# Accessing Secure Email with Mimecast

Contents

Purpose of Document:

This document is meant to show you an example of what you will see and need to do when you start receiving secure emails from Southwestern Healthcare/Behavioral Healthcare/Hillcrest. You will need to setup an account in order to retrieve emails sent to you using secure email. The setup is only required once, the first time you receive a secure email. You will then use the information you set your account up with for continuous access.

Setup Steps:

Step 1: Secure Email Notification

When you are sent a secure email, you will receive a notification stating you have a new secure message and who sent it. If this is the first secure email you have received from one of our employees, you will see information informing you that you will need to setup a password to access the Secure Messaging service. To do so, simply click on the orange text that says, "create a password".
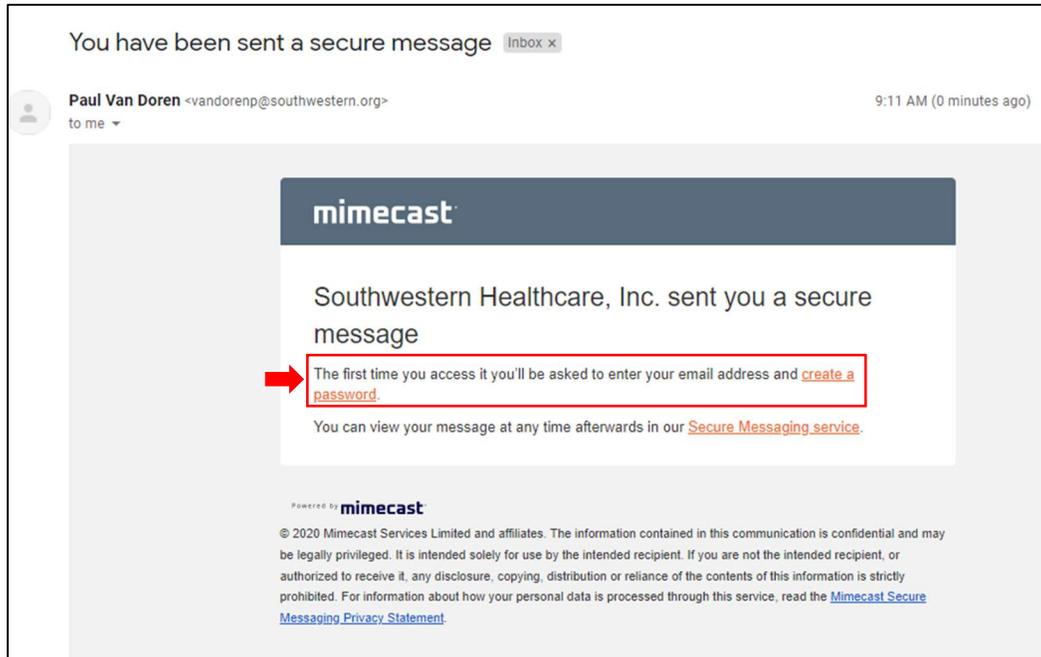
Step 2: Creating a Password

After clicking the link, your Internet browser will open the following webpage where it will ask you to create a new password. Once completed, simply click the confirm button.

(**Note:** You will want to keep track of this password as you will need it whenever you receive future secure emails.)
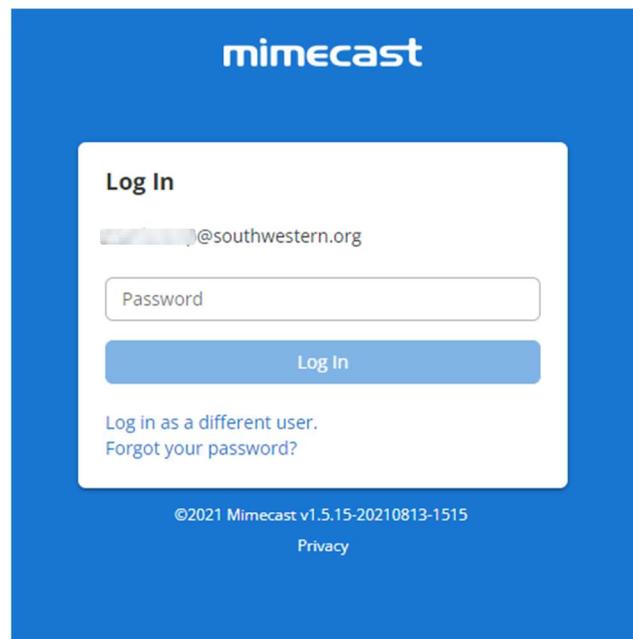

Step 3: Logging In

After you create your password, you will be presented with a login page. Just below where it says "Log In" it will show your email address and ask you for your password. Type in the password you just created and then click "Log In".
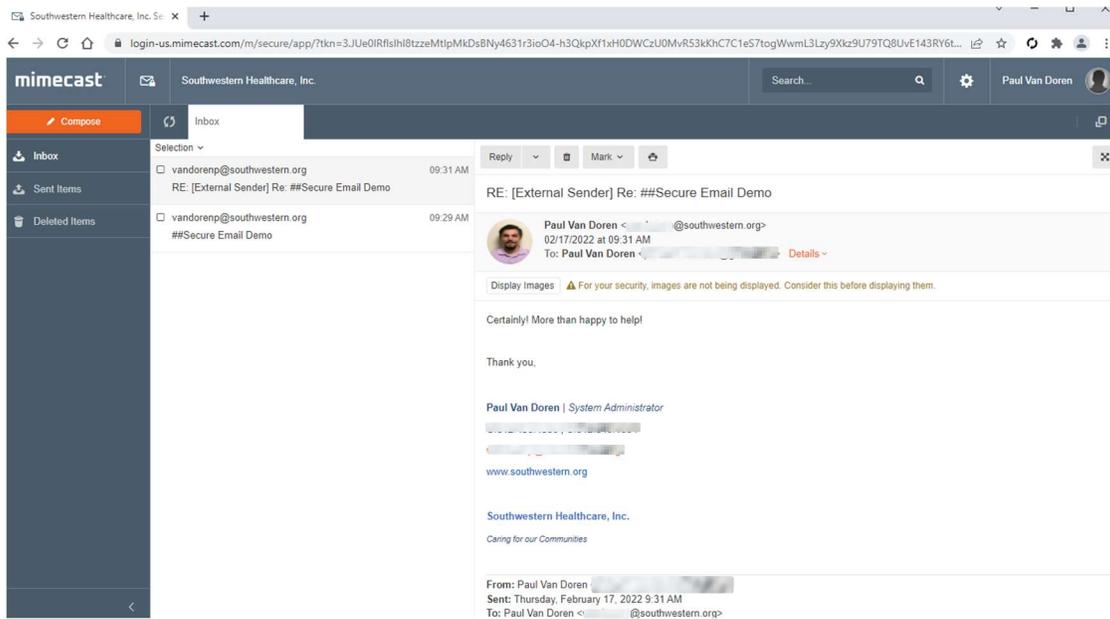
Step 4: Viewing Secure Email

Once logged in, you will see the secure messages you have been sent. Simply click on the email and it will open in the right side of your browser window.
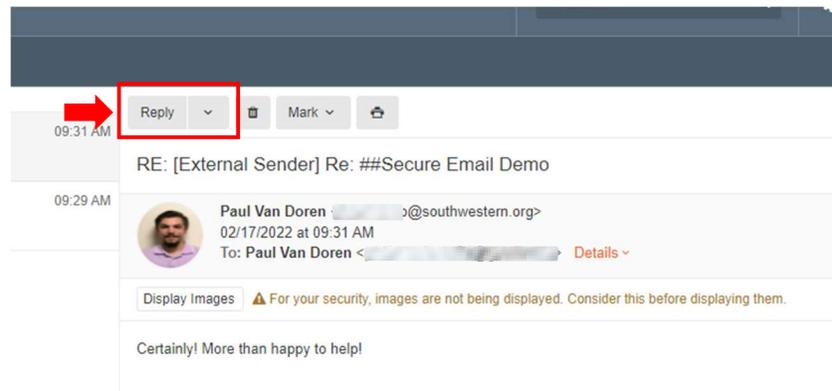
(**Note:** These emails will only be available for 30 days. They will automatically be removed/deleted from the system at that time.)

Step 5: Replying to Emails

To reply to an email, simply click the "Reply" button towards the top left of the email. This will automatically send your reply as a secure email to whoever sent you the original email.

After clicking the reply button, simply type in what is needed and click the send button.

(**Note:** If you need to attach a document in your response, you will notice the "Attach" button right beside the "Send" button. Click that to attach any files you need.)
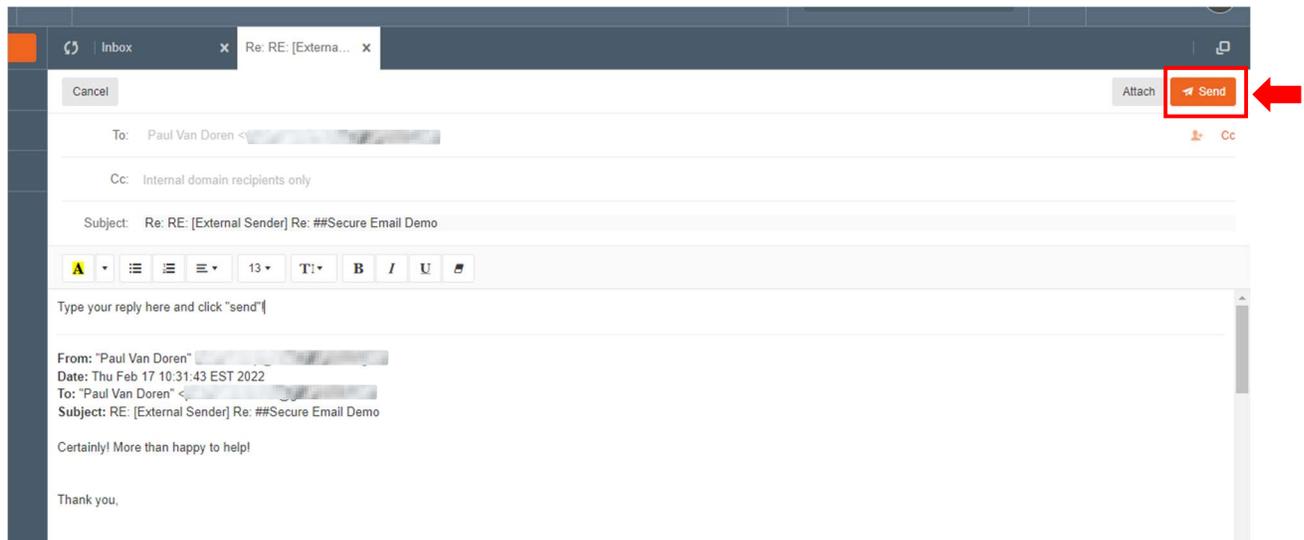
Additional Steps Information/Tips

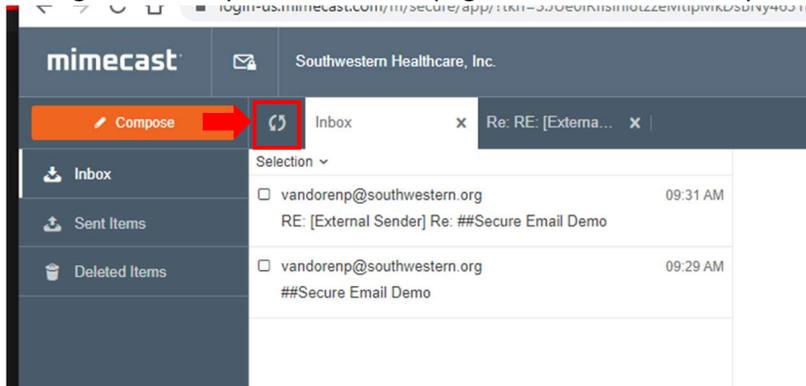➢ While you will always receive a notification in your email when someone sends you a secure email, you do not have to rely solely on that. You can keep the Mimecast console open throughout the day and refresh the page to see if there are any new messages.

➢ If you need to forward an email to your internal users, you will need to do so outside of the Mimecast portal. The portal is only used for sending secure emails. In order to "forward" either an email or document within, you will need to copy the email text or download the document and create a new email in your email client. At that time, it can be sent to your internal users as needed.

Resetting Your Password

To reset your password, you must navigate to the most recent email sent to you via Secure Email. And click "Reset your password". Enter and confirm your password to complete the process.