

Managing Personal On Hold Messages

This article describes how end users and moderators can manage on hold queues in the Mimecast Personal Portal. Messages can be released or rejected either individually or in bulk. End users, but not moderated users, can also block addresses or domains when messages are released or rejected.

Images aren't automatically displayed for held messages. End users can choose to download these for each message, after considering the security risk of doing so.

Applies To...

End users of Mimecast Personal Portal where messages have been held by security policies.

Walkthrough

Your administrator may have policies in place that place messages on hold. These could be based on spam, attachment, or content examination policies, 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 decide if you want to release them or reject them.

If you do not release or reject a message from the Hold queue within 14 days, it is automatically removed. You'll still be able to retrieve the email from the archive, if this is configured by your Administrator.

Rejecting a Message

To reject a message:

1. **Login** to the Personal Portal
2. Click on the Advanced Icon.
3. Select Personal On Hold from the menu.
4. Filter the list of messages by Subject, To, From or Reason.

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5. Select one or more message.
6. Select the (Reject) icon and select one of the following desired actions:

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Releasing a Message

To release a message:

1. **Login** to the Personal Portal
2. Select the Advanced Icon.
3. Select Personal On Hold from the menu.
4. Filter the list of messages by Subject, To, From or Reason.
5. Select one or more message.
6. Click on the (Release) Icon and select one of the following desired actions

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The Moderated On Hold viewer works in a similar way to the Personal On Hold viewer but will display emails held for other users. For example, you may be able to manage held emails for a colleague or your manager. The only difference is that this user cannot block or permit users or domains. This functionality must be enabled by your Administrator, and by default, will not show any emails.

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