mimecast

Email Filtering (Mimecast) User Guide Issued by: IT Integration Office Last updated: 27-Oct-21

Mimecast User Guide

Table of Contents

1.	How to Log into the Mimecast Personal Portal	3
2.	Add a Permitted Sender	7
3.	Delete an Entry	8
4.	Managing Personal on Hold Messages	9
5.	How to Reject Messages	9
6.	How to Release Messages	11
7.	How to Manage Incoming Email Held Back by the Mimecast Software (Digest Notification)	13
Арр	endices	14
Outb	bound Emails – Legal Disclaimer (Stationery)	14
Inbo	und Email from an External Sender	14
Inbo	und Email – Targeted Threat Protection: Attachments	15
Inbo	und Email & Links to Websites (URLs)	16
Click	king on Website Links in Email/Harmful and Safe Links	17

1. How to Log into the Mimecast Personal Portal

- 1. Open a browser and go to the following site: https://iconplc.login-uk.mimecast.com/m/portal/login/#/login
- 2. Once the page has loaded, the main login screen is displayed. Enter your primary email address and click Next.



3. If you are accessing Mimecast Personal Portal outside LPRA Office you will be subject to LPRA Multi Factor Authentication. On the MFA screen, please authenticate as you normally would.



4. The first time you login the default home page view is your Inbox. For convenience many people prefer their home page to be the *Personal On Hold Queue*. To update the Home Page setting to open your *Personal On Hold queue…* Go to Settings - Preferences at the top right-hand corner of the page and configure as demonstrated in the screenshots below.

	Compose	Personal On Hold	O Preferences
٩	On Hald	Q Filter messages	Contact Support
	An Personal On Hold	Selection ~	Share an Idea
•	Bounces and Rejections	ISpring Solutions 25/07/2019 The new ISpring Learn LMS is here 22:38	Send Technical Information
	G Bounced Messages	ISpring Solutions 23/07/2019 Last call: Free expert webinar on el 22/20 No Messa	
	& Blocked	ISpring Solutions 21/07/2019 Sunday Digest: Great course exam 21:41 Click a messag	e to show it here.
	As Auto Permitted	ServiceNow 17/07/2019 ServiceNow Developer Newsletter: 12:32	
		ServiceNow 03/07/2019	

5. Select **Personal On Hold** on Homepage option and click **Save**.

Language:	English	
Time Zone:	Auto	
Date Format:	DD MM YYYY	
Time Format:	24 hour clock	
First Day Of Week:	Monday	
Homepage	Personal On Hold	
Signature:	A * 11* B I Ø	

Note: other options available to change in **Preferences** are **Time Zone**, **Date Format**, **Time Format** and **First Day of Week**.

Managing Senders (Block, Permit and Delete an entry)

You can manage personal Blocked Senders, Permitted Senders and Auto Permitted Senders, as follows:

Add a Blocked Sender

1. Select **Blocked** from the left-hand menu

0	CON .		? • 4
	#10mm	CD Booket	1.48
	CH 1891	Film Q. Mare All Dischool	• Anti Pari ant
•	de Personal On Hall de Micheland On Hall	temploper statemet, parts on	Parent Narrow
	2 Darrent Messages 2 Darrent Messages Natural Sector,		Parent Nervou Parent Nervou
	A-Bechid A-Transfert A-Nute Pressing	A	Passet Borrow

 Enter single or multiple email addresses or domains in the box and click Add.
 Last Updated: 27 Oct 21 2. Click Add Blocked

0	CON 💩			? 🗘 🔺
	✓ Company	C Blocked	1	
	On Haid	Filter	Q. Show: All Blocked .	Add Blocked
•	Personal On Hold Moderated On Hold Bounces and Rejections		na ostale se objegatale con	Permit Remove Permit Remove
	Bounced Messages Rejocted Messages Managed Services	a sergen	unitaria an	Permit Remove Permit Remove
	Biocked Permitted Auto Permitted	 mendure 	84.318	Permit Remove

4

Add Blocked Senders and Don	nains	
Block email senders and domains by typ domain names into the text box below. S	ing or pasting email addresses an Separate multiple entries with a spa	d ice.
test@test.com		Add

4. Click Add Blocked.

Add Blocked Senders and Domains	
Block email senders and domains by typing or pastin domain names into the text box below. Separate mul	nail addresses and entries with a space.
Email Addresses or Domains	Add
≗ test@test.com ≭	
1 item(s). Clear all	
	Block Cancel

5. A notification will display confirming the sender has been successfully added to the list.

1	CON 🛓	?	٥	
	✓ Compose	C) Blocked		
Q	On Hold	Filter Bootod Q, Show: All Blocked +	Ade	Blocked
۲	An Personal On Hold An Moderated On Hold	A transforgere with and prints on	Permit	Remove
-	Bounces and Rejections	a subligation	Permit	Remove
	Bounced Messages	 anti-lipsch-universe anti- 	Permit	Remove
	G Rejected Messages Managed Senders	a mightenet an	Permit	Remove
	As Blocked	A residences	Permit	Remove
	& Permitted & Auto Permitted	4 test@test.com	Permit	Remove

2. Add a Permitted Sender

Mimecast provides a feature called auto allowed senders. This is an automatically configured when the user send a message to an external recipient, the recipient is then automatically considered a trusted sender. An auto allow entry is automatically deleted if no messages are sent to the address for 120 days.

1. Select **Permitted** from the left-hand menu and click **Add Permitted**.

0	CON 4		? 🔷 🔺
	e Capace	C Feeder	
	De real	The Q Bow Allexited +	Hal Perribad
•	A Pressing On Hold A Wedensteil On Hold Names and Stracker		Das Reco Sus Reco
	G Searced Hossages (2 Pojected Hossages Namagel Service)	A supervise A supervise	Diate Partice Rect: Partice
	É.	An or consistent of the second of the s	Bass denose Ross Person Paul Remon
		A	Date Famou
		A local application	Burt Annua
		A recipient or	Barri Barran

2. Enter single or multiple email addresses or domains in the box and click **Add**.

Add Permitted Senders and Domain	ns >
Permit email senders and domains by typing or domain names into the text box below. Separat	r pasting email addresses and te multiple entries with a space.
test@test.com	Add

3. Click Permit



4. A notification will display confirming the sender has been successfully added to the list.

1	CON +				٠	•
	Alaman	CS Farestad		Summarifully added		
	CR THINK	100	Q Slow All-ambad +		1485	works
	do Fortuned On Hold do Mechanismi On Hold Basissies and Resolution		Decision of		Block	Rance Rance
	C) Coursed Messages C4 Rejected Messages Managest Senders	A 100000000			Host Book	Heriore Record
	& Rectord & Permitted & Auto Permitted		generation of the second se		Book Book	Randoa Randoa Randoa
		· ·····			Reck Place	Renze Rence Rence
		A het@iet.un			Rect	Rayon

3. Delete an Entry

1. Select the required tab from the **Managed Senders** view (**Blocked, Permitted or Auto Permitted**)

2. Select **Remove** for the relevant entry in the list.

0	CON &			?	٠	- 4
1	Compose	C) Permitted				
۹	On Hold	Filter Q, Show: All Permit	ted •		Add P	ermitted
٠	Le Personal On Hold	A faither appropriation of			Block	Remove
•	Bounces and Rejections	A post-introdpopt on			Block	Remove
	Dounced Messages	A comparison on			Block	Remove
	Managed Senders	 inscription con 		j.	Block	Remove
	de Blocked	 menalitegetightstatustit 		1	Block	Remove
	Permitted Auto Permitted	 representation and 		(Block	Remove
		 investigient and one 		1	Elock	Remove
		 Mensioglogication 		1	Block	Remove
		 Section couplings and 			Block	Remove
		 tere@tarbet.cm 		1	Block	Remove
		Lest@test.com			Elock.	Remove

3. A notification will display confirming the sender has been successfully removed.

0	CON 🔺		?	٠	۵
	Company	C) Pormitted	oved		×
Q	On Hold	Filter Permitted Q Show: All Permitted +		Add F	bermitted
۲	Personal On Hold Moderated On Hold	A faiture searchite and		Block	Remove
	Bounces and Rejections	 Anter-secolarity on 		Block	Remove
	Desced Messages	A important an		Block	Remove
	Rejected Messages Managed Senders	 max-initial@pilos.com 		Block	Remove
	de Blocked	 meadingright teach 		Block	Remove
	A Permitted	 represident a con 		Block	Remove
		 smatightform.com 		Block	Remove
		 Remetalphysics 		Block	Remove
		 service organization on 		Block	Remove
_		A temperature		Block	Remove

4. Managing Personal on Hold Messages

Emails can be released or rejected either individually or in bulk. Addresses or domains can also be blocked when emails are released or rejected.

5. How to Reject Messages

1. Click the Advanced icon and select Personal On Hold.

Q.



	Compose	C Personal On Hold		
۹	On Hold	Q. Filter messages Q.+ Q.+		
•	Le Personal On Hold	Selection ~		
•••	Bounces and Rejections	ISpring Solutions 25/07/2010 The new ISpring Learn LMS is here: 22:30		
	Bounced Messages Rejected Messages Managed Senders	Spring Solutions 2307/2019 Last call. Free expert webinar on el 2223		
	& Blocked	ISpring Solutions 21/07/2019 Sanday Digest: Great course exam 21/41 Emails Selected Deselect All		
	Ay Auto Permitted	ServiceNow 17/07/2019 ServiceNow Developer Newsletter: 12.32		
		ServiceNow 03/07/2019 New York Release Testing Proview 08:10		

2. Select single or multiple emails.

3. Select the

icon and select the appropriate action.



Descriptions for each action are shown below:

Menu option	Description
Reject Email	The email is removed from the viewer and a notification is sent to the sender. Future emails from this sender may be Held
Reject Email & Block Sender	The email is removed from the viewer, a notification is sent to the sender, and a Block Policy is created for their email address (e.g. sender@company.com). This means that the sender will be unable to send emails to you in future, but you are able to remove this policy using Managed Senders.
Reject Email & Block Domain	The email is removed from the viewer, a notification is sent to the sender, and a Block Policy is created for their domain name (e.g. company.com). This means that any senders from that domain will be unable to send emails to you in future, but you are able to remove this policy using Managed Senders.

4. Depending of your desire selection a box will present as follow, e.g. Reject



5. A message will provide confirmation the entry has been rejected.

IMPORTANT: Once selected a message from **Personal On Hold**, in the right-hand side of the screen, the content of the message is shown. This can help to take the appropriate action e.g. rejecting it.





6. How to Release Messages

1. Click the Advanced icon and select Personal On Hold.

0	CON 🔹		?	٥	۵
	Compose	Personal On Hold			ø
٩	On Hold	Q. Filter messages			
-	Personal On Hold An Moderated On Hold Bounces and Rejections	Selection ~			
	© Bounced Messages C Rejected Messages Managed Senders	ISpring Solutions 21/07/2019 Sunday Digest: Great course exam 21:41 No Message Sele	ected		
	åe Blocked å⊦ Permitted åe Auto Permitted	ServiceNow 03/07/2019 New York Release Testing Preview 08:10 Click a message to show it	here.		

2. Select single or multiple emails

1	CON &		?	٥	٠
	Compose	C3 Personal On Hold			
۹	On Hold	Q. Filter messages Ø.v. Q.v.			
-	& Personal On Hold	Selector v			
	& Moderated On Hold Bounces and Rejections	ISpring Solutions 23/07/2019 Last call: Free expert webinar on el 22/23			
	Bounced Messages Rejucted Messages Managed Senders	Ispring Solutions 21/07/2019 Sunday Digest: Great course exam 21/41			
	Le Blocked Le Permitted Le Auto Permitted	ServiceNow 03/07/2019 New York Release Testing Preview 00.10 Emails Selected Deselect Atl			

3. Select the

icon and select the appropriate action.



NOTE: Descriptions for each action are shown below:

Menu option	Description
Release Email	The email is removed from the viewer and is delivered to your Inbox. Future emails from the sender may be Held.
Release Email & Permit Address	The email is removed from the viewer, is delivered to your Inbox, and a Permit Policy is created for the email address of the sender(e.g. msender@company.com). A Permit Policy will bypass Spam checks on future emails from this sender, so that they are not Held by the Spam Policy. You are able to remove this policy using Managed Senders.
Release Email & Permit Domain	The email is removed from the viewer, is delivered to your Inbox, and a Permit Policy is created for the domain name of the sender (e.g. company.com). A Permit Policy will bypass Spam checks on future emails from senders of this domain so that they are not Held by the Spam Policy. You are able to remove this policy using Managed Senders.

4. Depending of your desire selection a box will present as follows, e.g. **Release and Permit Sender**

Are you sure you want to release	these messages?	×
The messages will be released from hold an	nd delivered to their recipients.	
	Release Ca	incel

4. A message will provide confirmation the entry has been released.

1	CON 💩		? 🌢 🔺
	Compose	C Personal On Held	Successfully released x
Q	On Held	Q Filter messages	
•	Lo Personal On Hold An Moderated On Hold Bounces and Rejections	Selection ~ Signing Solutions 21/07/2018 Sunday Digest: Great course exam 21.41	
	G Bounced Messages Rejected Messages Managed Senders	ServiceNew 03/07/2019 New York Release Testing Preview 08:10	No Message Selected
	de Blocked de Permitted de Auto Permitted		Click a message to show it here.

7. How to Manage Incoming Email Held Back by the Mimecast Software (Digest Notification)

A Digest Notification is an email summary that will arrive in your inbox on several occasions during your working day. The Digest Notification allow you to view and control emails that have been placed on hold in the Mimecast Portal.

The Digest email will look similar to the screenshot below, and you will be given three choices on how you want to manage emails that are held in the Mimecast portal.

tention Policy: EVC_ICON_30_0	Days_InboxRetention (30 days) Expires:	5/5/2018 in the Mimeca <mark>st service</mark>	awaiting further a	iction.		
	to use the liebs secondated with each a	mail please review the f	ollowing points:			
For further instructions on how Release: This will release the Block: Rejects the email, and Permit: Delivers the email to SPAM management policies of SPAM management policis of SPAM management policies of SPAM m	current email On Hold to your Inbox, bu adds the sender's address to your perso your Inbox, and adds the sender's addre only)	t future emails from this anal Block list to block fu ss to your personal Perr	sender will still b ture emails from nit list, so future e	e placed On this sender mails are no	Hold ot put On	Hold (fo
For further instructions on how Release: This will release the Block: Rejects the email, and Permit: Delivers the email to y SPAM management policies of for more information on the N	to use the links associated with each e current email On Hold to your Inbox, bu adds the sender's address to your perse- your Inbox, and adds the sender's addre nhly) limecast digest, please refer to this <u>artig</u>	t future emails from this nal Block list to block fu ss to your personal Pern	sender will still b ture emails from nit list, so future e	e placed On this sender mails are no	Hold of put On	Hold (fo

Digest Choices

The links in the Digest email allow you to ensure that emails are not missed and you can release them to your inbox. You can choose to RELEASE, BLOCK or PERMIT an email that is listed in the Digest notification. Explanations for each of these features is outlined in the table below.

Action	Email Delivery	Future Emails
Release	Releases the email from the Hold Queue, and immediately delivers the email to your Inbox	Emails from this sender may still be put On Hold in future
Block	Removes the email from the Hold Queue	Emails from this sender will be immediately Rejected to the Sender by Mimecast in future
Permit	Releases the email from the Hold Queue, and immediately delivers the email to your Inbox	Emails from this sender (if blocked for spam content) will not be put On Hold, and will immediately be delivered to your Inbox in future

Appendices

There following outlines the key changes Legacy PRA staff may notice following deployment of Mimecast Email Security:

Outbound Emails – Legal Disclaimer (Stationery)

All emails sent externally will have the ICON standard legal disclaimer appended, as follows:

ICON plc made the following annotations.

This e-mail transmission may contain confidential or legally privileged information that is intended only for the individual or entity named in the e-mail address. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or reliance upon the contents of this e-mail is strictly prohibited. If you have received this e-mail transmission in error, please reply to the sender, so that ICON plc can arrange for proper delivery, and then please delete the message.

Thank You,

ICON plc South County Business Park Leopardstown Dublin 18 Ireland Registered number: 145835

Inbound Email from an External Sender

All emails from external senders are appended with [EXTERNAL] on the message subject.



Sent from Mail for Windows

Following deployment of Mimecast, the existing external email notification (see below) will be removed.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Inbound Email - Targeted Threat Protection: Attachments

Common attachments like Word, Excel, PowerPoint and PDFs are not always safe, and are regularly used by hackers to try and infect corporate computers with viruses and to steal valuable information.

When a message comes in with an attachment:

- 1. It immediately goes into the Targeted Threat Protection Attachment Protect sandbox for immediate scanning.
- 2. If the attachment is safe they are released to the recipient.
- 3. If the attachment is found to contain malicious code or is malicious, it is blocked. No user notification will be sent out.
- 4. If an attachment is found to be un-safe or encrypted the original email will be delivered, however the attachment will be linked and a notification will be attached in its place.



Hi, See attached weekly report.

Regards

J



Note: Legacy PRA currently allows emails up to 35MB in total mail size regardless number of attachments. Individual email attachments greater than 25MB will now be replaced with a download link. The attachment link is accessible for 90 days.

Inbound Email & Links to Websites (URLs)

We're so used to links in emails, we don't always think before clicking them.

Unfortunately, this can allow hackers to steal your login details which would give them access to our company's computers.

To help protect us, the following measures are in place:

- Every time you click a link in an email, Mimecast will check the site you are trying to access.
 - If the site is good, you will be allowed to continue as normal.
 - If the site is bad, access will be blocked.
- When you hover over a link in an email, you will see the address as: <u>http://protect-eu.mimecast.com</u> This means the Website Link has been scanned by Mimecast.



Clicking on Website Links in Email/Harmful and Safe Links

When you click on a Website (URL) link, you may be redirected to a page providing information about the destination of the link they have clicked, as shown in the picture below.



Harmful Website Links

If you click on 'It's Safe"" and the link is harmful, no option to "Continue to Page" is shown.

If you click "It's Harmful" and the link is harmful, no option to "Continue to Page" is shown.

This means that you will not be able to access this Website Link - see picture below.



Safe Website Links

If you click "It's Safe" (and the link is safe) a "Continue to Page" is shown

If you click "It's Harmful", and the link is safe, a "Continue to Page" is shown.

This means that you will be able to access this Website Link – see picture below.



Downloading a Website File

When you click in an URL link that directly downloads a file, Mimecast will check the file, and if the file is safe, you can click "Download". If file is harmful you will not be able to download the file as it will be blocked by Mimecast.



If a valid URL or download attachment is blocked in error. Please log a ticket with the LPRA service desk.