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.

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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.

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