

Mimecast Frequently Asked Questions

Why are we moving to Mimecast for email security?

- Mimecast is an industry leader in email security and filtering, so we have partnered with them to enhance the state's security posture. This transition will also remove the _NoClick solution so you will be able to access legitimate links directly.

How will this impact my email?

- If you receive email that appears suspicious, Mimecast will send a digest email to help manage potential spam, junk content and malware threats. These messages will be sent by postmaster@omes.ok.gov. You won't receive a digest message if there are no emails requiring your review.

To learn more about the digest email, [view this resource](#).

Digest options: There are three actions that you can take for each blocked email item:

- **Permit:** Allows all future messages from this sender. You will receive this message for this action: **This option should be selected only for known and trusted senders.**
- **Block:** Blocks all future messages from the sender and you will not receive the message.
- **Release:** Delivers the particular message from the sender but messages from this sender may be blocked in the future.

How does targeted threat protection: URL protect work?

- This feature removes the need for _NoClick. It works by re-writing all URLs embedded in an email, including those in .TXT and .HTML attachments, and performing a layered security check on the destination site when a user clicks on the link.

Depending on your configuration, the following behavior is expected:

- For safe links, you will be redirected to the original destination without manual intervention.
- For unsafe links, when a block policy has been enforced and the destination site contains malicious content, you will not be taken to the original destination. Instead you will receive a notification in your web browser letting you know the link is blocked.

Can I manage held emails for shared mailboxes using the Personal Portal?

- The Mimecast Personal Portal feature is only available to individuals and does not work for shared mailboxes. Therefore, messages held by Mimecast must be managed via the shared mailbox digest

message that is received by the group. Any recipient associated with the shared mailbox can release, permit, or block the group's held messages. Once an action is taken, that action is done for the mailbox itself.

If you receive a Mimecast message in a shared mailbox, you can:

- Release the message to the shared mailbox (future messages from this sender may be blocked)
- Permit this and all future messages from this sender
- Block all further messages from this sender (you will no longer receive notifications)

The default digest notification will include the line "You can also manage held messages in your Personal Portal", but again, the personal portal is not available for shared mailboxes.

How do I reinstate a blocked sender within a shared mailbox?

- Any recipient associated with a shared mailbox can release, permit, or block the group's held messages via a shared mailbox digest message.
- If a suspicious message is held by Mimecast and the sender is not recognized, any shared mailbox member who chooses to block the sender will block the sender for the entire group. Therefore, the shared mailbox will no longer receive notifications about the sender's future messages.
- Before blocking all future messages from a sender, we encourage the share mailbox group discuss which action to take. If blocking the sender is the ultimate decision, then any group member can take that action via the digest message and the sender will be permanently blocked from the shared mailbox.
- If a sender is inadvertently blocked from a group mailbox and that sender needs to be reinstated in order for the shared mailbox to receive all future messages, please submit a Service Desk ticket with the following information:
 - Shared mailbox name
 - Sender email address to be reinstated
 - Request to permit all future messages from the sender

Are my emails being read by the OMES email administrator to determine whether they have suspicious content?

- Emails are not read; they are scanned by Mimecast algorithms to determine probability of malicious and dangerous content.

I received a Suspected Malware Notification advising my email may contain suspected malware.

- Only administrators can release the email. Please submit a Service Desk case to have the email released

Why does my digest notification only show the sender's email address and not any content?

- Digest notifications only present the sender's email address; they do not give a preview of the email content because once content of an email starts to download, it increases the state's security risk.

What if I don't take action on my digest emails within the 30 calendar days?

- If no action is taken in 30 calendar days, the email will expire from the hold queue and be permanently deleted. You will need to contact the sender to ask for the email to be resent as the OMES email administrator cannot retrieve deleted emails.

If an item is permitted/released, will it be allowed next time?

- Yes, Mimecast is adaptive and once an item is permitted, it will be added to a safe list. **Can I check to see if I inadvertently blocked a business email?**
- Yes, you can review your own blocked/permited lists. Go to Mimecast [Personal Portal](#) to review any blocked emails.

I don't like the mail filter – it blocks too many messages I need!

- The messages you can permit/release in the portal are not blocked, they are simply held. You have full control to release that mail and have 30 days to do so. In almost all cases, false positives are bulk commercial mail, the type most people delete immediately upon receiving. We encourage you to be diligent in permitting domains and senders and the number of false positives you receive will decrease.

If I ignore a held message indefinitely, will Mimecast eventually regard it as outright spam?

- No, if you take no action and Mimecast only holds the message, it will continue to hold messages just like it and not take additional algorithmic action.

How long is a message held?

- Mimecast holds messages for 30 days.

I have a message that is clearly spam that made it to my inbox. How did that happen?

- That would be an impressive spam message as it got through two of the world's top spam filters. Report it to the OMES Service Desk (405-521-HELP).

Can I still right click to copy and paste a link?

- Yes, you can right click on a link and paste it into a presentation or email. **How can I get a clean link to include in a communication?**
- If you require a clean link, it can be obtained by copying the link directly from the website.