

# ONE Mail® FAQ's for University of Toronto, Faculty of Medicine, Residents and Fellows

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## **What is ONE Mail?**

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 <https://www.ehealthontario.on.ca/en/support/>

## **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. 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. Faculty of Medicine Residents and Fellows with an active CPSO number can create their ONE Mail account within the CPSO portal.

## **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 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`, and your ONE Mail Direct email address will be in the form `firstname.lastname@one-mail.on.ca`. It is important to understand the distinction, and to use them appropriately.

## ONEMail® 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>

### *CPSO ONE ID creation process*

[https://www.ehealthontario.on.ca/images/uploads/support/one-id/one\\_id\\_cpso\\_registration\\_guide.pdf](https://www.ehealthontario.on.ca/images/uploads/support/one-id/one_id_cpso_registration_guide.pdf)

### *eHealth Portal*

<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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