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Knowledge Base Article

RETRIEVING ENCRYPTED EMAIL: OPENING ENCRYPTED EMAIL USING THE MIMICAST EMAIL FILTER

Problem Description

To maintain privacy regarding private and confidential information in email, it is necessary to encrypt email for outgoing email.

Resolution

Retrieving an email that was encrypted.

The Secure Messaging Portal allows recipients of a secure message to read it and respond. It requires users to log in with their email address and secure messaging password before any messages can be accessed. When a secure message is sent to you by a Mimecast user, you'll receive an email notification like the one shown.

To access the Secure Messaging Portal:

1. Click the link in the notification message. The Secure Messaging Portal log in dialog is displayed.
2. Enter your Email Address and click the Next button. The Password field is displayed.
3. Enter your Secure Messaging Portal Password.
Note: If this is your first time logging in to the Secure Messaging Portal, see the First Time Users section below. If you already have log in details for the Closed-Circuit Messaging (CCM) Portal, these same details will work for the Secure Messaging Portal.
4. Click the Log In button. The Secure Messaging Portal is displayed.

First Time Users

Secure Messaging Password Notification

mimecast®

This is a password notification message for the Mimecast Secure Messaging service.

You received this notification for one of the following reasons:

1. You have been sent a secure message.
2. The system administrator has arranged access to the Secure Messaging service for you.
3. The system administrator has reset your password.
4. You requested a password reminder.

Please connect to the Secure Messaging service by clicking [here](#). You may be required to change your password immediately following login.

Login Information:

Email Address: john@company.com

Password: C4P4K7EP

The credentials that must be used to access the Secure Messaging Portal are displayed here.

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If this is the first time you have accessed the Secure Messaging Portal, you'll receive a separate email with the log in details required to access the Secure Messaging Portal. This includes the email address to use and a temporary password. This password must be changed as part of the log in process. This new password can then be used whenever you access the Secure Messaging Portal in the future.

The screenshot shows a 'Reset Password' form with three input fields, each containing a series of dots. A yellow callout box with a red border and a pointer to the first field contains the text: 'Check the indicators to ensure your new password meets Mimecast's requirements'. Below the fields is a list of requirements:

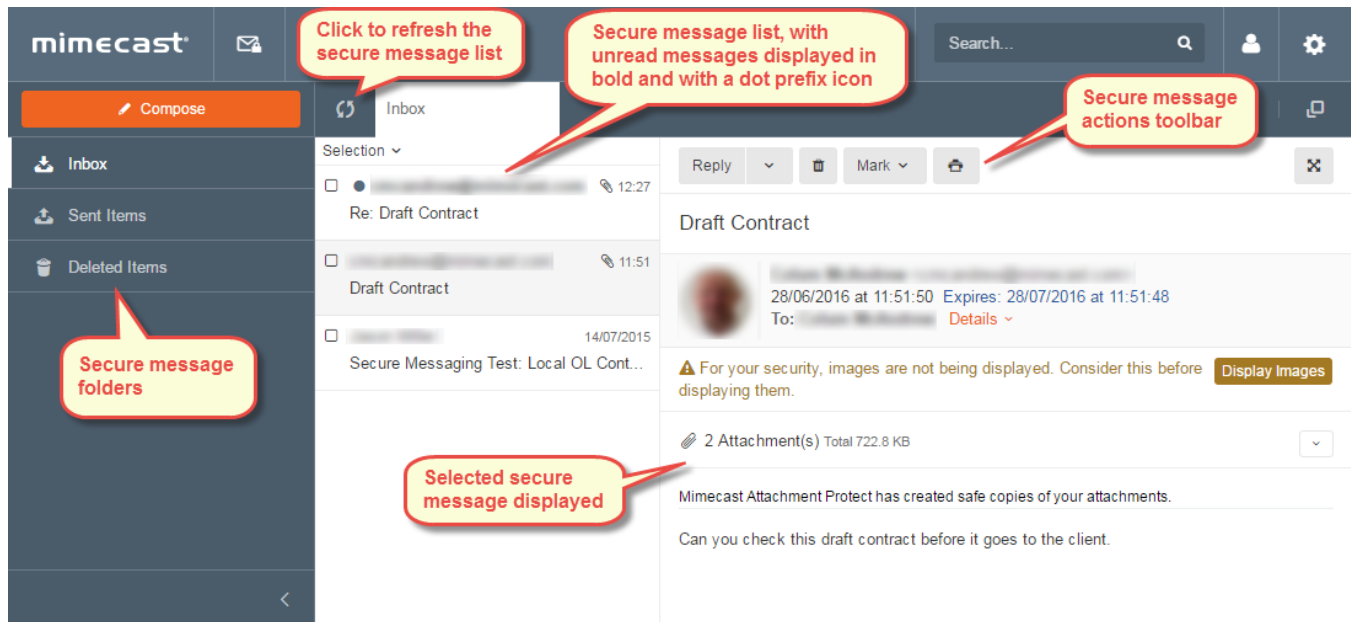
- ✓ Minimum 10 characters
- ✓ Include at least one lowercase character (a-z)
- ✓ Include at least one uppercase character (A-Z)
- ✓ Include at least one numeric character (0-9)
- ✓ Include at least one accepted non-alphanumeric (!@#\$.)
- ✗ Current and new password can not be similar
- ✓ New Password and Confirm Password must be the same

At the bottom of the form is an orange 'Confirm' button.

To change your password:

1. Enter the Password displayed in the second email notification in the top field. If you use the "copy and paste" feature to copy across the initial password, check this does not add an extra space at the end of the password. If it does, this will create an error preventing you from logging in.
2. Enter a New Password in the middle field.
3. Confirm the New Password in the bottom field.
4. Ensure the new password meets Mimecast's requirements displayed below the Reset Password fields.
 - A green tick means the criteria is met.
 - A red cross means the criteria isn't met and must be corrected.
5. Click on the Confirm button. The Secure Messaging Portal is displayed.

The Secure Messaging Portal is your email client for any message sent through Mimecast's Secure Messaging application.



Your Secure Messaging inbox loads quickly displaying the most relevant information. Access to additional messages is easily available using the search functionality as required.

With a message open you can perform a variety of actions from the message's toolbar. Whilst all the possible actions are listed below, some may be restricted by the sender of the secure message. See the individual actions below for full details.

1. Reading a Secure Message

To read a secure message:

1. Select a Folder. The Inbox folder is selected by default. Your secure messages are displayed.
2. Click on a Secure Message. The message contents are displayed.

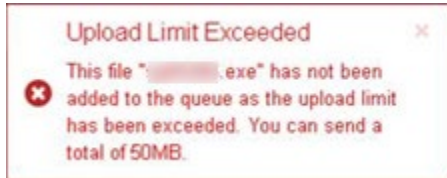
2. Replying to a Secure Message

Note: Replying to a secure message is unavailable if the sender has specified this as a restricted action when creating it.

To reply to a secure message:

1. Either click on the:

- Reply button
 -
2. Type your response.
 3. Click the Attach button to add any attachments. A total file size limit of 35 MB is allowed. If the attached file size exceeds this limit, the following error is displayed:




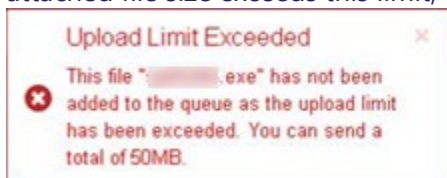
4. Click the Send button.

3. *Creating a Secure Message to Another User*

Note: This option is not available to all users. This capability is not available where Secure Messaging-Lite is deployed.

To create a secure message to another user:

1. Click the Compose button.
2. Specify the recipients by either clicking the:
 - To field to display a list of contacts from which you can select one.
 -  icon to display a list of contacts from which you can:
 - Add more than one.
 - Add contacts to either the To or .CC list.
 - Filter the contacts displays by your most used contacts, or your global addresses.
3. Type your secure message.
4. Click the Attach button to add any attachments. A total file size limit of 35 MB is allowed. If the attached file size exceeds this limit, the following error is displayed:

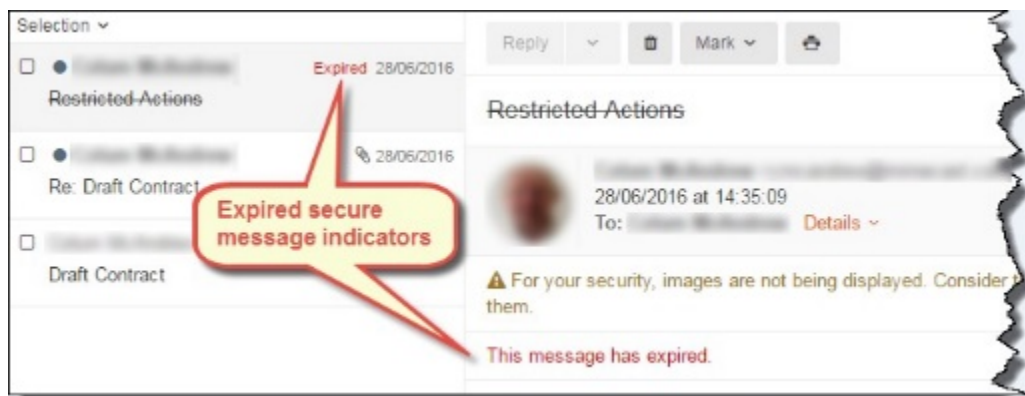


5. Click the Send button. The Secure Messaging Options dialog is displayed.
6. Select one of the following options:

Option	Description
Request Read Receipt	A notification email is sent to you when the recipient has opened your secure message.

Option	Description
Restricted - No Print, No Reply	The secure message is delivered, but the recipient is unable to reply to it, or print it.
Restricted - No Print	The secure message is delivered, but the recipient is unable to print it.
Expire Message in 1 / 7 / 30 Days	The secure message expires after the specified time scale. Once expired, you cannot respond to the message. Other actions (e.g. print, delete) are available.

7. Click the Send button.



4. *Deleting a Secure Message*

To delete a secure message:

1. Click the Delete icon with the message displayed. A confirmation message is displayed.
2. Click the OK button. The secure message is deleted.

5. *Printing a Secure Message*

Note: Printing a secure message will be unavailable if the sender has specified this as a restricted action when creating it.

To print a secure message:

1. Click the Print icon with the message displayed. A printable version of the message is displayed in a new browser tab.
2. Change the Printer Properties as required.
3. Click the Print button. The message is sent to your printer.
4. Close the browser tab displaying the printable version.

6. *Viewing a Message in a New Tab*

To display a secure message in a new browser tab:

1. Click the Cross Hatch icon with the message displayed. The message is displayed in a new tab.

7. *Marking a Secure Message as Read / Unread*

To mark a secure message as read / unread:

1. Click the Mark button with the message displayed. A popup menu is displayed.
2. Click either:
 - Mark as Read
 - Mark as Unread

Please contact Towne Properties Support help@towneproperties.com if you have any questions.