# Using Mimecast

About

Mimecast is a tool designed to catch potentially malicious emails before they hit your inbox. When an email is put on hold, the intended recipient is sent an email from Mimecast stating that an email has been put on hold. From here, you can either permit/reject/block the email/sender. Though Mimecast does a good job of blocking only malicious/spam emails, sometimes safe ones get caught in the filter.

It is important to respond quickly because held messages will be deleted after 10 days if no action is taken.

Managing Held Messages from the Mimecast Email

Whenever an email is put on hold you will get the following notification in your email:
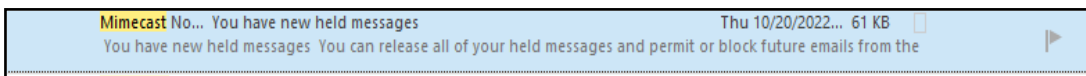
It is important to open this email in order to determine if the message is in fact malicious or not. Once opened you will be given the following information and options.

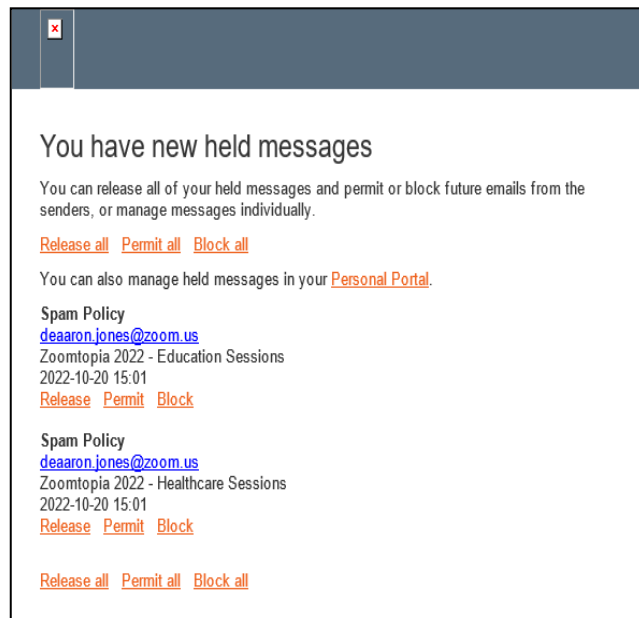**Release all:** Releases all held messages listed.

Permit all: Permits all future emails from the sender.

Block all: Blocks all future emails from the sender

Release: Releases the single email.

Permit: Permits the selected sender.

Block: Blocks the selected sender.

Using the Personal Portal

The Personal Portal offers much of the same functionality you get from the Mimecast held messages. With the added abilities to view blocked senders, permitted senders, as well as any and all held messages. To access the Personal Portal, click on the Personal Portal link in the held message email from

Mimecast. You will be presented with this log in screen. Enter your HCRS email address and click next. It will then ask you for your password, this is the same password used to get log on to a computer or log on to Horizon.
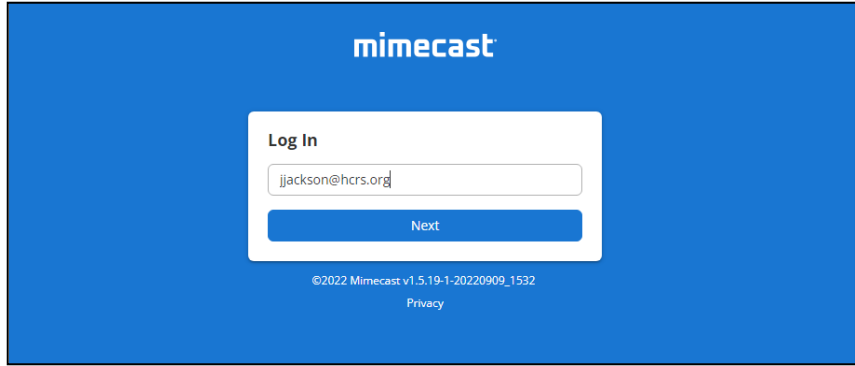
Once logged in to the Personal Portal; you will be brought to this page. Here you can see any and all held messages.
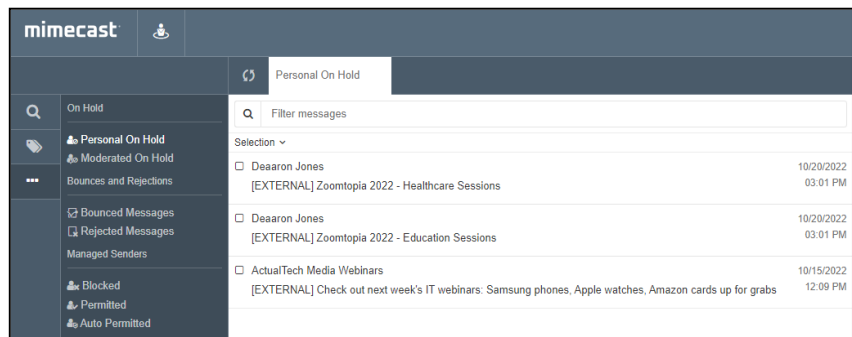
Select the desired messages by clicking the box to the left of the message and you will be given the thumbs up/down icons on the right. Thumbs up= release, down=reject.
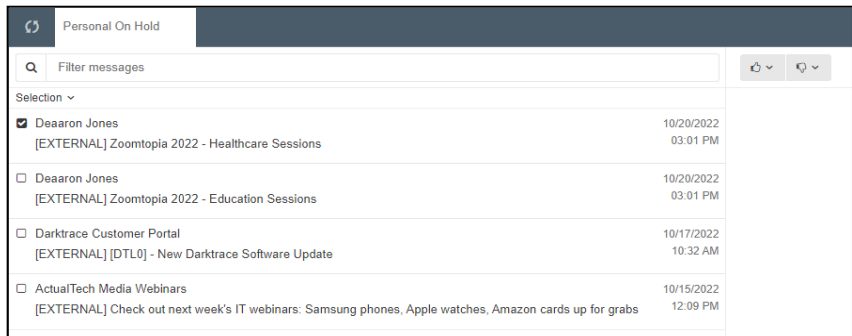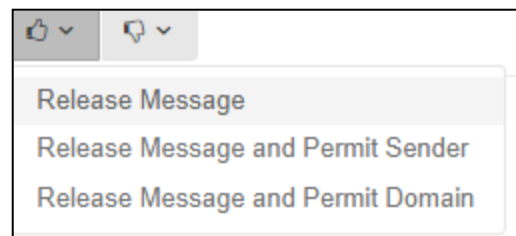

Release Options

Release Message: Releases that individual email.

Release Message and Permit Sender: Releases that individual email, also permits any future emails from that **individual** sender.
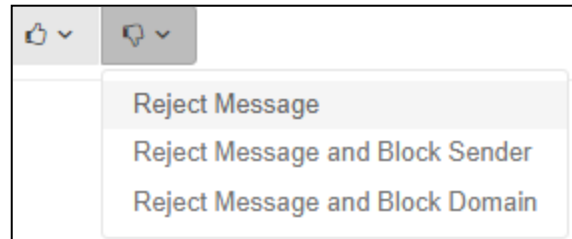

Release Message and Permit Domain: Releases that individual email, also permits any future emails from **anyone** from that domain (i.e. @hcrs.org).

Reject Options

Reject Message: Rejects that individual email.

Reject Message and Block Sender: Rejects that individual email, also blocks any future emails from that **individual** sender.

Reject Message and Block Domain: Rejects that individual email, also blocks any future emails from **anyone** from that domain (i.e. @hcrs.org).

Managing Blocked Senders

On the left hand side of the Personal Portal you will see a section labeled Blocked. From here you can add, remove, or permit blocked senders.

Add Blocked: allows you to manually block specific email addresses or domains (i.e. @hcrs.org).

Remove: Removes sender from blocked list, future emails may get flagged again.

Permit: Removes sender from blocked list and allows all future emails through.

Managing Permitted Senders

On the left hand side of the Personal Portal you will see a section labeled Permitted. From here you can add, remove, or block permitted senders.

Add Permitted: allows you to manually permit specific email addresses or domains (i.e. @hcrs.org).

Remove: Removes sender from permitted list, future emails may get flagged again.

Block: Removes sender from Permitted list, adds them to blocked list.