

Mimecast in Outlook

A simpler way to manage your
emails and senders

User Guide

Manage your own personal held messages queue

The Mimecast Outlook add-in helps you to manage emails that have been held as suspected spam, or held for other reasons, without leaving Outlook. You can also allow or block messages, and allow or block senders.

How to manage held messages

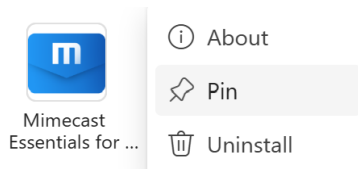
New Outlook

In New Outlook, you can find the Mimecast add-in under the 'More Apps' button in your Home tab.



More
apps

Search for the 'Mimecast Essentials for New Outlook' button. You can also right-click on this to pin it to your toolbar.



You will then see a menu appear:

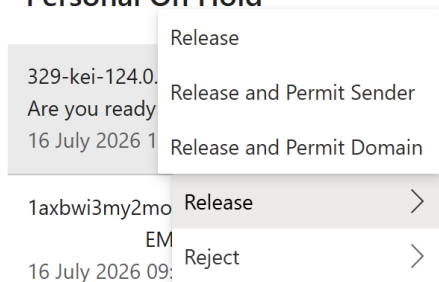
-  Report Phishing
-  Report Spam
-  Managed Senders
-  On Hold

Report Phishing and Report Spam will report the current email you have open in your inbox.

Manage Senders will open a side panel that lets you see which email addresses you have blocked, permitted, or auto-permitted. You can also add the sender of the current email you have open to your permitted or block list.

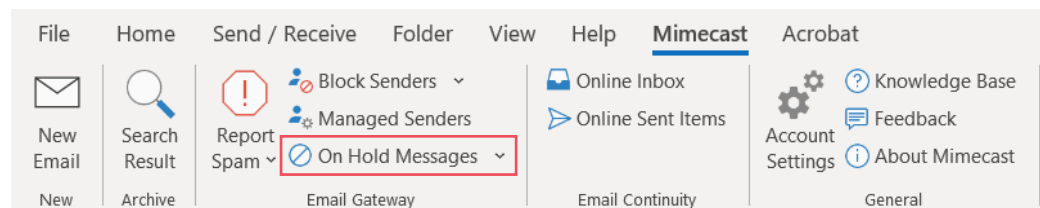
On Hold Messages lets you see emails held by Mimecast. You can view the emails, and use the more options (...) to release the email to your main inbox, or reject it.

Personal On Hold

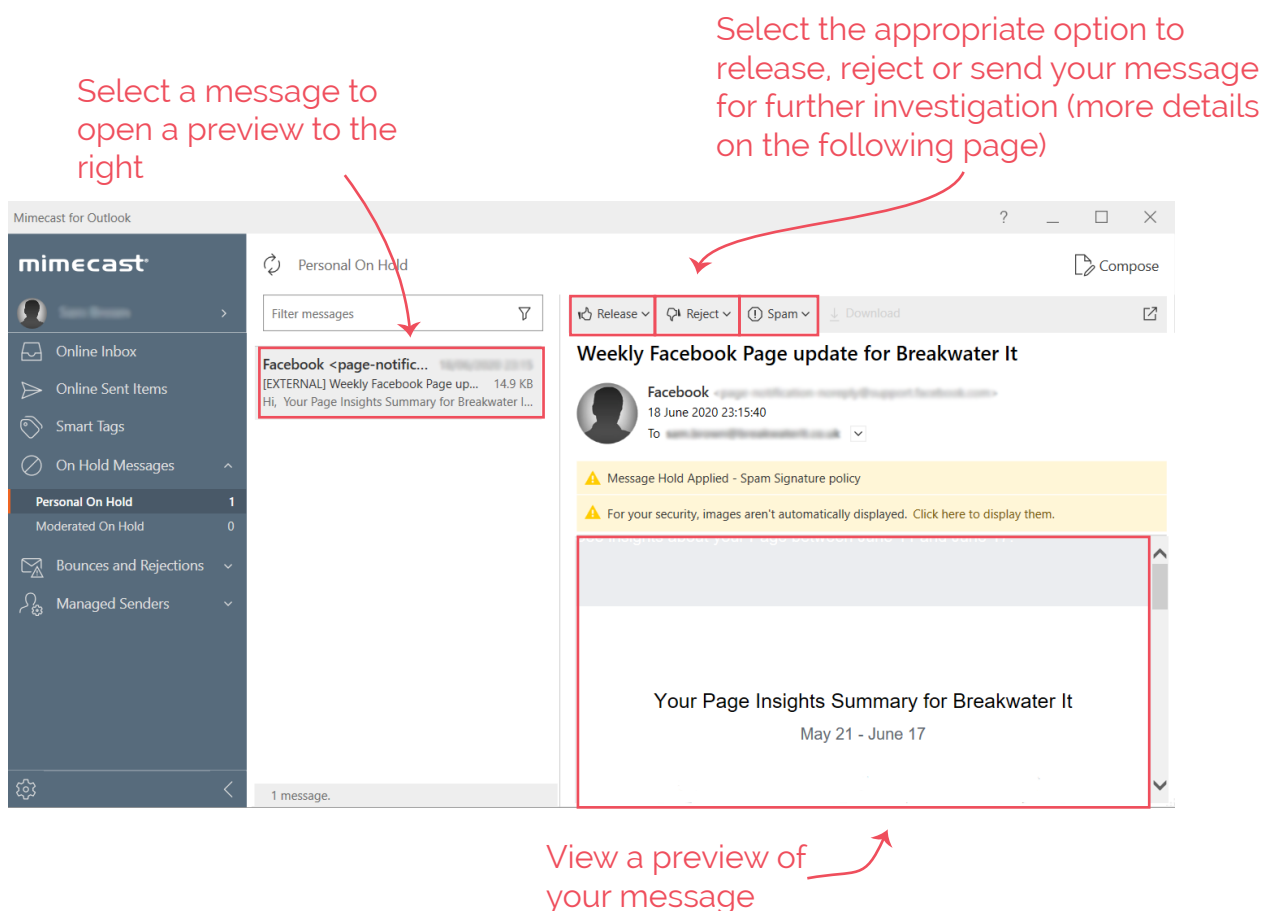


An explanation of each option
can be found later in this guide.

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:



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.

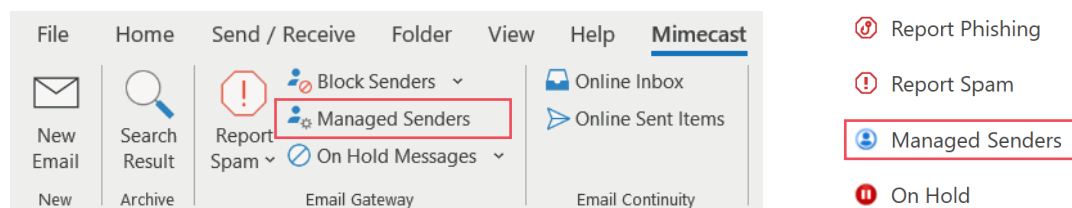
Definitions

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 Mimecast, get in touch:

Service Desk:
01603 709301 | servicedesk@breakwaterit.co.uk

Enquiries:
01603 709300 | enquiries@breakwaterit.co.uk