

Executive Officer Notice: Replacement of ONE Mail Direct Email Service with Microsoft Office 365 Email Account

November 22, 2022

What's New

Currently the Ministry of Health (the ministry) uses Ontario Health's ONE Mail Direct email service to advise pharmacies and dispensing physicians (collectively referred to as "dispensers") of drug benefit changes, program and policy changes, and payment information such as Remittance Advice reports.

Ontario Health will no longer be using the ONE Mail email service. The ministry, in collaboration with Ontario Health, is replacing ONE Mail with a Microsoft Office 365 email account for dispensers.

Office 365 is an email service developed and operated by Microsoft. It is designed to meet the high security requirements to exchange information between the ministry and stakeholders.

When

In partnership with Ontario Health, the ministry will provision all dispensers who have a ONE Mail email account with a new Microsoft Office 365 email account beginning November 28, 2022.

Next

The ministry will provide the Microsoft Office 365 email addresses and login credentials to all dispensers registered in the ONE Mail Direct service. This information will be sent via both the dispensers' ONE Mail mailbox and their alternate email address. Dispensers will

be required to register for the new Office 365 email address using their new email credentials.

In the meantime, there will be no interruption to dispensers' access to the ONE Mail email service until January 15, 2023. After this date, the mailbox will no longer be available.

As a reminder, dispensers have a contractual obligation under their Health Network System Subscription Agreement with the ministry to log on to the email service provided by the ministry at least once per week to obtain relevant notices.

Mailbox Content

The content of a dispenser's ONE Mail mailbox will **not** be migrated to the new Microsoft Office 365 email account. Dispensers are encouraged to save any content from their ONE Mail mailboxes, as deemed necessary.

Please note that EO notices sent via ONE Mail are also available on the [ministry's website](#).

For dispensers:

Please call ODB Pharmacy Help Desk at: 1-800-668-6641

For all other Health Care Providers and the Public:

Please call ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559. In Toronto, TTY 416-327-4282