CORVID CYBERDEFENSE

Mimecast Email Security

User Guide

Contents

E-mail Security Solution Set-Up | Mimecast

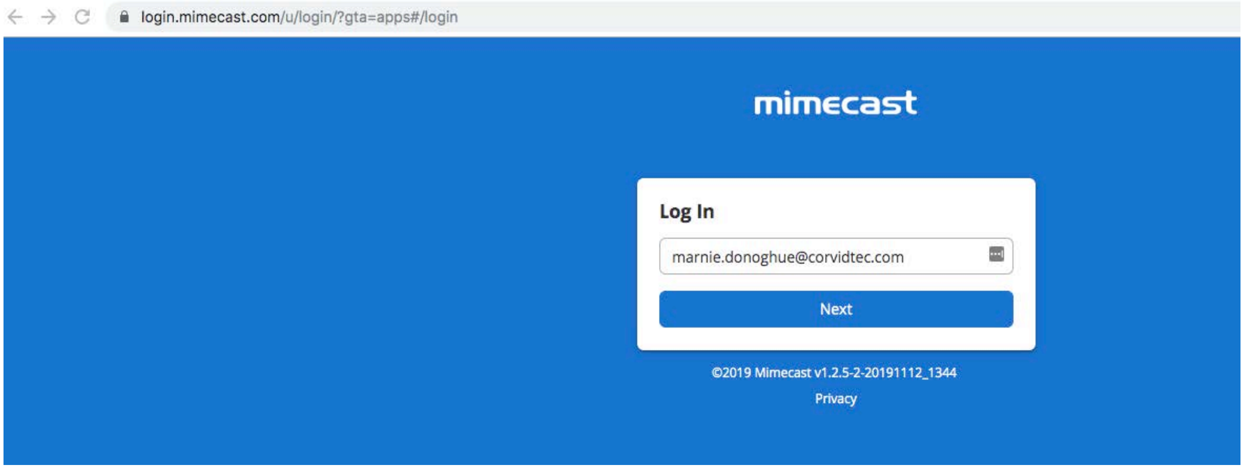
The Haven E-mail Security Solution is powered by Mimecast. Mimecast provides email security controls designed to protect end users from advanced threats and attacks. Mimecast provides:

- Enhanced security with spam and phishing detection
- Analysis of URLs and attachments for vulnerabilities or threats
- Ability to easily send encrypted emails containing sensitive information
- Employee training and awareness

How to Access the Mimecast Web Portal

The following process can be used for a user to activate her/his Mimecast account:

1. Go to https://login.mimecast.com. This is the Mimecast Personal Portal. ***We recommend bookmarking this webpage in your browser.***



login.mimecast.com/u/login/?gta=apps#/login

Log In

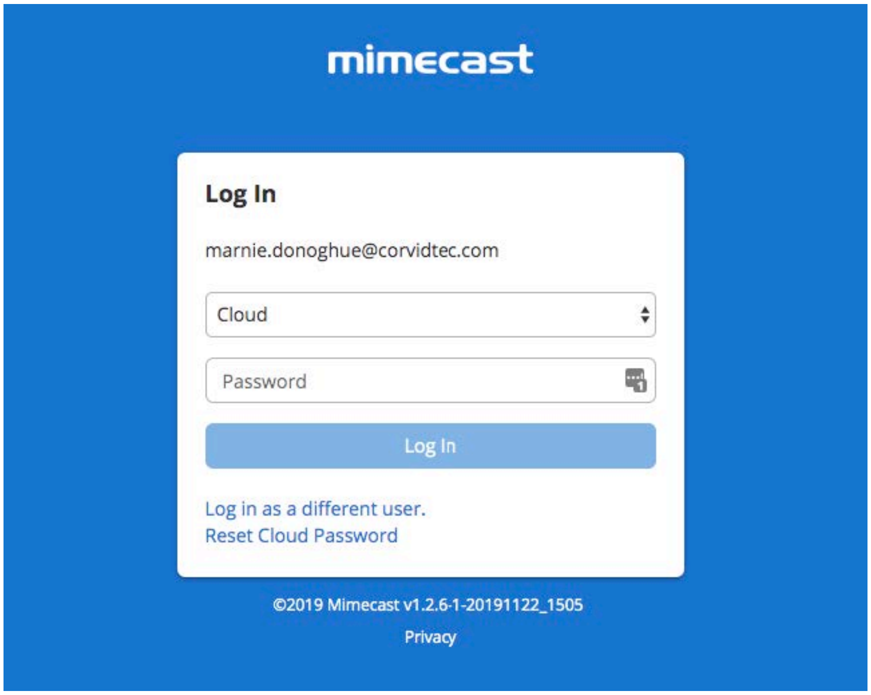
marnie.donoghue@corvidtec.com

©2019 Mimecast v1.2.5-2-20191112_1344

2. Enter your email address and select "Next."

3. Below the "Log In" button, select the option "Reset Cloud Password."

NOTE: Ensure the dropdown box reads "Cloud" and **not** "Domain" and login with your password. After a successful login, you will be taken to your Mimecast Online Mailbox. Further down, this guide will explain how to use this mailbox.



mimecast

Log In

marnie.donoghue@corvidtec.com

Cloud

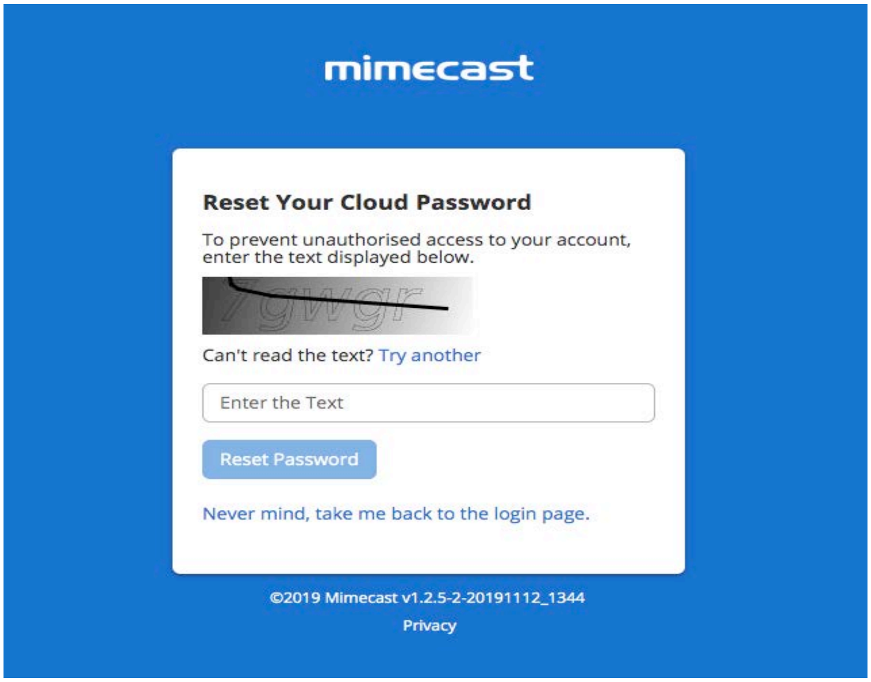
Password

Log In

Log in as a different user.
Reset Cloud Password

©2019 Mimecast v1.2.6-1-20191122_1505
Privacy

4. Enter the Captcha text for security purposes and select "Reset Password."



mimecast

Reset Your Cloud Password

To prevent unauthorised access to your account, enter the text displayed below.

Can't read the text? Try another

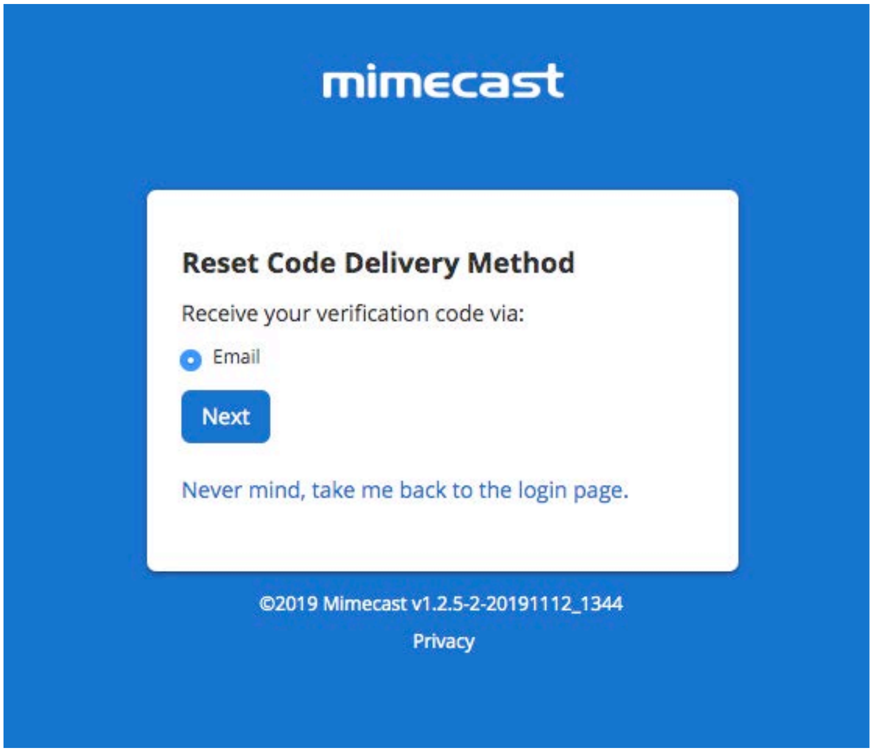
Enter the Text

Reset Password

Never mind, take me back to the login page.

©2019 Mimecast v1.2.5-2-20191112_1344
Privacy

5. Select the password reset link delivery method. Generally, "Email" should be the only option available and the default selection. Select "Next" to continue.



Reset Code Delivery Method

Receive your verification code via:

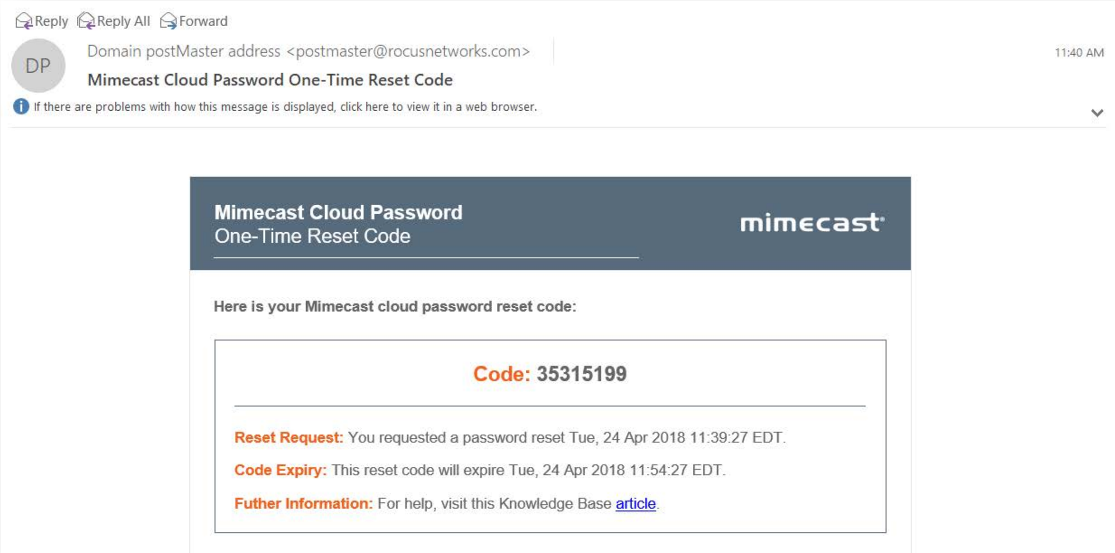
● Email

Never mind, take me back to the login page.

©2019 Mimecast v1.2.5-2-20191112_1344

Privacy

6. An email from sender “Mimecast Domain Postmaster” will be delivered to the user mailbox with a one-time password reset code.



Domain postMaster address <postmaster@rocusnetworks.com>

11:40 AM

Mimecast Cloud Password One-Time Reset Code

If there are problems with how this message is displayed, click here to view it in a web browser.

Mimecast Cloud Password
One-Time Reset Code

Here is your Mimecast cloud password reset code:

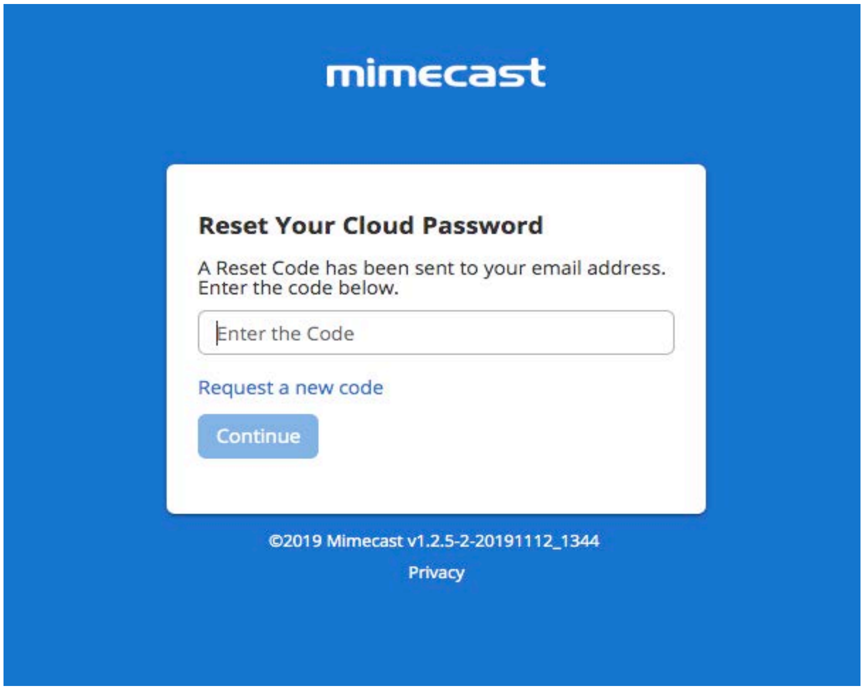
Code: 35315199

Reset Request: You requested a password reset Tue, 24 Apr 2018 11:39:27 EDT.

Code Expiry: This reset code will expire Tue, 24 Apr 2018 11:54:27 EDT.

Futher Information: For help, visit this Knowledge Base article.

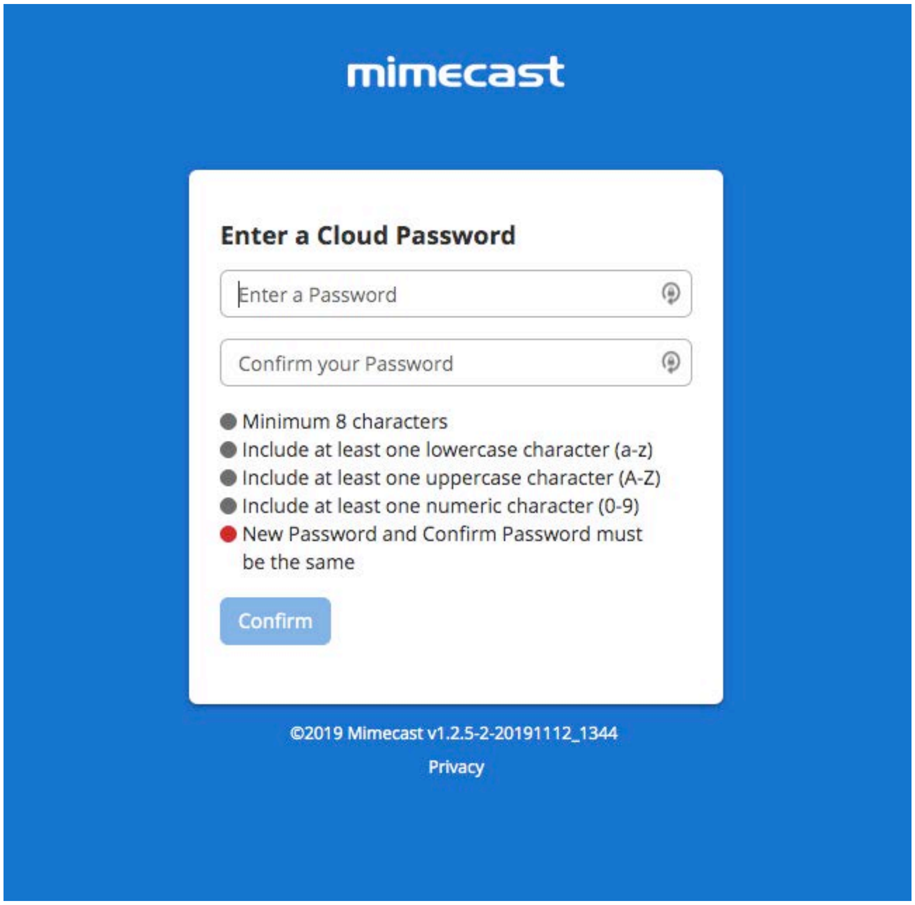
7. Enter the one-time passcode from the email into the empty field in your browser.



Reset Your Cloud Password

A Reset Code has been sent to your email address. Enter the code below.

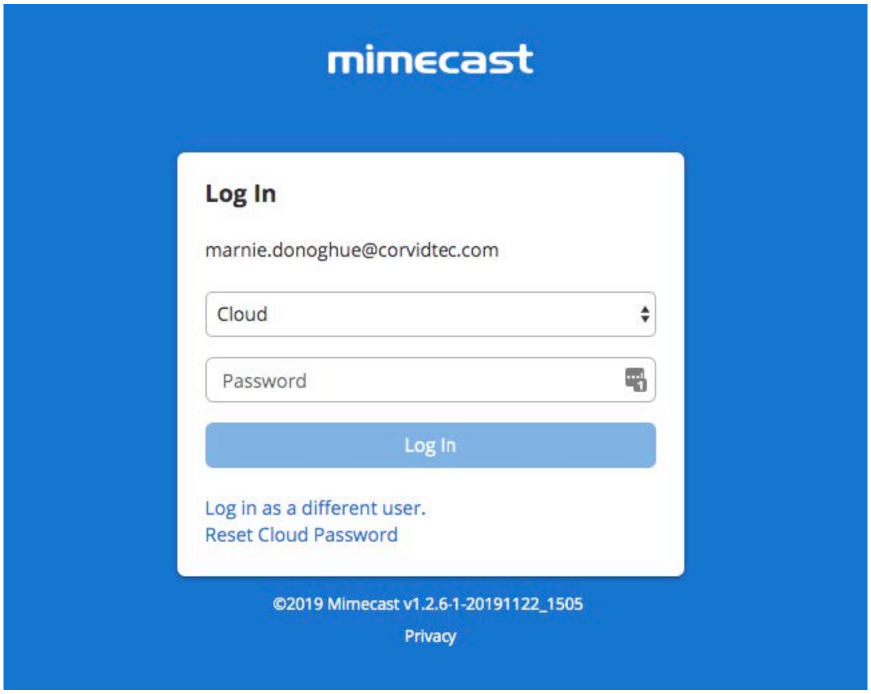
8. Create your new unique password by following the instructions. Select “Confirm” once all password criteria are check-marked green.



Enter a Cloud Password

- ● Minimum 8 characters
- ● Include at least one lowercase character (a-z)
- ● Include at least one uppercase character (A-Z)
- ● Include at least one numeric character (0-9)
- ● New Password and Confirm Password must be the same

9. You will be redirected back to the login page. Ensure the dropdown box reads “Cloud” and **not** “Domain” and login with your new password. After a successful login, you will be taken to your Mimecast Online Mailbox. Further down, this guide will explain how to use this mailbox.



mimecast

Log In

marnie.donoghue@corvidtec.com

Cloud

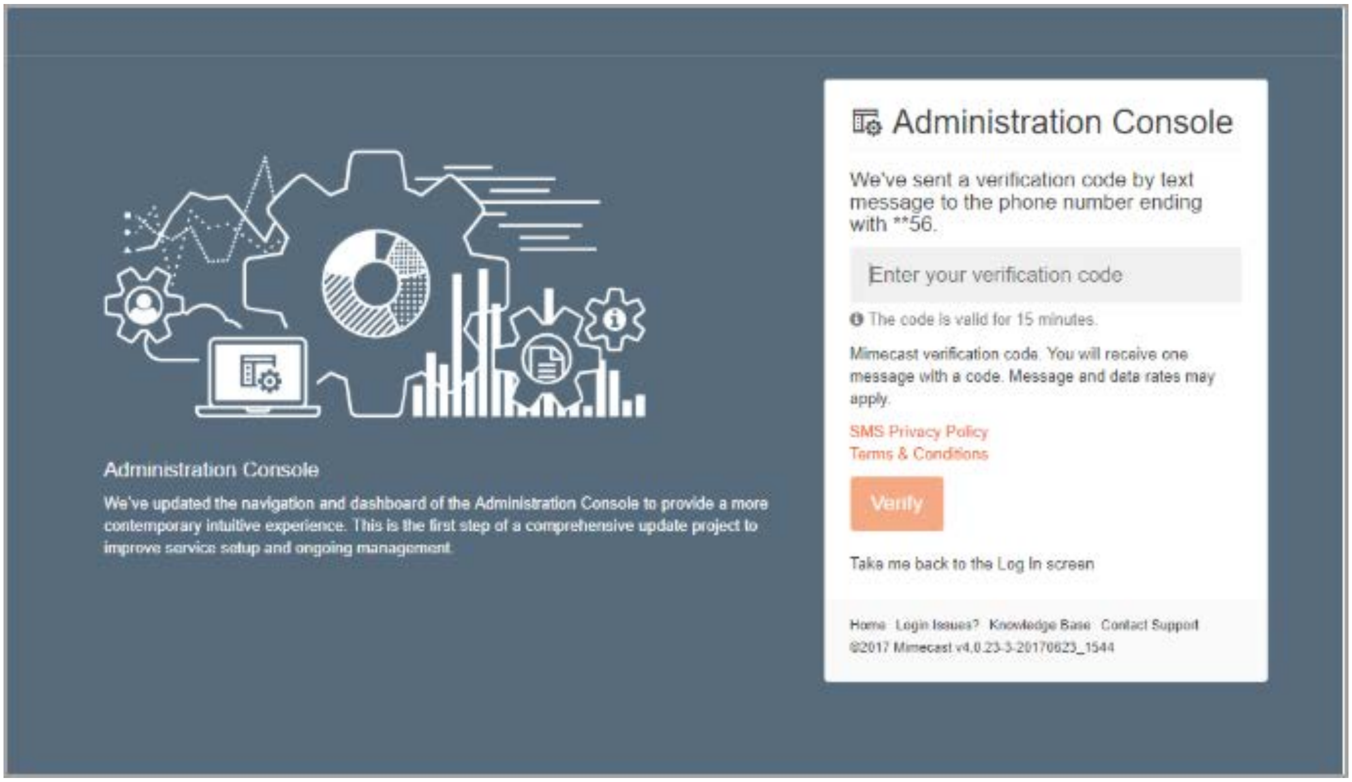
Password

©2019 Mimecast v1.2.6-1-20191122_1505

Accessing Mimecast with 2-Step Authentication

If 2-Step Authentication is enabled, logging in to Mimecast requires an additional step. You'll enter your email address, choose between a Mimecast cloud or domain password, and enter your password as normal. However, once that is completed successfully, you'll be asked for a verification code.

Mobile Number Registered
If you're configured to receive the verification code via SMS, and your mobile number is already registered, you will see a screen as below once you have successfully entered your password:



Administration Console

We've updated the navigation and dashboard of the Administration Console to provide a more contemporary intuitive experience. This is the first step of a comprehensive update project to improve service setup and ongoing management.

Administration Console

We've sent a verification code by text message to the phone number ending with **56.

The code is valid for 15 minutes.

Mimecast verification code. You will receive one message with a code. Message and data rates may apply.

SMS Privacy Policy
Terms & Conditions
Verify
Take me back to the Log In screen
Home Login Issues? Knowledge Base Contact Support

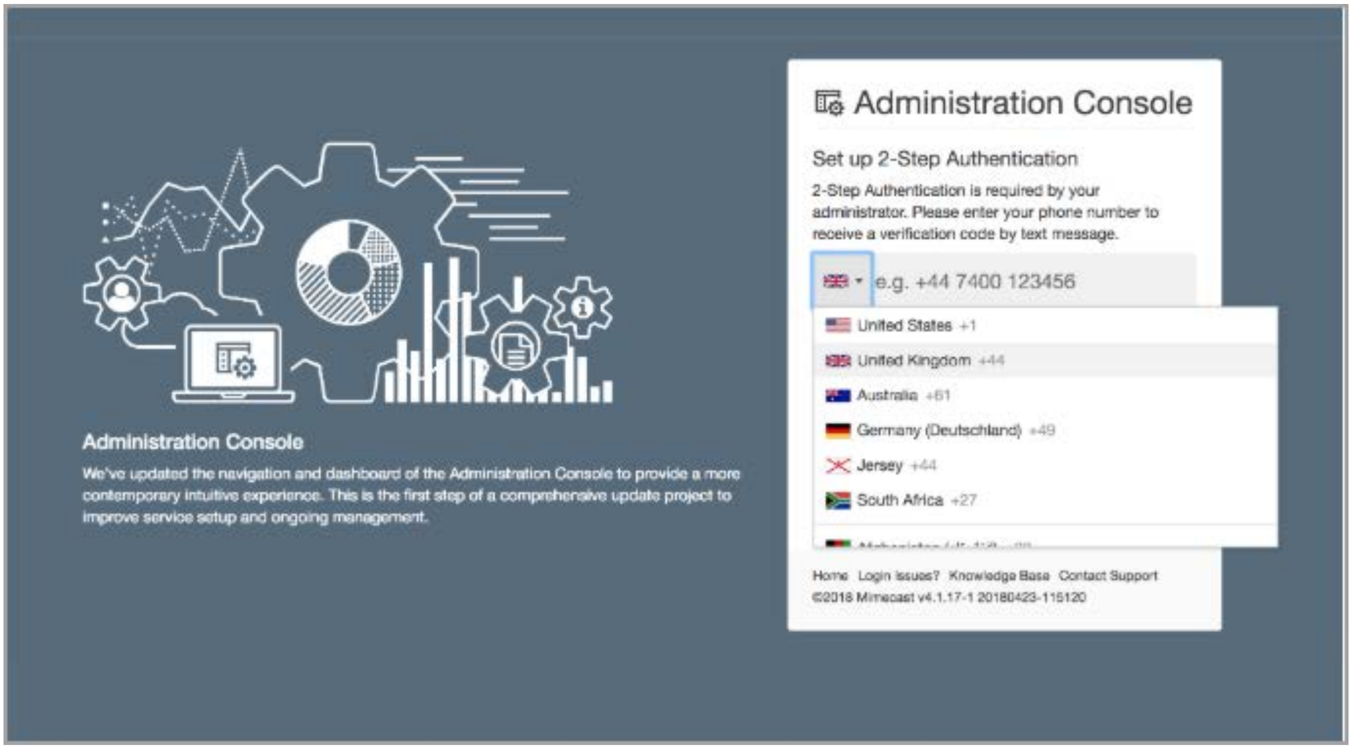
©2017 Mimecast v4.0.23-3-20170623_1544

Note: The last 2 digits of your cell phone number are displayed as the delivery destination.

1. Enter the Verification Code you receive to your mobile.
2. Click on the Verify button.

Mobile Number Not Registered

If you're configured to receive the verification code via SMS, and your mobile number is not yet registered, you can self-register during the 2-Step Authentication login process. You will see a screen as below after you have successfully entered your password:



Administration Console

We've updated the navigation and dashboard of the Administration Console to provide a more contemporary intuitive experience. This is the first step of a comprehensive update project to improve service setup and ongoing management.

Administration Console

Set up 2-Step Authentication

2-Step Authentication is required by your administrator. Please enter your phone number to receive a verification code by text message.

e.g. +44 7400 123456

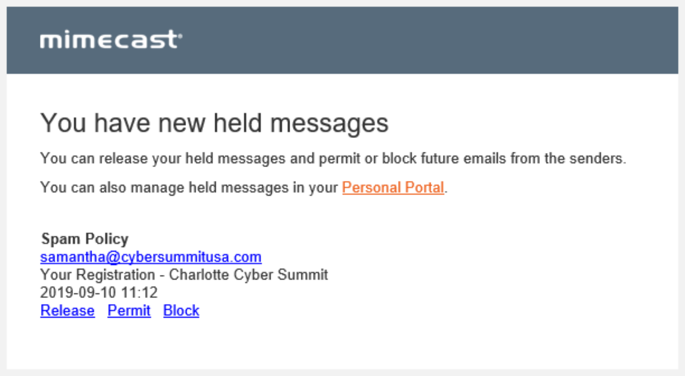
©2018 Mimecast v4.1.17-1 20180423-115120

1. Select your country code by clicking the down arrow next to the flag icon. The default value is taken from your browser's location.
2. Enter your mobile number, with no leading zeroes.
3. Click on the Next button.
4. Enter the Verification Code you receive to your mobile.
5. Click on the Verify button.

Lost / Stolen Devices
If the device you've used to set up an authenticator application with Mimecast is lost or stolen, contact your IT department as soon as possible. They'll be able to force a re-registration for you.

How will my email change?

Throughout the day, you will receive digest emails from “Domain Postmaster Address” with the subject line “[Postmaster] Messages on Hold” listing emails that were quarantined from your inbox. For each quarantined email, you have the option to Release, Block, or Permit.



You have new held messages

You can release your held messages and permit or block future emails from the senders.

You can also manage held messages in your Personal Portal.

Spam Policy
samantha@cybersummitusa.com
Your Registration - Charlotte Cyber Summit
2019-09-10 11:12
Release Permit Block

Release: Releases the email from the quarantine queue and send it to your Inbox; future emails from this sender may still be placed On Hold.

Block: Rejects the email and adds the sender's address to your personal block list to prevent receiving future emails from the sender.

Permit: Permits or delivers the email to your inbox and adds the sender's address to your personal permit list to allow future emails from this sender. See the "Note" below regarding permitted senders that continue to be quarantined.

Note: Spam Filter policies implemented for your organization may cause emails to be quarantined. In some cases, permitting a sender will still result in their emails being quarantined. If this occurs, there are likely other Policy Rules blocking the email based on matching characteristics. Please contact Corvid Cyberdefense Support for assistance.

If you do not select one of the above options, the email will remain in your "on hold" inbox. You can access emails in your "on hold" inbox by either logging into the Mimecast web portal through your browser (at https://login.mimecast.com), the Mimecast smartphone application (available for iOS and Android), or the Mimecast Outlook Plugin.

Mimecast Plug-in (for Outlook users only)

Note: The Mimecast Plugin is currently only available for Outlook users. If your organization does not use Outlook, skip to the section "What is Mimecast.com for?"

The Mimecast Plugin for Outlook allows you to access your online inbox and hold queue, manage your blocked senders list, report spam and phishing emails, and more, all from the Outlook application.

Installing the Mimecast Plugin

Your organization may have the ability to remotely push this plugin to users. Alternately, your organization may have security controls in place requiring credentials to download plugins such as Mimecast for Outlook. If your IT administrator gives you the ability to download the plugin, follow these steps.

1. Close Microsoft Outlook.
2. Go to: https://community.mimecast.com/community/knowledge-base/application-downloads/pages/mimecast-for-outlook and then select whether to download the 32-bit or 64-bit client (most users on Windows 7 or above will need the 64-bit client).

3. Run the Mimecast for Outlook installer.
4. When the welcome window is displayed, click the Next button to start the installation.
5. Read and accept the End User License Agreement.
6. Click the Next button. Next the installer will check your system to ensure all technical prerequisites are met and that Outlook is closed.
7. Once all prerequisite checks have been performed, click the Next button to continue with the installation.
8. Specify the Installation Directory (typically this is the default folder location suggested unless specified otherwise by your administrator).
9. Click the Install button to begin the installation.
10. Once complete, click the Finish button. Microsoft Outlook should start automatically when exiting the installation wizard.
11. As with any Windows application installation, we recommend restarting your computer to ensure installation was successful.

Authenticating the Mimecast Plugin

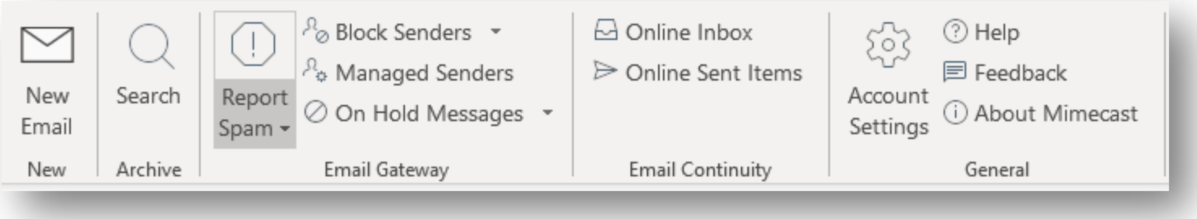
After installing the Outlook plugin, Outlook should start automatically. To authenticate your Mimecast account and enable the Mimecast ribbon function, follow these steps.

1. Navigate to the Mimecast ribbon in Outlook.
2. Under the "General Selection" select "Account Settings".
3. You will be taken to the Authentication dialogue box. Select "Fix" and enter your credentials.

Note: If you do not have your Mimecast credentials, please contact your IT administrator or follow the password reset process outlined in the "Mimecast Activation" section.

Navigating the Mimecast Ribbon

Below is a sample of what the ribbon in your Outlook application may look like:



In the "Archive" section of the ribbon, you can:

- Search for archived files and documents.
- Export search results back into Outlook.

In the "Email Gateway" section of the ribbon, you can:

- Report suspected spam emails, sending them to a blocked spam folder.
- Report suspected phishing emails to your Mimecast administrator for further investigation.

- Manage your blocked senders list (add or remove blocked senders).
- View your email hold/quarantine queue – if you do not take action on an email through the daily digest emails, you can access that email through this ribbon menu option (detailed below).

In the “Email Continuity” section of the ribbon, you can:

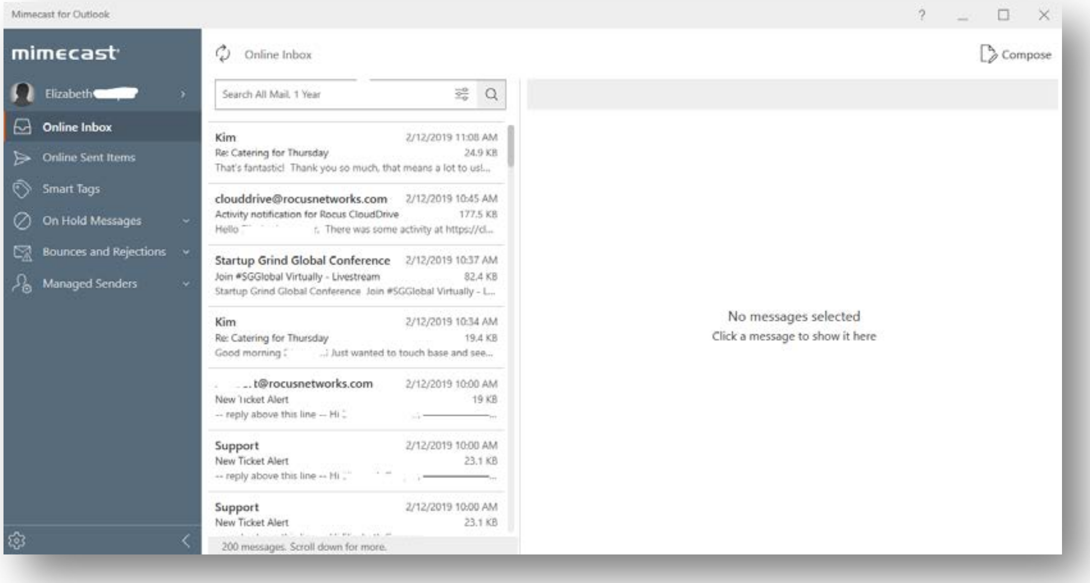
- Check your online inbox (useful if your Outlook is having trouble connecting to your Exchange server).

In the “Account Settings” section of the ribbon, you can:

- Select “help” to take you to the Mimecast Knowledge Base.
- Select “About Mimecast” to verify you are running the most up-to-date version of the plugin.
- Send Feedback. **Note that this feedback only goes to Mimecast, not to your IT team or Corvid Cyberdefense.**

Your Online Inbox

Selecting “Online Inbox” in the Mimecast ribbon, your online inbox will pop open in another window. This allows you to access your inbox and send and receive mail as usual in the event Outlook is unable to connect to your mail server. You can also use your Online Inbox to access your hold queue and view messages that have been blocked or bounced due to the Mimecast policies implemented by your organization.



Kim 2/12/2019 11:08 AM
Re: Catering for Thursday 24.9 KB
That's fantastic! Thank you so much, that means a lot to us!...

clouddrive@rocusnetworks.com 2/12/2019 10:45 AM
Activity notification for Rocus CloudDrive 177.5 KB
Hello [redacted]. There was some activity at https://cl...

Startup Grind Global Conference 2/12/2019 10:37 AM
Join #SGGlobal Virtually - Livestream 82.4 KB
Startup Grind Global Conference Join #SGGlobal Virtually - L...

Kim 2/12/2019 10:34 AM
Re: Catering for Thursday 19.4 KB
Good morning [redacted]! Just wanted to touch base and see...

[redacted]t@rocusnetworks.com 2/12/2019 10:00 AM
New Ticket Alert 19 KB
-- reply above this line -- Hi [redacted]

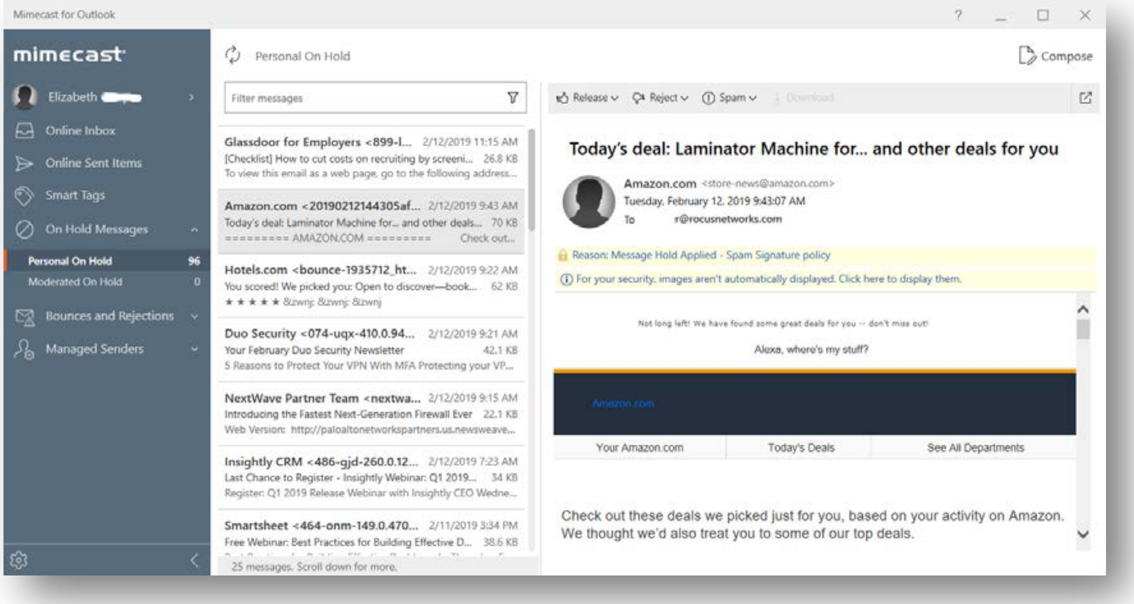
Support 2/12/2019 10:00 AM
New Ticket Alert 23.1 KB
-- reply above this line -- Hi [redacted]

Support 2/12/2019 10:00 AM
New Ticket Alert 23.1 KB

200 messages. Scroll down for more.

No messages selected
Click a message to show it here

To see emails in quarantine before your next digest email, select “On Hold Messages” in the left column. This will display all of your messages currently on hold. You can view why the message was quarantined and choose to release the email, permit the sender, permit the domain, reject the sender, reject the domain, or mark the email as suspected spam or phishing for further investigation.



Glassdoor for Employers <899-I... 2/12/2019 11:15 AM
[Checklist] How to cut costs on recruiting by screeni... 26.8 KB
To view this email as a web page, go to the following address...

Amazon.com <20190212144305af... 2/12/2019 9:43 AM
Today's deal: Laminator Machine for... and other deals... 70 KB
========= AMAZON.COM ========= Check out...

Hotels.com <bounce-1935712_ht... 2/12/2019 9:22 AM
You scored! We picked you: Open to discover—book... 62 KB
★ ★ ★ ★ ★ &zwnj; &zwnj; &zwnj

Duo Security <074-uqx-410.0.94... 2/12/2019 9:21 AM
Your February Duo Security Newsletter 42.1 KB
5 Reasons to Protect Your VPN With MFA Protecting your VP...

NextWave Partner Team <nextwa... 2/12/2019 9:15 AM
Introducing the Fastest Next-Generation Firewall Ever 22.1 KB
Web Version: http://paloaltonetworkspartners.us.newsweave...

Insightly CRM <486-gjd-260.0.12... 2/12/2019 7:23 AM
Last Chance to Register - Insightly Webinar: Q1 2019... 34 KB
Register: Q1 2019 Release Webinar with Insightly CEO Wedne...

Smartsheet <464-onm-149.0.470... 2/11/2019 3:34 PM
Free Webinar: Best Practices for Building Effective D... 38.6 KB

25 messages. Scroll down for more.

Today's deal: Laminator Machine for... and other deals for you

Amazon.com <store-news@amazon.com>
Tuesday, February 12, 2019 9:43:07 AM
To r@rocusnetworks.com

Reason: Message Hold Applied - Spam Signature policy

For your security, images aren't automatically displayed. Click here to display them.

Not long left! We have found some great deals for you -- don't miss out!

Alexa, where's my stuff?

Amazon.com

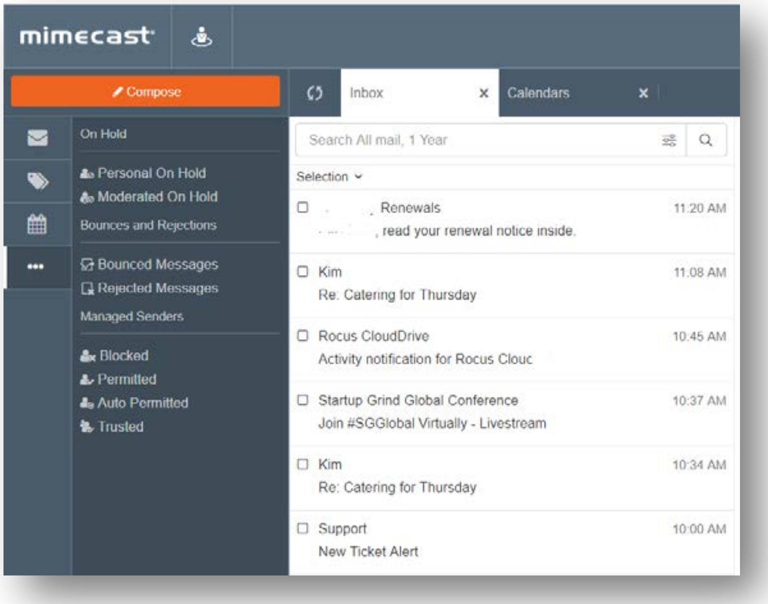
Your Amazon.com | Today's Deals | See All Departments

Check out these deals we picked just for you, based on your activity on Amazon. We thought we'd also treat you to some of our top deals.

What is Mimecast.com (web portal) for?

The online Mimecast user interface (accessed at https://login.mimecast.com) is a secure web-based portal offering the following features:

- Manage user account information
- Update user preferences.
- Create and manage trusted and blocked sender lists.
- Search email logs.
- Access to inbox and send/receive emails similar to a typical email client.



□ [redacted] Renewals 11:20 AM
[redacted] read your renewal notice inside.

□ Kim 11:08 AM
Re: Catering for Thursday

□ Rocus CloudDrive 10:45 AM
Activity notification for Rocus Clouc

□ Startup Grind Global Conference 10:37 AM
Join #SGGlobal Virtually - Livestream

□ Kim 10:34 AM
Re: Catering for Thursday

□ Support 10:00 AM
New Ticket Alert

If your organization uses Microsoft Outlook, almost all Mimecast features will be available to you through the Mimecast ribbon in Outlook, so you will rarely need to log into the Mimecast.com website. For users not using Microsoft Outlook, we recommend bookmarking the https://login.mimecast.com website. This will be your primary destination for managing your hold/quarantine queues, sender lists, and more.

Other Mimecast Features

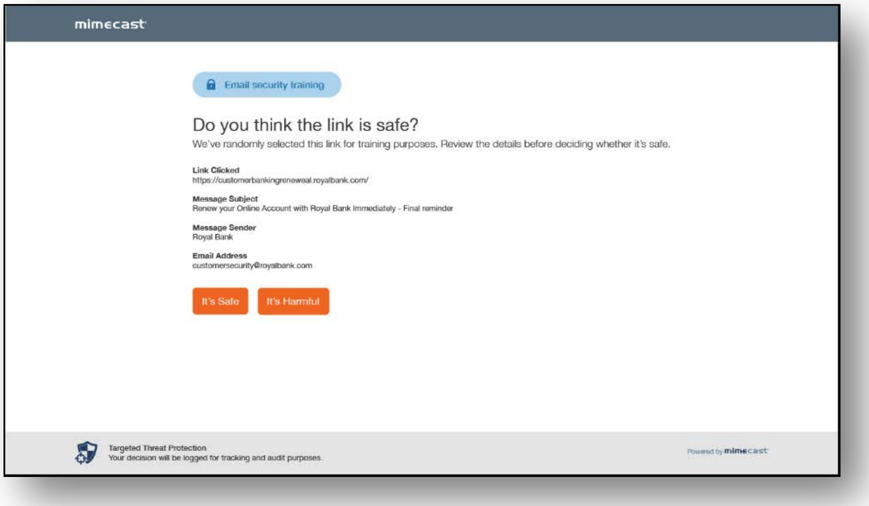
The following features may not be enabled for all users at all organizations. Please speak with your organization’s primary IT contact for additional information.

Device Registration

A feature of Mimecast’s Targeted Threat Protection is user device registration. The first time you click an email link on a new device, use a new browser, or clear your browser cache, you will be redirected to a registration page to register the new device or browser to your Mimecast account. Through this cookie-based system, Mimecast tracks who opens links, the device the link was opened on, and what links have been opened; this is useful in the event someone clicks a malicious link, intentionally or otherwise, as it allows administrators to identify “Patient Zero” and create a remediation strategy. Depending on your organization’s security settings, you may have to periodically re-enroll your device (typically every 90 days).

URL Testing and Training

To enhance employee education and awareness, at least 5% of all URLs opened (your organization can opt to make this percentage higher), Mimecast will redirect the user to a training page where they will be shown information about the link opened and asked to re-affirm that the link is safe.



Do you think the link is safe?

We've randomly selected this link for training purposes. Review the details before deciding whether it's safe.

Link Clicked
https://customerbankingreneweal.royalbank.com/

Message Subject
Renew your Online Account with Royal Bank Immediately - Final reminder

Message Sender
Royal Bank

Email Address
customersecurity@royalbank.com

Targeted Threat Protection
Your decision will be logged for tracking and audit purposes.

What happens next depends on:

- The settings configured in the organization’s URL protection policies.
- Whether the URL is considered safe or harmful.
- What action the user chooses when presented with the user awareness prompts.

If the website is identified to be safe and the user chooses to continue to the website, they will be redirected as normal. If the website is determined to be harmful they will be notified, and an alert will be generated for the SOC to review. The URL Testing and Training feature serves to increase user awareness and train users to be diligent in examining emails and links for authenticity to prevent successful phishing attacks against your organization.

How to Send an Encrypted/Secure Email

Encrypting an email is a way to securely send an email to ensure that only the intended recipient is able to open the email and read its contents. While it is a good habit to secure all emails, it is particularly important to encrypt any emails that are sent over unsecure networks, such as public Wi-fi or emails that contain sensitive information such as personally identifiable information (PII), banking info, proprietary or trade secrets, or sensitive client data, etc.

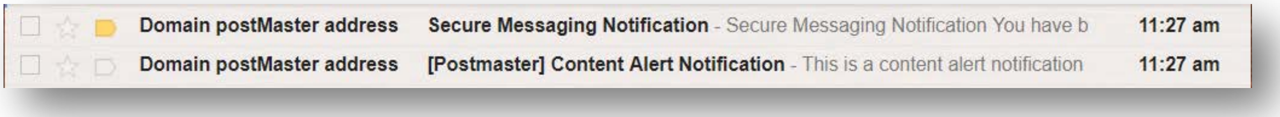
Mimecast makes it simple and easy to send encrypted emails.

1. By adding “**<e>**”, **“<encrypt>”**, or “**<encryption>**” at the beginning or end of the email subject line, Mimecast will send the message securely. Note: Please test this before sending an email with sensitive information.
2. By going to **Mimecast.com**, logging into your personal portal, clicking the **“Compose”** button, and clicking on the **Send Security** icon which is a **small envelope** on the top right of the screen. Select the **Secure Messaging Option**. You should see **“Message will be sent using Secure Messaging”** under the subject line of your email.
3. Using the Mimecast Outlook Plugin (for those with Outlook email).

Once sent, the sender will receive a confirmation email from Mimecast confirming email encryption was successful.

While it may be easy to send an encrypted email using Mimecast, it is important that the sender communicates with the recipient(s), informing them that they will receive an encrypted email and that they will need to access it through the Mimecast Secure Mail inbox rather than opening it as a normal email. The following section provides an overview of what the recipient will see.

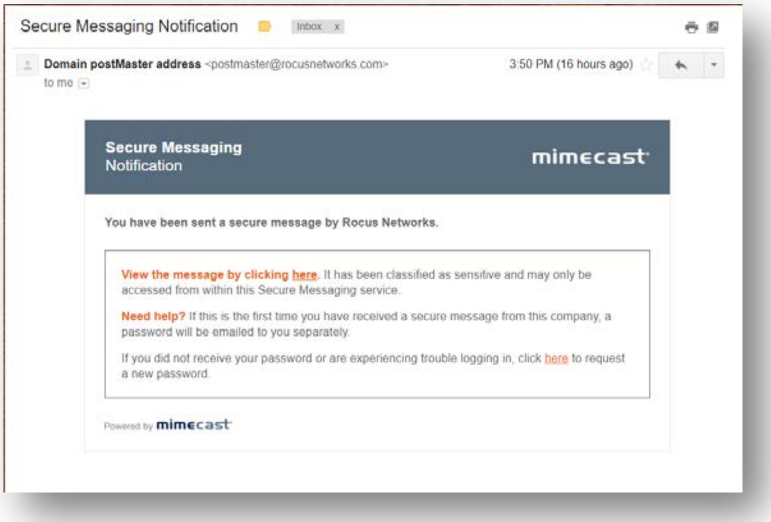
The recipient will receive an email from “Domain postmaster address” instead of the senders name and email address.



□ ☆	Domain postMaster address	**Secure Messaging Notification** - Secure Messaging Notification You have b	11:27 am
□ ☆	Domain postMaster address	**[Postmaster] Content Alert Notification** - This is a content alert notification	11:27 am

If this is the recipient’s first time receiving a secure email from someone at your organization, they will receive both the Secure Message Notification as well as a temporary password for accessing the Mimecast Secure Portal.

Selecting “View the message by clicking here” opens up a browser window to the Mimecast Secure portal. Here the recipient will be asked to login using either the temporarily created credentials or their normal login information, if they previously registered. Once logged in, the user will be taken to their Secure Mail inbox to view the message, download attachments, and reply with another encrypted email.



Secure Messaging Notification

Domain postMaster address <postmaster@rocusnetworks.com>
to me

3:50 PM (16 hours ago)

Secure Messaging
Notification

You have been sent a secure message by Rocus Networks.

View the message by clicking here. It has been classified as sensitive and may only be accessed from within this Secure Messaging service.

Need help? If this is the first time you have received a secure message from this company, a password will be emailed to you separately.

If you did not receive your password or are experiencing trouble logging in, click here to request a new password.

Powered by mimecast

What if I have questions?

Please reach out to your network or IT administrator if you have any questions. If they are unable to help you, he or she can work with the Corvid Cyberdefense Email Administration team to resolve your issue. You can also check Mimecast resources and troubleshooting guides at https://community.mimecast.com/docs/DOC-1526.