eHealth Ontario

ONE® Mail Direct for Web Browsers Guide

Ontario
eHealth Ontario

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1   About This Guide

1.1 Introduction

This guide describes basic use of web browsers in conjunction with Outlook Web App (OWA) to access eHealth Ontario's ONE Mail Direct secure e-mail system. The approach is straightforward: a web browser connects to a ONE Mail Direct account through OWA, which displays as a feature-rich web-based mail application with functionality similar to that provided by Outlook desktop software. In essence, accessing ONE Mail via OWA is similar to accessing any other web site.

For information on accessing ONE Mail through a mobile device or through desktop e-mail software such as Outlook, see the guides on the [ONE Mail resources web site](#).

1.2 Terms of Use

Users choosing to access ONE Mail Direct through a web browser (and OWA) 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.

1.3 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

For support for the web browser software itself, including general Internet connectivity issues, contact the vendor or the network provider, or consult some of the many on-line guides available from various sources on the Internet.

2 ONE Mail Overview

2.1 Background

ONE Mail is a secure e-mail 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 e-mail 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 e-mail system for a large and growing number of clients, including all major hospitals in Ontario.

Clients can subscribe to ONE Mail through one of two related services: ONE Mail Direct or ONE Mail Partnered. ONE Mail Direct provides users with mailboxes hosted within eHealth Ontario's secure data centres. ONE Mail Partnered securely links organizations' existing e-mail systems to eHealth Ontario's centralized, secure infrastructure while ensuring end-to-end encryption.

This document covers ONE Mail Direct.

For more information, see the [ONE Mail web site](#).

2.2 ONE Mail Compared to Other E-Mail Services

ONE Mail ensures fully secure e-mail transmission from source to destination whenever both sender and receiver are using ONE Mail.

Basic e-mail, including the various free services available on the Internet and accounts provided by ISPs, is unprotected. Mail can be intercepted and read by unauthorized people and machines as it moves across the public Internet. Basic e-mail is like a physical postcard: contents can easily be viewed by people other than the intended recipient. Never send personal information or personal health information over unsecured e-mail.

In contrast to basic e-mail, ONE Mail is highly protected by layers of security at the operating, technical, and software levels. Messages sent via ONE Mail are encrypted in transit and remain illegible until decrypted by the recipient. As well, servers for ONE Mail are located at eHealth Ontario's secure data centres within the province of Ontario.

Both sender and receiver must be using ONE Mail to ensure security of e-mail transmission.

2.3 ONE Mail Security

The ONE Mail infrastructure was designed and built with security and privacy in mind. ONE Mail provides spam and virus filtering, IP reputation handling, spoof protection, and end-to-end e-mail encryption.

2.4 ONE Pages (the ONE Mail Directory)

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 OWA, ONE Pages is available through the global address list (GAL).

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

ONE Pages is updated automatically when users are added to (or removed from) ONE Mail.

To ensure that e-mail is secure on its entire trip from sender to receiver, always select the recipient's address from ONE Pages (which appears as the global address list built in to ONE Mail's OWA web site). All addresses listed in ONE Pages 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 e-mail transmission.

Addresses not listed in ONE Pages are not secure. ONE Mail users can send to and receive from any Internet e-mail address, but the messages may not be transmitted securely.

ONE Pages is available in OWA via the global address list (GAL). See the section "Finding Recipients' Addresses" below for details of how to find names in ONE Pages.

2.5 Identity Confirmation: ONE ID

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 listing in ONE Pages, the ONE Mail directory) is granted only after positive confirmation of identity.

A ONE ID user name can also provide access to other eHealth Ontario services. For more information, see the ONE ID web site.

3 A Note on User ID, E-Mail Address, and Password

Each ONE Mail Direct user has a ONE ID user name as well as a ONE Mail e-mail address.

ONE ID user names have the format "firstname.lastname@oneid.on.ca," and they are the keys to accessing various eHealth Ontario services (including ONE Mail Direct).

ONE Mail e-mail 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: "dewey.rahim@oneid.on.ca" is a ONE ID user name (also called account name and user ID); "dewey.rahim@one-mail.on.ca" is a ONE Mail Direct e-mail address.

Using the examples above, Dewey Rahim would use the user name "dewey.rahim@oneid.on.ca" to log in to the e-mail account that has the address "dewey.rahim@one-mail.on.ca."

Note that **a single password applies to both the ONE ID user name and to the ONE Mail Direct e-mail account.** That is, 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 ONE Mail E-Mail With Outlook Web App (OWA)

4.1 Introduction to OWA

OWA is a way of using e-mail through a web browser, as opposed to using dedicated e-mail software such as Outlook or Apple's Mail.

To access ONE Mail through OWA, go to https://mail.one-mail.on.ca/.

4.2 Basics of the OWA Main View

These lists provide access to different ways of viewing mail

These buttons provide access to various OWA features

Click here to sign out (log off) from your ONE Mail account

The reading pane displays the contents of an e-mail message

4.3 Logging On

ONE Mail Direct via OWA is available from any computer with a web browser and an Internet connection.

To access OWA on an Internet-connected computer, launch the web browser and go to https://mail.one-mail.on.ca/.

(1) Under Security, select the appropriate option:
- "This is a public or shared computer" automatically logs off after 15 minutes of inactivity.
- "This is a private computer" automatically logs off after eight (8) hours of inactivity.

(2) Enter user name (ending with "@oneid.on.ca") and password.

(3) Click **Sign in.**

Some browsers give the option of saving the password for the OWA web site. Following best practices for security and privacy, do not let the browser save the password.
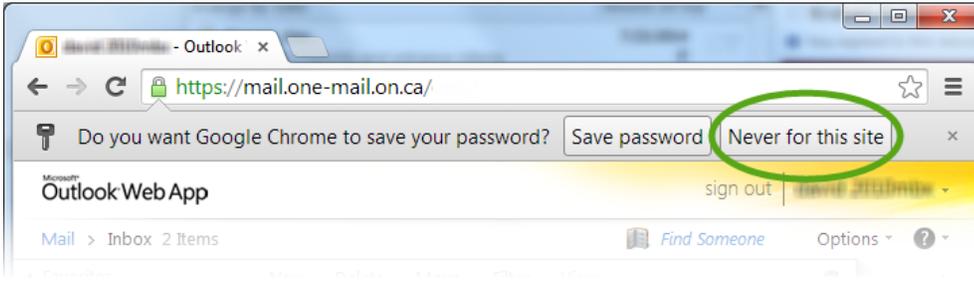
4.4 Logging off

To ensure a clean and complete exit from OWA, log off using the sign out button rather than just closing the browser window.

To log off, click the **sign out** button near the upper right-hand corner of the OWA window:

4.5 Finding Recipients' Addresses

ONE Pages (the ONE Mail directory) is available through OWA's global address list (GAL). To ensure secure message transmission, always select the recipient(s) directly from ONE Pages, because only addresses listed in ONE Pages are guaranteed secure.

To search for a recipient in ONE Pages (that is, in OWA's GAL), click the address book icon.
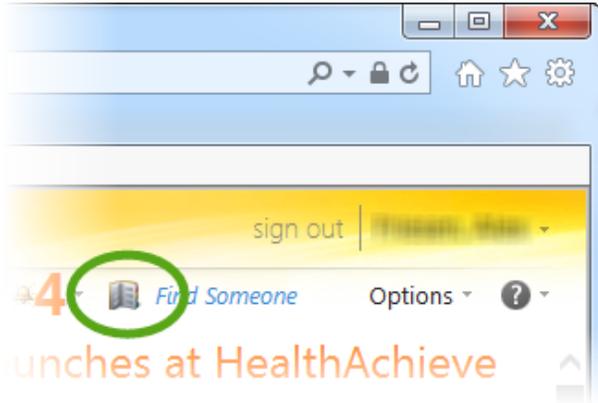
The Address Book window opens.
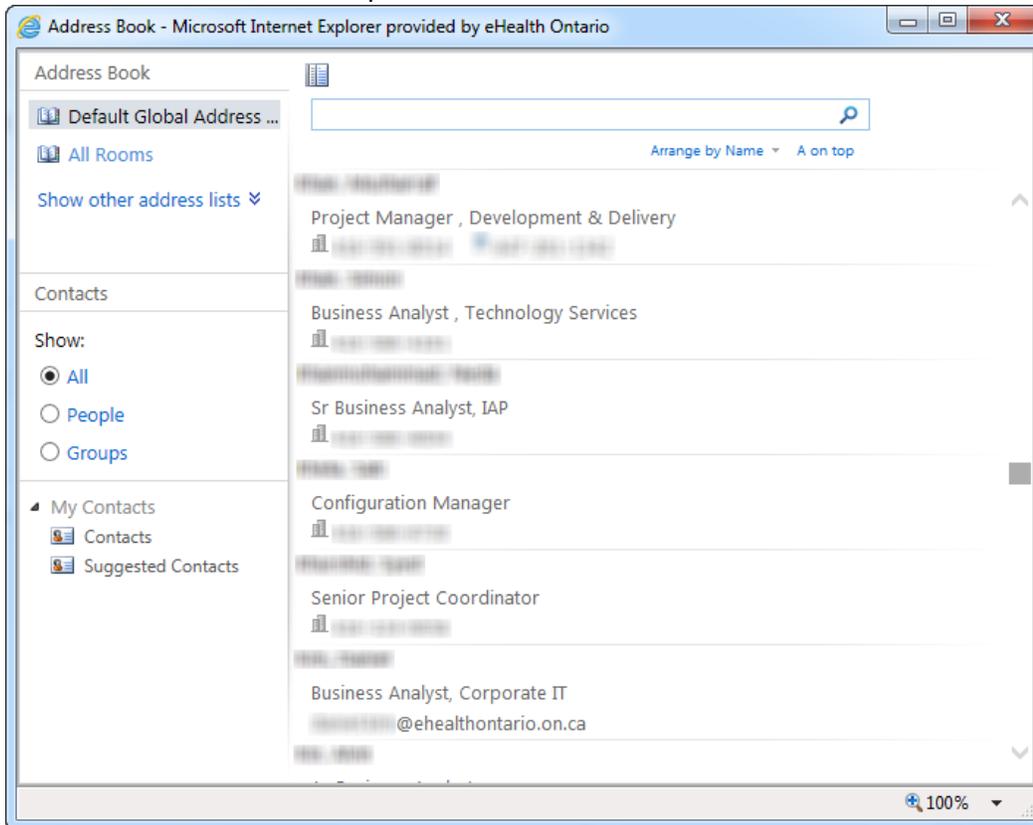
To find an address, scroll through the list or type the first few letters of the recipient's first or last name, and then press <Enter> or click the magnifying glass icon.

Searches will retrieve all values beginning with the letters typed, so, for example, a search for "kat" includes "Katherine," "Katy," and "Kathryn."
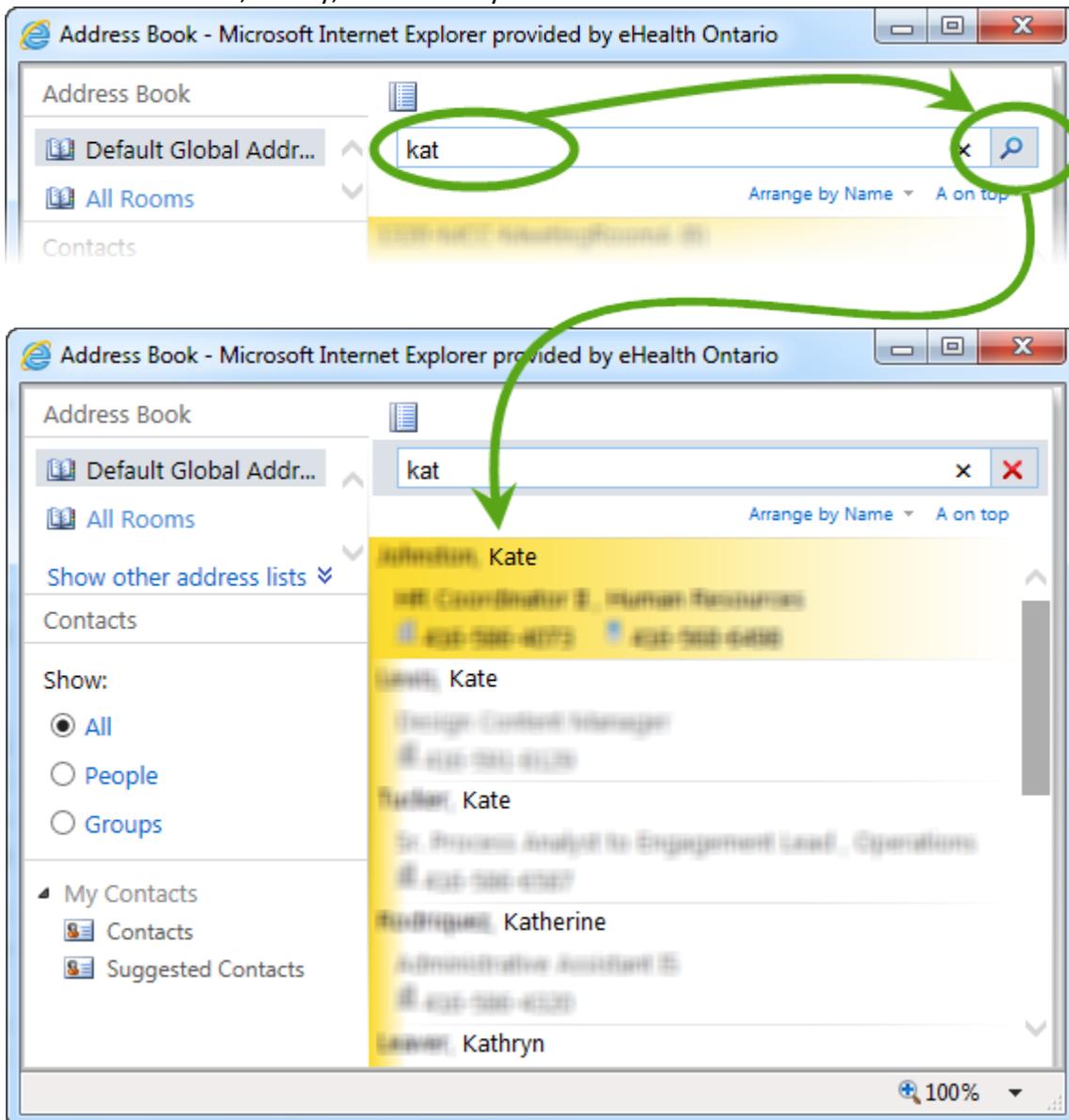
4.5.1   Tips for Searching

There are several reasons a search might fail.

Spelling could be incorrect: try searching again with only the first few letters of the name.

Users may be listed under other names such as nicknames, legal names, or maiden names.

4.5.2 Displaying Detailed Information About a User

To see more information about a user after a successful search of ONE Pages, double click the name to open the following window:
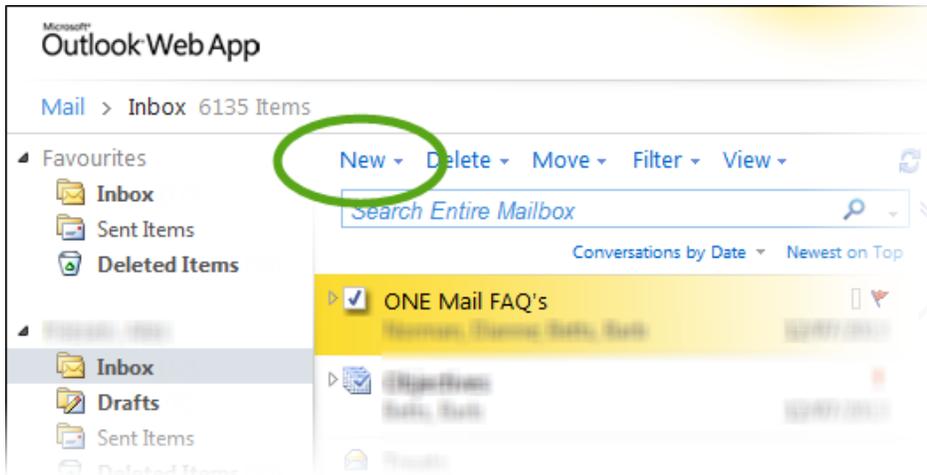
4.6 Creating a New E-Mail Message

This section briefly describes the basics of creating and sending a ONE Mail message using OWA. For detailed information on OWA's features, see some of the many on-line tutorials available from various sources on the Internet.

To create and send a new message, first log in as described above.

Click **New.**

To search ONE Pages for a recipient's name, open the address book by clicking the **To...** button.
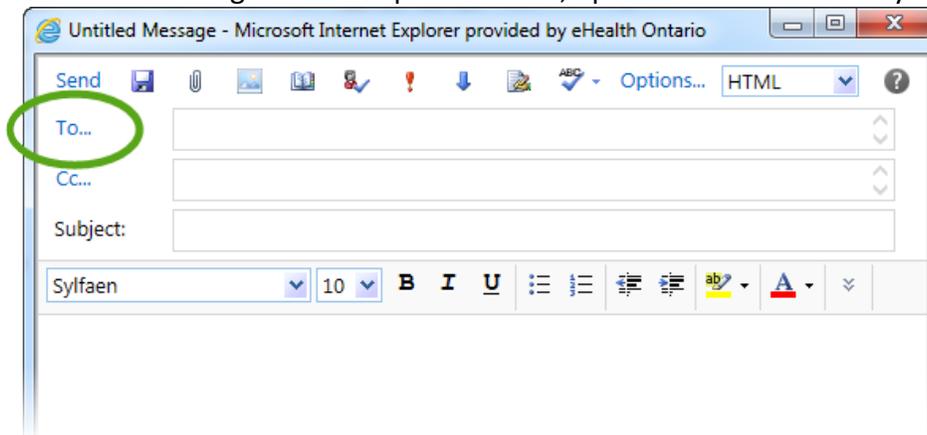
(1) Type a few letters to search for a name (see above for tips on searching).

(2) Click the magnifying glass icon (or press <Enter>), and a list of matching names appears.

(3) Select the recipient's name from the retrieved list.

Notice that this version of the Address Book window (unlike the version displayed after selecting the address book icon from the main OWA screen) has a "Message recipients" section at the bottom.

(4) Click **To** (or **Cc** or **Bcc**) to move the name to the Message recipients section.

To add more recipients, repeat steps 1 through 4.

(5) Click **OK.**
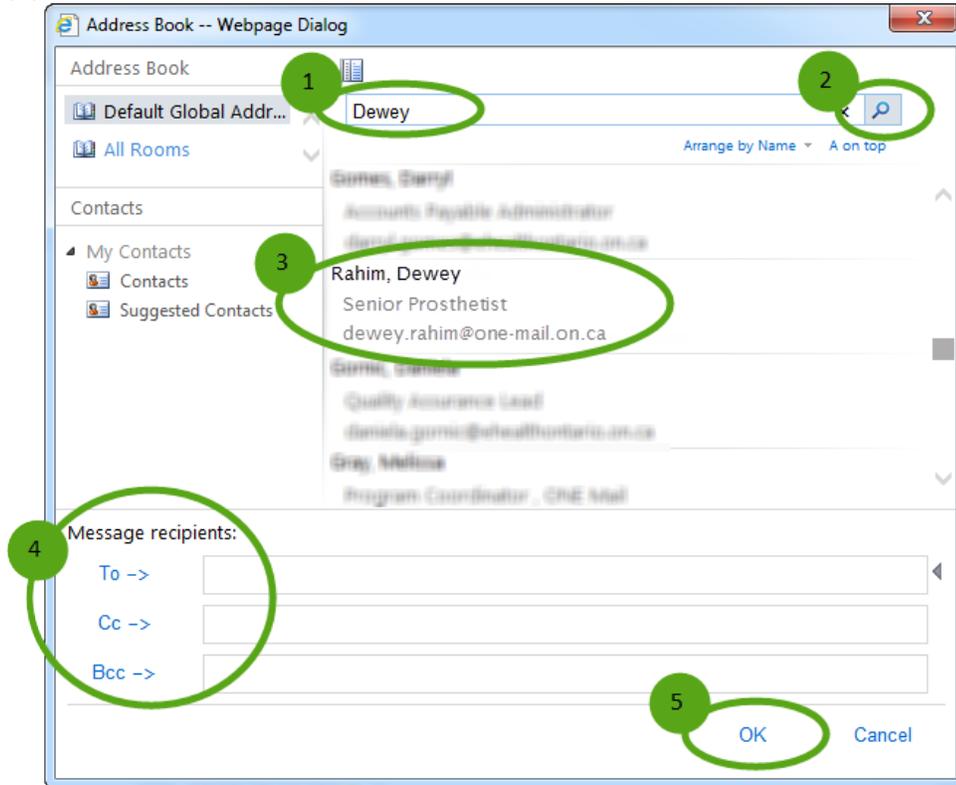
Enter (1) subject and (2) body of message.

(3) Click **Send.**
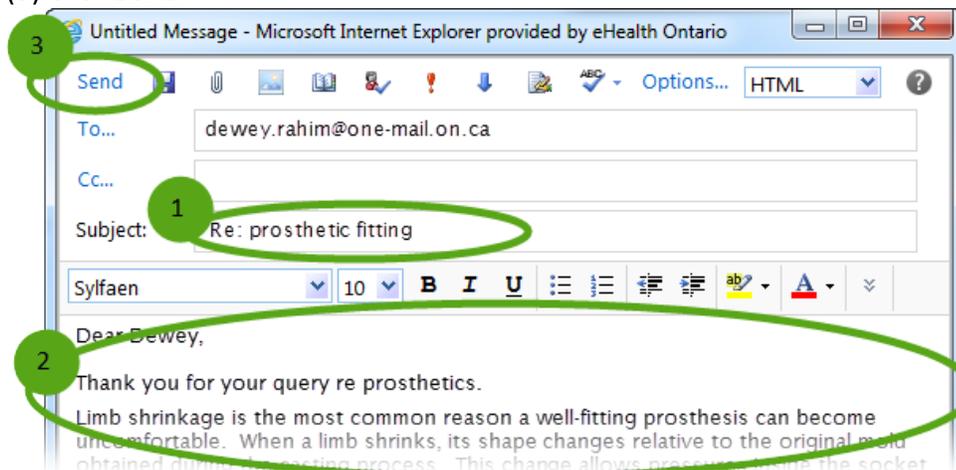
5   Other OWA Features

5.1 Calendar Access

In addition to e-mail, OWA provides a calendar with associated scheduling functions.

Users can access their own calendars by clicking the **Calendar** button.
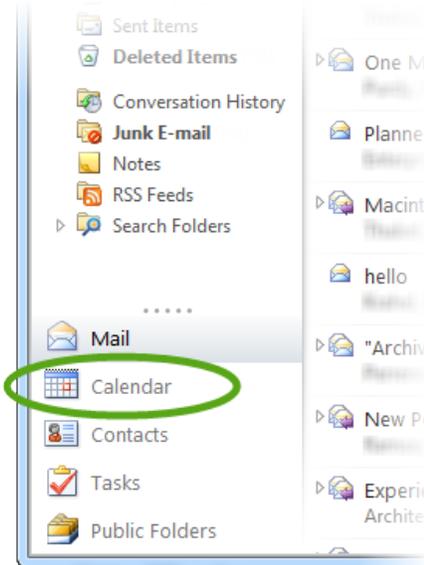
By default, ONE Mail Direct OWA users have limited access to all other ONE Mail Direct users' calendars. That is, when creating meeting invitations, OWA users can see when other users are available and when they are already booked, but information such as meeting titles and locations remain hidden.

Including the default configuration, OWA has three basic levels of calendar access that one user can grant to another:
1.   "Free/busy information" lets people see blocks of time as one of free, busy, tentative, or out of office. This setting is the default.
2.   "Free/busy information including subject and location" lets people see availability (as described in item 1 above) as well as the subjects and locations associated with calendar entries.
3.   "All information" lets people see availability (as described in item 1 above) as well as the full details of all calendar entries.
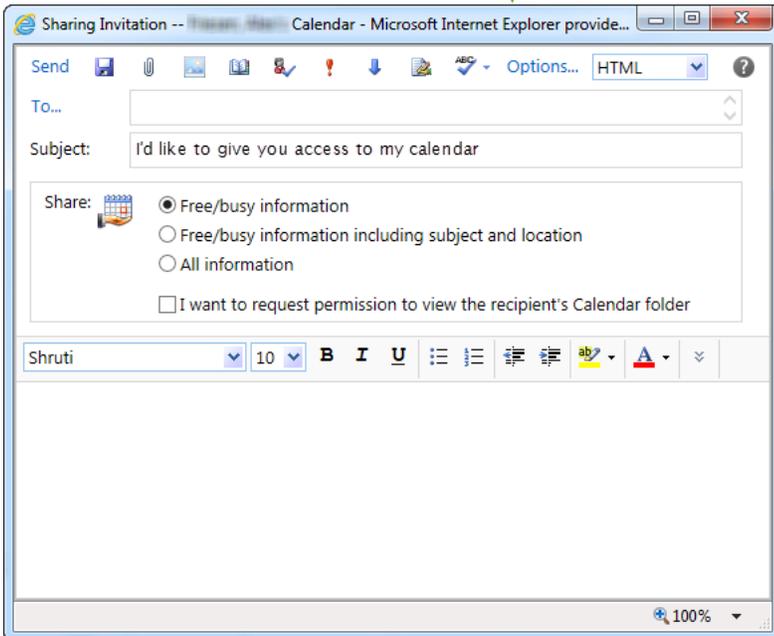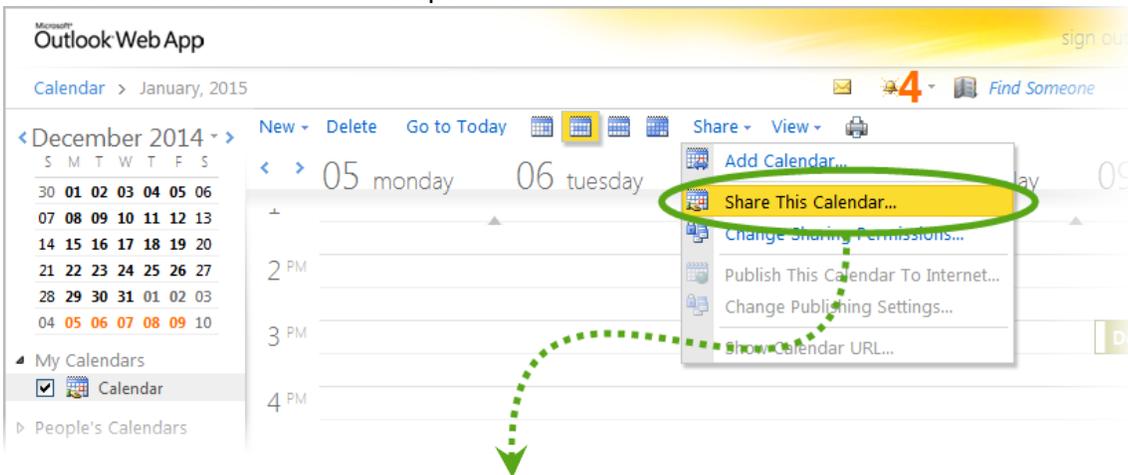
To change the level of detail that another person can view on a user's calendar, take the following steps.

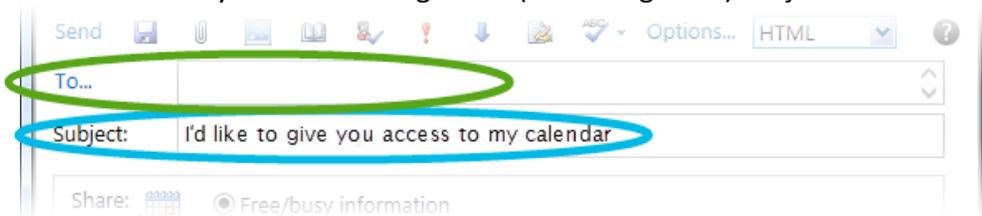Select **Calendar** from the main OWA screen as shown above.
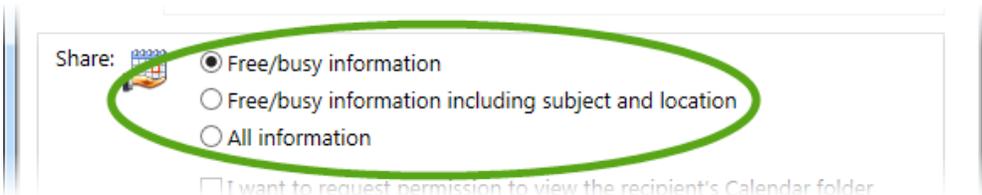
Select the button labelled "**Share.**"
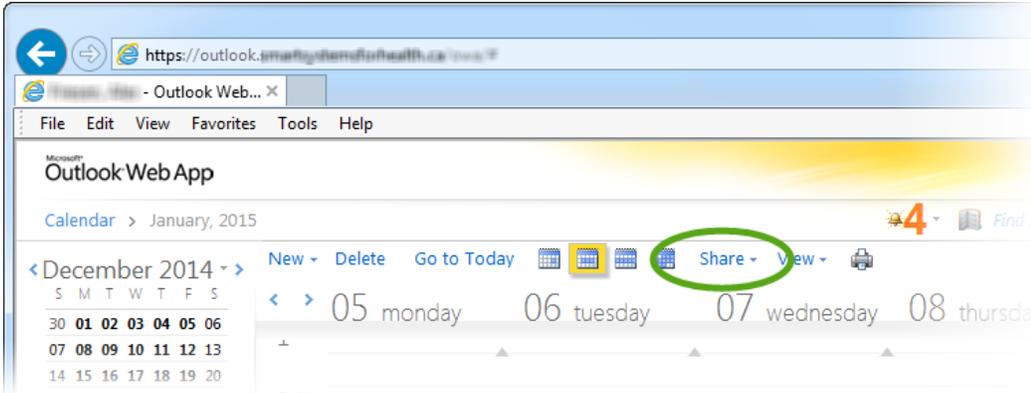
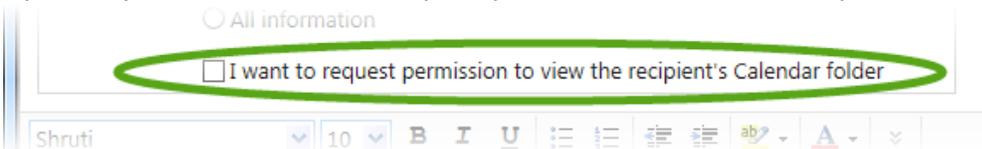Select **Share This Calendar…** to open the Invitation window.

Select a recipient following the same procedure as selecting an e-mail recipient.
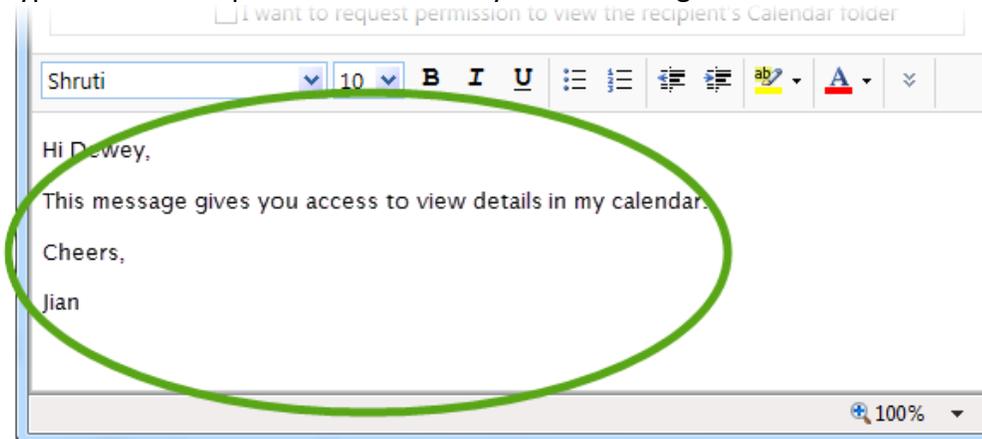Notice that the system inserts a generic (but changeable) subject line.
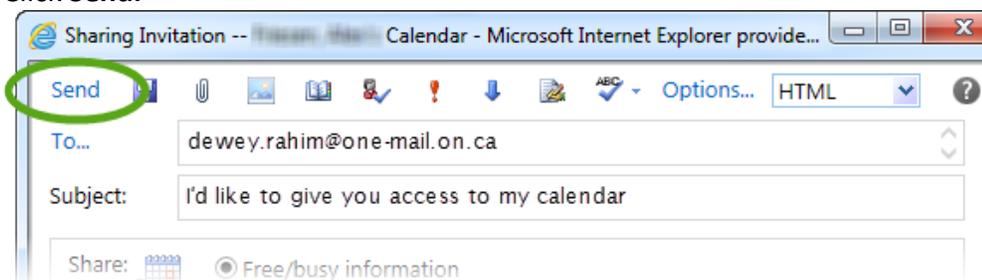

Select the level of detail to grant.

Optionally, tick the "I want to request permission to view the recipient's Calendar folder" box.

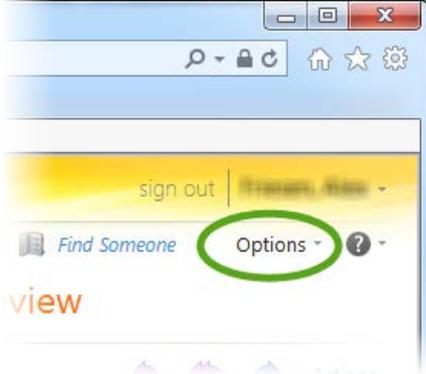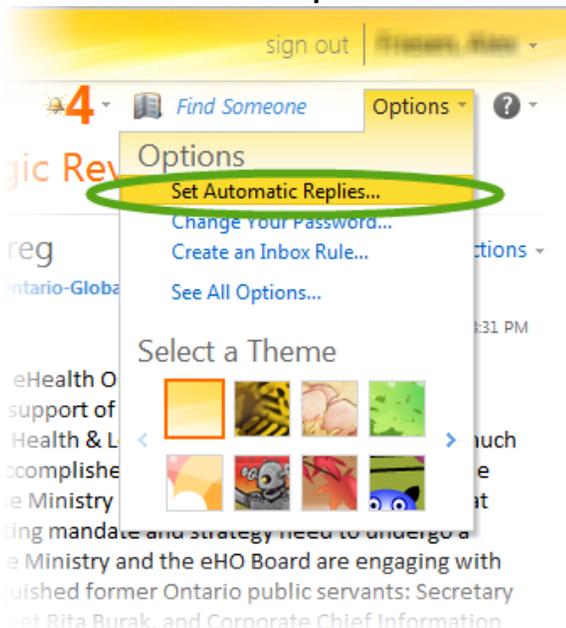Type a suitable explanation in the body of the message.

Click **Send.**

5.2 Automatic Replies

OWA can send automated e-mail replies such as out-of-office notifications. The procedure for configuring these messages is as follows.
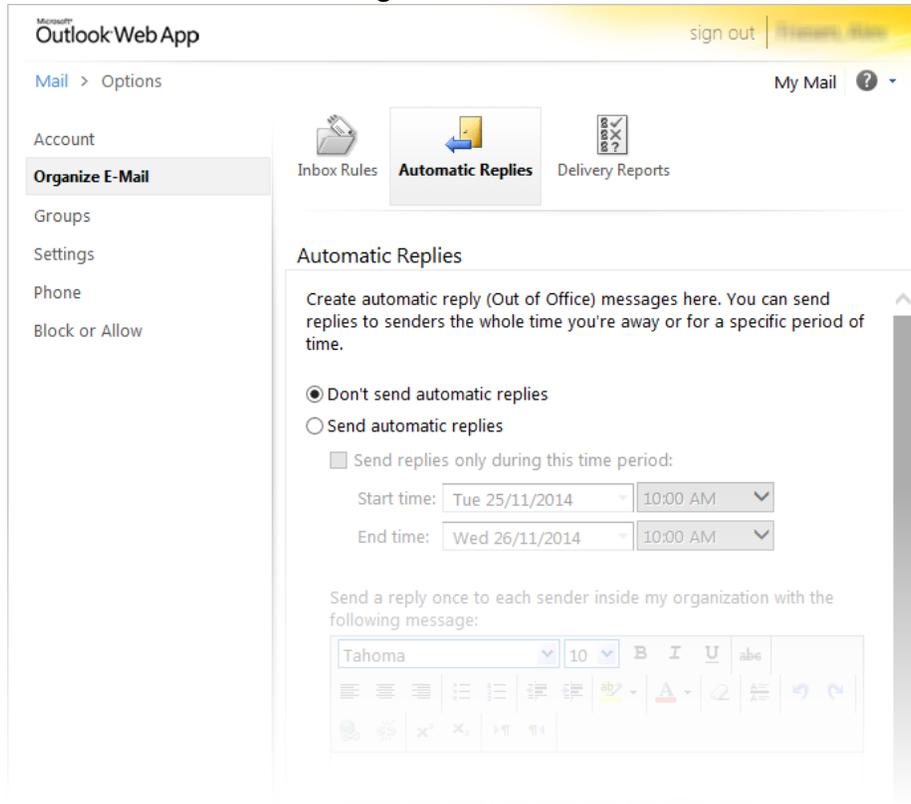
From the main OWA screen, select **Options.**

Select **Set Automatic Replies...**

...which leads to the following screen:

(1) Still on the **Automatic Replies** tab...

(2) Select "Send automatic replies."

(3) Optionally, select a time period within which the system should send the automated replies.

(4) Type a message to be sent as the automated reply.

Note that the system differentiates between messages received from inside and from outside an organization. However, in this case the system treats all ONE Mail Direct addresses as inside a single organization, and everything else (including ONE Mail Partnered organizations such as hospitals) as outside. As such, consider setting replies for both inside and outside messages.

(5) If appropriate, tick the "Send automatic reply messages to senders outside my organization" box, select appropriate options, and enter a message to be sent as the automated reply.

(6) Click **Save.**

Click **Mail** to go back to the main OWA screen.
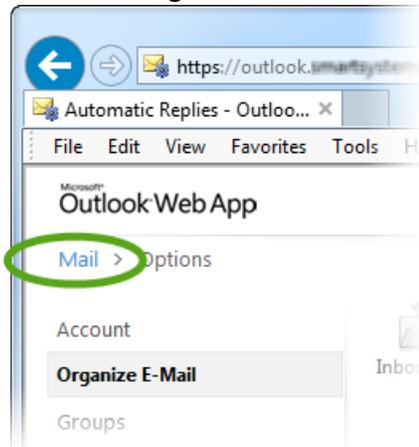
5.3 E-Mail Signature

OWA provides the ability to automatically add a signature to the end of outgoing e-mail messages. Signatures can consist of text and graphics, and they often include legal disclaimers, hyperlinks, and contact information.

To create a signature, (1) select **Options** and then (2) **See All Options...**

Select **Settings** from the left side of the window.
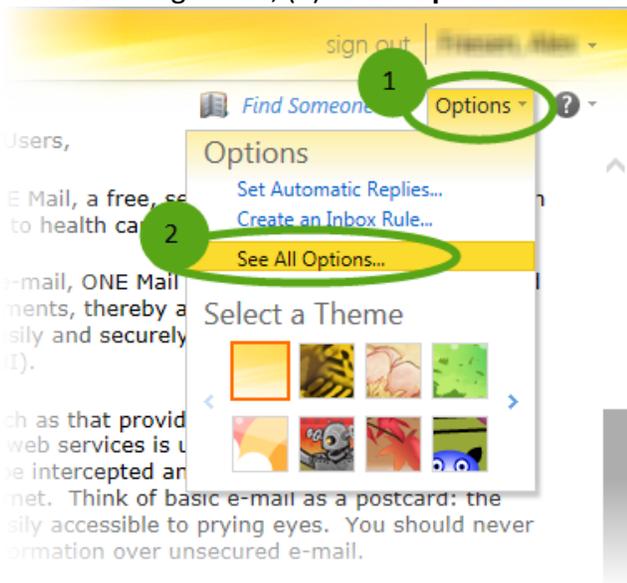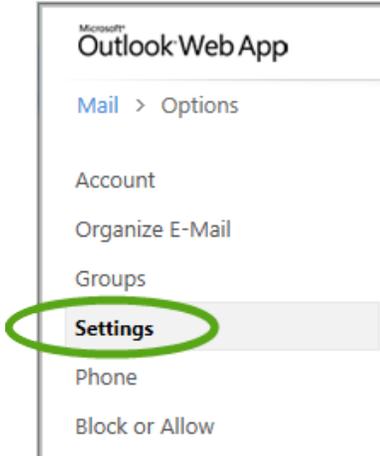

At this point there may be a brief pause before the machine fills in the rest of the OWA window.

In the E-Mail Signature section, (1) enter appropriate text and (2) format it as desired using the tools provided. (3) To ensure that each message concludes with the signature, tick the "Automatically include my signature on messages I send" box. Note that in addition to text, it is also possible to paste graphics into a signature.
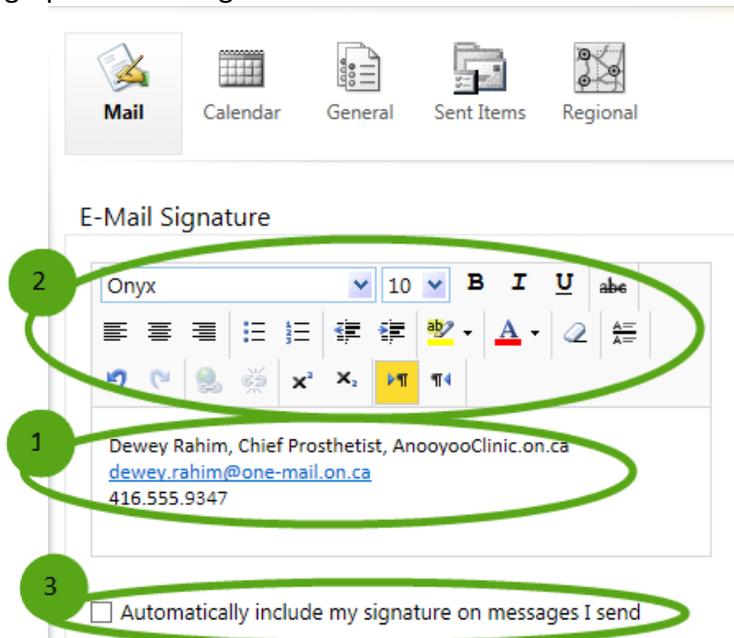
When finished, click **Save** in the bottom right corner.

To return to the main mail screen, select **Mail** from the top left.

6   Mailbox Management

6.1 Controlling Mailbox Size

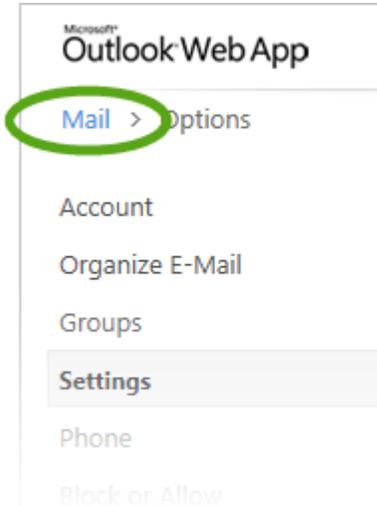The standard maximum size for a ONE Mail Direct mailbox is 3GB. This limit includes inbox, sent items, deleted items, drafts, and calendar. When a mailbox gets close to its capacity, the system sends automated messages warning the mailbox owner of the situation. If a mailbox reaches its capacity, it 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 free up space in a mailbox, delete e-mail messages and/or other items such as calendar entries.

6.2 Deleting Items

Fully deleting an item from a mailbox is a two-step process.

When a user first deletes an item, that item is simply moved to the Deleted Items folder, and since the size of that folder is included in the total mailbox size, this first step of deletion has no effect on the overall storage size used by the account.

To delete an item (that is, move it to the Deleted Items folder), (1) select the item and (2) click **Delete.**
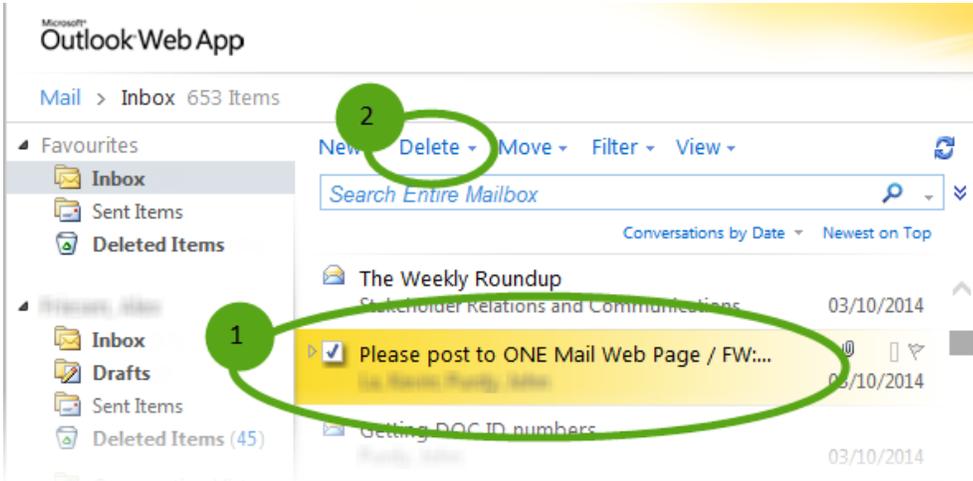
To take the second step in completely deleting an item from a mailbox, it must be deleted from the Deleted Items folder as follows:

Open the **Deleted Items** folder.
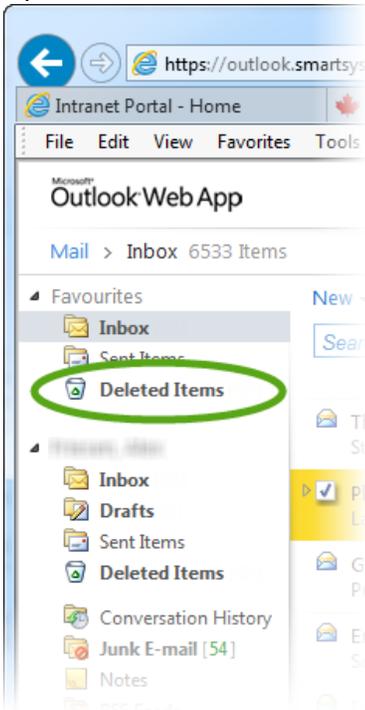
Repeat the procedure above: select the item(s) slated for deletion, and click **Delete.** This time, the system asks for confirmation.
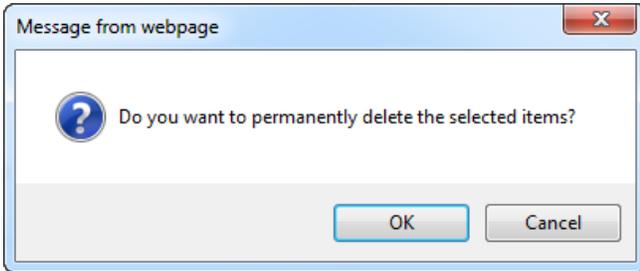
Click **OK** to delete the item(s) from the mailbox.

6.3 Recovering Deleted Items

6.3.1 Basic Recovery

Items in the Deleted Items folder can be easily restored using the following procedure.

(1) Select the **Deleted Items** folder to display a list of messages previously selected for deletion.
(2) Select the message(s) to be restored.
(3) Drag the message(s) to the Inbox or other appropriate folder.
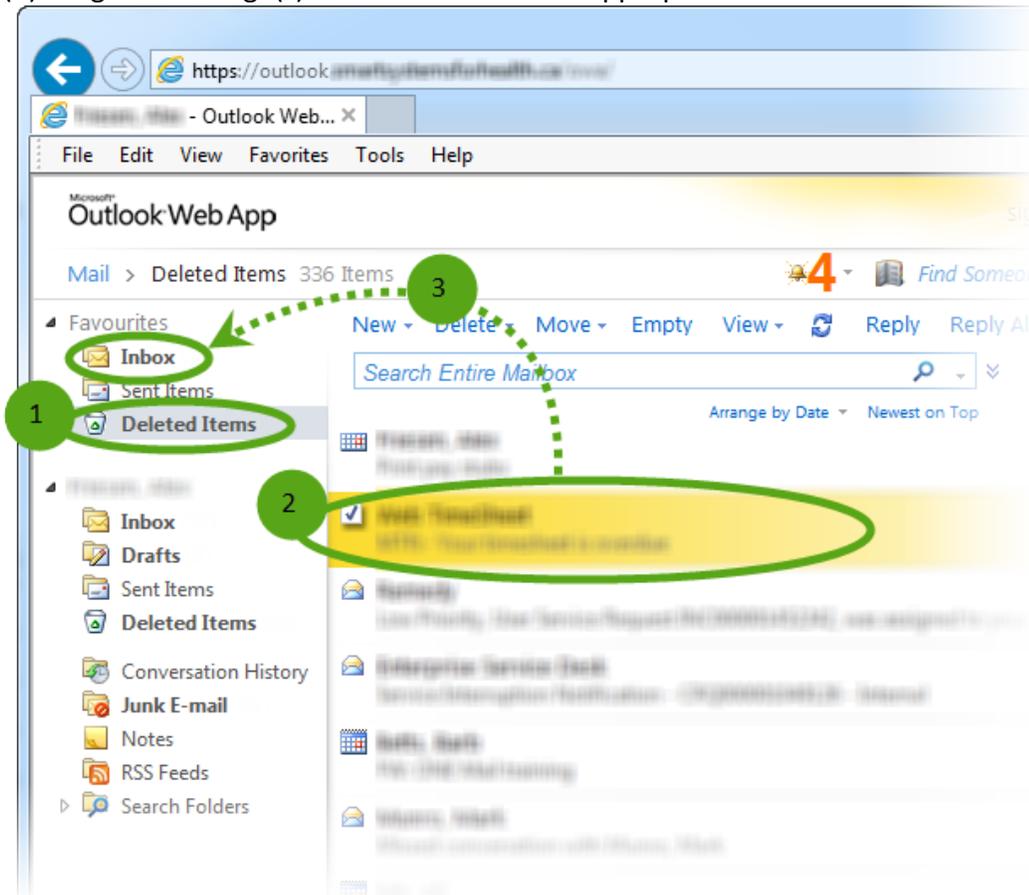
6.3.2 Intermediate Recovery

Deleted items not appearing in the Deleted Items folder may still be recoverable using the following procedure.

From the main OWA screen, right-click the **Deleted Items** folder and select **Recover Deleted Items** from the pop-up menu.
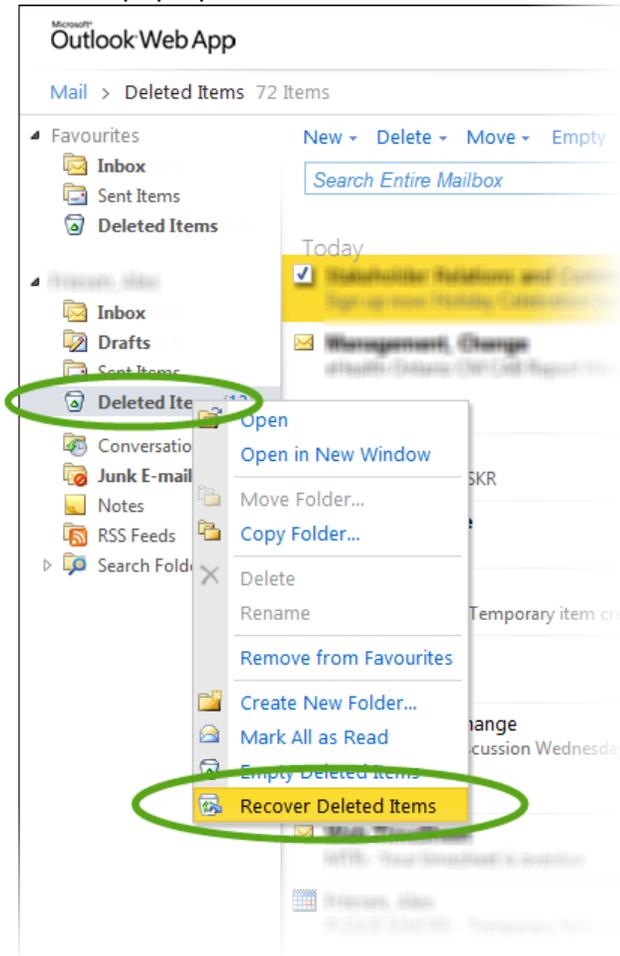
(1) Select the item(s) to recover.

(2) Click the Recover Selected Items icon.
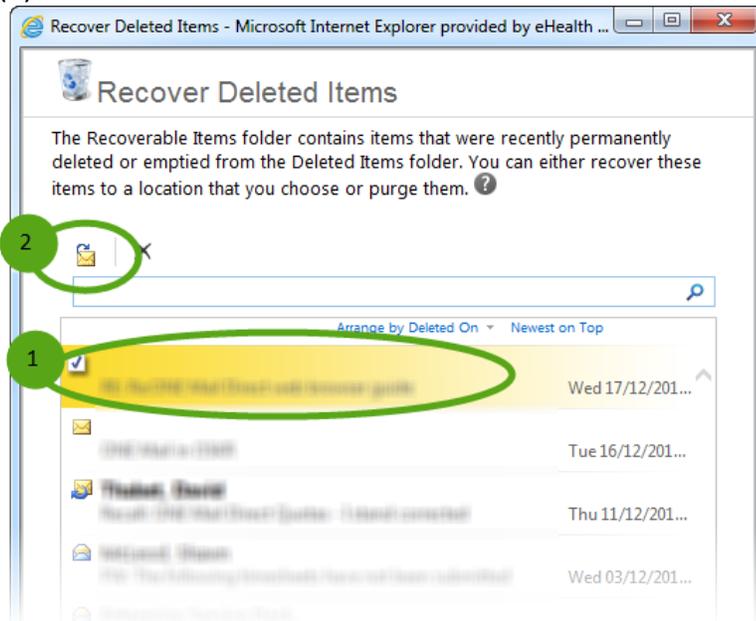
(1) Select the location to which the item(s) should be restored (this example shows Inbox).

(2) Click **Recover...**

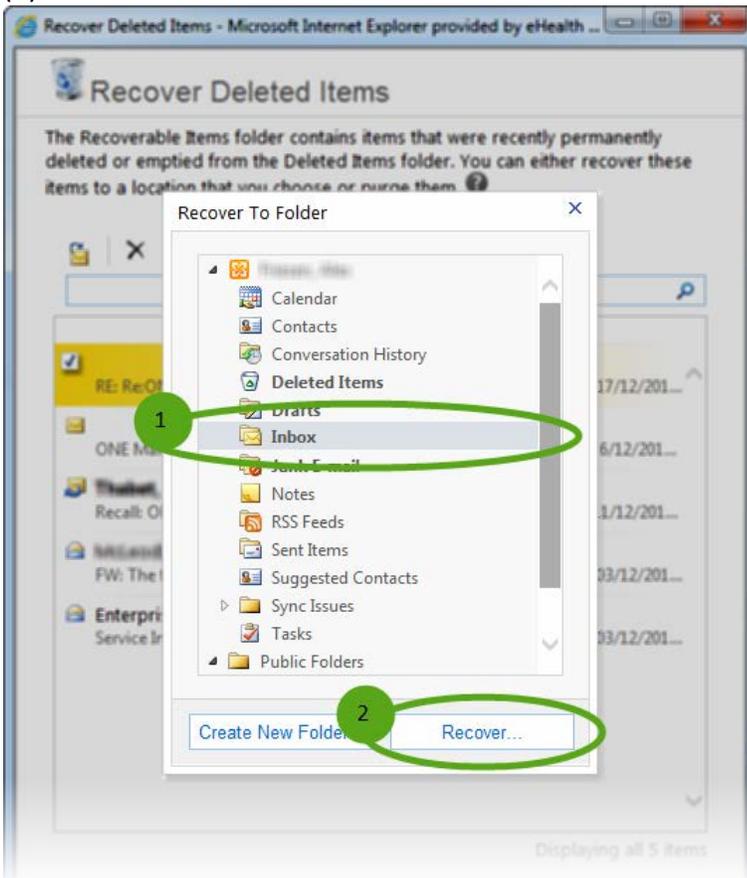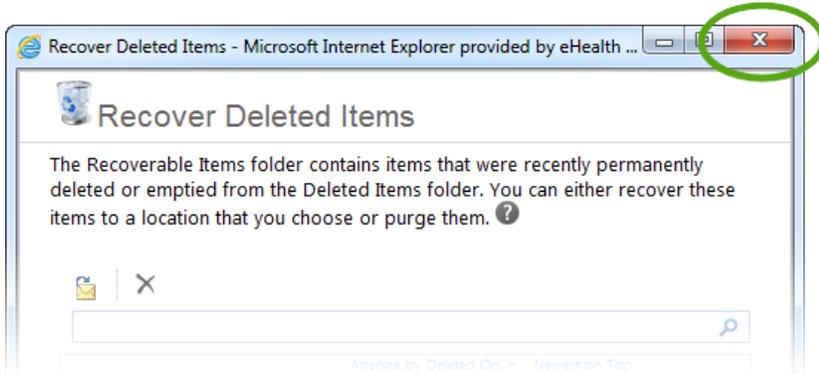To get out of the recover function, close the window.

6.3.3   Advanced Recovery

Items that are both (1) deleted from the Deleted Items folder and (2) are not recoverable through intermediate recovery (as described above) 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

6.4 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 may be archived.

Note that it is possible to flag an account so that it is temporarily exempt from entering dormant status.

For full text of the "ONE Mail Direct Dormant Account Policy & Procedure," see the ONE Mail resources web site.

7 Updating Secure/Multipurpose Internet Mail Extensions Control

If a message appears indicating that "The S/MIME control installed on this computer is out-of-date...," click the **Options** button in the top right-hand area of the main OWA window.
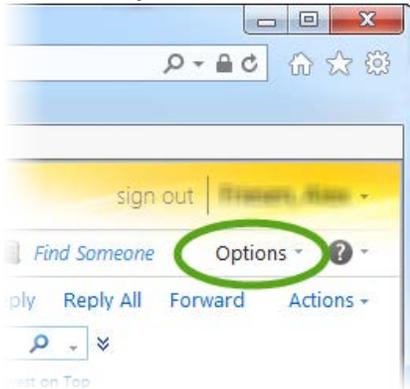
Select **See All Options...**
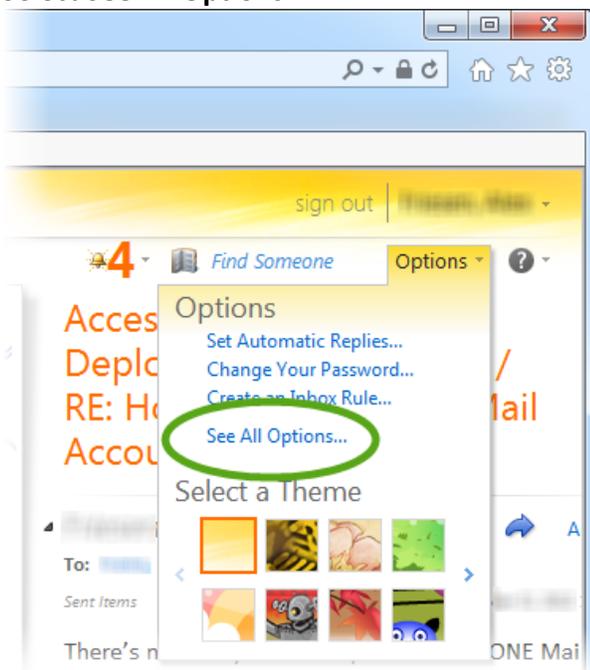
Select **Settings.**

Select **S/MIME.**

Select **Download the S/MIME control.**

Click **Run** for both security warnings when they appear, and the system updates the S/MIME control on the computer.

8 Supported Web Browsers

ONE Mail Direct using the full version of OWA works on the following web browser software:
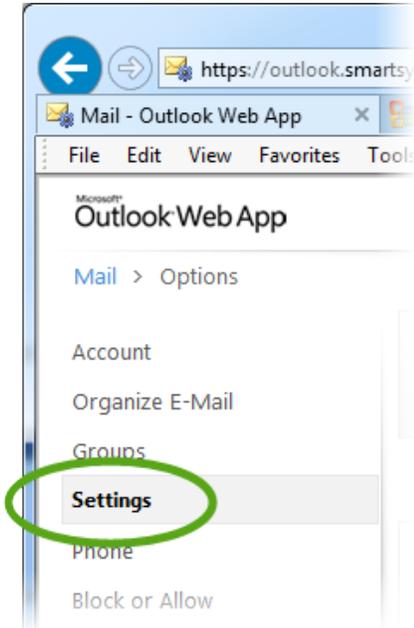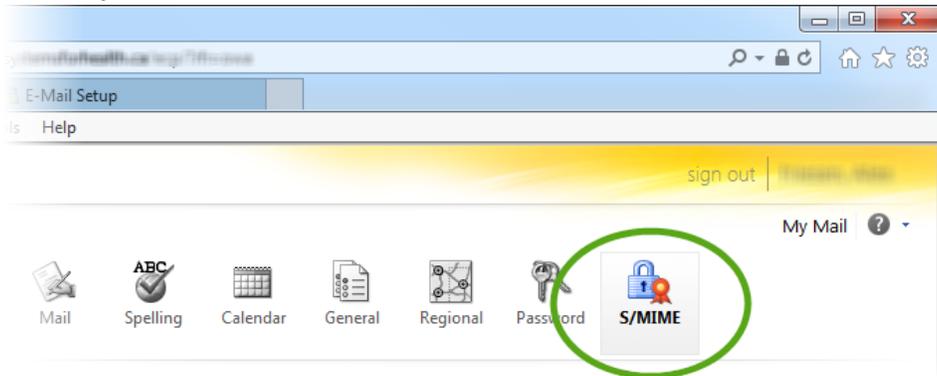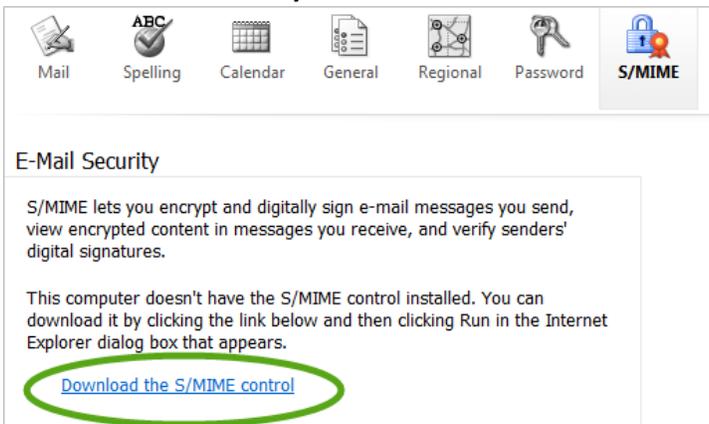
- Internet Explorer 7 and higher

- Safari 3.1 and higher

- Firefox 3.01 and higher

- Chrome

Other browsers will automatically downgrade to OWA light, which provides basic functionality but has fewer features. In the unlikely event that a browser fails to run even OWA light, Microsoft support recommends upgrading the browser.

9 Outlook Web App (OWA) Light

OWA light is a stripped-down version of OWA. Web browsers that do no support full OWA default to OWA light, so at least the core features should be available through any Internet-connected browser.

The following table outlines the differences between the two versions of OWA:

Feature	OWA Light	Regular OWA
Spelling checker	Not available	Available
Reading pane	Not available	Available
Accessibility for blind and low vision users	Available	Not available
Notifications and reminders	Not available	Available
Weekly calendar views	Not available	Available
Compose messages using HTML	Only plain text is available in Outlook Web App Light	Available
Calendar options	Limited to the following features:	
Show week numbers		
Set the first day of the week		
Select days of the week		
Set day start and end times	Available	
Arrange by	Limited to a subset of choices, depending on the folder type	Available
Right-click menu	Not available	Available
Drag-and-drop	Not available	Available
Resource mailbox management	Not available	Available
Voice mail options	Not available	Available
Favourites	Not available	Available
OCS integration	Not available	Available
Public folders	Not available	Available

Share a calendar	Not available	Available
Open a shared calendar	Not available	Available
Monthly calendar views	Not available	Available
Conversation view	Not available	Available
Scroll between pages	Available	Not available
Retention policies	Not available	Available
Users can create and edit personal distribution lists	Not available	Available
Users can create and edit server side rules	Not available	Available
S/MIME support	Not available	Available
RMS protection	Not available	Available
RBAC - change user settings	Not available	Available
RBAC - administrator settings	Not available	Available
Web ready document viewing	Not available	Available
Nickname cache	Not available (There is a list of most recent recipients)	Available
Message tracking	Not available	Available
Advanced search	Not available	Available
Mail tips	Not available	Available
Exchange control panel	Not available	Available
Attach message to a message	Not available	Available

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