

## **ELEMENT TECHNOLOGIES**

ACCESSING EMAIL THROUGH MIMECAST PERSONAL PORTAL

Last Updated: 2/21/2022

This document will walk you through the steps necessary to access your Mimecast "on-hold"/spam messages on the web.

- 1. First, go to <u>https://login.mimecast.com/</u> in your web browser
- 2. Enter your email address (@workemailaddress.com), and click Next

mimecast			
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Log In			
Email Address	(Ca		
Next			
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3. On the next screen, ensure that the dropdown above the Password field has Cloud selected

mimecast	
Log In	
@woodcarmichael.com	
Cloud	-)
Password	)
Log In	
Log in as a different user. Reset Cloud Password	
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4. You will need to enter your password to login. This will be your Mimecast password. If you have never set up your Mimecast Cloud password, please click on the *Reset Cloud Password*. Enter the Text shown in the image and click *Reset Password*.

	mimecast				
To pre enter t	t Your Cloud Password went unauthorised access to your account, the text displayed below.				
Rese	er the Text et Password mind, take me back to the login page.				
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5. You will then see a field to enter a code that gets sent to you email

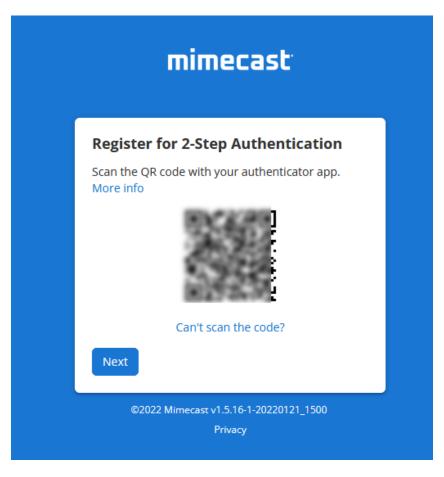
mimecast		
Reset Your Cloud Password		
A Reset Code has been sent to your email address. Enter the code below.		
Enter the Code		
Request a new code Continue		
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6. Navigate to your Outlook desktop application and find the email from *Domain postMaster address*. Copy and paste the code provided in the body of the email back into the related field on the Mimecast tab you have open in your browser.

Your	cloud password reset code							
DA	Domain postMaster address <postmaster@ Tue 2/8/2022 10:39 AM To: Elementadmin</postmaster@ 		ġ	$\otimes$	ᡌ	5	«, –;	»
		mimecast						
		Reset your Mimecast cloud password using this code:						
		5						
		The code will expire on Tue, 08 Feb 2022 11:54:32 GMT-05:00.						
		Preserve by mimecast: © 2015 - 2019 Mimecast Services Limited.						
	Reply Forward							



7. If you have never logged in to Mimecast on the web, you may need to set up 2-Factor Verification.

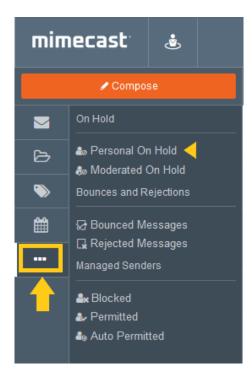




8. After logging in you will see emails sent to you in the inbox menu. Notice that emails will all be in the inbox in Mimecast, even if you have emails sorted in folders in Office 365/Outlook.

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В	≛ Inbox ≛ Sent Items	Selection ~
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9. To view emails held as spam, click the ... on the left-hand menu, then select Personal On Hold



10. You can preview emails prior to releasing them from the on hold by selecting the email.



	🖌 Compose	() Inbox × Personal On Hold ×		
	On Hold	Q Filter messages		<b>9 ·</b> 0 · 0 ·
2) >>	<ul> <li>Personal On Hold</li> <li>Moderated On Hold</li> <li>Bounces and Rejections</li> </ul>	Selection ~	**	Neuropean Schelus, 104
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11. To release an email from on hold, click the thumb up icon, and then choose to release the message, release the message, and permit the sender or domain.

