

eHealth Ontario

ONE[®] Mail Partnered

USER GUIDE

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Purpose of this document

This document is intended to provide guidance on user processes that will enable, facilitate, and enhance the use of ONE Mail Partnered product. This document is not meant to replace any Microsoft Outlook documentation rather it is to be used in conjunction with such material.

This document also describes how to make the ONE Mail directory available as an address book within Outlook 2007, 2010 and 2013. This method of accessing ONE Pages works only on computers attached to a ONE Mail Partnered organization's network.

Should any of the information contained within this document conflict with any signed "Schedule;" the Schedules will be deemed to be correct.

Overview

ONE Mail is an encrypted messaging service provided and funded by eHealth Ontario, an agency of Ontario's Ministry of Health and Long-Term Care. ONE Mail is available to Ontario's health care providers to facilitate secure electronic transmission of personal information (PI), personal health information (PHI), and other data among participants.

Generic email vs ONE Mail

Generic emails such as a Hotmail, Yahoo or Sympatico are unprotected. Your email can be intercepted and read by others as it moves across the public internet. Think of basic email as you would a postcard, your information could be available to prying eyes to see. You should never send PI or PHI over unsecured email.

ONE Mail provides additional layers of security at the operating, technical and software levels allowing you to safely exchange PI and PHI over the internet. ONE Mail has built in encryption via forced transport layer security (TLS) and continuous protection against viruses and spam using industry leading technology. With geographically distributed data centers ONE Mail provides premier disaster recovery capabilities.

Security and Encryption: eHealth Ontario's ONE Mail Service requires an **email gateway** to guard against advanced phishing, malware, spam, and other email-borne threats. Secure email communications among members of the ONE Mail service is enabled by encrypting email transmissions over eHealth Ontario's Managed Private Network (MPN), ONE Network.

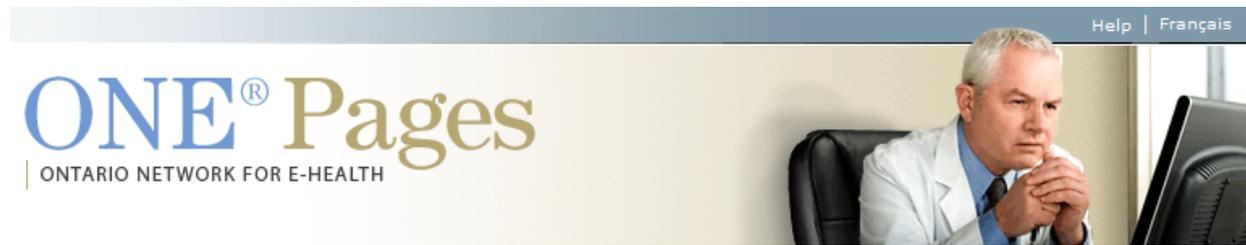
As well, ONE Mail utilizes the ONE ID, the identity and access management service, which provides additional security. Email is dependent on an adequate degree of assurance of the identity of the sender and recipient, using ONE ID, we require a medium level of identity assurance for individuals involved in the transmission of personal health information.

ONE Pages

ONE Pages is a directory service or address listing provided by eHealth Ontario for the purpose of facilitating communication between health care professionals. It is made available to all registered users of organizations who receive services from eHealth Ontario and is therefore the authoritative list of individuals who can securely send and receive personal health information through ONE Mail.

Contact information in ONE Pages includes the first and last name of the ONE Mail user, organization, and department to which they belong, and their business email address. Note that the department information is an optional field (which you can populate) and may not be available for some users. ONE Pages is updated systematically twice daily to ensure contents are current.

Depending on your organization's configuration of ONE Mail and acceptable security practices, ONE Pages can be accessed through your web browser at <https://www.one-pages.on.ca/>



Use the following form to search for individuals by name, organization or department. If you are not sure of the spelling, type in the first few letters and a list of possible matches will be provided.

Last Name	<input type="text"/>	First Name	<input type="text"/>
Department	<input type="text"/>		
Select Organizations		Selected Organizations*	
<ul style="list-style-type: none">ALL Organizations1to1 RehabAbleLiving Services IncAccess Health Care Services Inc.		>>	<input type="text"/>
		<<	
*Required			
<input type="button" value="Search"/>			

Sending an email using ONE Mail and ONE Pages

Now that your organization has become a ONE Mail participating organization, you are equipped to securely send personal and personal health information to other registered users through ONE Mail.

To ensure your message is secure, simply send it to a recipient found in ONE Pages.

How to send a secure email

Step 1: Open ONE Pages through your web browser by going to the following website: <https://www.one-pages.on.ca/>

Step 2: Select the organization where you wish to send the email and click on “>>” button (the selected organization will appear on the **Selected Organization** field). You may also search by Last Name or First Name, simply type in the person’s name and select “ALL Organizations” in the **Select Organization** field.

Step 3: Click on the “**Search**” button to view the list of eligible users

Last Name First Name
Department

Select Organizations
Providence Care
Providence Healthcare
Psychiatric Survivors Network of Elgin (PSNE)
PT Health

Selected Organizations*
Providence Healthcare

*Required
Search

Step 4: Select the recipient of the email

Your search returned over 100 records; the first 100 are displayed below. Please refine your search.
Click on the heading to sort results by last name, first name, organization or department.

Page: 1 2 3 4 5 6 7 8 9 10

Details	Last Name▲	First Name	Department	Organization	E-mail Address	Select E-mail
	██████	██████	HOP	Providence Healthcare	██████@providence.on.ca	To... <input checked="" type="checkbox"/> Cc... <input type="checkbox"/> Bcc... <input type="checkbox"/>
	██████	██████	Alzheimer Day Program	Providence Healthcare	██████@providence.on.ca	To... <input type="checkbox"/> Cc... <input type="checkbox"/> Bcc... <input type="checkbox"/>

Step 5: To compose your email, click on the “Launch E-mail” button and compose your message and send your message.

**Note – ensure that the email client that opens up is that of your ONE Mail email account. To verify this information contact your local IT support.*

The screenshot shows an email interface with a list of messages. The first message is from 'Providence Healthcare' with the email address '██████████@providence.on.ca'. The second message is from 'Providence Healthcare' with the email address '██████████@providence.on.ca' and the subject 'HOP1'. Below the list is a pagination bar showing 'Page: 1 2 3 4 5 6 7 8 9 10'. At the bottom right, there are two buttons: 'Clear Selection(s)' and 'Launch E-mail'. The 'Launch E-mail' button is circled in red.

	██████████ ██████████	Providence Healthcare	██████████@providence.on.ca	To... <input type="checkbox"/>
				Cc... <input type="checkbox"/>
				Bcc... <input type="checkbox"/>
	██████████ ██████████ HOP1	Providence Healthcare	██████████@providence.on.ca	To... <input type="checkbox"/>
				Cc... <input type="checkbox"/>
				Bcc... <input type="checkbox"/>

Page: 1 2 3 4 5 6 7 8 9 10

Clear Selection(s) Launch E-mail

Adding ONE Pages to MS Outlook

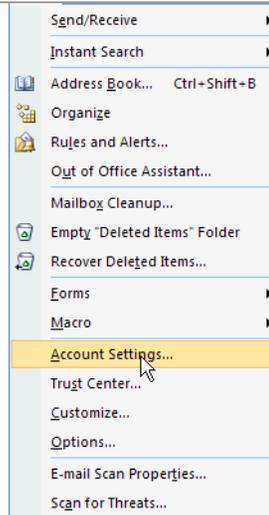
The steps below will describe how to manually configure Outlook to access ONE Pages as an option in your address book.

Instructions are provided for Microsoft Outlook 2007, 2010, 2013 and 2016. Select the option that applies to you.

Option 1: MS Outlook 2007

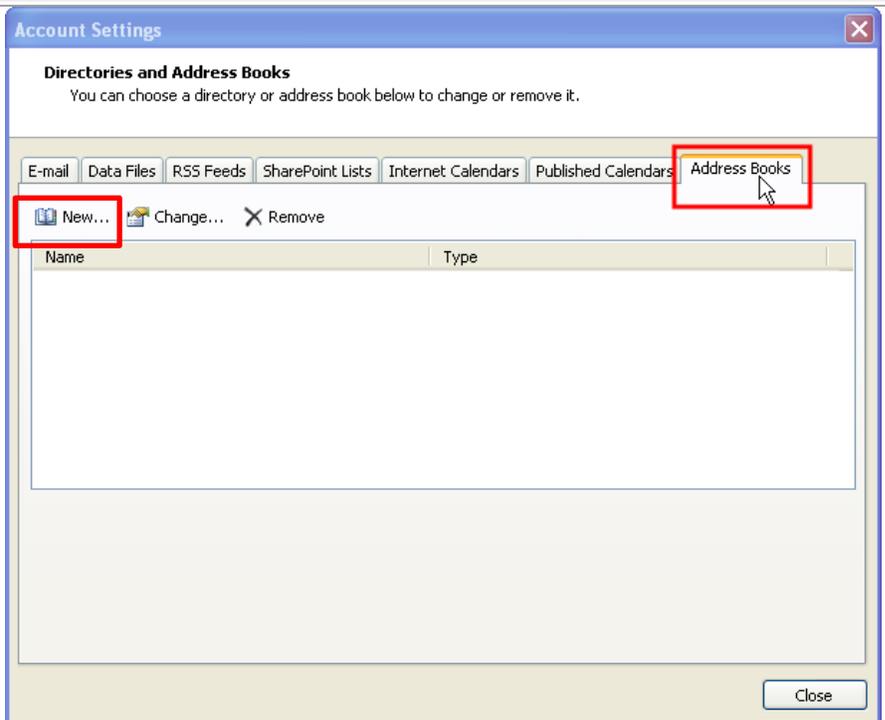
Step 1:

Select **Tools** from the Outlook function bar, and select **Account Settings**



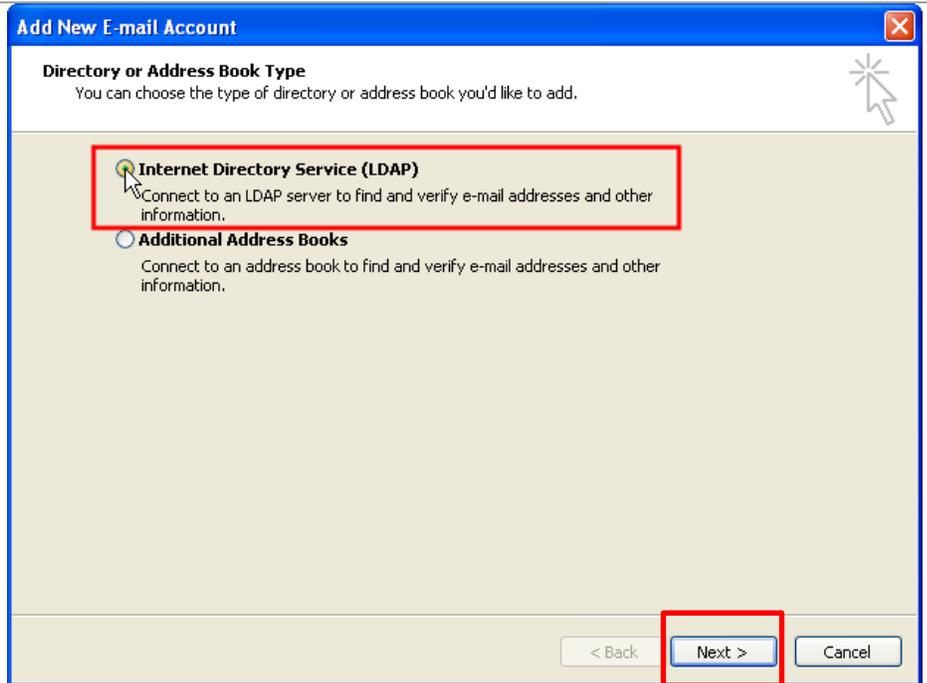
Step 2:

Select the **“Address Books”** tab from the Account Settings window and click on the **“New”**



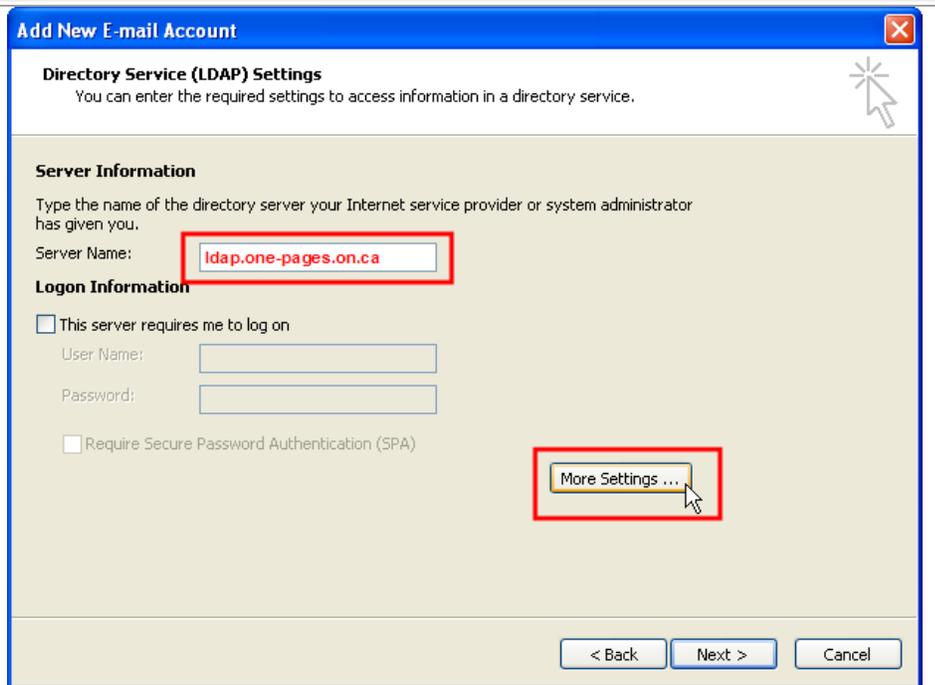
Step 3:

Select **Internet Directory Service (LDAP)** radio button from the Add New Email Account window and click **Next** button.



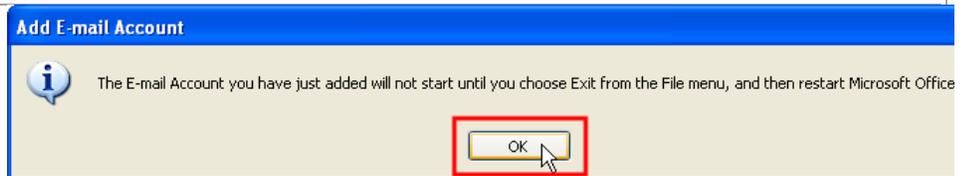
Step 4:

In the Server Information/Server Name: field type “**ldap.one-pages.on.ca**” and then click **More Settings**



Step 5:

If you receive the following warning “*The Email Account you... Office Outlook.*” click **OK**.



**Note: If you do not receive this warning continue on to the next step.*

Step 6:

In the Microsoft LDAP Directory window click on the **Connection** tab and in the **Display Name** field type “ONE-Pages, in the **Connection Details** field type “636” for the Port and check the Use Secure Sockets Layer field



Step 7:

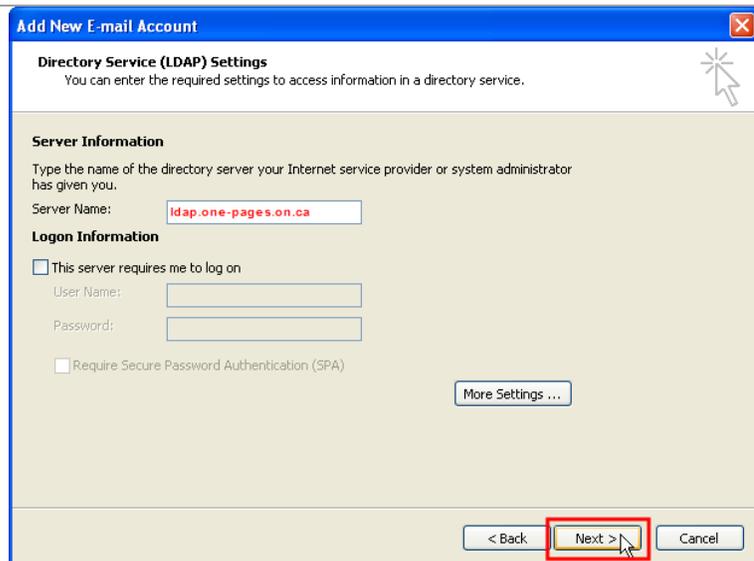
In the Microsoft LDAP Directory window click on the **Search** tab. Under the Server Settings, change the “Search timeout in seconds:” field to **60** and change the “Specify the maximum number of entries you want to return after a successful search:” field to **999**.

Under the Search Base select the **Custom** radio button and type “**cn=users,dc=one-pages,dc=on,dc=ca**”
Click **Apply** and then **OK**



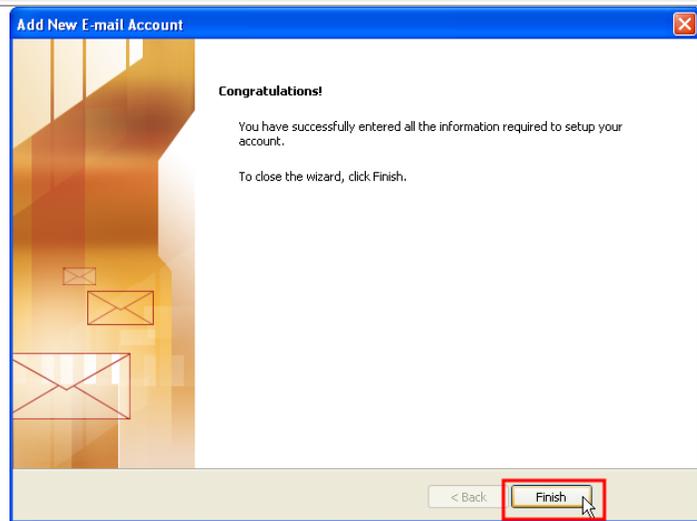
Step 8:

Click on **Next**



Step 9:

Then click on **Finish**



Step 10:

The email client should now be configured to view the ONE Pages directory. It is recommended that you restart MS Outlook before you try and view the ONE Pages directory.

Step 11:

To view the ONE Pages directory, access your MS Outlook address book and select ONE Pages from the address book drop down menu.

Option 2: MS Outlook 2010/2013

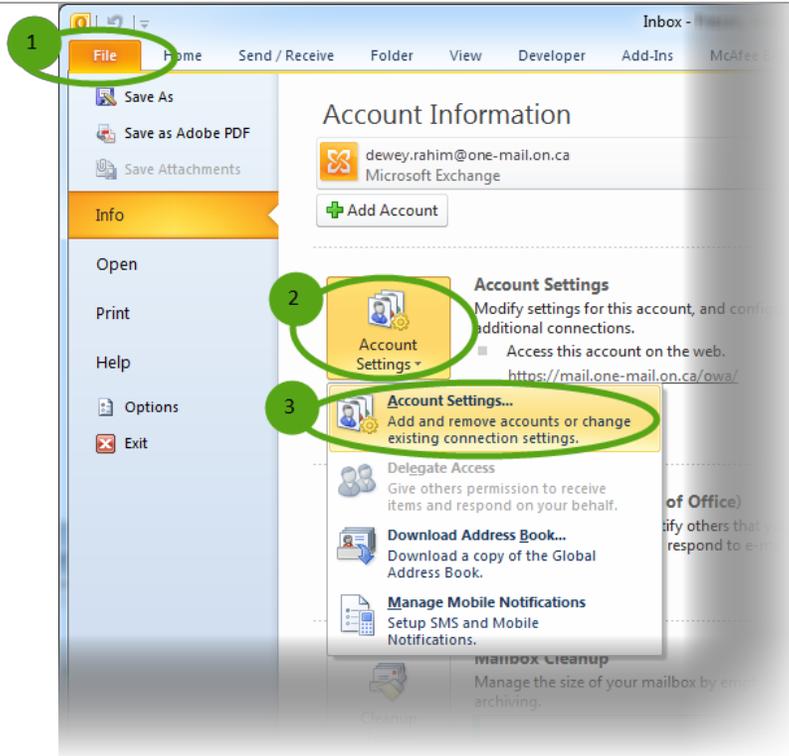
Follow these directions to access the ONE Mail directory (ONE Pages) through Outlook 2010/2013 desktop email software.

The screen shots below were taken from Outlook 2010, but the configuration steps are the same for Outlook 2013.

Step 1:
Select **File**

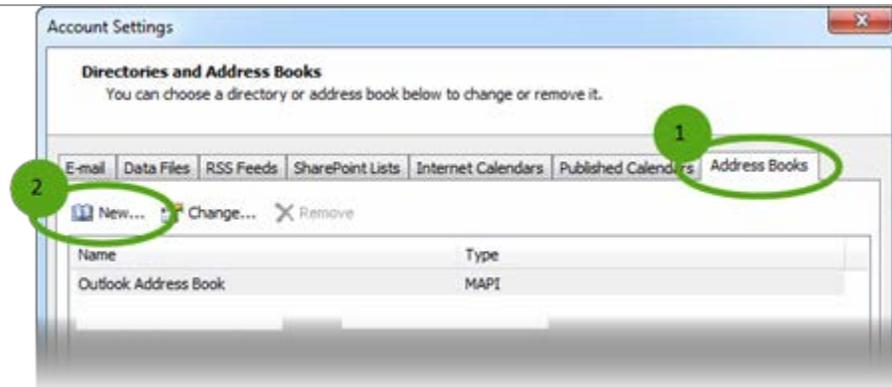
Step 2:
Select **Account Settings**

Step 3:
Select **Account Settings...**



Step 1:
Select the **Address Books** Tab

Step 2:
Select **New...**



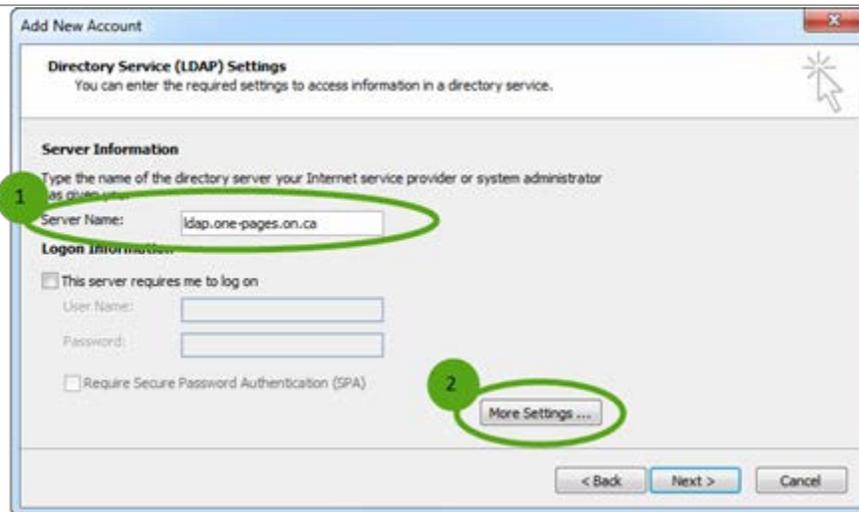
Step 1:
Select **Internet Directory Service (LDAP)**

Step 2:
Select **Next >**

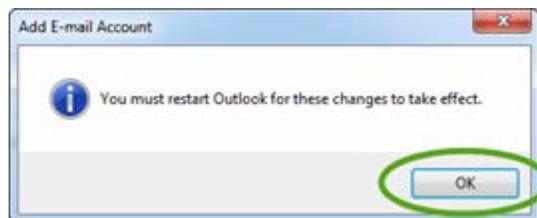


Step 1:
In the Server Name field, enter **"ldap.one-pages.on.ca"**.

Step 2:
Select **More Settings...**



If a warning appears click on the **OK** button



Step 1:

Ensure that the **Connection** tab is selected.

Step 2:

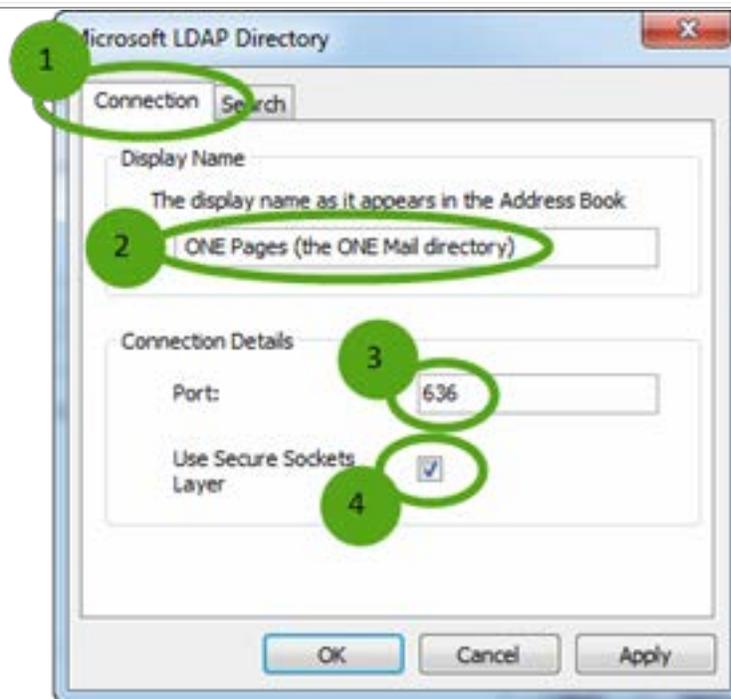
For Display Name, enter a name such as **“ONE Mail Directory”** or **“ONE Pages.”** This display name is the text that will show up on Outlook’s list of available address books, so enter something meaningful for an end user.

Step 3:

Enter **“636”** in Port field.

Step 4:

Select the **Use Secure Sockets Layer** box



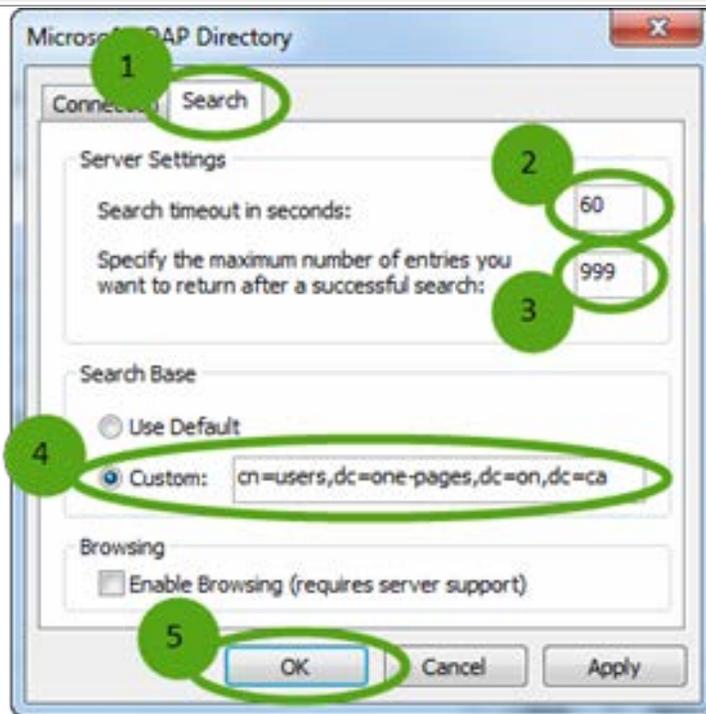
Step 1:
Switch to the **Search** tab.

Step 2:
Enter **60** in “Search timeout in seconds” field.

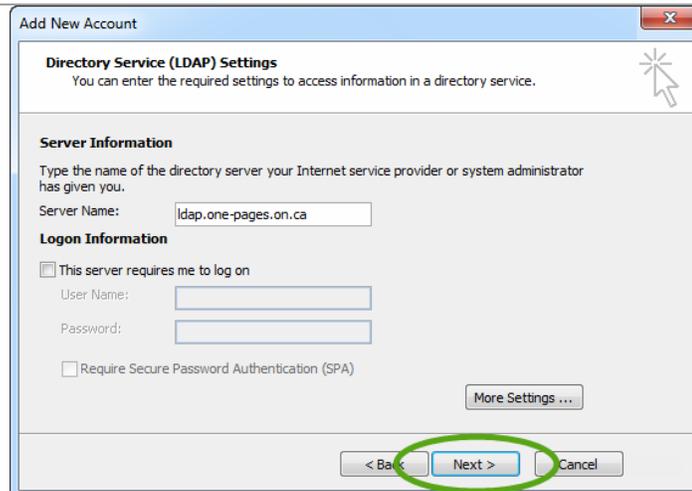
Step 3:
Enter **999** in “Specify the maximum number...” field.

Step 4:
Select the Custom radio button and enter “**cn=users,dc=one-pages,dc=on,dc=ca**”.

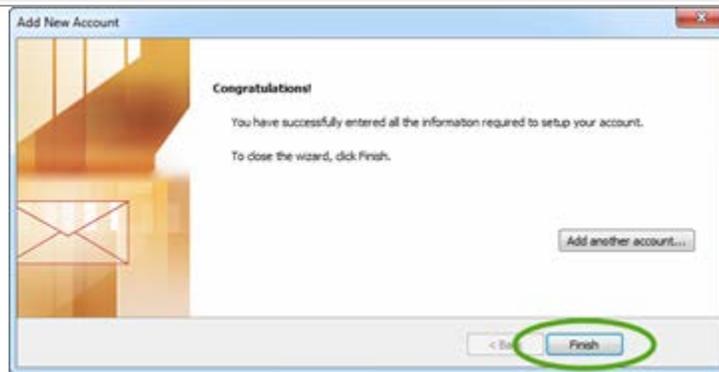
Step 5:
Click **OK**.



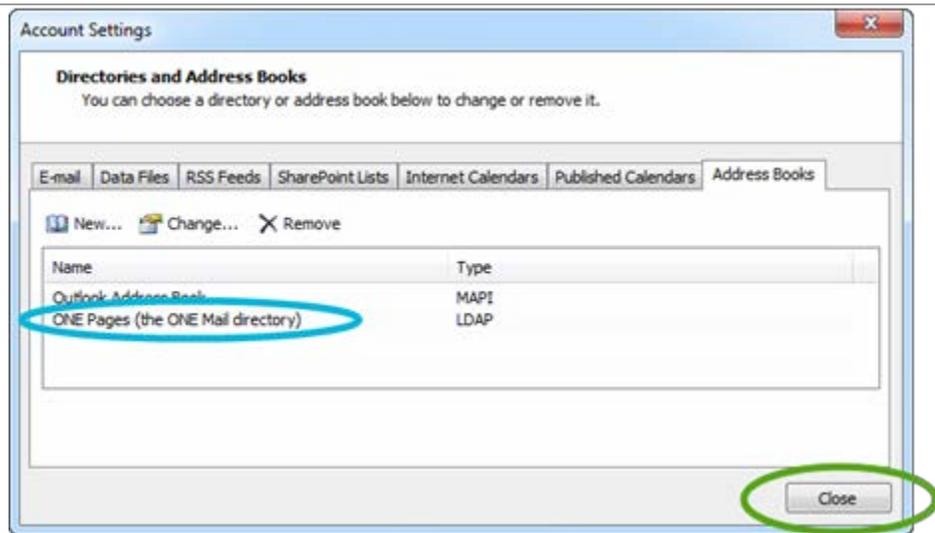
Step 6:
Click on the **Next >** button



Step 7:
Click on the Finish
button



Step 8:
Back at the Account
Settings window,
the new addition
shows up in the list.
Click Close



Restart Outlook to ensure the new address directory is fully installed.

Viewing the ONE Pages in Outlook

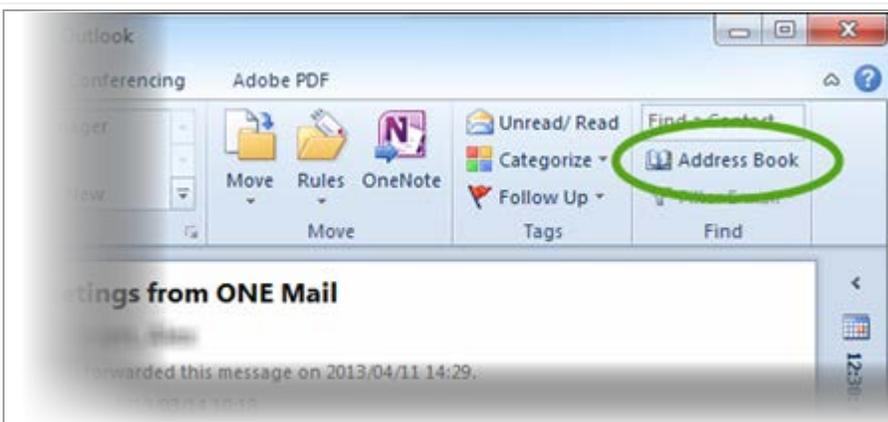
After adding ONE Pages (the ONE Mail directory) and restarting Outlook as described above, the new address list is now accessible.

To view ONE Pages via the Address Book

The following instructions describe how to view ONE Pages via the Address Book

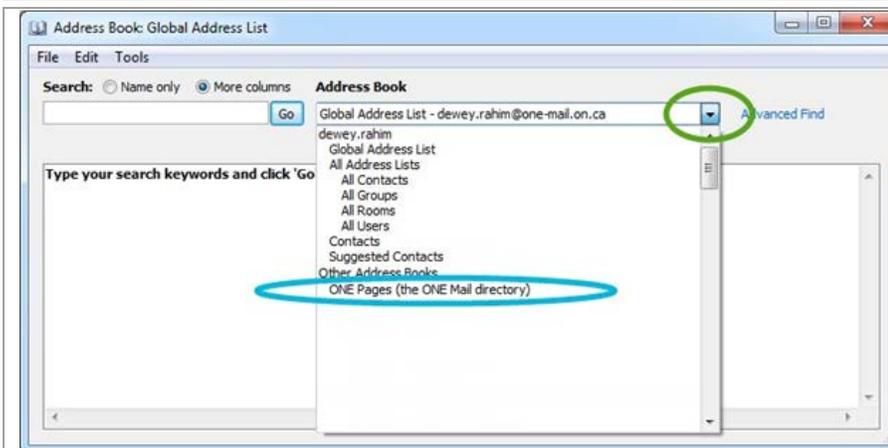
Step 1:

To view ONE Pages, select **Address Book** from the main window



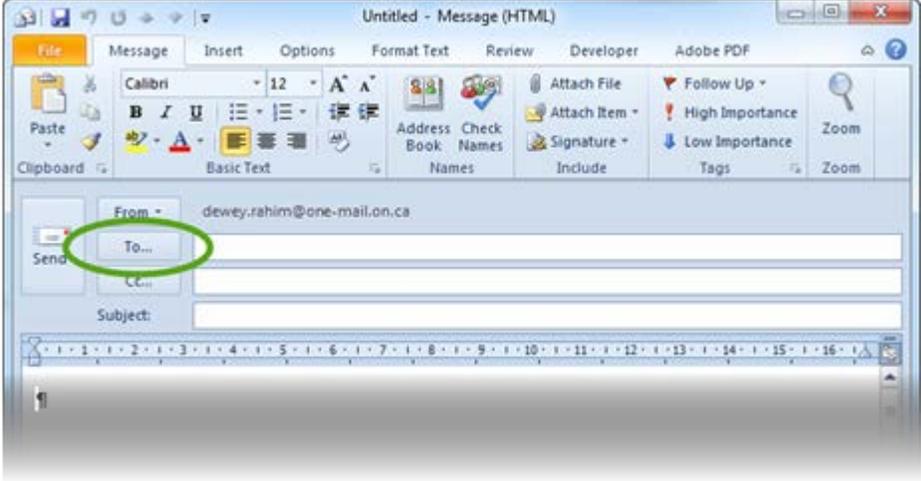
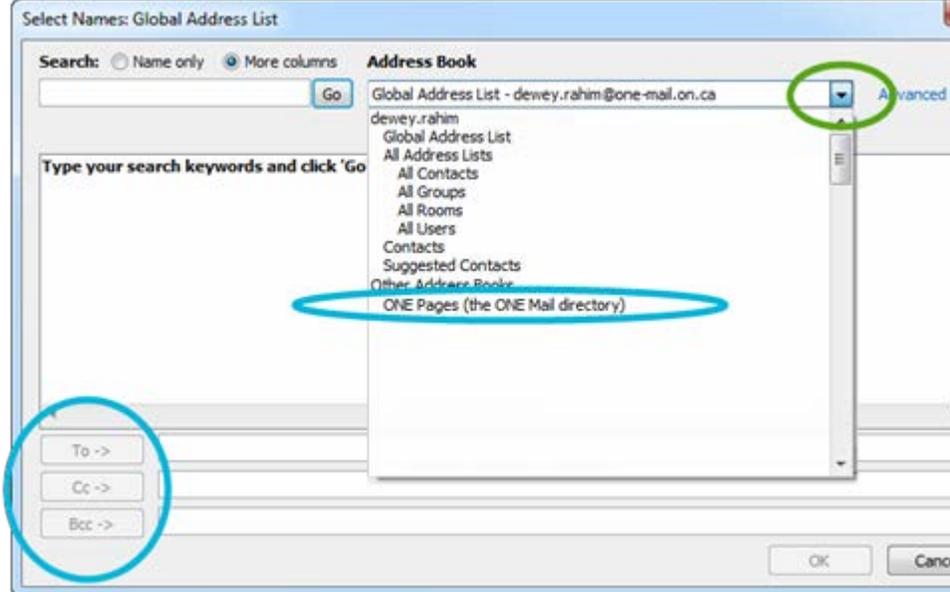
Step 2:

Click the down arrow to pull down the **Address Book** menu, and ONE Pages shows up labelled as whatever was entered for the "display name" during configuration



Accessing ONE Pages while composing an email Message

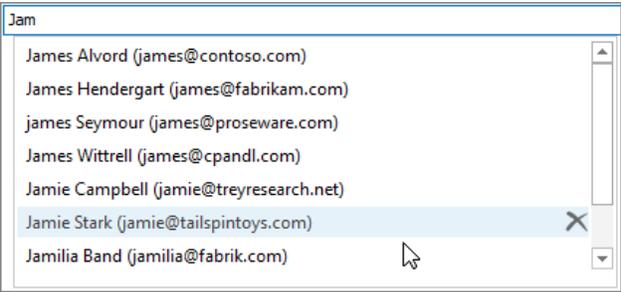
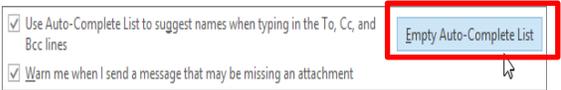
Accessing ONE Pages while composing an email message can be done so in several ways. Below are the various options in which you can use to access the ONE Pages while composing an email.

Launch your email	
Select the New E-Mail button to generate and new message	
Select the To... button	 A screenshot of the 'Untitled - Message (HTML)' window. The 'To...' button is circled in green. The window shows a standard email composition interface with a menu bar (File, Message, Insert, Options, Format Text, Review, Developer, Adobe PDF) and various toolbars. The 'From' field is filled with 'dewey.rahim@one-mail.on.ca'. The 'To...' button is highlighted with a green circle.
<p>Step 1: In the Address Book field, click on the dropdown arrow and select ONE Pages</p> <p>Step 2: In the Search field, type in the recipient's name, select the name you are searching for and click on the To button</p>	 A screenshot of the 'Select Names: Global Address List' dialog box. The 'ONE Pages (the ONE Mail directory)' option is circled in blue. The 'To ->' button is also circled in blue. The dialog box shows a search field with 'Go' and 'Advanced F' buttons. The 'Address Book' section lists various address lists, including 'Global Address List - dewey.rahim@one-mail.on.ca', 'dewey.rahim', 'Global Address List', 'All Address Lists', 'All Contacts', 'All Groups', 'All Rooms', 'All Users', 'Contacts', 'Suggested Contacts', 'Other Address Books', and 'ONE Pages (the ONE Mail directory)'. The 'To ->' button is circled in blue.

Mail Bounce Backs from Legacy Domain

How To Clear Outlook's Autocomplete Addresses

The following instructions will provide you with guidance on how to delete all cached email addresses. There are two options available to you.

<p style="text-align: center;"><u>OPTION 1</u></p> <p style="text-align: center;">Delete one or more suggested recipients in the Auto-Complete List</p>	<p style="text-align: center;"><u>OPTION 2</u></p> <p style="text-align: center;">Clear out the AutoComplete List (all cache entries)</p>
<p>(Applies to Outlook 2007, 2010, 2013 and 2016)</p> <ol style="list-style-type: none"> 1. Enter one or more characters in the To, Cc, or Bcc boxes. Then in the Auto-Complete List that appears, select the unwanted suggested recipient by using the arrow keys or by hovering your mouse over the name you want to remove. 	<p>(Applies to Outlook 2007 ONLY)</p> <ol style="list-style-type: none"> 1. Close MS Outlook. 2. Start Explorer and type %APPDATA%\Microsoft\Outlook in to the address line. 3. There you will find the Outlook.nk2 file. 4. Delete it (or move it to another folder). 5. Run MS Outlook. The cache is now clear. 6. Outlook.nk2 file will be regenerated automatically when you launch Outlook.
 <ol style="list-style-type: none"> 1. Choose X or press Delete. <p>TIP: Once a recipient name is removed, it won't appear again in the Auto-Complete List unless you deliberately select it from your Contacts list or type the address in manually. These actions will add the address to the Auto-Complete List again. If you want to permanently remove a recipient from your Contacts list, see delete a contact</p>	<p>(Applies to Outlook, 2010, 2013 and 2016)</p> <ol style="list-style-type: none"> 1. On the File tab, choose Options > Mail. 2. Under Send messages, choose Empty Auto-Complete List.  <ol style="list-style-type: none"> 3. Choose Yes to confirm you want to empty the list.

Anti-Virus/ Anti-Spam Features

ONE Mail provides the following Anti-Virus/Anti-SPAM protection and all email exchanged within ONE Mail participants is scanned for spam:

Spam and virus filtering

ONE Mail applies the following tools for spam and virus filtering:

- IP reputation service
- Proofpoint uses SPF checking and DNS blacklists to identify whether a connection address is considered a "spammer"
- Proofpoint Spam Detection technology used to filter spam
- Proofpoint F-Secure Anti-Virus is used to filter viruses

Messages inbound from the Internet

All email from the Internet destined for ONE Mail participants is scanned for spam and virus content using the following approach:

- IP reputation service identifies whether the connection address is considered a "spammer", if so, message is rejected
- Proofpoint Spam Detection engine scores messages:
 - If the message is scored at 100, the message gets dropped
 - If the message is scored greater than 50 and less than 100, the message header gets tagged as "Suspect Spam" and message is delivered
- Virus infected messages are cleaned and delivered to recipient. Uncleaned messages are deleted

Messages outbound from the Internet

All email from ONE Mail participants destined for the Internet is scanned for spam using the following approach:

- Proofpoint Spam Detection
 - If the message is scored at 100, the message gets deleted and the sender is notified
 - eHealth Ontario provides an override feature to allow senders to send the message (override provided to clients on a as needed basis)

All email from ONE Mail participants destined for the Internet is scanned for virus content using:

- Proofpoint F-Secure Anti-Virus
- If the message is infected, it gets deleted and the client will be notified

ONE Mail Partnered Settings

Maximum Message Size

50 Megabyte max (including attachments and SMTP protocol if applicable)

If the message size exceeds the limit, the message is deleted and notification is sent to the sender

Maximum Number of Recipients

Inbound from Internet – unlimited number of recipients

ONE Mail Partnered – unlimited

Number of Attachments

50 attachments maximum

If the number of attachments exceeds the limit, message is deleted and notification is sent to the sender

Number of Files in a Zipped Attachment

32 files maximum

If the number of files in a zipped attachment exceeds the limit, message is deleted and notification is sent to the sender

Invalid or Unavailable Domain

Message will stay in the queue for 5 days

If the destination domain does not exist, delete the message and notification is sent to the sender

If the domain exists, but does not respond to delivery requests for five days, the message will be deleted and notification is sent to the sender

Password Protected Attachments

All password protected attachments shall be delivered without interference

Encrypted Messages

All encrypted attachments shall be delivered without interference

Sender Filtering

Every message must have a sender address

Any message received with a blank sender address is deleted without notification

ONE Mail Termination Request

In order to remove your organization from ONE® Mail please contact us via email at onemailinfo@ehealthontario.on.ca indicating that your organization would like to be removed from this service.

ONE Mail Support

Contact your internal help desk or IT support contact as your first line of support. If the issue is related to our services, your help desk or IT support contact will refer the matter over to us. Our service desk is available 24 hours a day, seven days a week.

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