

Questions and Answers for Pharmacies: Replacement of ONE Mail Direct Email Service with Microsoft Office 365 Email Account

November 22, 2022

1. What is the Microsoft Office 365 (O365) email account?

The Office 365 email account is a secure Microsoft Office Outlook email account which is accessible through the internet.

O365 email accounts will be used as a communication tool between the Ministry of Health (ministry) and dispensers (pharmacies and dispensing physicians) of drug benefit changes, program and policy changes, and payment information such as Remittance Advice reports.

2. Why is the Ministry changing from the ONE Mail email service?

Ontario Health (OH) has made the decision to terminate ONE Mail email service for all users, including dispensers on January 15, 2023. So, the ministry in collaboration with Ontario Health, is replacing ONE Mail with the Microsoft Office 365 email account for dispensers.

3. Is the new O365 email communication tool secure?

O365 is an email account developed and operated by Microsoft. It is designed to meet the high security requirements to exchange information between the ministry and dispensers. It uses the industry TLS 1.2 encryption standard which provides the appropriate level of security.

4. Is it mandatory for all Ontario dispensers be registered into O365 email account?

Yes. Dispensers have a contractual obligation under their Health Network System (HNS) 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.

5. When will the current ONE Mail service be terminated? How long will dispensers receive communications through current ONE Mail service?

Ontario Health will terminate the ONE Mail service on January 15, 2023.

Dispensers will be able to login to the new O365 email system beginning November 28, 2022. The ministry encourages dispensers to complete the login process as soon as possible.

All ministry communications through ONE Mail will be permanently discontinued on January 15, 2023.

6. Will dispensers be able to access ONE Mail mailbox content (e.g., previous RA reports) in O365 email account?

The content of a dispenser's ONE Mail mailbox will **not** be migrated to the new O365 email account. Dispensers are encouraged to save any content from their ONE Mail mailboxes, as deemed necessary.

7. How will existing dispensers be registered for O365 email account?

All existing dispensers (pharmacies and dispensing physicians) with a ONE Mail email account will receive an O365 email account.

8. What will dispensers new O365 email addresses be?

Dispenser's email will be "pharmacy ON number@opddp.ca". As an example, ON01456789@opddp.ca.

Important Note: The ministry has noted that some dispensers have changed their ONE Mail email account from **ON01345678@ONE-Mail.on.ca** to **firstname.lastname@ONE-Mail.on.ca**. This will not be allowed under the new O365 email system. The pharmacy account will remain as **ON#@opddp.ca**.

9. How will dispensers access new O365 email account?

Dispensers (pharmacies and dispensing physicians) will login by going to <https://outlook.office.com>.

Beginning November 28, 2022, dispensers will receive an email with their login credentials. This will be sent to their ONE Mail email account and to any alternate email account provided to the ministry at the time of registration of ONE Mail.

The credentials email will have an attachment with a **unique temporary password** for the initial log-in and another attachment explaining the login procedure. You will be required to change the temporary password the first time you login.

When changing the password, please follow the password complexity rules. It is recommended that a unique password be used that is not used with any other applications.

- Password must be 12 or more characters long.
- Password must contain characters from all the following four categories:
 - Uppercase characters A-Z (Latin alphabet).
 - Lowercase characters a-z (Latin alphabet).
 - Digits 0-9.
 - Special characters (@, \$, #, %, etc.).

Type in the current (temporary) password and your new password based on the password complexity above. Follow the next steps in your browser.

10. How will new pharmacies or change in ownership pharmacies be registered with a O365 email account? How will new pharmacies or change in ownership pharmacies login to the O365 email account?

The current pharmacy registration process will be updated to include all new or change in ownership pharmacies registering for the O365 email account. Starting November 22, 2022, new or change in ownership pharmacies will be provided with an O365 email account only.

The account will be issued to the signing authority designated by the pharmacy.

You will logon by going to <https://outlook.office.com>.

New or change in ownership pharmacy will receive an email to their personal or corporate email account provided in the HNS registration form. Your username will be your pharmacy ON number@opddp.ca. As an example, **ON01456789@opddp.ca**.

When the pharmacy registration process is completed, an email will be sent to your personal or corporate email account with a temporary password for your initial log-in. The temporary password will be active during the first 30 days after the provisioning. You will be required to change the password the first time you login.

When changing your password, please follow the password complexity rules. It is recommended that you use a password that you have not used with any other applications.

- Password must be 12 or more characters long.
- Password must contain characters from all the following four categories:
 - Uppercase characters A-Z (Latin alphabet).
 - Lowercase characters a-z (Latin alphabet).
 - Digits 0-9.
 - Special characters (\$, #, %, @, etc.).

Type in the current password and your new password based on the password complexity above. Follow the next steps in your browser.

11. Who will be responsible for the O365 email account and who can use the account?

The account will be issued to the signing authority designated by the pharmacy; however, it is a group account and pharmacy owner can choose and provide access to other authorized pharmacy staff.

12. Who should pharmacies contact for technical support with their O365 email account?

If pharmacies require assistance, they can contact the ODB Help Desk at **1-800-668-6641** for login problems.

There are couple of things that you might have to do to ensure a smooth login experience.

If you already have a/or multiple O365 mailboxes such as your (*personal outlook account or your Corporate/other O365 account*) you might experience some issues logging into the new O365 mailbox might attempt to redirect you back to your personal or corporate Microsoft Office 365 account(s). If this happens, please follow the steps below.

- 1) Sign out of all your Microsoft O365 accounts.
- 2) Close all opened browsers (*It has been determined that having multiple browsers and tabs open will not allow for a successful login*).
- 3) When logging into your new OPDDP O365 mailbox for the first time, please open it in a private tab/browser (incognito) and follow the steps on your browser.

13. How do I reset my O365 password?

The link below provides password reset instructions:

Password Reset:

<https://support.microsoft.com/en-us/office/change-password-in-outlook-web-app-50bb1309-6f53-4c24-8b f d-ed24ca9e872c>

If further assistance is required, please contact the ODB help desk at **1-800-668-6641** and **select option #5**.

14. Assistance in how to use my O365 account?

The below link from Microsoft provides training on how to use an O365 account.

Helpful MS Outlook Training link: [Outlook training - Microsoft Support](#)

15. What are the technical connection requirements to get access to O365 email account?

All that is required to access O365 email is a connection to the Internet with a web browser application such as Internet Explorer or Microsoft Edge.

Note: You may need to contact your local IT support to ensure that the website to access O365 is not blocked by any internal firewalls.