

mimecast®

Mimecast in Outlook

A simpler way to manage
your emails

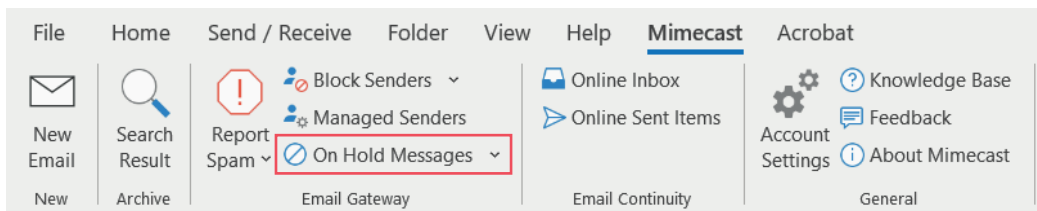
User Guide

Manage your own personal held messages queue

You can now manage emails that have been held as suspected spam, or held for other reasons, without leaving Outlook. With the new Mimecast Outlook tab, you can allow and block messages, block senders and mark them as safe.

How to manage held messages

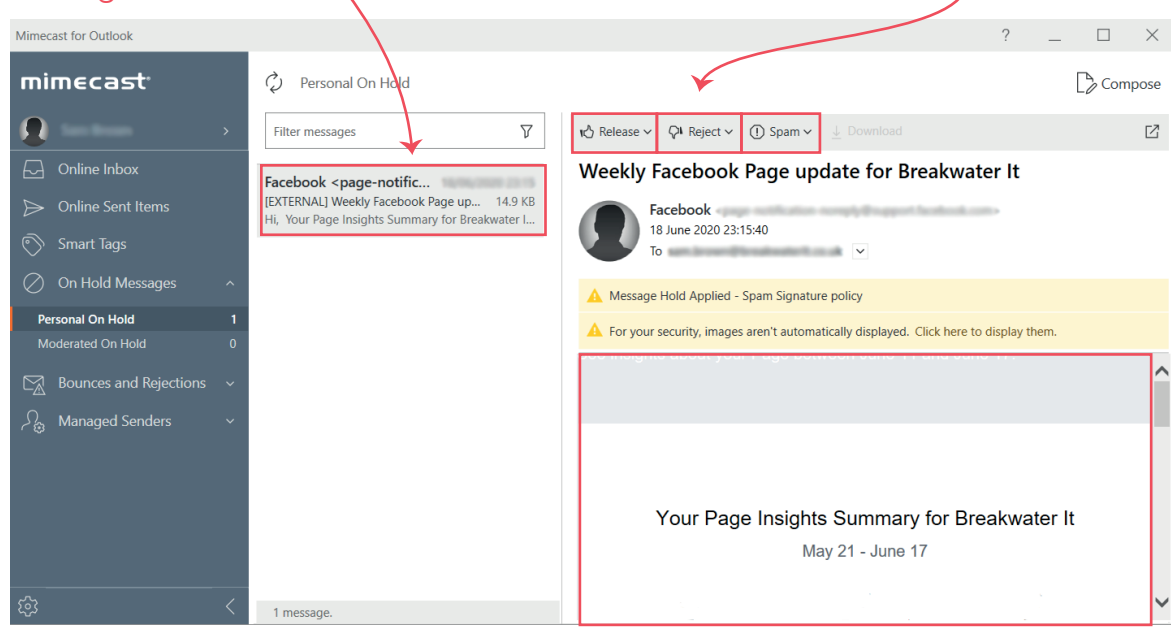
In the Mimecast tab in Outlook, you'll see an 'On Hold Messages' button, click this to open your personal held messages queue.



A new window will open, displaying the 'Personal On Hold' tab. This will show you a list of your on hold messages:

Select a message to open a preview to the right

Select the appropriate option to release, reject or send your message for further investigation (more details on the following page)

A screenshot of the 'Mimecast for Outlook' window. The left sidebar shows the 'Personal On Hold' tab selected. The main area displays a list of messages. One message from Facebook is highlighted with a red box. Below the message list, there are three buttons: 'Release', 'Reject', and 'Spam', each with a dropdown arrow. These buttons are also highlighted with a red box. A red arrow points from the text 'Select a message to open a preview to the right' to the highlighted message. Another red arrow points from the text 'Select the appropriate option to release, reject or send your message for further investigation' to the highlighted buttons. The message preview on the right shows the subject 'Weekly Facebook Page update for Breakwater It' and the body text 'Your Page Insights Summary for Breakwater It'.

View a preview of your message

Options for held messages



Release

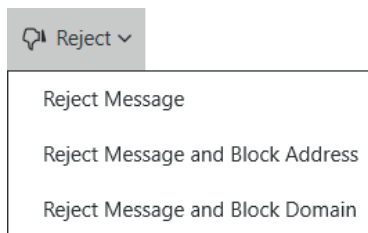
Releases the message into your inbox. Future emails from this sender may be held.

Release and Permit Address

Releases the message into your inbox and allows future messages from the same address to be delivered straight to your inbox.

Release and Permit Domain

Releases the message into your inbox and allows future messages from the same domain to be delivered straight to your inbox.



Reject

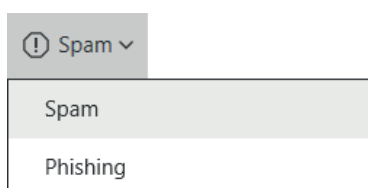
Rejects the message from delivering to your inbox. Future emails from this sender may be held.

Reject and Block Address

Rejects the message from delivering to your inbox. Future messages from the same email address will be blocked.

Reject and Block Domain

Rejects the message from delivering to your inbox. Future messages from the same domain will be blocked.



Spam and Phishing

Send the email for Spam or Phishing analysis.

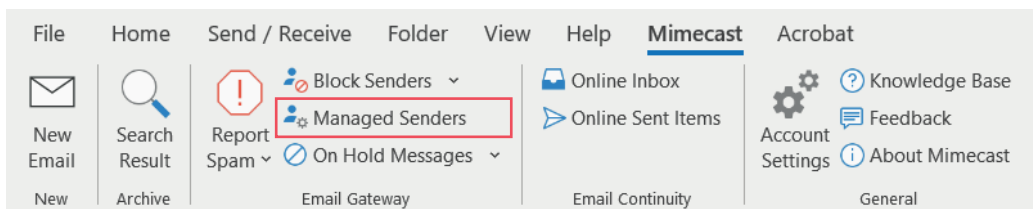
Definitions

An address is the person sending you messages, for example:
john @ company. com.

A domain is the wider company, for example:
john @ company. com.

Extra tip

If you accidentally block a sender, you can quickly and simply make a change using the 'Managed Senders' button in the Mimecast tab.



Don't forget:

If a message is deemed to be high risk, you still need to contact our Service Desk to report the incident.

For any additional help with the Mimecast Outlook tab, or anything else you need, get in touch:

Service Desk:

01603 709301 | servicedesk@breakwaterit.co.uk

Enquiries:

01603 709300 | enquiries@breakwaterit.co.uk