Personal Portal FAQ's

- Logging In
- Managing Personal On Hold Messages
- Blocking Senders Reporting Spam / Phishing
- Managed Senders
- Sending Attachments via Large File Send
- Managing Large File Send Attachments
- Sending a Secure Message

Logging In

Walkthrough

To log in:

1. Navigate to the following URL: https://login.mimecast.com

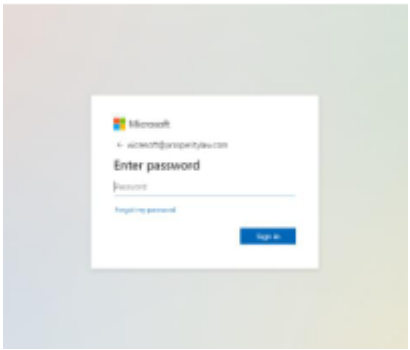
2. Enter your Email Address in the logon screen.

3. Click on the Next button.

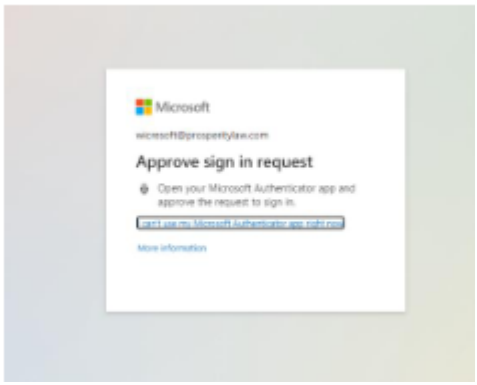
4. In the Password field, enter the password that has been provided by your Administrator.

Note:
If your administrator has chosen to use a Single Sign-On technology you will be redirected to the sign in page of the identity provider.

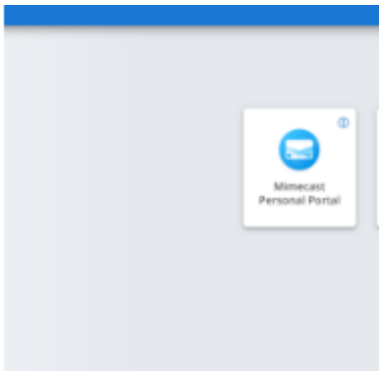




You may be prompted to approve any Microsoft MFA request



Once logged in, choose Personal Portal:



Managing Personal On Hold Messages

This guide explains how you can manage on-hold emails in the **Mimecast Personal Portal**. You can release or reject emails individually or in bulk. If you are an end user (not a moderator), you can also block senders or domains when releasing or rejecting messages.

Important: Images in held messages are not displayed automatically. You can choose to download them, but consider the security risks before doing so.

This article is copied from Mimecast direct for your convienience for **further support, contact your Mimecast reseller *Wicresoft* via contactus@wicresoftinternational.com**

Original article link https://mimecastsupport.zendesk.com/hc/en-us/articles/34000425819795-Mimecast-Personal-Portal-Held-Bounced-Rejected-Messages#h_01J9RYAJHK4K82F3GK554GJP9J

Accessing the Mimecast Personal Portal

- Navigate to: **https://login.mimecast.com**
- Enter your Email Address in the logon screen.
- Click on the Next button.

Releasing a Message

To release a message:

1. **Log in** to the **Personal Portal**.
2. Click on the **Advanced** icon.
3. Select **Personal On Hold** from the menu.
4. **Filter** the messages by **Subject, To, From,** or **Reason** (optional).
5. Select one or more messages.
6. Click the **Release** icon and choose the desired action.

The **Personal On Hold viewer** allows you to see these held emails and decide whether to release or reject them.

Rejecting a Message

To reject a message:

1. **Log in** to the **Personal Portal**.
2. Click on the **Advanced** icon.
3. Select **Personal On Hold** from the menu.
4. **Filter** the messages by **Subject, To, From,** or **Reason** (optional).
5. Select one or more messages.
6. Click the **Reject** icon and choose the desired action.

Automatic Removal

If you don’t release or reject a message **within 14 days**, it will be automatically deleted. However, if your administrator has enabled **email archiving**, you may still be able to retrieve it later.

Moderated On Hold Viewer

The **Moderated On Hold viewer** functions similarly to the **Personal On Hold viewer** but is used to manage held emails for other users (e.g., colleagues or managers). However, **moderators cannot block or permit senders or domains**.

Note: This feature must be enabled by an **Administrator**. By default, no emails will be displayed unless permissions are granted.

For further assistance, contact your Mimecast reseller *Wicresoft* via

contactus@wicresoftinternational.com

Blocking Senders Reporting Spam / Phishing

This article describes how to block a specified sender or domain, as well as how to report spam or phishing to the Mimecast Security Team. The difference between the two actions is as follows:

• Block a sender's address or domain. This added the sender's address or domain to your personal blocked senders list
• Report the message as spam or phishing. This automatically triggers the following actions:

    o The message is moved to your Junk E-Mail folder in Microsoft Outlook.
    o The sender of the message is added to your Blocked Senders list.
    o The message is forwarded to the Mimecast Security Team for analysis.

Note: No notification is sent to the sender, if a message is blocked or reported for spam / phishing.

Block a Sender's Address / Domain

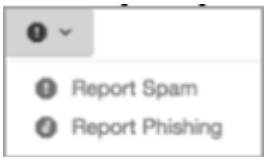
1. Select one or more messages.
2. Select the ***Block Sender*** drop-down.



3. Select ***Block Sender*** or ***Block Domain***.

Report Spam or Phishing

1. Select a Message.
2. Select the Report Message icon.
3. Select Report Spam or Report Phishing.



4. Click Report in the confirmation pop-up to report the email as spam or phishing.

Managed Senders

This guide describes how end users can manage their personal blocked senders, permitted senders, auto permitted, and trusted entries.

The managed senders view allows you to:

• Search and filter entries.
• Add new entries.
• Delete existing entries.

Usage Example

Managed senders can be used to block entire domains, yet allow specific users from the same domain name. For example, a user can add "domain.com" to their Personal Blocked Sender list, but then add user1@domain.com and user2@domain.com to their Permitted Sender list.

In this scenario, the permitted list overrides the blocked list, and users 1 and 2 will be able to email the user while user3@domain.com and others will not.

Walkthrough

The Managed Senders view is accessed via the Advanced tab in the left hand menu.

Adding a Blocked / Permitted / Trusted Sender

To add an address to your blocked, permitted, trusted sender list:

1. Click on the Blocked, Permitted, or Trusted menu item.
2. Enter one or more Addresses and/or Domains into the box.

• Multiple addresses / domains must be separated with a space (e.g. usera@domain1.com domain2.co.uk).
• Adding multiple entries is only permitted on the blocked or permitted sender lists.

3. Click on the Add button.
4. Click on the OK button.

Removing an Entry From Your Blocked, Permitted, or Trusted Senders List

To remove an address from your blocked, permitted, or trusted sender list:

1. Click either the Blocked, Permitted, Auto Permitted, or Trusted menu item.
2. Click on the Address to be removed.
3. Click on the Remove button

Sending Attachments via Large File Send

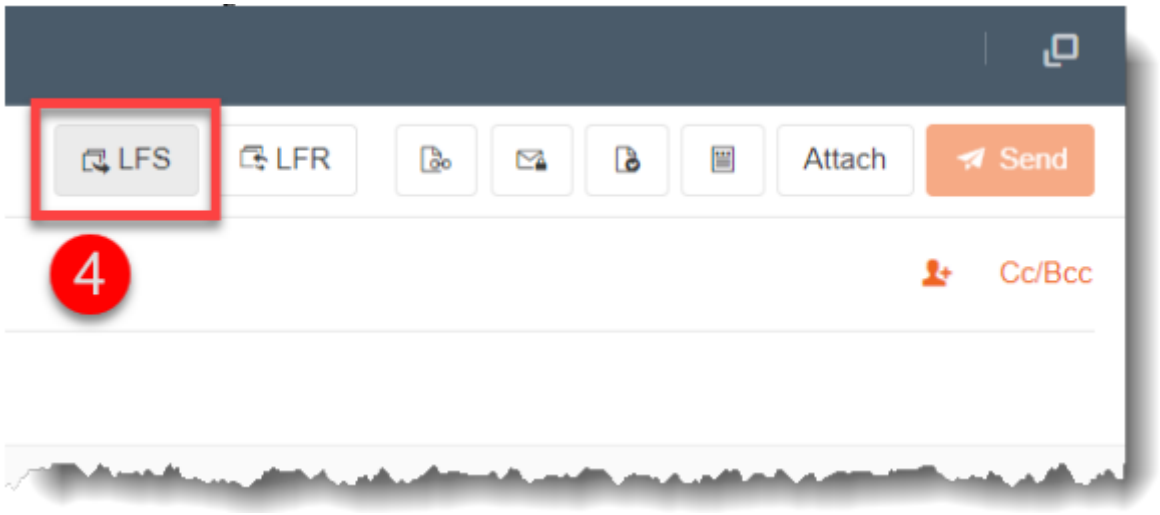
This guide explains how to use the Mimecast Personal Portal to send email attachments safely and securely with the Large File Send feature.

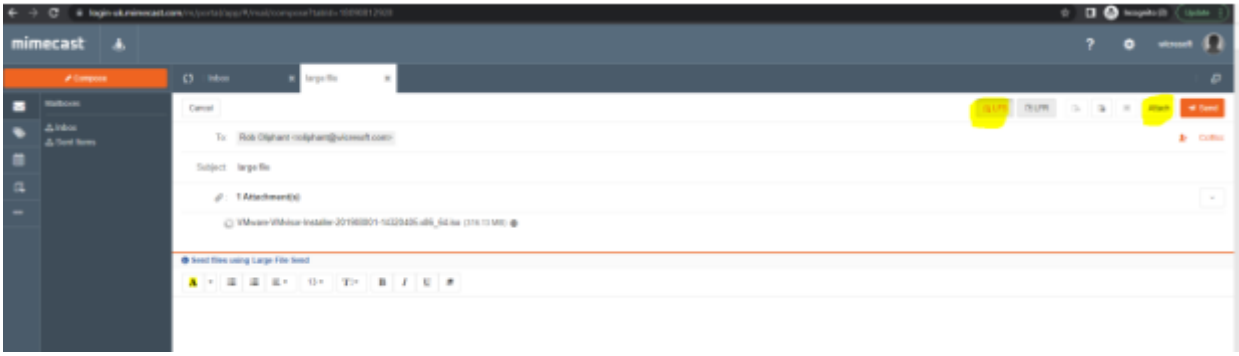
https://webmail-uk.mimecast.com/u/login/?gta=portal#/login

Walkthrough

To use Large File Send from the Mimecast Personal Portal:

1. Compose a new message.
2. Add the recipient, subject, and body to the message.
3. Select Attach to add a file to the message.
4. Select the Large File Send icon. You will be presented with the Large File Send Preferences dialog.





Managing Large File Send Attachments

This guide explains how to use the Large File Send Manager feature in Mimecast Personal Portal to manage Large File Send attachments you have sent.

The Large File Send manager allows you to:

- Extend or expire access to attachments you have sent.
- Re-submit a Large File Send attachment.
- Cancel an upload of a Large File.

Walkthrough

To access the Large File Send Manager feature:

1. Select the Large Files Send icon from the left-hand menu. 
2. Select Large File Send Manager.

Managing the Expiry of Large File Send Messages

Large Files Manager allows you to perform the following actions:

- Monitor the download count of an attachment.
- Extend an active or expired Large File Send message.
- Expire an active Large File Send message.

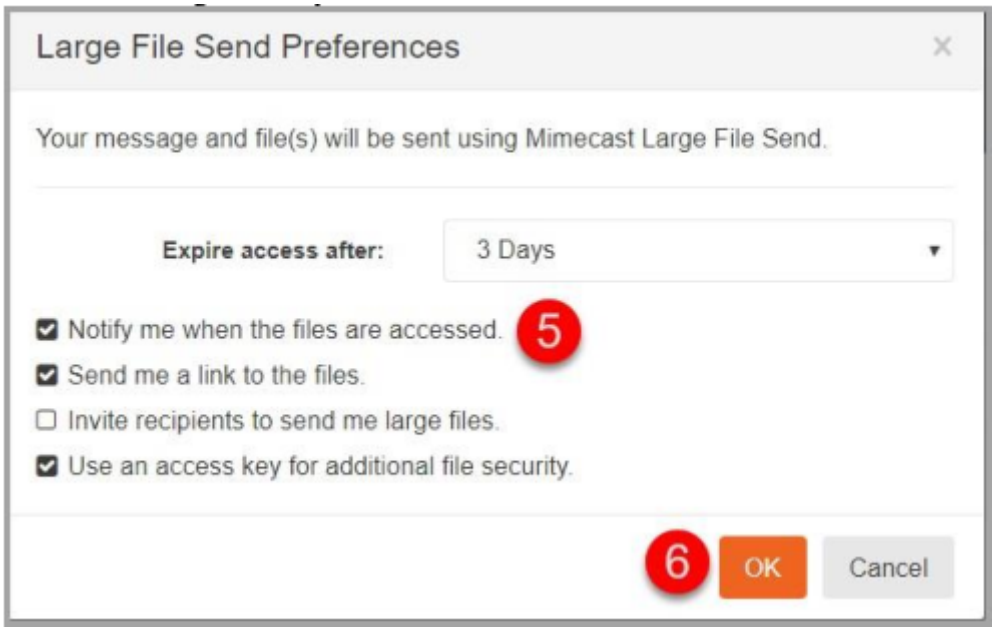
The list can be filtered by:

- Typing a search term in the search field.
- Using the drop-down menu and selecting the expiry status.

To manage message expiry:

1. Select either Set Expiry or Expire for the relevant message.
2. Select OK.

3. Proceed to send with default settings set by your Administrator or amend the available settings to suit your needs.



Note: Your administrator may have enforced some or all of these settings, which will mean you cannot override them yourself.

6. Click on the OK button.
7. Click on Send to send the message using Large File Send.

Note:

The Compose feature does not support the inclusion of inline, or embedded images in email. Any inline images included will show within the Mimecast Personal Portal environment, but will not display when messages are sent outside of Mimecast.

Sending a Secure Message

This guide describes the steps required to send a Secure Message using the Mimecast Personal Portal.

Note: Secure Messaging is only applicable to outbound messages to external recipients. When you use this option, external recipients will receive a notification inviting them to view your email in the Mimecast Secure Messaging Portal.

Walkthrough

To send a message using the Mimecast Personal Portal:

1. Compose a Message.
2. Complete the Recipient, Subject, and Body as required.
3. Select the Send Using Mimecast Secure Messaging icon.
4. Select the Definition you would like applied.
5. Click OK. You will see a notification bar in the message window confirming your action.

The Compose feature does not support the inclusion of inline, or embedded images in email.
Any inline images included will show within the Mimecast Personal Portal environment, but will not display when messages are sent outside of Mimecast