

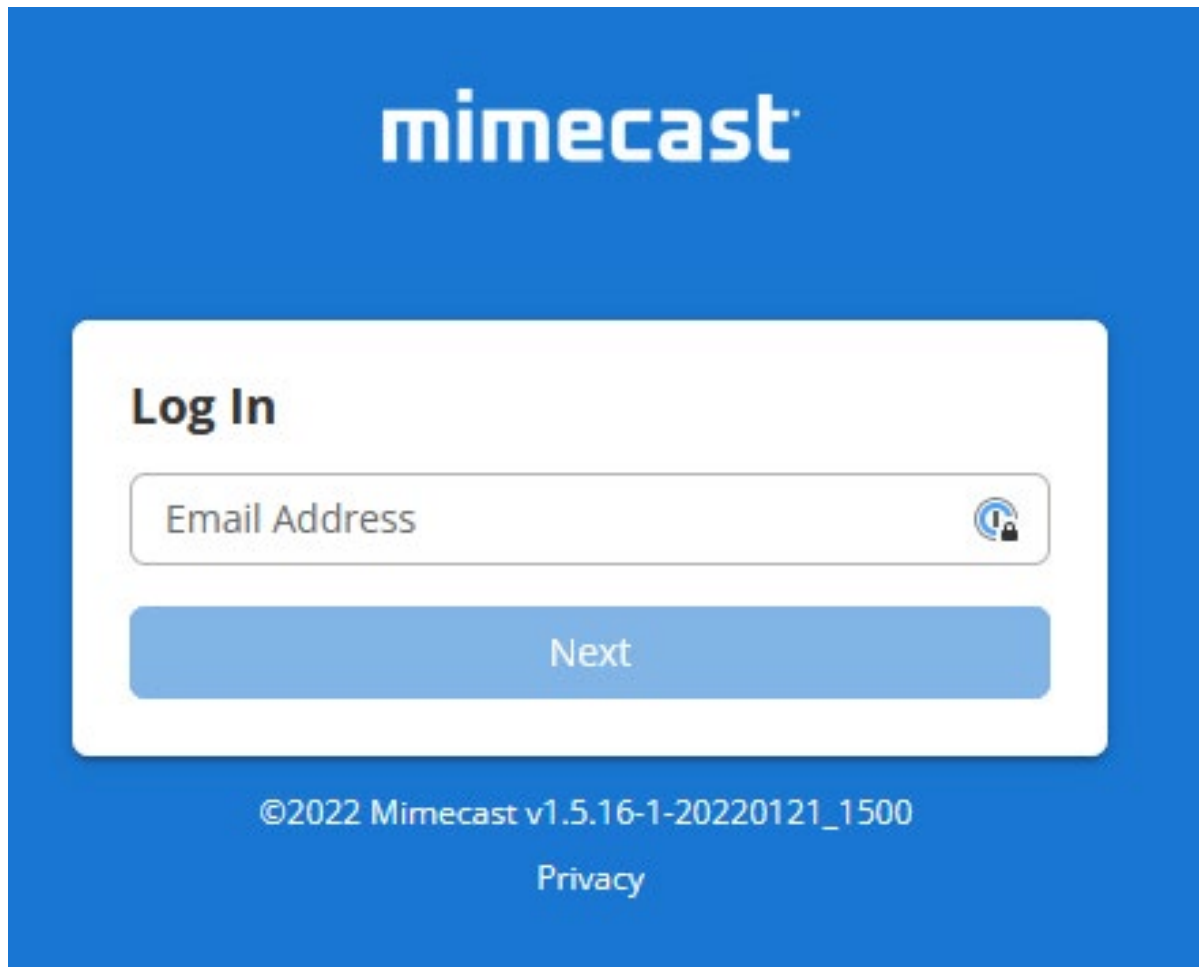
## ELEMENT TECHNOLOGIES

ACCESSING EMAIL THROUGH MIMECAST PERSONAL PORTAL

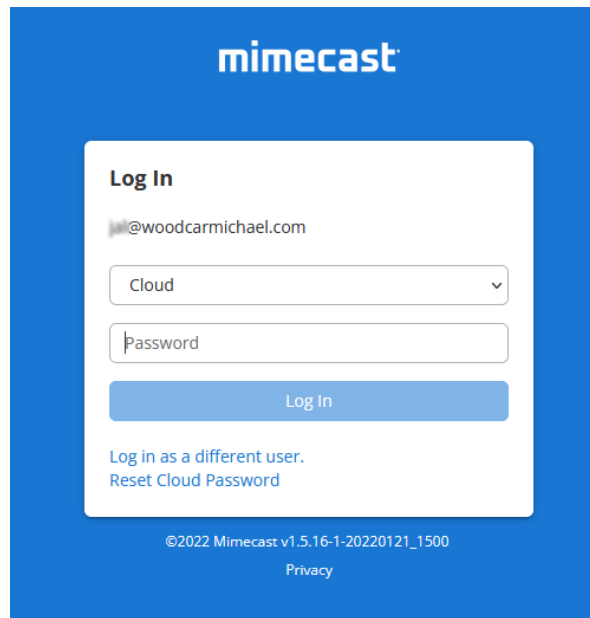
Last Updated: 2/21/2022

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

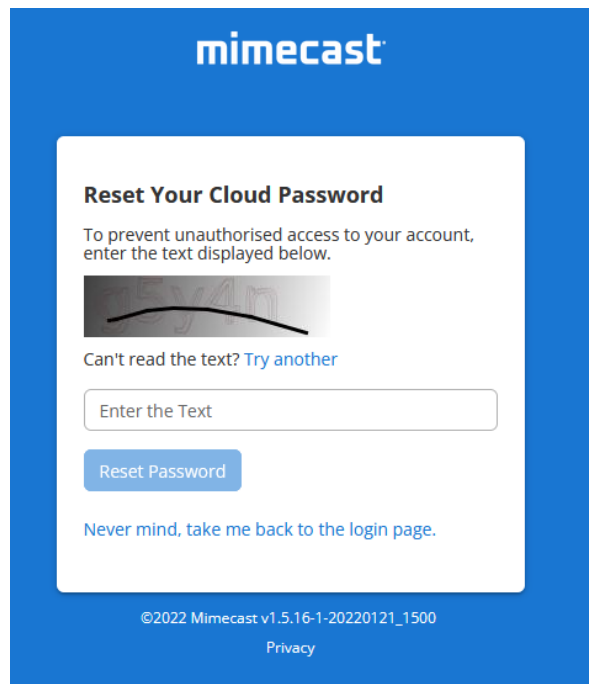
1. First, go to <https://login.mimecast.com/> in your web browser
2. Enter your email address (@workemailaddress.com), and click Next



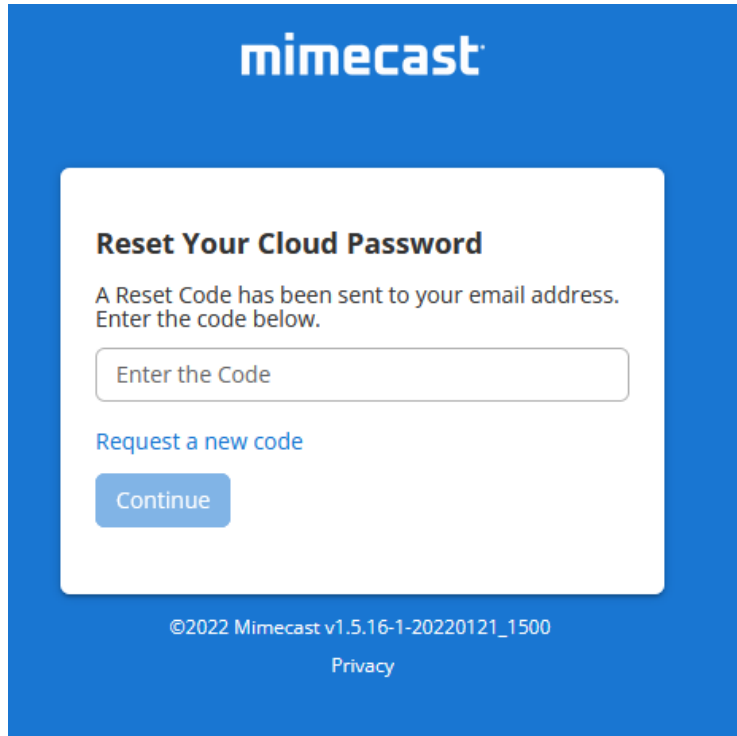
3. On the next screen, ensure that the dropdown above the *Password* field has *Cloud* selected



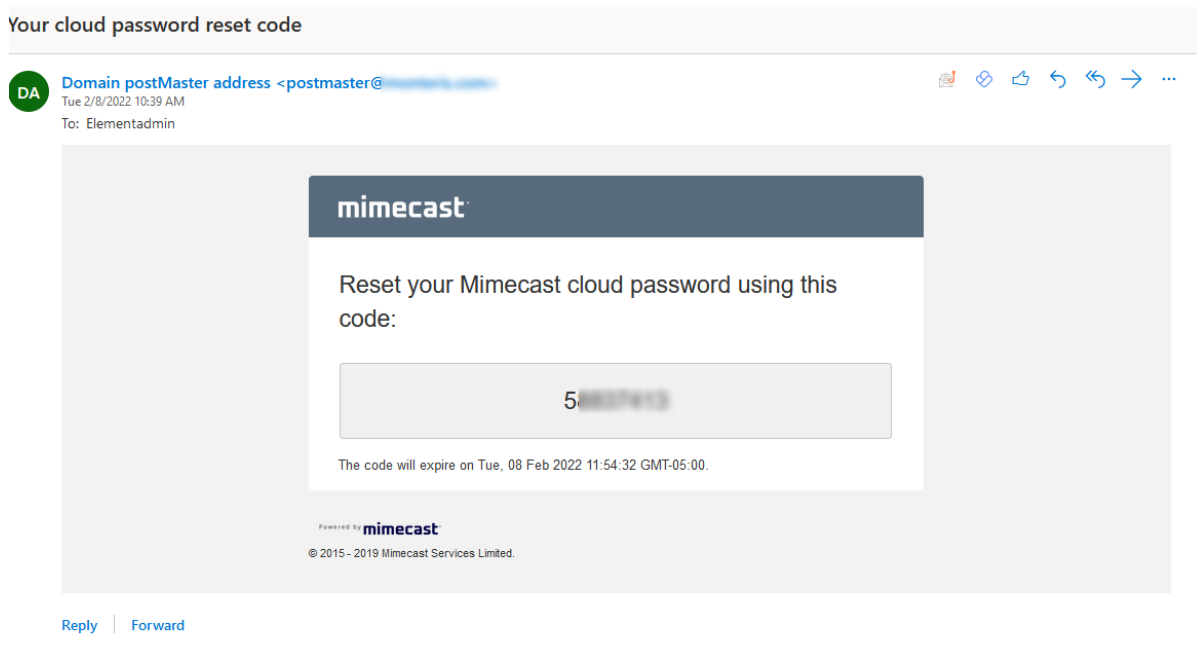
4. You will need to enter your password to login. This will be your Mimecast password. If you have never set up your Mimecast Cloud password, please click on the *Reset Cloud Password*. Enter the Text shown in the image and click *Reset Password*.



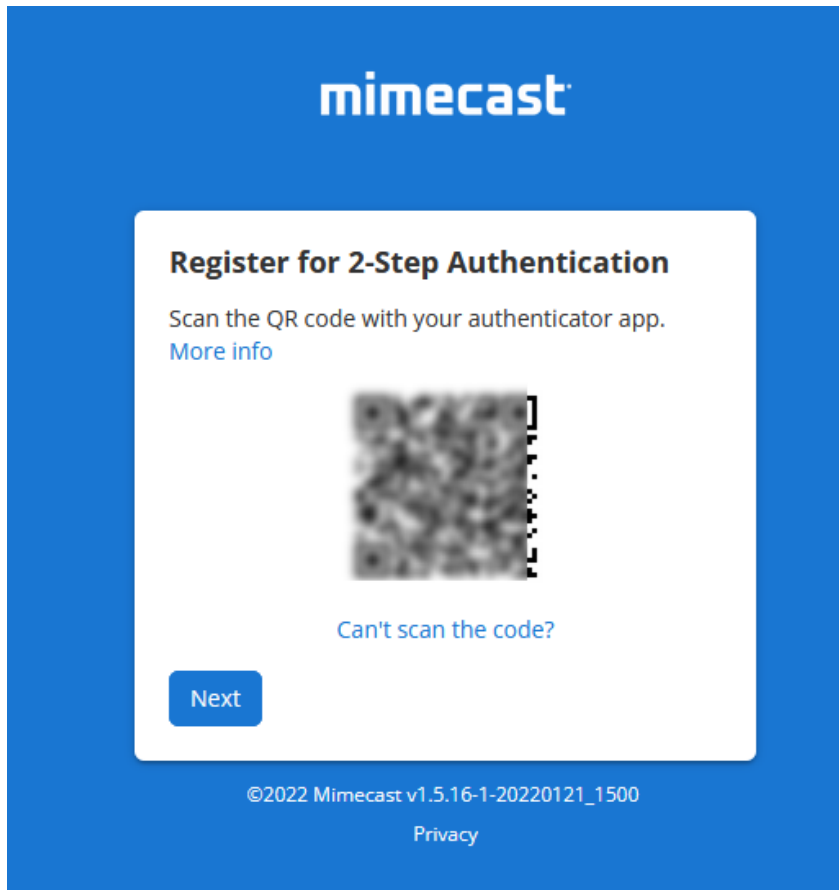
- 5. You will then see a field to enter a code that gets sent to you email



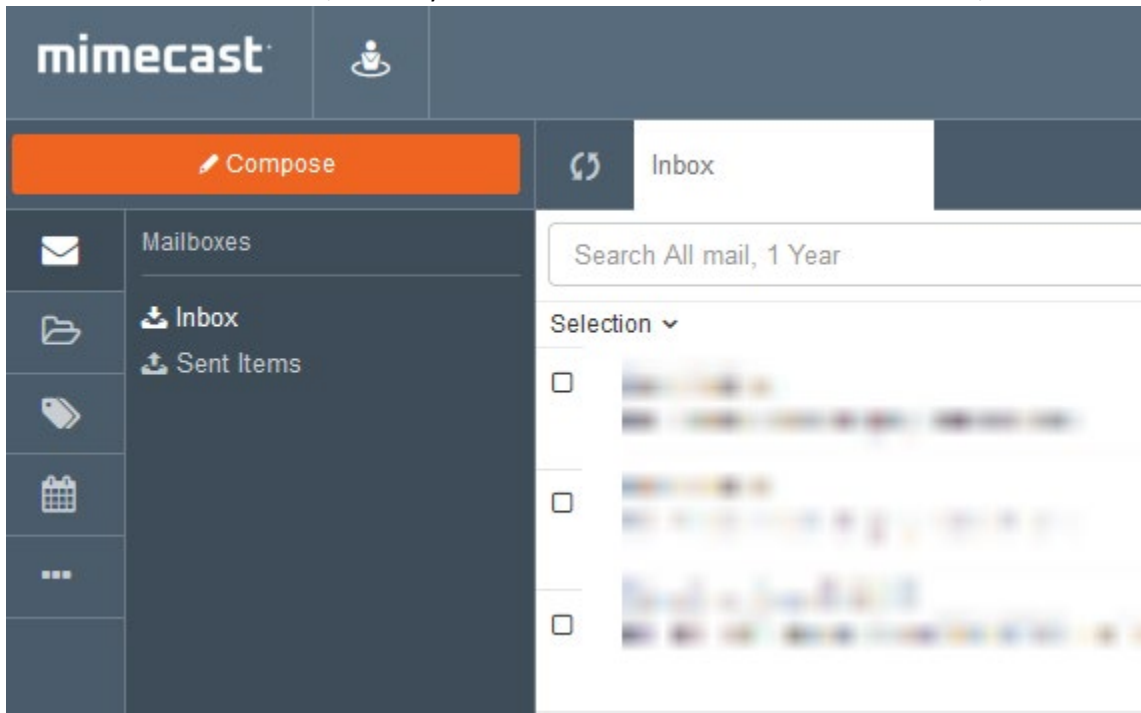
- 6. Navigate to your Outlook desktop application and find the email from *Domain postMaster address*. Copy and paste the code provided in the body of the email back into the related field on the Mimecast tab you have open in your browser.



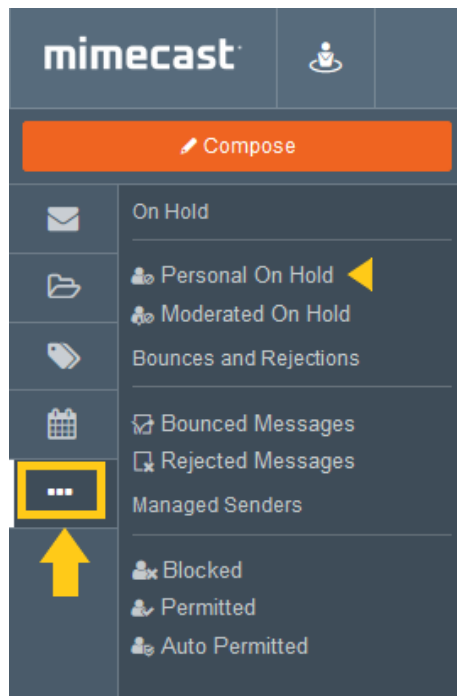
7. If you have never logged in to Mimecast on the web, you may need to set up 2-Factor Verification.



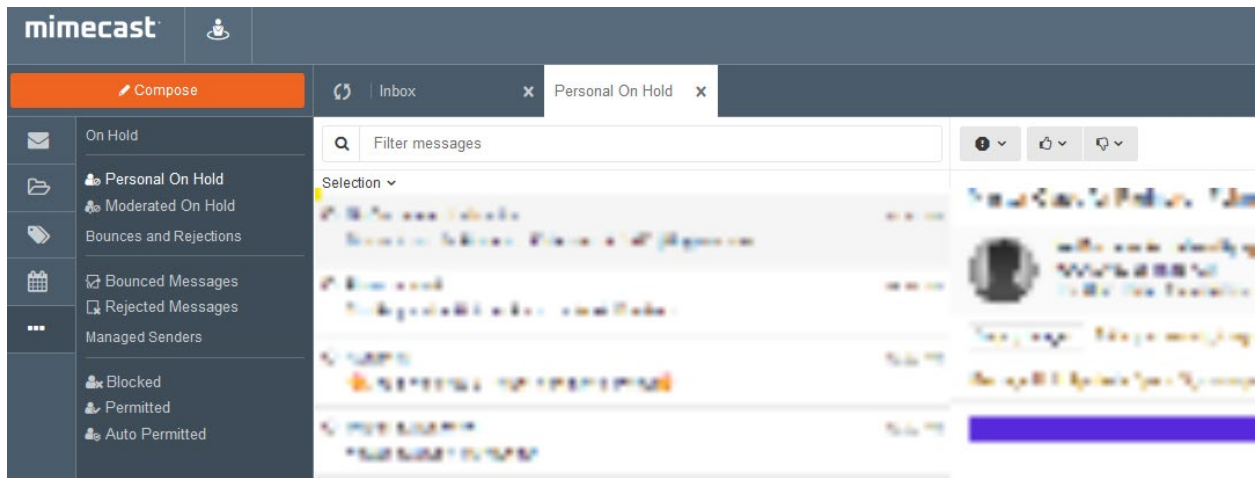
- 8. After logging in you will see emails sent to you in the inbox menu. Notice that emails will all be in the inbox in Mimecast, even if you have emails sorted in folders in Office 365/Outlook.



- 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.



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.

