Mimecast FAQ

Q: I have received a notification that an email is being held in quarantine by Mimecast. What does this mean?

Mimecast will check every email for a wide range of cyber security risks. If an email is considered potential spam, Mimecast will place the message 'On Hold' ('On Hold' is the equivalent of 'Quarantined', as used in the previous system SOPHOS). Should an email be placed 'On Hold', you will receive an email notification alerting you to this (emails are sent hourly between 7am – 10pm).

Important to note:

- You will receive hourly notifications between 7am – 10pm every day only when a new message has been placed 'On Hold'. You will not receive further email notifications until another, new message is placed 'On Hold'.

- If an email is found to contain high risk or malicious content, Mimecast will reject the email outright and you will not be able to retrieve this email.

Q: How do I release an email which is 'on hold'?

To access your 'On Hold' email you have two options:

1. Release the email(s) directly from the Mimecast email notification by clicking on the 'Release' option. The email should appear in your inbox shortly thereafter.

2. Log into your Mimecast user portal to review all 'Personal On Hold':

   a. Select one or more messages and use the ⬆️ icon to release the message(s). Released messages(s) will be delivered to your mailbox shortly thereafter.

   b. For more information on releasing messages please visit the following help article https://community.mimecast.com/docs/DOC-1754

Mimecast FAQ

Q: What is the Mimecast user portal?

The Mimecast user portal replaces the SOPHOS portal and you can use it to:

1. View 'On Hold' messages and act on them

2. View 'Blocked' messages

3. Manage your personal permitted senders list

For more information on the Mimecast personal portal, please visit the following help article

https://community.mimecast.com/community/knowledge-base/mimecast-personal-portal-v3

Q: How do I log into my Mimecast user portal?

Your Mimecast portal can be accessed at any time by visiting http://login-au.mimecast.com. Your log in details are the same as the email address and password for your Vic Bar email account. Once logged in, you can access your 'On Hold' emails by selecting 'On Hold' messages from the left-hand menu.

Important to note:

When logging in, please disregard the 'domain' option.

Q: How do I add an email address to my 'permitted' email list?

1. Login to your Mimecast portal

2. Select 'Permitted' under the 'Manage Senders' menu

3. Click on the 'Add Permitted' button top right of the screen

4. Add one or more email address or domain name

5. Click 'Add'

6. Once you have added the desired email addresses or domains to the list click the 'Permit' button to save the list

For more information, please visit the following help article

https://community.mimecast.com/docs/DOC-1756

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Mimecast FAQ

How do I add an email address to my 'Blocked' email list?

1. Login to your Mimecast portal

2. Select 'Blocked' under the 'Manage Senders' menu

3. Click on the 'Add Blocked' button in the top right of the screen

4. Add one or more email address or domain name

5. Click 'Add'

6. Once you have added the desired email addresses or domains to the list click 'Block' button to save the list

For more information, please visit the following help article

https://community.mimecast.com/docs/DOC-1756

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