SMS)

Manually configure server settings or additional server types

< Back Next > Cancel

The sections below will describe both the automatic and manual configuration options.

- Option 1: For Automatic Configuration with Autodiscover refer to section 5.1.1
- Option 2: Manual Configuration refer for section 5.1.2

5.1.1 Option 1: Automatic Configuration With Autodiscover

“Autodiscover” is a function designed to simplify the creation of new Outlook accounts on desktop (and laptop) computers. This feature is available for Outlook 2010 and later, and it is the preferred way to configure an Outlook account for ONE Mail Direct.

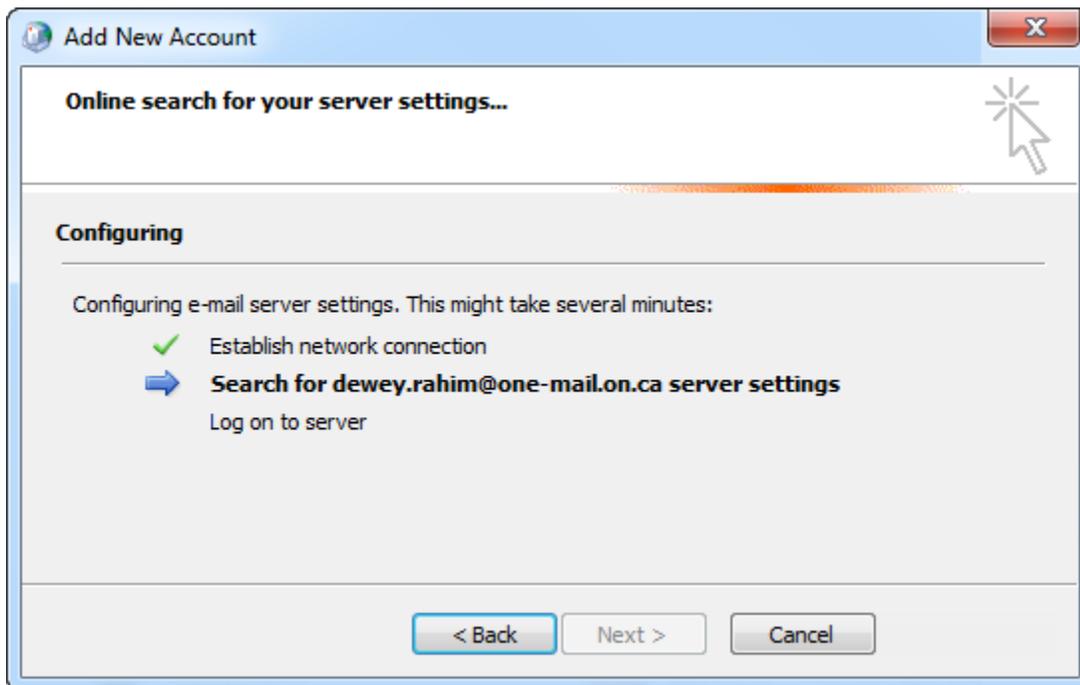
For manual configuration instructions, see the next section of this document.

From the Add New Account window,

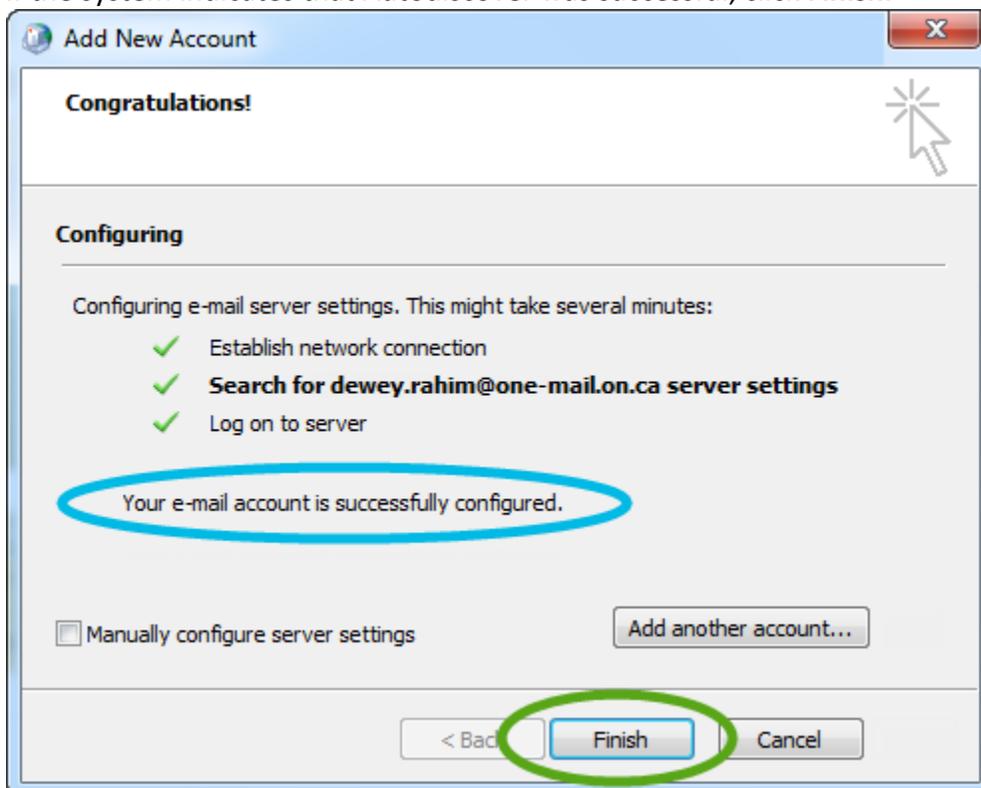
- (1) Ensure that the correct ONE Mail email address is in place.
- (2) Enter your ONE ID password (twice).
- (3) Click **Next**.

The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The 'E-mail Account' radio button is selected. The 'Your Name' field contains 'Rahim, Dewey'. The 'E-mail Address' field contains 'dewey.rahim@one-mail.on.ca'. The 'Password' and 'Retype Password' fields are filled with asterisks. The 'Next >' button is highlighted with a green circle and the number 3.

At this point the system attempts to configure the account in the background. It could take a few minutes.

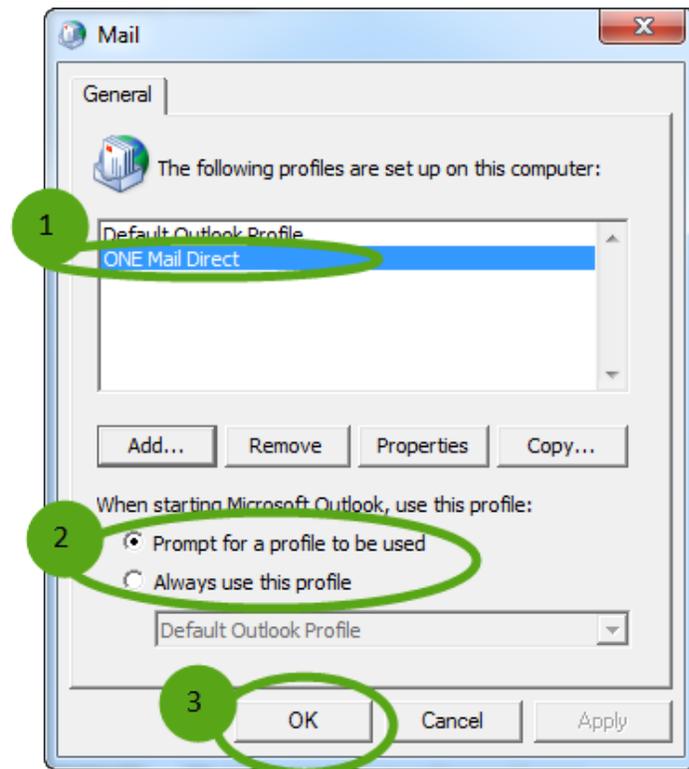


If the system indicates that Autodiscover was successful, click **Finish**.

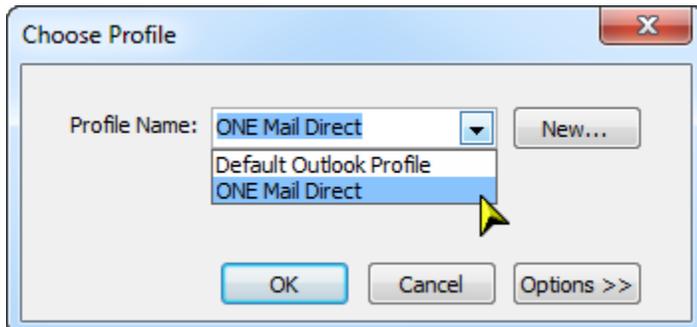


The new profile configuration is now complete.

- (1) The Mail window now shows the name of the new profile.
- (2) Select the radio button for your preferred profile access. (“Prompt for a profile to be used” or “Always use this profile”. See below for further information.)
- (3) Click **OK**. To use the new profile, restart Outlook.



When Outlook starts up, if “Prompt for a profile to be used” was chosen in the previous step, the software will ask the user to select from the available profiles as shown below.

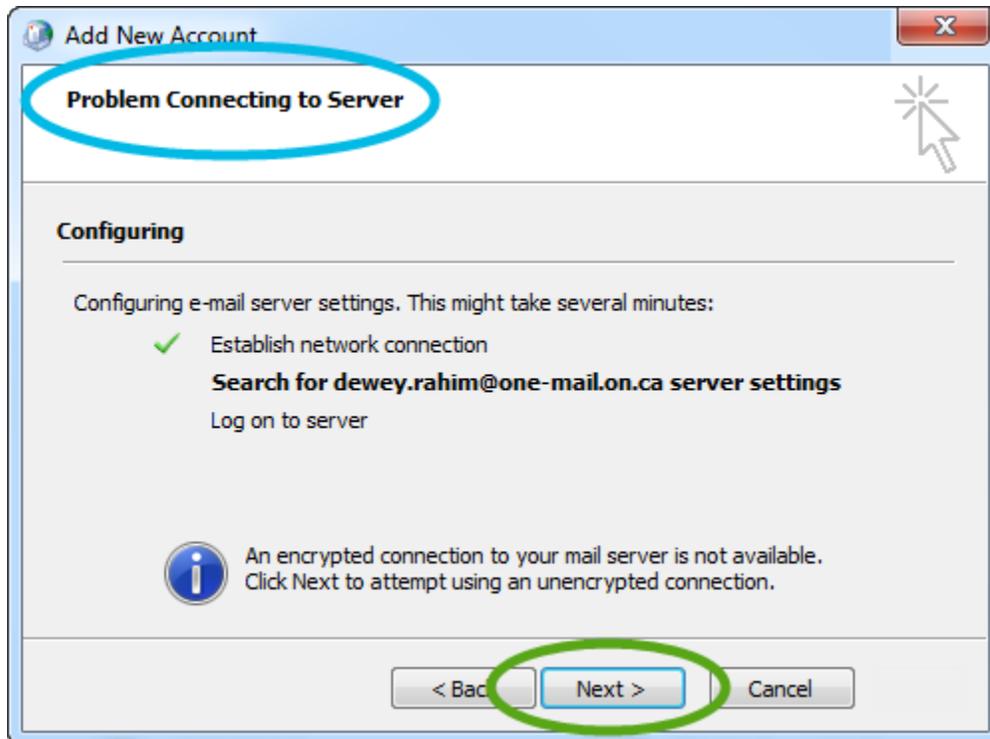


To switch to using a different profile, close and re-open Outlook, and then select the preferred profile from the Choose Profile window.

When Outlook starts up, if “Always use this profile” was chosen in the previous step, the software will go directly into the profile that was previously selected through the Mail window.

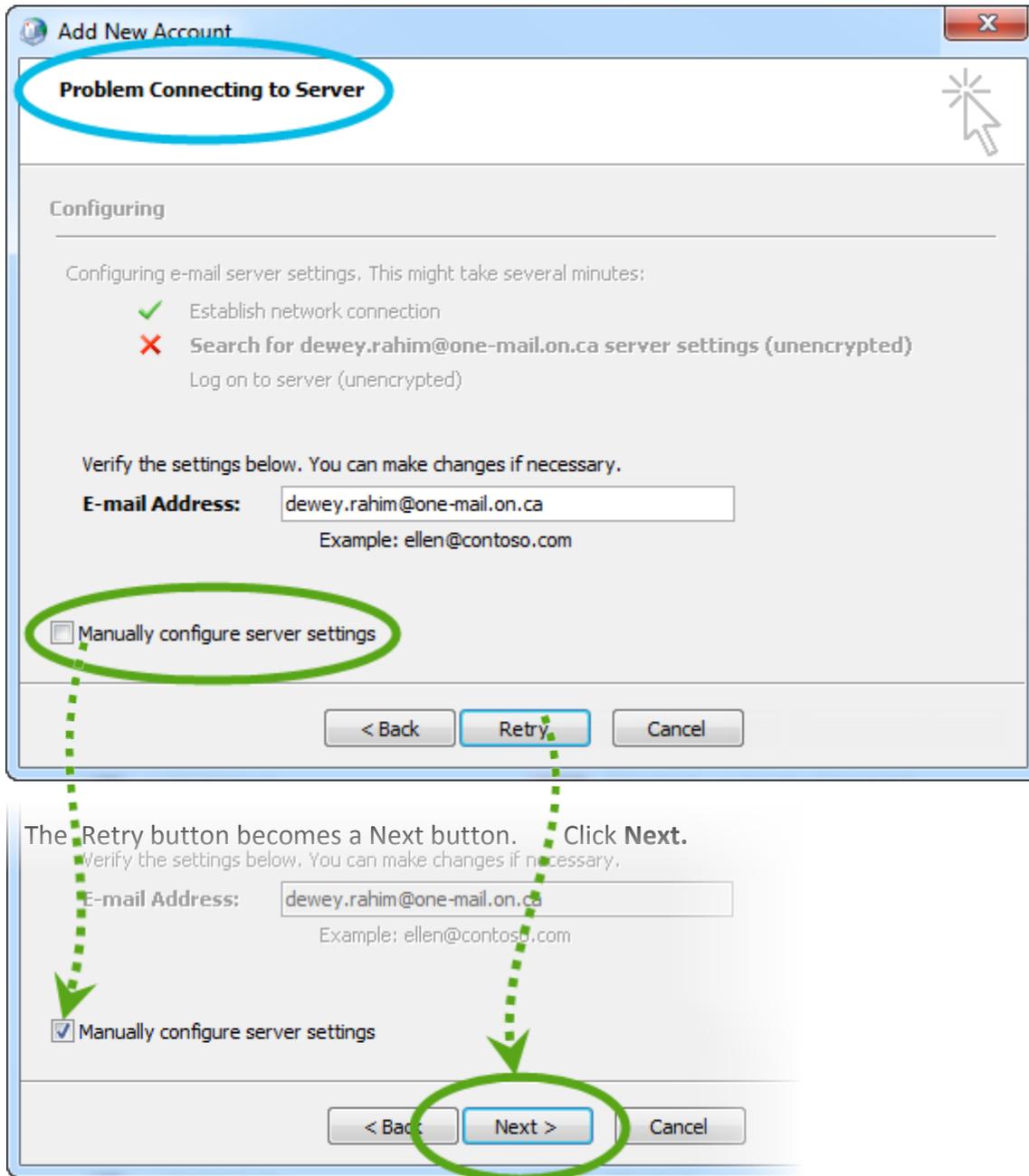
5.1.1.1 What to do if Autodiscover Fails

If the Autodiscover function fails, click **Next**.



The system attempts another way of automatically configuring the account.

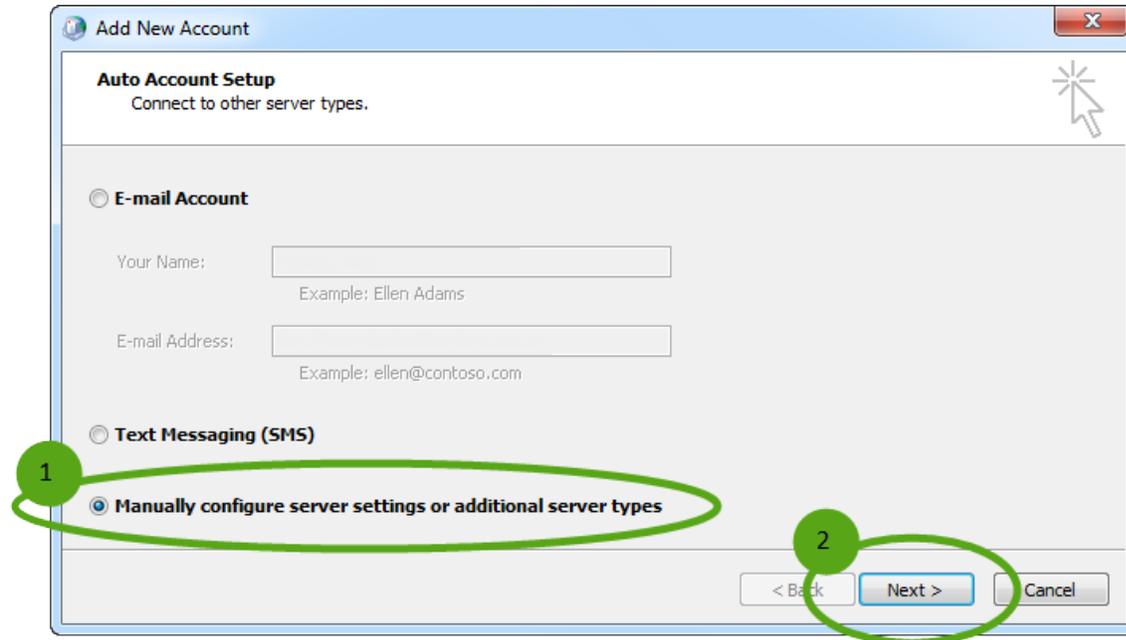
If this second automatic attempt also fails, tick the box for Manually configure server settings.



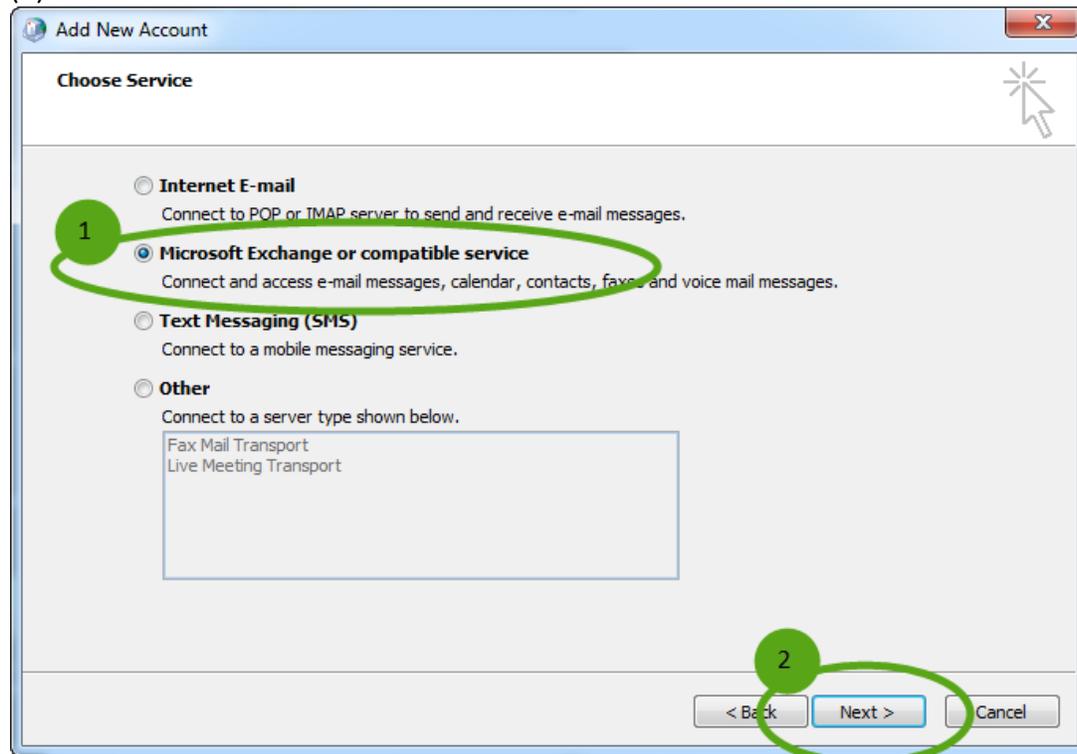
Continue with manual configuration as described in the following section.

5.1.2 Option 2: Manual Configuration

From the Add New Account window, (1) select the “Manually configure server settings or additional server types” radio button, and then (2) select **Next**.



(1) Select the “Microsoft Exchange or compatible service” radio button.
(2) Click **Next**.



- (1) Enter the fully qualified distinguished name (FQDN) of the eHealth Ontario mailbox server (**ONTONMP2GMV701.subscribers.ssh**) in the Server field.
- (2) Ensure “Use Cached Exchange Mode” is checked.
- (3) Enter the email address in the User Name field. Use the email address contained in the self-complete letter received by each user.
- (4) Click **More Settings...**

Add New Account

Server Settings
Enter the information required to connect to Microsoft Exchange or a compatible service.

Type the server name for your account. If you don't know the server name, ask your account provider.

1 Server:

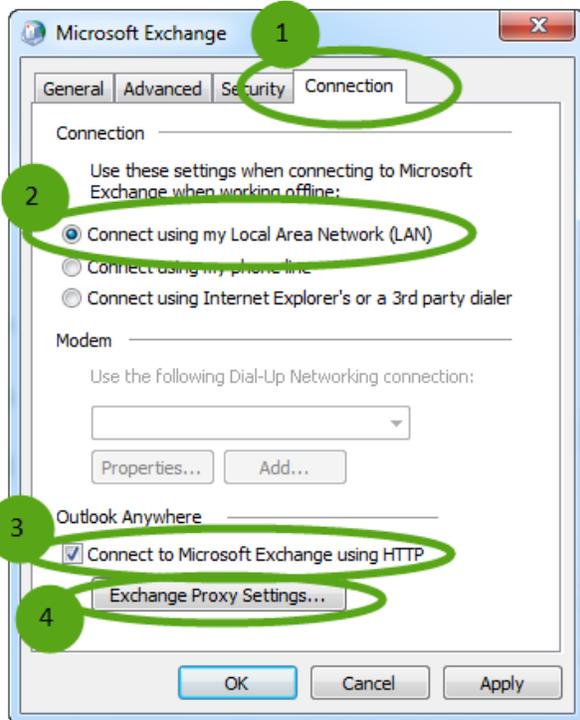
2 Use Cached Exchange Mode

Type the user name for your account.

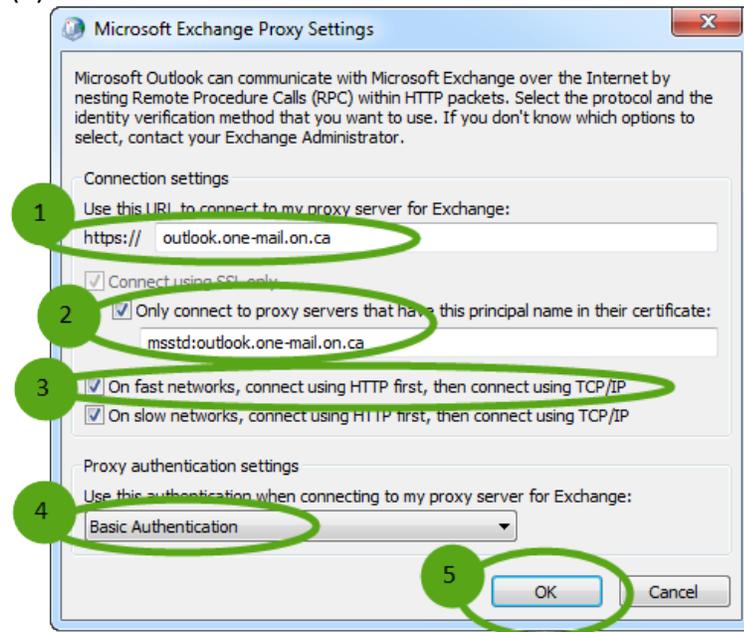
3 User Name:

4

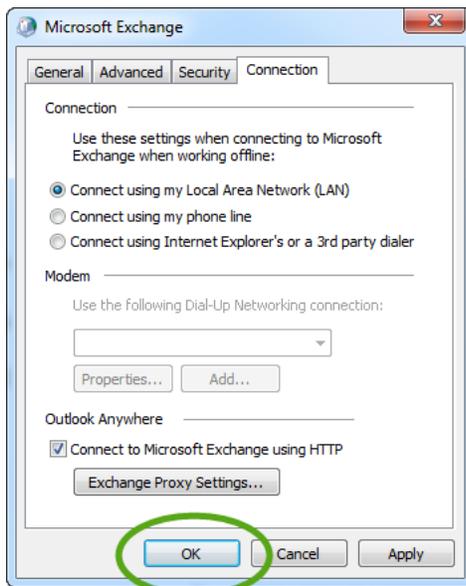
- (1) Select the **Connection** tab.
- (2) Select the “Connect using my Local Area Network (LAN)” radio button.
- (3) Ensure “Connect to my Exchange mailbox using HTTP” is checked.
- (4) Click **Exchange Proxy Settings...**



- (1) Enter the fully qualified distinguished name (FQDN) for the eHealth Ontario Exchange RPC Proxy Server (**outlook.one-mail.on.ca**) in the https:// field.
- (2) Tick the box and enter “msstd:outlook.one-mail.on.ca” for “Only connect to proxy servers...”
- (3) Ensure that the “On fast networks, connect using HTTP...” box is checked.
- (4) Under “Proxy authentication settings,” select Basic Authentication from the drop down menu.
- (5) Click **OK**.



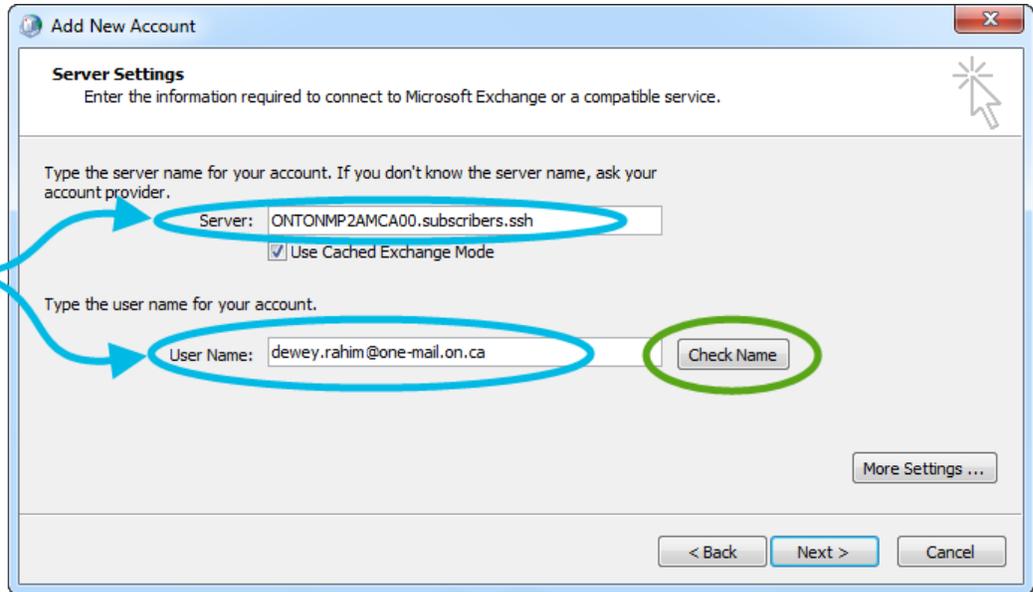
Click **OK**.



If the text is underlined in both the Server and the User Name fields, proceed to “With the text now underlined...” which follows the next two screen shots in this document.

If the text is **not** underlined in the Server and the User Names fields, click **Check Name**.

In this example, the text is not underlined



- (1) Ensure that the first field contains the user ID (ending with “@oneid.on.ca”) and **not** an email address (that might end with “@one-mail.on.ca”).
- (2) Enter password.
- (3) Click **OK**.



With the text now underlined, click **Next**.

Notice that the text in both fields is now underlined.

Add New Account

Server Settings
Enter the information required to connect to Microsoft Exchange or a compatible service.

Type the server name for your account. If you don't know the server name, ask your account provider.

Server: SSHSMI2A1060.subscribers.ssh
 Use Cached Exchange Mode

Type the user name for your account.

User Name: Dewey.Rahim@one-mail.on.ca

Click **Finish**.

Add New Account

Congratulations!

You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.

The new account configuration is now complete.

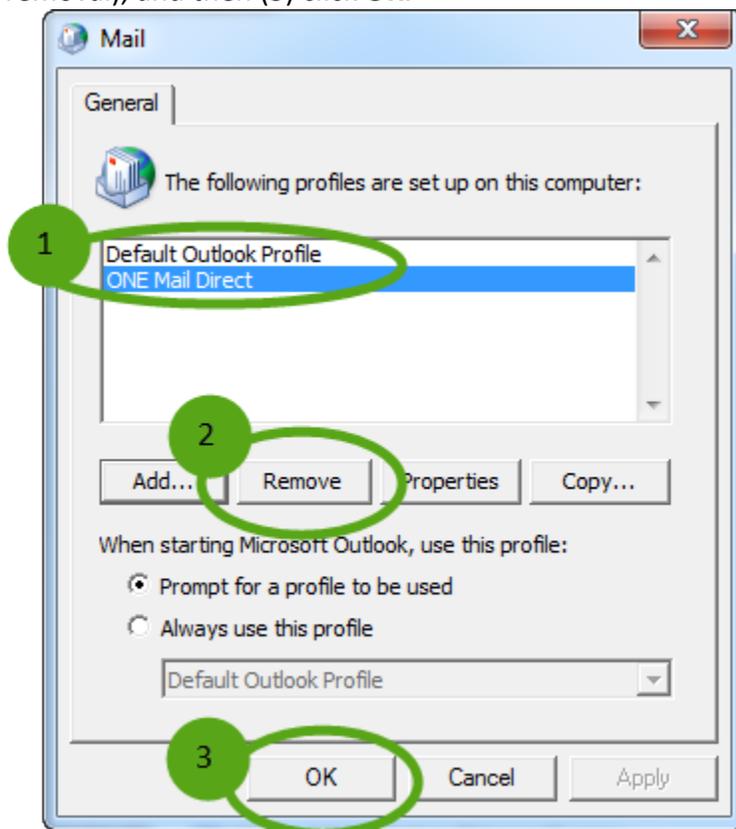
5.2 Basic Troubleshooting

Because the profile setup process is detailed and non-intuitive, errors sometimes occur. If the new profile fails to work correctly for no apparent reason, it may be easiest to remove the profile and recreate it.

5.2.1 Profile Removal

To remove a profile, go to Start button > Control Panel > Mail > Show Profiles...

In the Mail window, (1) select the unwanted profile, (2) click **Remove** (and confirm the removal), and then (3) click **OK**.



6 Quick Setup: Configuration Settings for Advanced Users

This section summarizes key configuration items required to use desktop software to access the ONE Mail Direct service. Use the table below for Quick Setup.

Item	Value
Email address	ONE Mail Direct email address <i>(example: dewey.rahim@one-mail.on.ca)</i>
User ID	Full user ID <i>(examples: dewey.rahim@oneid.on.ca)</i>
Fully qualified distinguished name (FQDN) of eHealth Ontario's mailbox server	ONTONMP2GMV701.subscribers.ssh
Fully qualified distinguished name (FQDN) of eHealth Ontario's Exchange proxy server (a.k.a. server address)	outlook.one-mail.on.ca

7 Configuring Apple Mail (for Macintosh)

7.1 Background

Apple's Mail program can provide access to ONE Mail Direct from Macintosh computers.

IMAP is no longer supported, and Exchange Web Services (EWS) has replaced it as the way to access email. IMAP is limited to handling mail only, while EWS handles mail and can also synchronize GAL and calendars. Apple's operating systems OS X Snow Leopard and later versions support EWS connections. For best results, use Software Update to make sure OS X is up to date before setting up a ONE Mail Direct account in Mail.

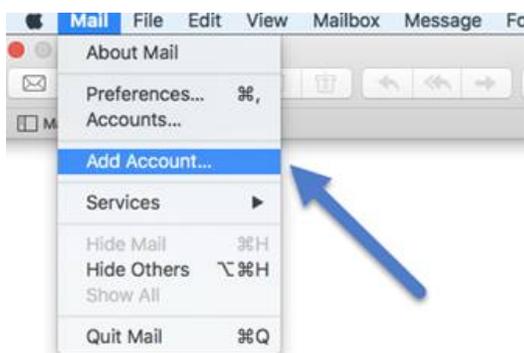
For information on using Outlook to access ONE Mail from a Macintosh computer, see the section below.

7.2 Configuration Procedure

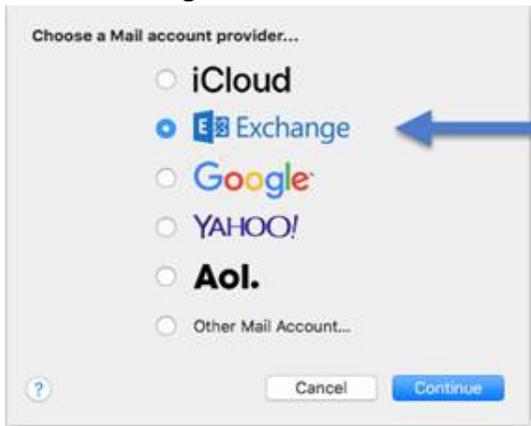
Open the Mail application (click on the icon in the Dock or open it from the Applications folder).



From the **Mail** menu, choose **Add Accounts**.



Select Exchange from the list of available account types and click **Continue**.

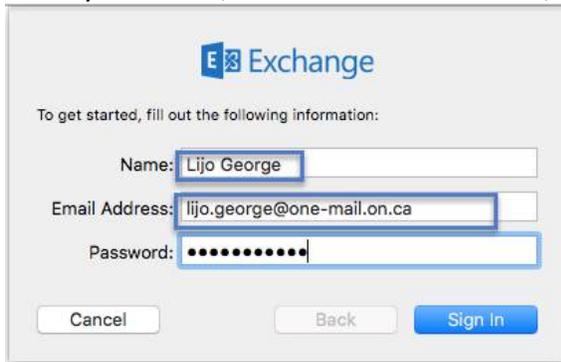


Choose a Mail account provider...

- iCloud
- Exchange
- Google
- YAHOO!
- AOL.
- Other Mail Account...

Cancel Continue

Enter your name, ONE Mail email address, and ONE ID password, and then click **Continue**.



Exchange

To get started, fill out the following information:

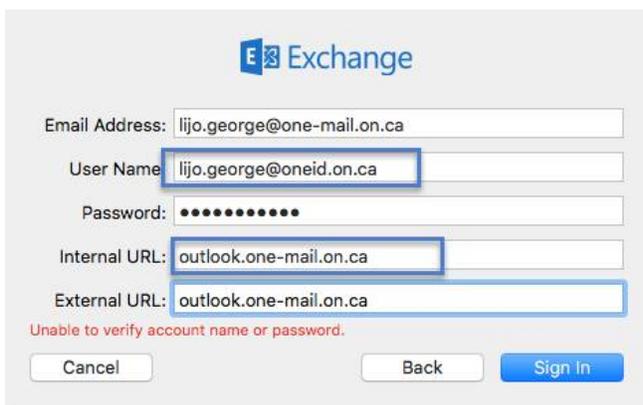
Name: Lijo George

Email Address: lijo.george@one-mail.on.ca

Password: ●●●●●●●●

Cancel Back Sign In

Enter your ONE ID **User Name**, in the Internal URL field enter “**outlook.one-mail.on.ca**” and in the External URL field enter “**outlook.one-mail.on.ca**”. Then click on **Sign In**



Exchange

Email Address: lijo.george@one-mail.on.ca

User Name: lijo.george@oneid.on.ca

Password: ●●●●●●●●

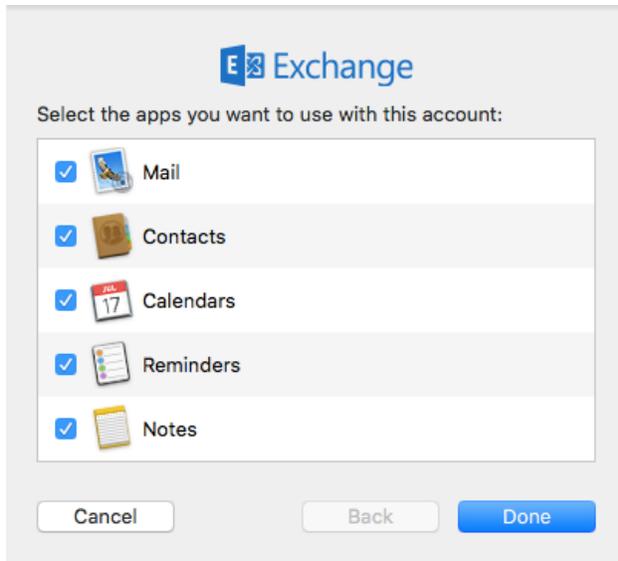
Internal URL: outlook.one-mail.on.ca

External URL: outlook.one-mail.on.ca

Unable to verify account name or password.

Cancel Back Sign In

By default, all apps will be selected, deselect what you do not want. At a minimum, it is recommended **Mail** and **Contacts** remain selected so as to be used with your Exchange account, then click **Done**.



You have now configured your mail.

8 Email Recovery

Items that are both (1) deleted from the Deleted Items folder and (2) not recoverable through intermediate recovery may still be recoverable from system backups for up to 30 days after deletion. For this type of recovery effort, contact eHealth Ontario's service desk:

1-866-250-1554

ServiceDesk@ehealthontario.on.ca

9 Freeing Up Mailbox Space

The standard maximum size for a ONE Mail Direct mailbox is 3GB. This limit includes inbox, sent items, deleted items, drafts, and calendar. As the size of a mailbox grows, the following events occur:

- When a mailbox gets close to its capacity, it is no longer possible to send messages from that account, and an automated message informs the user of the issue.
- If a mailbox reaches its capacity, it is no longer possible to send or receive messages, and any attempts to do so trigger an automated response informing the user of the issue.

The largest allowable size for a single message, including attachments, is 50MB for ONE Mail. Messages larger than that are not sent, and they trigger an automated note informing the user of the problem.

To reduce the size of the contents of a mailbox, delete email messages and/or calendar items.

10 Dormant Account Handling

Dormant accounts may be removed from the ONE Mail system per criteria set out in the “ONE Mail Direct Dormant Account Policy & Procedure.”

There are two types of dormant accounts: non-activated and inactive.

A non-activated account is one that has never been used, meaning that no user has ever logged in to it. Non-activated accounts may be deleted from the network after six months.

An inactive account is one that no user has logged in to for over 13 months. Inactive accounts will be disabled.

Note that it is possible to flag an account so that it is temporarily exempt from entering dormant status. This feature is useful for, for instance, covering maternity leaves.

For full text of the “ONE Mail Direct Dormant Account Policy & Procedure,” see the eHealth Ontario corporate website: [ONE Mail resources](#).

11 Support

The ONE Mail Direct Services Schedule describes support provided by eHealth Ontario.

The first line of support is the client's own help desk. Beyond that, the eHealth Ontario service desk is available 24/7:

1-866-250-1554

ServiceDesk@ehealthontario.on.ca

While this document explains the basics of using email, it is not intended to be a guide to any particular software package. For in-depth information on software usage, consult some of the many on-line guides available from various sources on the Internet.

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