

## OVERVIEW

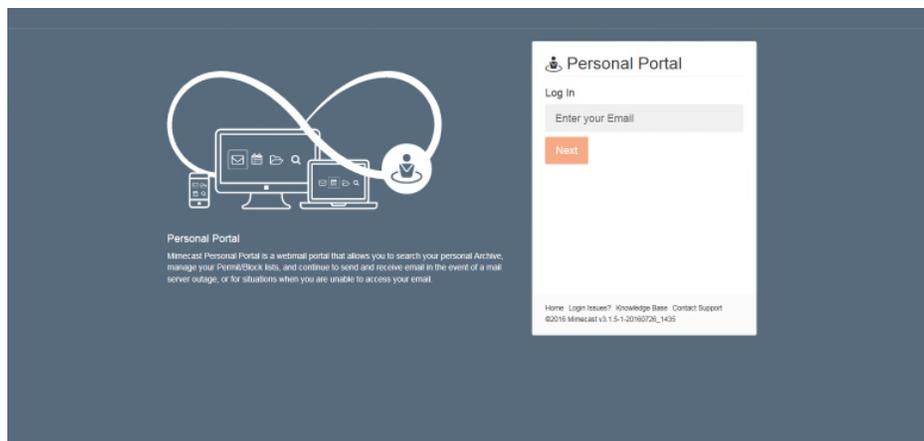
The Mimecast Portal allows you to access and manage email by logging into their web site (Personal Portal), as well as an app on your mobile device if our network has an outage.

*Please see document 4816-5421-4966 for instructions on installing the app.*

## LOGGING IN

To log in, from a web browser, go to:

<https://webmail.mimecast.com/m/portal/login/#/login>



You can also go to Mimecast.com, click Log In, and follow the prompts to Personal Portal.

Log in credentials are your firm email address and firm password. For type, choose **Domain**.

## INBOX AND SENT ITEMS

- ◆ Select the **Mailboxes** icon from the left-hand menu. 
- ◆ Select either **Online Inbox** or **Online Sent Items**. A page opens listing the items sent or received over the last 30 days.

You can switch between Online Inbox and Online Sent Items by using the Inbox and Sent Items options.

- ◆ To access more messages, scroll to the bottom of the list and more items are retrieved.
- ◆ To preview an email, select it. Selecting it twice in quick succession (double click) opens the email in a new tab.
- ◆ From the list of messages, you are able to Reply, Reply All and Forward the email.

## COMPOSE A NEW EMAIL



1. Use the **Compose** icon to create a new message.
2. Add the recipients, subject line and message body.
3. The auto-complete feature matches the most recent contacts from emails sent through Mimecast.

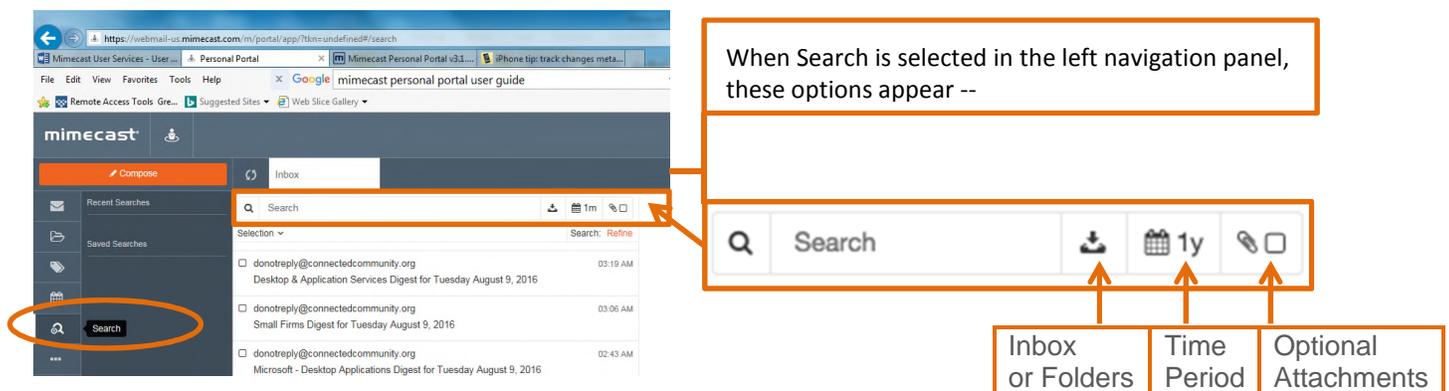
*Approximately 200 addresses from emails sent through Mimecast are displayed.*

4. Click the **Attach** to add an attachment.
5. Once the email has been composed, click the **Send** icon to send the message.

## SEARCH

To find older (or newer) emails, you can perform a **Search**:

Search is available in all the views showing mailboxes, archive folders and filtered messages on the top of the message list. By entering text in the Search field, a search is performed across all aspects of the email (including the subject, headers, body, attachments, attachment name, attachment type).



When Search is selected in the left navigation panel, these options appear --

Inbox or Folders    Time Period    Optional Attachments

The search can be further personalized in the same panel using the relevant buttons to:

- ◆ choose which folder to search;
- ◆ specify the period (from last week to all time);
- ◆ filter messages according to additional parameters (attachment type).

Once criteria is entered, select the location the search should be conducted. For example:

- ◆ Inbox for inbound messages.
- ◆ Sent Items for outbound messages.
- ◆ All Messages to search the entire archive.

- ◆ Select Folder to search a specific Archived Folder.
- ◆ Select the date period over which the search should be conducted.
- ◆ Choose whether or not attachments should be present in the results or not (in **Optional**).

Results are returned on screen.

## MIMECAST HOLDS SUSPICIOUS MESSAGES

Mimecast places messages that may contain unwanted content or may be from an unwanted sender in a quarantine area, or Hold Queue. You can choose to release or reject messages as well as add the sender to your Permitted or Blocked sender list.

### MANAGING PERSONAL ON HOLD MESSAGES

These could be based on Spam, Attachment, or Content Examination Policies, which are designed to prevent unwanted emails from reaching your Inbox. The Personal On Hold viewer allows you to view the emails that have been held, and to decide if you want to release them or reject them.

*If you do not Release or Reject an email from the Hold queue, the email will automatically be removed after 14 days. You will still be able to retrieve the email from the Archive..*

### RELEASE MESSAGES

Select the **Advanced** icon.



Select **Personal On Hold** from the menu.

Select a single or multiple emails.

Using the **Release** icon select one of the following desired actions:

Menu option	Description
Release Email	The email is removed from the viewer and is delivered to your Inbox. Future emails from the sender may be Held.
Release Email & Permit Address	The email is removed from the viewer, is delivered to your Inbox, and a Permit Policy is created for the email address of the sender (e.g. sender@company.com). A Permit Policy will bypass Spam checks on future emails from this sender, so that they are not Held by the Spam Policy. You are able to remove this policy using Managed Senders.
Release Email & Permit Domain	The email is removed from the viewer, is delivered to your Inbox, and a Permit Policy is created for the domain name of the sender (e.g. company.com). A Permit Policy will bypass Spam checks on future emails from senders of this domain so that they are not Held by the Spam Policy. You are able to remove this policy using Managed Senders.

### REJECT MESSAGES

Select the **Advanced** icon.



Select **Personal On Hold** from the menu.

Select a single or multiple emails.

Using the **Reject** icon select one of the following desired actions:

Menu option	Description
Reject Email	The email is removed from the viewer and a notification is sent to the sender. Future emails from this sender may be Held
Reject Email & Block Domain	The email is removed from the viewer, a notification is sent to the sender, and a Block Policy is created for their domain name (e.g. company.com). This means that any senders from that domain will be unable to send emails to you in future, but you are able to remove this policy using Managed Senders.
Reject Email & Block Sender	The email is removed from the viewer, a notification is sent to the sender, and a Block Policy is created for their email address (e.g. <a href="#">sender@company.com</a> ). This means that the sender will be unable to send emails to you in future, but you are able to remove this policy using Managed Senders.