

## ONE® Mail Direct FAQ for University of Toronto

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### **What is ONE Mail Direct?**

ONE Mail Direct is an email service run by eHealth Ontario designed specifically to allow Ontario health care providers and learners to send personal health information (PHI) securely between registered users. For more info on ONE Mail Direct, ONE ID, and other ONE Services see <http://www.ehealthontario.on.ca/en/services/one-mail>.

### **Why do I need a ONE Mail account?**

The University's own email systems (and consumer email services like Gmail) are not considered secure by hospital standards, and by policy must not be used to send or receive any personal health information. A ONE Mail Direct account, on the other hand, has been approved for exactly such secure communication, and the Faculty of Medicine has been approved to register its learners for ONE Mail Direct accounts (note that we cannot register accounts for faculty members or staff). Each account will appear in the ONE Pages email directory of any hospital participating in the ONE Mail Partnered program, including most of the Faculty's affiliated hospitals. The account can remain active for as long as the user is in training or practicing medicine in Ontario.

### **Can I request an account directly from eHealth Ontario?**

No, individual learners are not able to request an account directly. Invitations for ONE Mail Direct accounts for newly-registered medical students and residents are sent out annually upon formal request by the Faculty's medical education departments. New learners who have not received an invitation within a month after they start their studies may send enquiries to [onemail.help@utoronto.ca](mailto:onemail.help@utoronto.ca). Invitations are valid for 60 days.

### **My invitation has expired—what do I do?**

If your invitation has expired, email [onemail.help@utoronto.ca](mailto:onemail.help@utoronto.ca) to request it be resent.

### **Can I only send PHI to other ONE Mail Direct accounts?**

No, you can also securely send emails to accounts at ONE Mail Partnered hospitals and agencies. For a complete listing of approved individuals and groups please refer to the ONE Pages listing, which is a central address book / directory of all ONE Mail registered users from participating organizations.

### **I have a ONE Mail Direct account but I have forgotten my ID and/or password.**

Visit the ONE ID site at <https://oneid.ehealthontario.ca> and click on the appropriate link. Your ONE ID (i.e. username) will be in the form [firstname.lastname@oneid.on.ca](mailto:firstname.lastname@oneid.on.ca), and your ONE Mail Direct email address will be in the form [firstname.lastname@one-mail.on.ca](mailto:firstname.lastname@one-mail.on.ca). It is important to understand the distinction, and to use them appropriately.

## ONE Mail Direct Links and Support Information

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Use the links below to find out more about ONE Mail Direct, to manage your ONE ID account and password, and to access your ONE Mail Direct email account over the web.

### *General ONE Mail Direct information*

<http://www.ehealthontario.on.ca/en/services/one-mail>

### *eHealth Portal (user guides)*

<https://www.ehealthontario.ca>

### *ONE ID password management*

<https://oneid.ehealthontario.ca>

### *ONE Mail Direct web access*

<https://mail.one-mail.on.ca/>

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Technical support for ONE Mail Direct is provided by the eHealth Ontario Service Desk

### *eHealth Ontario Service Desk*

1-866-250-1554

[servicedesk@ehealthontario.on.ca](mailto:servicedesk@ehealthontario.on.ca)

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For general questions about University email systems, the Faculty of Medicine's role, invitations for ONE Mail Direct accounts, and updated copies of this FAQ, contact:

### *Faculty of Medicine ONE Mail Direct Support*

[onemail.help@utoronto.ca](mailto:onemail.help@utoronto.ca)

<http://dc.med.utoronto.ca/other-documentation>