



**mimecast**  
unified email management

## **Mimecast Personal Portal™ (MPP™)**

### **User Guide**

Information in this document is subject to change without notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express prior written permission of Mimecast Limited.

Mimecast Limited includes Mimecast Services Limited, Mimecast South Africa (Pty) Limited, Mimecast Offshore Limited, Mimecast North America Inc., Mimecast Nordics AB and Mimecast Middle East.

Copyright © 2010 Mimecast Limited. All rights reserved.

**Mimecast®** is a registered trademark

**Unified Email Management, Secure Messaging Gateway, Message Archive, Stor5, Mimecast Storage Grid, Enhanced Stationery, ARMed SMTP, Always On, UEM Express, UEM Enterprise, UEM Advanced, Mimecast Email Protect, Mimecast Multi, Mimecast 180, Mimecast Small Business Edition, Mimecast Services for Outlook, Mimecast Services for Exchange, Mimecast Continuity Services for the BlackBerry® Wireless Solution, Unified Email Management for Domino, Unified Email Management for Groupwise, Mimecast Services for Sharepoint, Mimecast Personal Portal, ZHARA and Where business banks its data** are trademarks of Mimecast Limited. All other names are trademarks or registered trademarks of their respective owners. Any omission or misuse (of any kind) of service marks or trademarks should not be regarded as intent to infringe on the property of others.

Mimecast Limited and its subsidiaries and branches, disclaims all warranties, either expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for particular purpose, with respect to the instructions contained within this guide.

In no event shall Mimecast Limited, or its subsidiaries or branches, be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss), even if Mimecast Limited has been advised of the possibility of such damages. As some US states do not allow the exclusion or limitation of liability for consequential damages, the above limitation may not apply to you.

Requests, amendments and suggestions to  
[documentation@mimecast.com](mailto:documentation@mimecast.com)

## Table of Contents

Introduction .....	5
Logging On .....	6
Standard Login.....	6
OpenID Login .....	7
Changing Your Local Password.....	8
The Interface .....	9
Navigation Menu .....	9
The View Frame.....	10
Forwards and Backwards .....	10
Session Expiry .....	10
Your Email .....	11
Online Inbox .....	11
Online Sent Emails.....	11
Smart Folders .....	11
Common Navigation.....	11
Display Toolbar .....	11
Search Toolbar .....	12
Icons.....	12
Preview Pane .....	12
Home Page .....	13
Messages .....	14
Compose a Message .....	14
Reply to a Message .....	16
Forward a Message.....	16
Searching Your Archive .....	17
Create a Personal Search.....	17
Create a Saved Search .....	19
Accessing your Saved Searches .....	20
Managing your Saved Searches.....	21
Create a Folder .....	21
Move a Folder .....	21
Edit Folder.....	22

Delete Folder .....	22
Editing a Saved Search .....	22
Permitted Senders .....	23
Accessing Permitted/Blocked Senders Lists.....	23
Creating a Permitted/Blocked Sender.....	24
Changing a Permitted/Blocked Sender .....	25
On Hold .....	26
Message Properties.....	27
Releasing Messages.....	27
Bounce Viewer .....	28
Rejection Viewer .....	29
Release Request Viewer .....	30
MPP with MSE™ .....	31
Exchange Folders.....	31
Exchange Folder Settings .....	32
Settings .....	32
Results Filter .....	32

## Introduction

There may be occasions when you need to directly access your emails on the Mimecast system, be that in a DR situation, when you are working remotely and require temporary access, or when searching for historical and archived emails within the Mimecast Email Archive.

Mimecast provides an always-on email facility that is accessible through an easy to use web interface.

## Logging On

### Standard Login

To connect to the Mimecast Online service, open your web browser and enter the appropriate URL (web address):

- <https://service-uk.mimecast.com> (for EU customers)
- <https://service-us.mimecast.com> (for NA customers)
- <https://service-za.mimecast.com> (for SA customers)
- <https://service.mimecast-offshore.com> (for Offshore customers)

Once the page has loaded, you will be presented with the main login screen:



The screenshot shows the Mimecast login interface. At the top left is the 'mimecast unified email management' logo. Below it is a dark blue navigation bar with white text links: 'Homepage | FAQ | Contact Support | Terms & Conditions'. The main area has a light gray background. On the left is a large, stylized 'M' logo. On the right is a login form with the following elements: 'Email Address' label with a yellow input field; 'Password' label with a white input field; 'Use OpenID' label with a small square checkbox; 'OpenID' label with a gray input field; and a blue 'Login' button at the bottom right.

1. In the 'Email Address' field, enter your email address. This should be the email address you usually use to send and receive email
2. For the 'password' field, there are two possible passwords that you can have. One is a password that is set up for you by your Mimecast administrator as a 'local' password and one is your usual Directory/Network password. If your email servers are down, then you will need to login using a 'local' password.
3. Click the Login button.

## OpenID Login

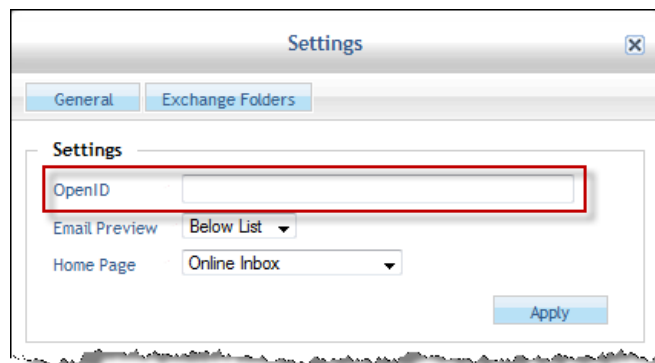
Mimecast now supports the use of OpenID for access to the Mimecast Personal Portal.

OpenID is a decentralized authentication protocol that makes it easy for people to sign up and access web accounts. There are multiple OpenID providers, such as VeriSign Labs, Google, Yahoo etc. For further information on OpenID, visit [www.openid.net](http://www.openid.net).

For further information on OpenID visit [www.openid.net](http://www.openid.net).

In order for you to utilize OpenID, you will first need to adjust the settings within MPP to recognize your OpenID.

1. Login with your usual network username and password
2. Click on Settings in the left hand navigation menu to launch the settings screen:



3. Enter your OpenID username into the OpenID field
4. Click Apply Settings
5. Click Logout
6. You will now be returned to the main login screen
7. Remove any values contained within the Email Address and Password fields
8. Click on the box next to Use OpenID



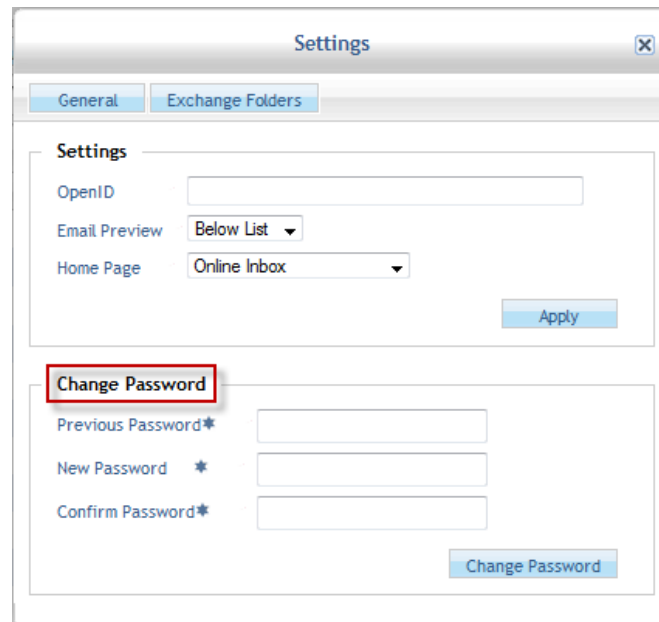
9. This activates the OpenID field
10. Enter your OpenID username into the field and click Login

## Changing Your Local Password

You can log into MPP using either your Directory password or a Local password, initially set up for you by your Administrator.

Via Settings, you can alter your Local password.

1. Click on Settings in the left hand navigation menu to launch the settings screen:



The screenshot shows a web browser window titled "Settings" with a close button in the top right corner. Below the title bar are two tabs: "General" (selected) and "Exchange Folders". The main content area is titled "Settings" and contains three input fields: "OpenID" (text), "Email Preview" (dropdown menu with "Below List" selected), and "Home Page" (dropdown menu with "Online Inbox" selected). An "Apply" button is located to the right of these fields. Below this section is a "Change Password" section, which is highlighted with a red rectangular box. This section contains three input fields: "Previous Password\*" (text), "New Password\*" (text), and "Confirm Password\*" (text). A "Change Password" button is located at the bottom right of this section.

2. Enter your current local password into the Previous Password field
3. Enter your new local password into the New Password field. Note that the passwords cannot be the same – you will receive an error message when you submit the change. Additionally, if you do not have a Local password, it cannot be created using this function. Your Administrator should create your initial password which you can then alter
4. Enter your new local password into the Confirm Password. Note that the value in the New Password field and this field should be the same or you will receive an error message when you submit the change
5. Click Change Password button at the bottom of the Settings window

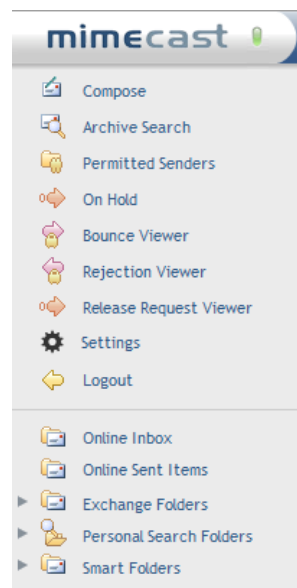
## The Interface

The Mimecast Personal Portal consists of a navigation menu on the left and your messages on the right.

Each frame is an independent scrollable region and they may expand in height and width to any length. Scrollbars will appear within the frame as required to allow the full content of the frame to be viewed.

### Navigation Menu

This frame consists of two sections. The first section relates to a variety of options which are described below. The second section relates to your messages and is covered later in this document.



- **Compose**  
Allows you to create new messages
- **Archive Search**  
Gives you the ability to search your entire archive
- **Permitted Senders**  
Displays a list of permitted senders, whether they are automatically added by your Mimecast administrator or manually added by you
- **Settings**

Gives you the ability to enter your OpenID information, for external verification, set the location of your preview pane and to change your Local password

- Logout

Logs you out of MPP

## **The View Frame**

The right hand frame contains the views for the options you select in the navigation menu, such as composing an email and reading an email.

Online Inbox is displayed by default.

## **Forwards and Backwards**

It is important to note that your Mimecast session is seen as a single webpage (regardless of the amount of navigation you do within the Mimecast application). Using the browser Refresh and Back controls will cause your web browser to refresh your Mimecast session or redirect you to the webpage you were on before starting your Mimecast session.

## **Session Expiry**

Mimecast user sessions are set to expire after a period of inactivity (generally more than an hour of inactivity).

## Your Email

As standard, MPP displays your email archive in two main folders : Online Inbox and Online Sent Items.

### Online Inbox

This folder contains all messages you have received, from when your organization first implemented Mimecast.

By default your messages are displayed in date order, with the latest received displayed first.

### Online Sent Emails

This folder contains all messages that you have sent, from when your organization first implemented Mimecast. If your organization selected the option to utilize Mimecast Data Ingestion Services, you will also be able to see messages from before the implementation of Mimecast.

By default your messages are displayed in date order, with the latest received displayed first.

### Smart Folders

Mimecast allows administrators to create Smart Folders. These folders contain messages that meet specific content criteria and you may be able to view content of messages that aren't sent directly to you. If your administrator has created any of these folders for you to access, they will be listed under Smart Folders.

### Common Navigation

Most folders have the same toolbars to assist you in configuring your message views.

#### Display Toolbar

This toolbar allows you to see information about each email, sort via any of the columns and alter how many messages you see on each page:



To sort a column, simply click on the column name. To alter the number of messages displayed on each page, click on the down arrow for Page Size and select from 5 to 50.

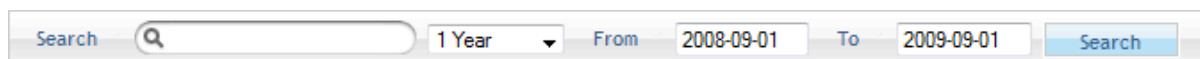
To navigate through the various pages of messages, click on the left or right arrows to go backwards or forwards. To jump to the very first or very last page, click on the left or right arrow with a line next to it.

You can also select multiple emails to forward by clicking on the checkbox next to each message you wish to forward and then clicking on the Forward button.

Remember, you are unable to delete items from your archive!

## Search Toolbar

You have the ability to search your messages using the Search Toolbar:









By default, Mimecast will search all messages received within the last year. You can alter this time period by clicking on the arrow next to the 1 Year and selecting an alternative time period (from Today to 30 Years). You can also specify a time period by clicking into the From and To date boxes and selecting a specific date from the calendar.

The search field allows you to enter text to search for in your messages. You can utilize an asterisk (\*) as a wildcard, which allows you a wider search capability.

For example, if you were looking for messages that contained the words information and info, you could enter info\* into the search box and the asterisk will ensure that every message that contains a word starting with info would be returned.

## Icons

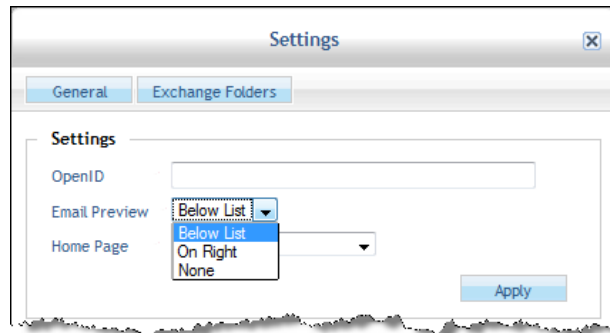
There are a number of icons within MPP:

Blue Dot		Message is in the Archive
Green Dot		Message is an Active Message
Forward Arrow		Message Forwarded
Backward Arrow		Message Replied To
White Square with Red Mark		Internal Message
White Square with Paperclip		Message with Attachment

## Preview Pane

MPP provides the option of a preview pane, allowing you to split the display to show a list of messages and a preview of a selected message in the same window.

To set your preview pane preferences, click on Settings in the navigation pane:



The preview pane can be set to appear Below List, On Right or None. If you select None, when you click on a message in a list, the message will open in a new tab. Remember to click Apply Settings once you have made your selection.

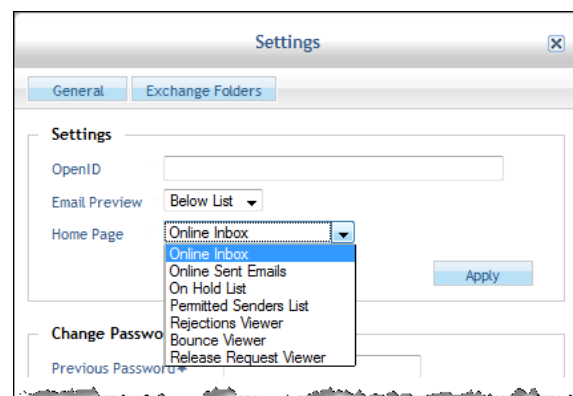
Each folder can have a different preview pane setting. To set different preview panes for each folder, simply select the folder in the navigation menu and then select settings. The setting will apply to the folder that is currently selected.

## Home Page

MPP gives you the option to select the view you would like when you first log in. You can select from:

- Online Inbox
- Online Sent Items
- On Hold List
- Permitted Senders List
- Rejections Viewer
- Bounce Viewer
- Release Request Viewer

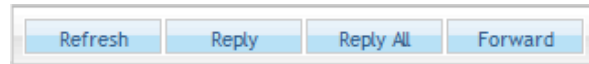
To set your home page preferences, click on Settings in the navigation pane:



Select your required home page and click on the Apply button.

## Messages

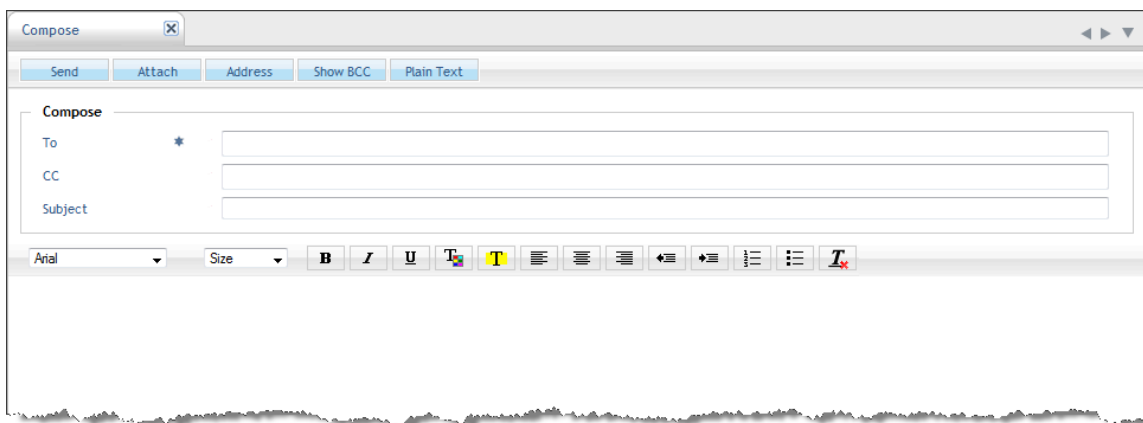
When you view any of the standard folders, for example Online Inbox and Online Sent Items, you have an additional toolbar to allow you to refresh, reply, reply to all or forward messages:



Included in the toolbar is a Refresh option, allowing you to refresh the list of messages to ensure you are viewing any recent messages received or sent.

## Compose a Message

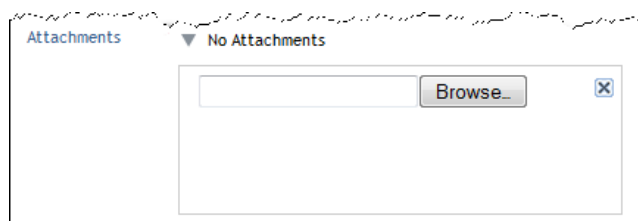
Clicking on Compose presents you with a blank message:



You have the usual email controls within the Compose window, such as To, CC and Subject. The main body of the message has various text options, such as font, font size, as well as a variety of formatting options, such as color, numbering etc.

Across the top, you have the following buttons:

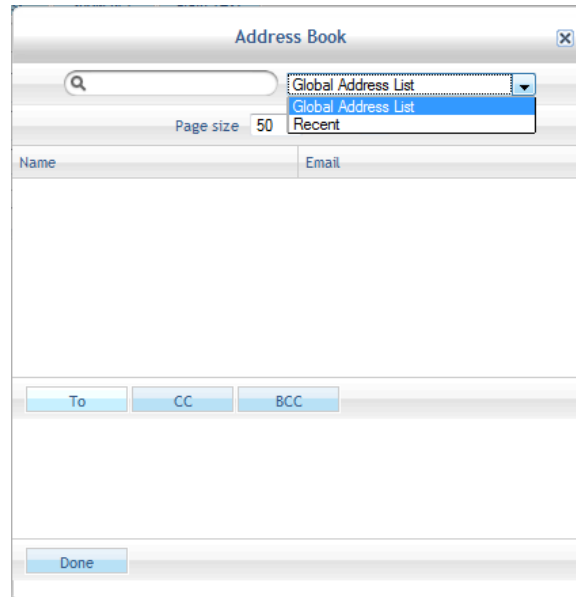
- **Send**  
Sends the message to the address(es) specified in the To, CC and BCC fields
- **Attach**  
With MPP, you can attach any files to your message by clicking the Attach button. This expands the Attachments section:



You can then click on the Browse button, locate and attach the required files

- Address

MPP gives you the ability to utilize either the Global Address List or your recently sent addresses. When you click on the Address button, a new window appears:



You can select either Global Address List or Recent to search for email addresses. Enter text to search into the search field and select the correct address from the list, then click To, CC or BCC. Once you have finished entering the addresses, click Done and you will return to your message

MPP also has an auto-fill capability, using your Recent list to complete email addresses as you type. If you type directly into the To field within the Compose window, MPP will auto-fill based upon the characters you type

- Show BCC

This button will display the BCC field in the Compose window, allowing you to type email addresses directly into the field.

You also have the ability to enter BCC email addresses when you click the Address button

- Plain Text

By default, the Compose window will allow you to create messages in HTML. Should you wish to create a message in plain text, click the button and the compose screen will convert to plain text mode

### **Reply to a Message**

When you are viewing a message, either via the viewing pane or via a separate tab, you can select the Reply or Reply All button. By default, your response will be in Plain Text, however you can change this simply by clicking on the Rich Text button.

All the other options are the same as for composing a new message.

### **Forward a Message**

You also have the option to forward one or multiple messages onto other recipients.

To forward a single message, simply click on the message you wish to forward and then click on the Forward button.

To forward multiple messages, click on the box next to each message to mark the messages. Once you have selected all the required messages to forward, click on the Forward button. The messages you have selected will be created as attachments to a new message.

## Searching Your Archive

MPP not only gives you the flexibility of being able to send and receive messages, you are also able to search your archive.

The Mimecast archive contains all messages that have been sent and received since Mimecast was deployed. If your organization has ingested historical data via Mimecast Data Ingestion Services, you will be able to see messages from before this date.

You can also save the parameters of a search, giving you the capability to re-run the search without having to complete the screen again.

### Create a Personal Search

1. Click on Archive Search in the left hand navigation pane
2. This will display the Personal Search screen:

**Saving Personal Search** ✕

Search
Clear
Search in New Tab
Save Search

**Search Text Options**

Search Text

Search Subject Line

Search Message Headers

Search Message Body

Search Attachments

Search Attachments Name

Search Attachments Type

**Search Filters and Options**

Individual Search Options Search All Items ▼

From Date 2009-06-04 00 : 00

To Date 2010-06-04 16 : 21

Route Filter All routes ▼

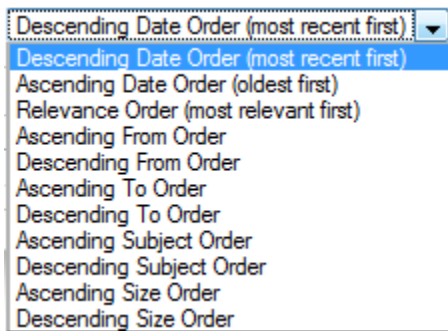
Result Sort Order Descending Date Order (most recent first) ▼

**Save Options**

Description\*

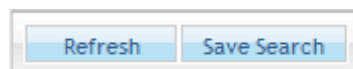
3. The first field, Search Text, gives you the ability to search for text in a variety of places within a message. You have the ability to search for specific text or alternatively, utilize the wildcard search ability as follows :
  - Use (space) between words to enact the AND option  
word1 word2 word3
  - Use (OR) between words to enact the OR option  
word1 OR word2 OR word3
  - Use (!) before words to enact the NOT option  
word1 !word2 !word3
  - Use ("word phrase") to search on phrases  
"two words"
  - Wildcards (\*) and single character wildcards (?) can also be used to broaden search options but not as the first or second character
4. Next, you need to select where you want Mimecast to search for the text that you've entered:
  - Subject Line
  - Message Headers
  - Message Body
  - Attachments (searches inside the attachments for the text)
  - Attachments Name
  - Attachments Type (e.g. PDF, doc, xls etc)
5. Search Filters and Options allows you to further tighten criteria for matching messages, by allowing you to enter:
  - Individual Search Options  
Select to search all emails or only those received/sent
  - From Date  
Specify a date and time from which the search should start

- **To Date**  
Specify an end date and time for the search
- **Route Filter**  
Select to search all routes, inbound messages, outbound messages or internal messages
- **Result Sort Order**  
Allows you to pre-sort the results by any of the following columns:

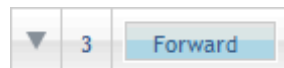


6. To search the archive with your criteria, simply click the Search button at the top of the Personal Search window.

The results are displayed in a new tab within MPP called Search Results. From within this tab, you have the following buttons:



Additionally, you can forward multiple emails from the results list by clicking in the box next to the relevant emails, see how many you have selected and then select the Forward button:



## Create a Saved Search

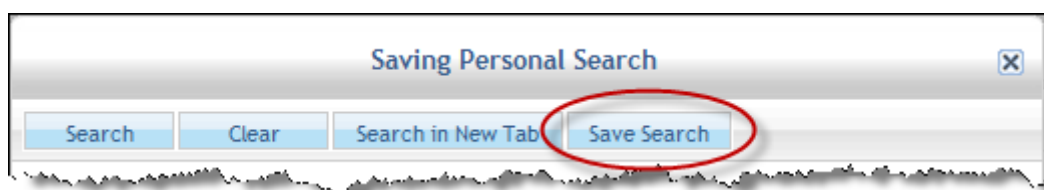
Saving search parameters gives you the ability to run a search over and over again, without having to complete the search screen each time.

The steps to creating a saved search are similar to those for creating a personal search. In the first instance, you need to complete all the relevant fields, as described in Create a Personal Search.

Once you have completed your fields, enter a name for your saved search in the Save Options | Description field at the bottom of the Personal Search window:



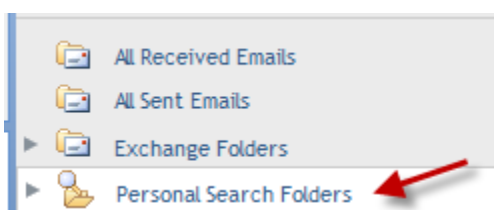
Finally, click on the Save Search button at the top of the window:



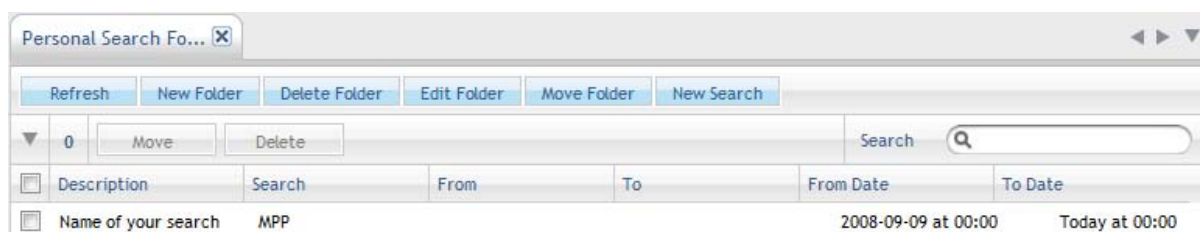
Your search will now be saved under Personal Search Folders in the left hand navigation menu.

## Accessing your Saved Searches

To access your saved searches, simply click on Personal Search Folders in the left hand navigation menu:



This brings up a list of searches that have been saved in the “root” folder, i.e. not filed under any folders:



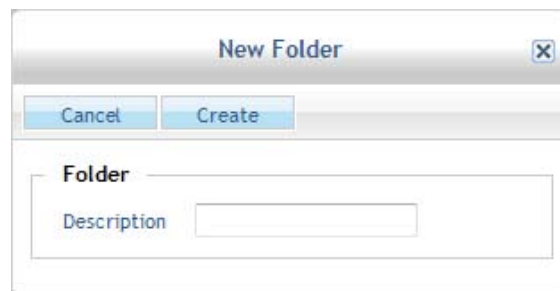
To access the results of your search, simply click on the search. Your results will be displayed in a new tab.

## Managing your Saved Searches

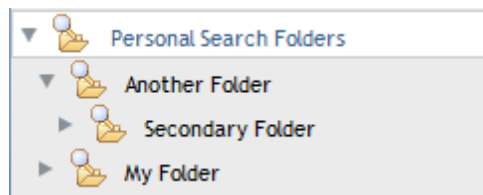
MPP gives you the ability to organize your searches into folders, allowing you to easily group similar searches together. There is no limit to the amount of folders or level of hierarchy you can create.

### Create a Folder

To create a new folder, click on the New Folder icon, enter a name/description for your folder and then click on create:



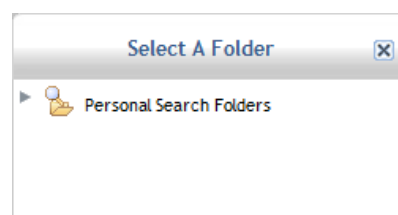
Your folder will now be displayed in the navigation menu:



Note: If you select Personal Search Folders and then click New Folder, the folder will appear directly under Personal Search Folders. If you click on another folder name (for example Another Folder, as above), then click New Folder, the new folder will be created under the folder you selected (for example Secondary Folder, as above).

### Move a Folder

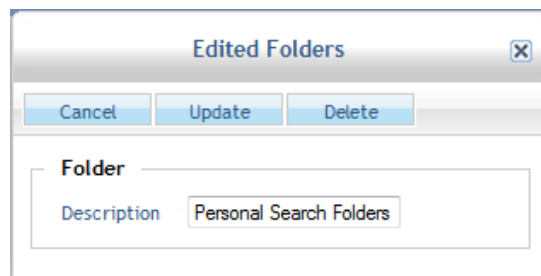
To change the location of a folder within the Personal Search Folders hierarchy, simply select the folder you wish to move and click the Move Folder icon. The Select A Folder window will appear:



To move a folder, simply expand the Personal Search Folders tree in the window and select the relevant high level folder that your folder should be moved under.

## Edit Folder

You can rename a folder you have created by clicking on the folder in the Navigation Menu that you wish to rename and clicking the Edit Folder button to display the Edited Folders window:

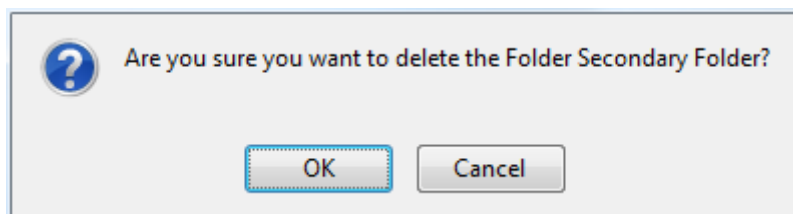


Change the name in the Description field and click the Update button. Your folder is now renamed.

## Delete Folder

You can delete a folder from your Personal Search Folders. This will also delete any saved searches within the folder.

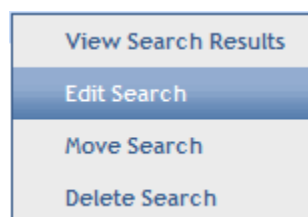
When you select the Delete Folder button, MPP will ask you to confirm the request:



Click OK if you wish to remove the folder. Remember that any searches within the folder will also be removed.

## Editing a Saved Search

If you wish to change the parameters within a search you have already saved, you can right click on the search and select Edit Search from the menu:



You also have the ability to Move and Delete the search from this menu.

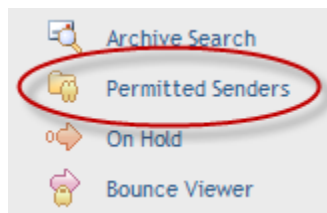
## Permitted Senders

Mimecast keeps a list of all genuine email senders (known as Permitted Senders), usually made up of addresses that you email, along with personal additions to the lists. There is also a Blocked Senders list, which controls messages that are from unwanted senders, such as spam. These main lists are maintained by your Mimecast administrator.

There may be times, however, when legitimate email is being viewed as spam, or you are receiving email from unwanted senders. With MPP you can control your own permitted and blocked senders lists.

### Accessing Permitted/Blocked Senders Lists

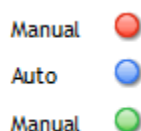
To access the list of permitted/blocked senders, click on Permitted Senders in the left hand navigation menu:



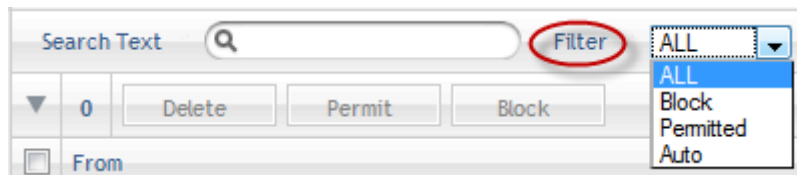
A full list of applicable email addresses will be displayed, detailing the From and To addresses, as well as whether they are permitted or blocked.

The indicators are:

- Manual with Red Dot  
This indicates a blocked sender that you have manually added to your list
- Auto with Red Dot  
This indicates a blocked sender that has been automatically blocked by Mimecast
- Manual with Green Dot  
This indicates a permitted sender that you have manually added to your list
- Auto with Blue Dot  
This indicates a permitted sender that has been automatically added by Mimecast



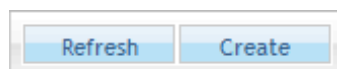
You can restrict the view to display just Blocked, Permitted or Auto by clicking the down arrow on the Filter drop down on the top toolbar:



Additionally you can use the Search Text field to look for particular email addresses or domains in the lists.

### Creating a Permitted/Blocked Sender

If you are aware of an address that should be added to your Permitted/Blocked Senders list, you can manually enter these in to ensure that the message gets delivered/blocked. From the main listing, click on the Create button:



This takes you into the New Permitted or Blocked Senders tab. From here you can enter in multiple addresses to either your Permitted or Blocked Senders list:

**Email Addresses**

Type or paste in Email Addresses - one line per address

Permitted

Blocked

**Domains**

Type or paste in Email Domains (omit the @ character) - one line per domain

Permitted

Blocked

From within this screen, you can simply enter email address(es) into Permitted and Blocked senders lists.

Additionally, you are able to permit or block an entire domain, for example if you wish to allow emails from anyone with a yahoo.com address, you can add the text yahoo.com into the Permitted section within Domains. Note that you do not need to place @ in the address.

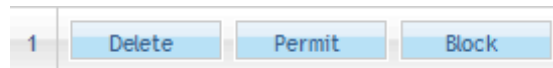
Please remember that once you had added an address into your Permitted or Blocked Senders list, the action will be carried out. Care should be taken when permitting entire domains such as yahoo.com, as these may be used for sending inappropriate and unwanted messages. You always have the option to add senders into these lists individually.

### Changing a Permitted/Blocked Sender

You have the ability to change a sender in the list, to either blocked or permitted.

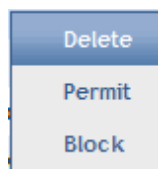
Next to each email address in your listing there is a check box.

When you select this check box, the following toolbar becomes available:



This allows you to delete, permit or block the address(es) you have selected, putting you in control of your lists. Additionally, the number of rows (addresses) you have selected is displayed. Any change you make will affect all of the rows (addresses) you have checked.

You also have the ability to modify an address in the list by right clicking on the specific address. This provides you with a menu:



## On Hold

Mimecast can have a number of policies that can be created by Administrators, which allow inbound and outbound messages to be held for review. Policies can be based on content of emails, attachment types, attachment sizes etc. These policies may be implemented throughout your organization, or based on specific user groups who may be targeted with unsuitable messages.

Any emails sent to you that have triggered one or more of these policies will be held for review and can be viewed in the On Hold window. You then have the opportunity to release or delete these messages.

The On Hold List shows the following information about each message:

<input type="checkbox"/>	Reason	From	To	Subject		Size	Received
--------------------------	--------	------	----	---------	--	------	----------

- Reason  
Advises on the type of policy that has been triggered, i.e. content examination policy
- From  
Sender of the message (either yourself or an external sender)
- To  
Recipient of the message (either yourself or an external sender)
- Subject  
Subject of the message
- Size  
Size of the message
- Received  
Date the message was received

## Message Properties

Each message has a properties page, which shows you the details of the message, along with the information in the message which triggered the policy. From here you can view the original email and then choose to release or delete the message:

Message Properties	
From	sender@domain.com
To	recipient@domain.com
Subject	On Hold
Size	44.2 KB
Received Date	Today at 04:47
Reason	Message Hold Applied - Content examination policy

Content

## Releasing Messages

Once you have reviewed the reasons for the message being held, you can simply release it from the queue by clicking on the Release Message button. It is always advisable that you review the message details before releasing it, to ensure that the message is acceptable to yourself and your organization. When you release a message, it is routed to your email account.

Alternatively, you can click on the message in the On Hold queue and click the Release button in the menu.

## Bounce Viewer

The bounce viewer provides information on messages to/from you that Mimecast was unable to deliver. A **red icon** represents a hard bounce, whilst an **orange icon** represents a soft bounce.

- A hard bounce indicates the receiving mail server has rejected the connection. Some examples of this are invalid email address or mailbox unavailable
- A soft bounce indicates the email could not be delivered within the Mimecast stipulated retry schedule (30 attempts). An example of this is if the recipient mail server is not available or if we cannot find the MX record for the recipient's domain

Selecting Bounce Viewer from the navigation tree displays a list of all items bounced:

From	To	Subject	Size	Received	Bounce Info
Sender@domain.com	User@domain.com	=?us-ascii?Q?The Weekly	23.8 KB	2010-05-25 at 19:02	Expired in queue - rejected by h
User@domain.com	Recipient@domain.com	RE: Simple Test [UNSCANNED]	65.2 KB	2010-01-31 at 06:04	Domain has no MX records or is i

Clicking on an item, or right clicking on an item and selecting open, allows you to see the Bounce Properties:

**Message Properties**

Bounce Type	HARD_BOUNCE
Queue Reason	BOUNCE_REJECTED_BY_REVIEWER
Event Time	2010-04-30 at 19:01
Remote IP	
Remote Name	
Bounce Info	Expired in queue - rejected by housekeeping

---

**Content**

From	0001e5348354307@be-uk.com
To	recipient@domain.com
Subject	Debate
Size	10702

## Rejection Viewer

The rejection viewer will display any messages that have been blocked by Mimecast in protocol. Since the messages are blocked in protocol, no data has been accepted by Mimecast so an administrator cannot retrieve the message.

You can view the rejections for your email address by clicking on Rejection Viewer in the navigation tree, which will display a full list of rejected items:

Attempt From	Rejection Type	Other Information	Received
<input type="checkbox"/> hdeapm5-2c0sbc-uutu83	Connection Attempt	Attempt Greylisted	2010-06-09 at 20:30
<input type="checkbox"/> noreply@	Connection Attempt	Attempt Greylisted	2010-06-07 at 00:18

Clicking on an item, or right clicking on an item and selecting open, allows you to see the Rejection Properties:

**Rejection Properties**

Rejection Type	13051
Rejection Description	Connection Attempt
Event Time	2010-06-09 at 20:30
Rejection Information	Attempt Greylisted

**Triplet Information**

From	hdeapm5-2c0sbc-ii16br-6vkhvhw-h-m2-20
To Address (Pre Checks)	recipient@domain.com
To Address (Post Checks)	recipient@domain.com
Ip Address	208.94.54

**Remote Server Information**

Remote Server Name	outbound.ed10.com
Server Greeting (EHLO)	outbound.ed10.com

## Release Request Viewer

This section is reserved for Content Overseers.

Mimecast Administrators can set up Content Overseers to assist them in releasing messages that are placed in the administration hold queue, for reasons such as content checks etc.

If you are a designated overseer, you will be able to view items being held by clicking on Release Requests. You can then choose to release or reject messages.

## MPP with MSE™

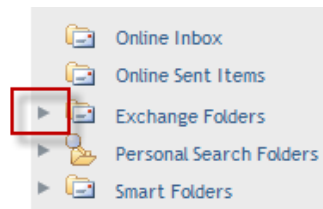
Mimecast Services for Exchange™ (MSE) is a specially designed product from Mimecast that further integrates Exchange with Mimecast to allow message stubbing and folder replication.

When using MSE in conjunction with MPP, your personal folders in Outlook are replicated to appear in MPP. This allows you to continue working in a structure that is familiar to you, giving you the ability to view folders contents within MPP and file emails that you send via MPP into a folder.

This information is collected from Exchange, so you are unable to create new folders within MPP.

### Exchange Folders

To view your Exchange Folders, click on the arrow next to Exchange Folders in the navigation menu:



You can now see all your folders as they currently appear in Exchange/Outlook.

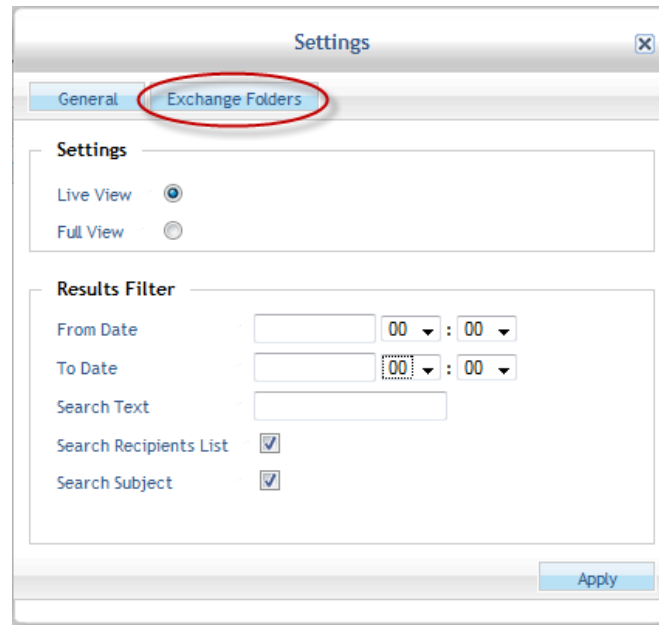
A lot of the folders that are displayed are default folders within Exchange. The main folders of interest are:

- Inbox
- Sent Items

Click on the down arrow next to Inbox to see all your folders.

## Exchange Folder Settings

You have a number of options as to what you can view within your Exchange Folders in MPP. These are accessed by clicking on Settings in the navigation menu and selecting the Exchange Folders tab. You will then see the Exchange Settings window:



### Settings

Mimecast archives every message sent to and received by your organization. When you delete a message from Outlook, that message still exists within the Mimecast archive.

You can opt to see the Live View, which is your current Exchange account, or you can select Full View, which will show you all messages sent and received by you (including those that have been ingested into the Mimecast archive), even if you have deleted them from Outlook. Additionally, emails that have been deleted will be shown in the folder where they were deleted from, allowing you to locate messages accidentally deleted.

Don't forget that an Archive Search will also display messages that have been deleted from Outlook. These will simply be displayed in a list.

### Results Filter

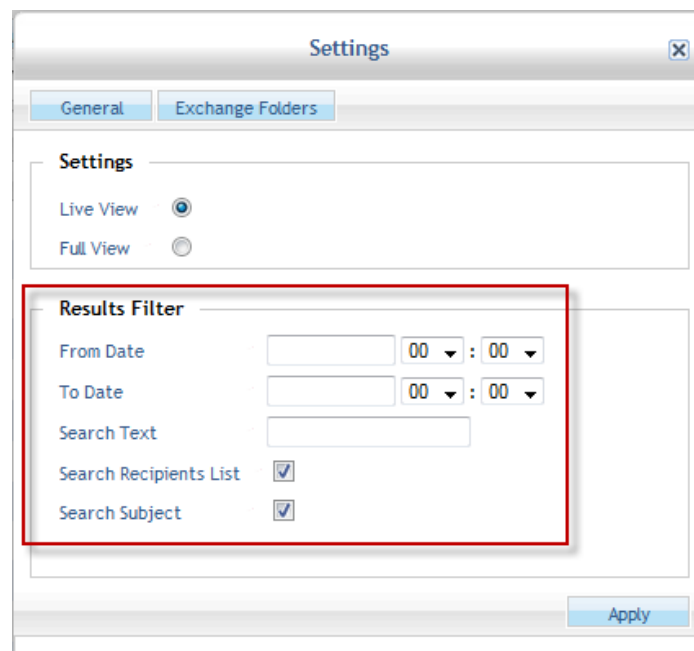
Working with MSE, Mimecast regularly takes snapshots of your Exchange account, recording your folders and messages at each snapshot. This means that even though you may delete a folder, Mimecast will always have a record of it and the messages that were within it.

MPP gives you the ability to show your Exchange account at a time and date that you specify, including all the folders and the messages – a kind of Time Machine.

If you're looking for a message that you remember being in a particular folder at a particular date and time, you can ask Mimecast to display your Exchange account exactly as it was at that date and time.

Please note that you cannot reinstate these folders within Outlook using MPP, however MPP will always be able to show you the information.

1. Click on Settings in the navigation menu
2. Click the Exchange Folders tab at the top
3. This will show the Results Filter within the Exchange Folder Settings window



The screenshot shows the 'Settings' window with the 'Exchange Folders' tab selected. The 'Results Filter' section is highlighted with a red box and contains the following fields:

- From Date: [ ] 00 : 00
- To Date: [ ] 00 : 00
- Search Text: [ ]
- Search Recipients List:
- Search Subject:

An 'Apply' button is located at the bottom right of the window.

4. Enter a date and time between which you would like to view your Exchange setup
5. Enter any relevant search text, if required, to search either the message recipients or the message subject
6. Check to search recipients or subject
7. Click Apply



**North America**

275 Grove Street  
Building 2, Suite 400  
Newton  
MA 02466  
tel: +1 800 660 1194  
email: [info@mimecast.com](mailto:info@mimecast.com)  
support: [support@mimecast.com](mailto:support@mimecast.com)

**UK & Europe**

2-8 Balfe Street  
Kings Cross  
London  
N1 9EG  
tel: +44 (0)207 843 2300  
email: [info@mimecast.com](mailto:info@mimecast.com)  
support: [support@mimecast.com](mailto:support@mimecast.com)

**South Africa**

Upper Grayston Office Park  
Phase 1, 150 Linden Road  
Strathavon  
tel: 0861 114 063 (SA Local)  
tel: +27 (0)11 772 3700 (Int'l)  
email: [info@mimecast.co.za](mailto:info@mimecast.co.za)  
support: [support@mimecast.co.za](mailto:support@mimecast.co.za)

**Offshore**

The Powerhouse  
Queens Road  
St Helier, Jersey  
JE2 3AP  
tel: +44 (0)1534 752300  
email: [info@mimecast-offshore.com](mailto:info@mimecast-offshore.com)  
support: [support@mimecast-offshore.com](mailto:support@mimecast-offshore.com)

**Middle East**

PO Box 341105  
Dubai Silicon Oasis, Office A205-7  
Dubai  
United Arab Emirates  
tel: +971 (0) 4372 4632  
email: [info@mimecast.ae](mailto:info@mimecast.ae)  
support: [support@mimecast.com](mailto:support@mimecast.com)

**Nordics**

Marknadsvägen 15  
183 34 Täby  
Sweden  
tel: +46 (0)841 032 060  
email: [nordic@mimecast.com](mailto:nordic@mimecast.com)  
support: [support@mimecast.com](mailto:support@mimecast.com)