Mimecast

End User Manual

Contents

Overview

Mimecast for Outlook extends access to the Mimecast email archive and allows users to gain real time access to their archive from within Outlook. This includes the ability to search for messages and files in their personal archive, even though these may no longer be available on your email server. During a planned or unplanned mail server outage, users are also able to continue to send and receive messages.

Using your Mimecast Plugin for Outlook

Mimecast for Outlook provides the following benefits:
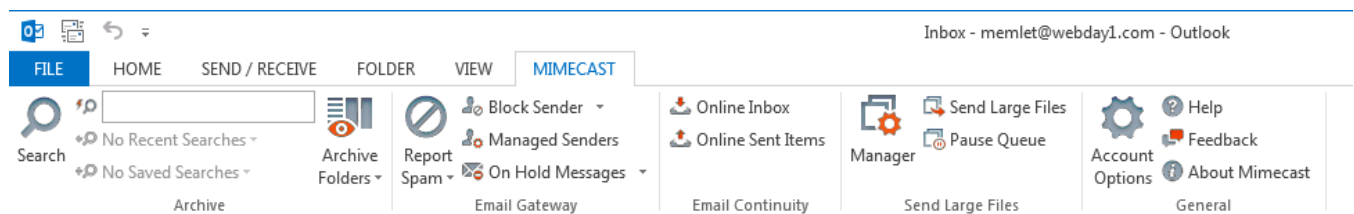
- **Archiving**

  - Powerful archive search capability.

  - Export search results back into Outlook.

  - View and search for archived files and documents.

- **Security**

  - Report potential spam to the Mimecast security team.

  - Manage blocked and permitted senders.

  - Apply predefined stationery, send secure messages, apply document conversion policies and send large files.

  - Manage personal and moderated message hold queues.

- **Continuity**

  - Continue to send and receive email during a mail server outage

  - Archived folders provides a familiar view of the folder structure and email even if they have been removed from Exchange.

Held Messages

Depending on your administrators settings, you will receive emails on all of your held mail.

From these emails you are able to release, block, or permit each email by selecting the appropriate option next to the email
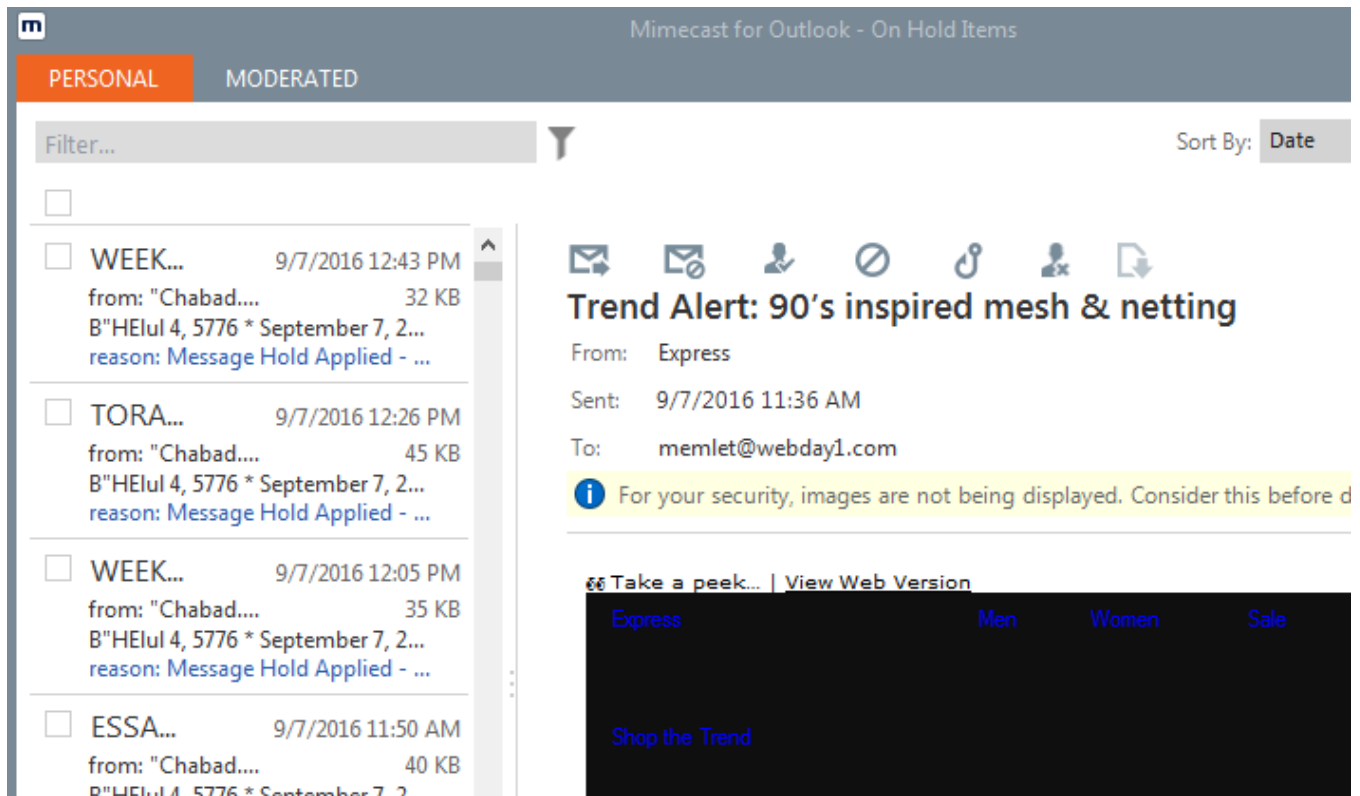

Manager

From the Mimecast panel, selecting "Manager" will allow you to manage your sent mail, what's in your que, along with cancelled messages for LFS
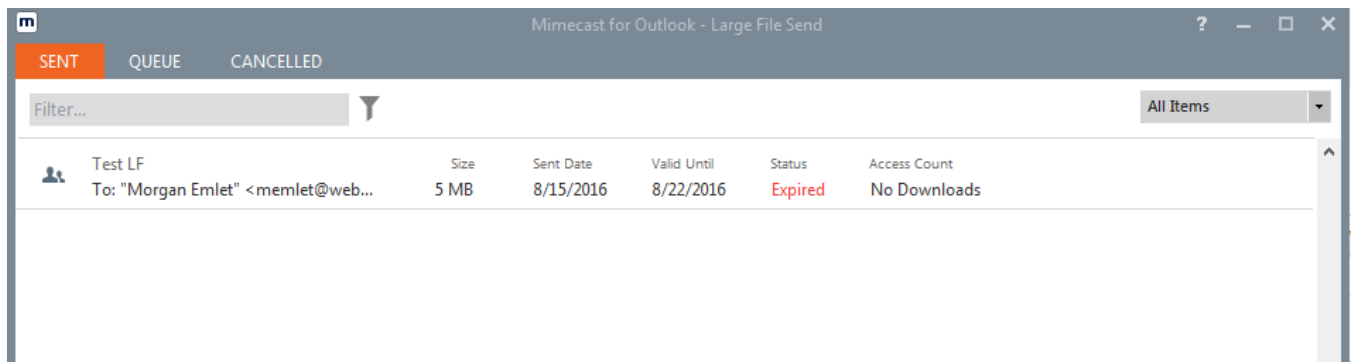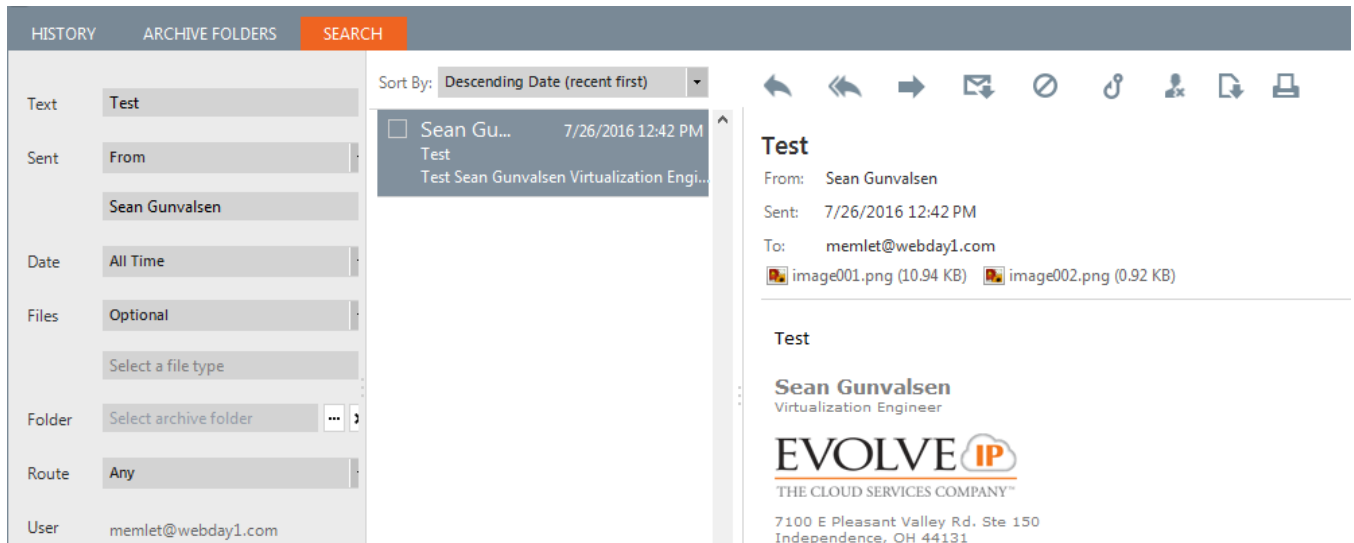

On Hold Items View

Selecting On Hold Items from the Mimecast panel will give you another view aside from an email to manage held mail
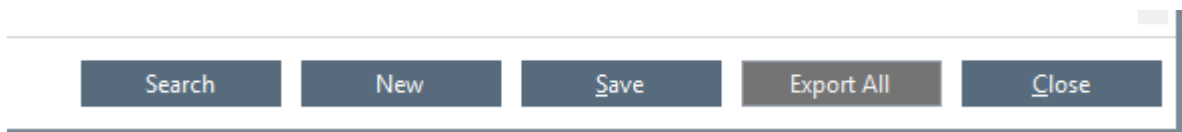
Archive

From the Archive option, you are able to search your own archive by entering in the appropriate parameters
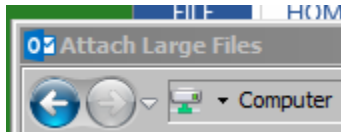

After you preform your archive search, you can save or export that search

Attach Large Files

End users are able to use the LFS option to securely send files up to 2GB. By selecting this option it will automatically bring you to your computer to select your files.
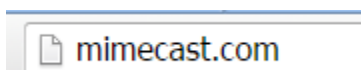

Change your Password

Change your own password by going into your options setting and selecting "change password"
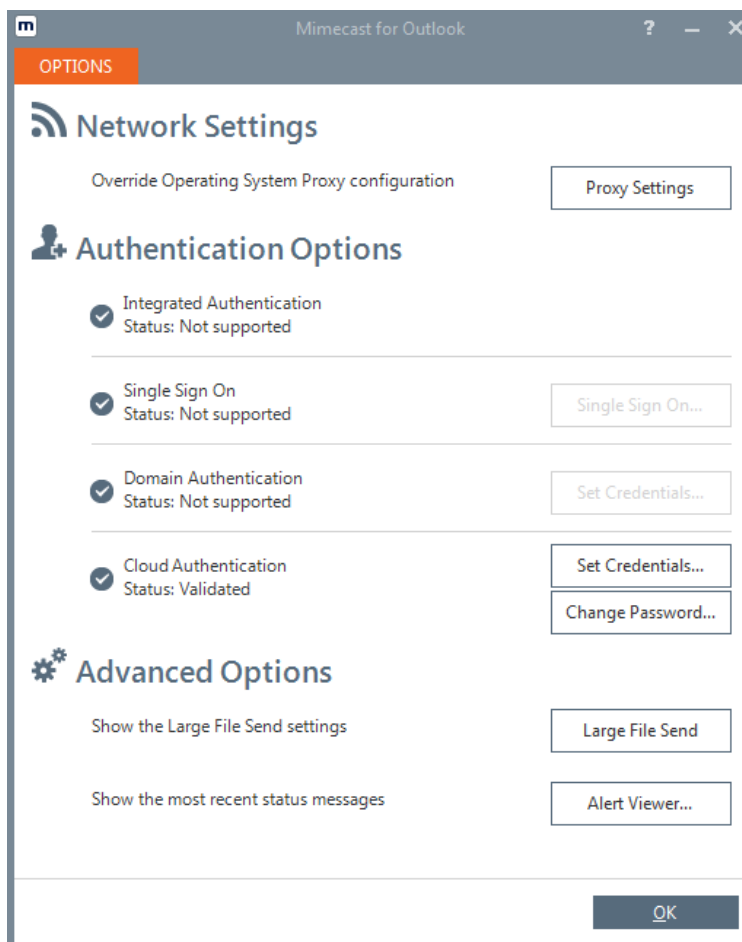
Accessing Email from Mimecast

In the event you are unable to access Outlook, or getting to your mail from your browser (Mimecast Outlook Plugin is not supported with OWA) you can access your mail by going to Mimecast.com
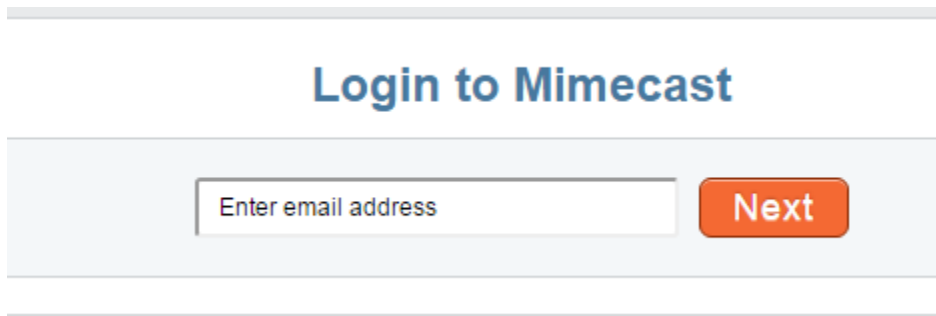
When you arrive at Mimecast.com select "login" from the top right hand corner

🔒 LOGIN

This will open up another page, from there click "access to my email"

ACCESS TO MY EMAIL 〉

Enter in your email access credentials, you will then be prompted to enter in your *domain or cloud* credentials, if you are unsure what to choose, select the *domain* option

Login to Mimecast

Enter email address   Next

The Mimecast Personal Portal (MPP) is a webmail portal that allows you to:

- Search your personal archive.

- Manage your permit / block lists.

- Reviewing your personal on hold queue to determine if a message has been held.

- Add email addresses / domains to your personal Managed Senders list.

- Continue to send and receive email when you are unable to access your email. For example:

    - Your email server is down.

    - You are working remotely.

- Access messages in delegate mailboxes.

- Browse for messages in specific folders that have since been deleted from your Exchange environment. This is dependent on your organization's Mimecast Service.
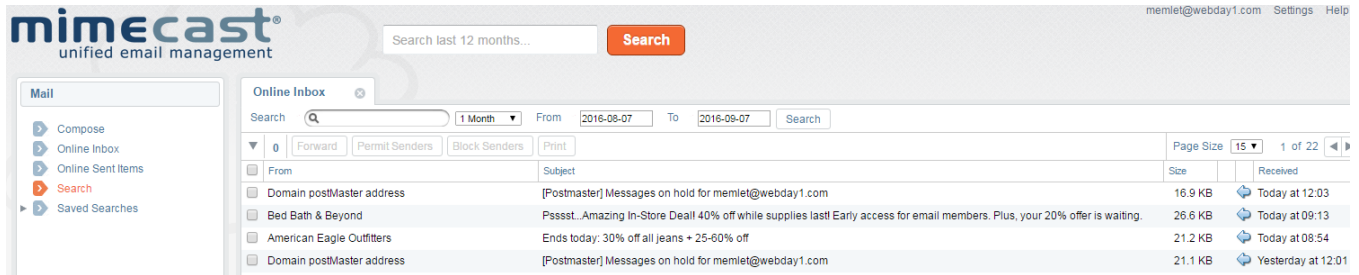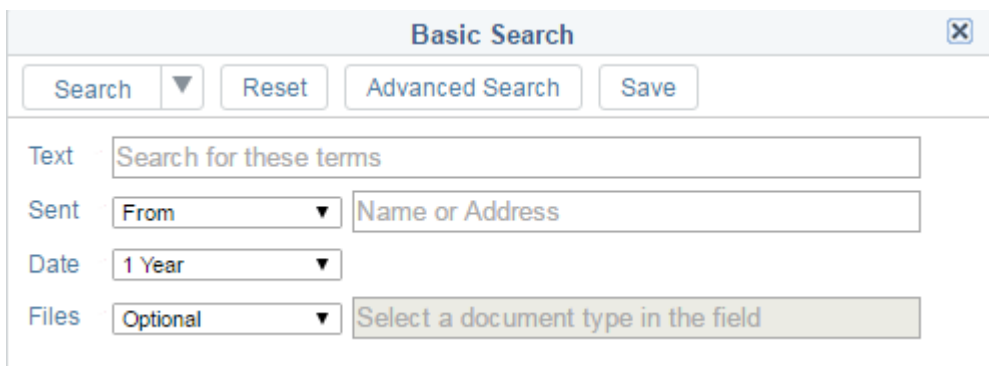
Basic Search

Preform a basic search of your email (including archived mail) by selecting the "search" option
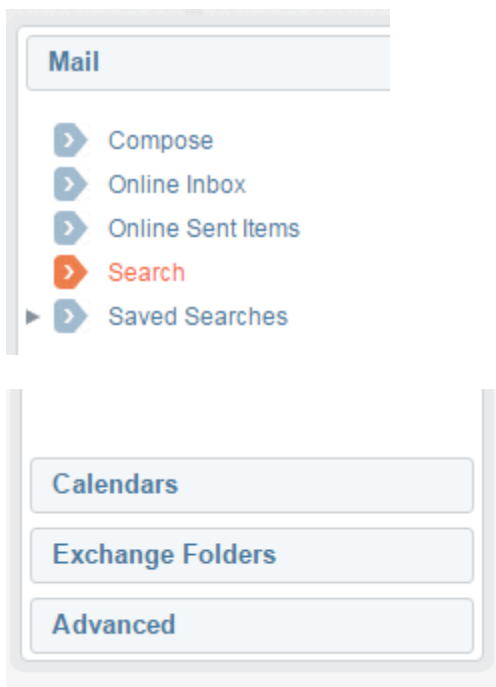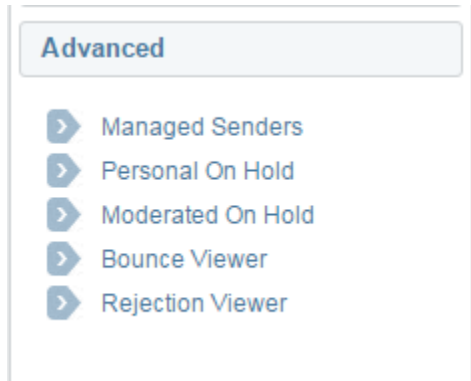

Type in appropriate parameters and select "search" – you can save your search parameters from here as well by selecting "save"

Manage your Mail

Using the "advanced" tab you are able to manage your held mail, manage senders, and from here release, block or permit those messages by clicking on each tab.

Conclusion

Support

- Access Mimecast knowledgebase by clicking here
- Sign up for Evolve IP bi-monthly trainings here
- Contact Evolve IP for support issues / requests here