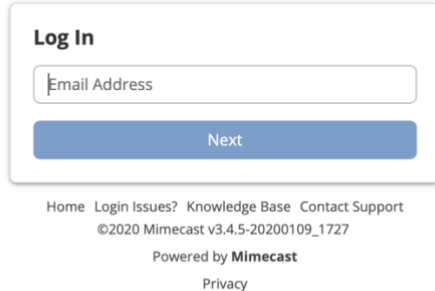


Mimecast Personal Portal overview

- Log in to the state's [Mimecast Personal Portal](#) at any time to review your quarantine list and perform the same actions as within the digest email, if preferred.
- We recommend using Chrome, Firefox or Safari to open the portal.
- There are various reasons why a message may be on hold. These could be based on spam, attachment or content examination policies designed to prevent unwanted emails from reaching your inbox. The Personal On Hold viewer allows you to view emails that have been held and decide if you want to release them or reject them.
- If you do not release or reject a message from the hold queue within 30 days, it is automatically removed.

Getting started

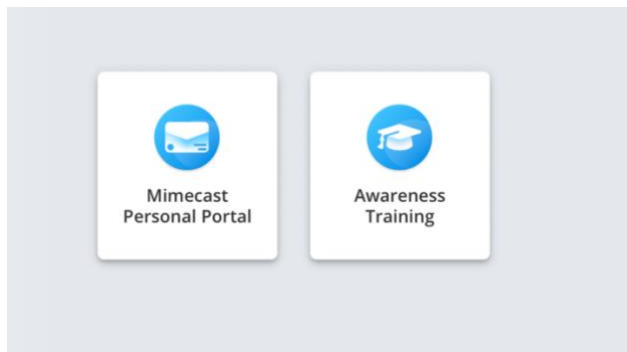
- Go to the [Mimecast Personal Portal](#) and log in with your email address and Office 365/computer password. The Mimecast password will automatically remain in sync as your office password changes.



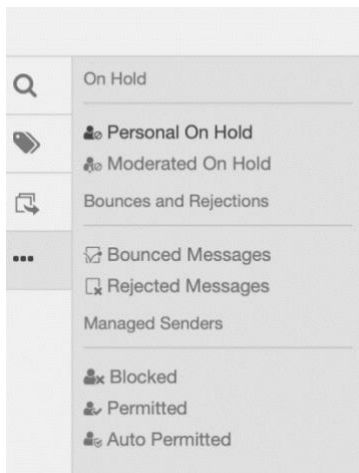
The screenshot shows a login form with the following elements:

- Log In** header
- An input field labeled "Email Address" with a cursor.
- A blue "Next" button.
- Footer text: "Home Login Issues? Knowledge Base Contact Support", "©2020 Mimecast v3.4.5-20200109_1727", "Powered by **Mimecast**", and "Privacy".

- After selecting **Next**, you will be presented with two options. Choose the **Mimecast Personal Portal**.



- Navigate to the **Advanced** button (**ellipses**) to view options for your messages.



Take action

- The following options are available for your messages:

Menu option	Results
Release Email	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The message is removed from the viewer and is delivered to your inbox. • A <u>Permitted Senders Policy</u> is created for the sender's email address, meaning future messages from the sender are delivered straight to your inbox.
Release Email & Permit Domain	<ul style="list-style-type: none"> • The message is removed from the viewer and is delivered to your inbox. • A <u>Permitted Senders Policy</u> is created for the sender's domain, meaning future messages from it are delivered straight to your inbox.
Reject Email	<ul style="list-style-type: none"> • The message is removed from the viewer. • The sender isn't notified. • Future emails from this sender may be held.
Reject Email & Block Sender	<ul style="list-style-type: none"> • The message is removed from the viewer. • The sender isn't notified. • A <u>Blocked Senders Policy</u> is created for the sender's email address, meaning they are unable to send you messages in future.
Reject Email & Block Domain	<ul style="list-style-type: none"> • The message is removed from the viewer. • The sender isn't notified. • A <u>Blocked Senders Policy</u> is created for their domain, meaning any sender from the domain is unable to send you messages in future.

Releasing a message

To release a message:

1. Select the **Advanced** icon.
2. Select **Personal On Hold** from the menu.
3. Filter the list of messages by subject, to, from or reason.
4. Select one or more messages.
5. Click on the **Release** icon and select one of the following desired actions:

Release Email	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• The message is removed from the viewer and is delivered to your inbox.• A <u>Permitted Senders Policy</u> is created for the sender's email address, meaning future messages from the sender are delivered straight to your inbox.
Release Email & Permit Domain	<ul style="list-style-type: none">• The message is removed from the viewer and is delivered to your inbox.• A <u>Permitted Senders Policy</u> is created for the sender's domain, meaning future messages from it are delivered straight to your inbox.

Rejecting a message

To reject a message:

1. Select the **Advanced** icon.
2. Select **Personal On Hold** from the menu.
3. Filter the list of messages by subject, to, from or reason.
4. Select one or more message.
5. Click on the **Reject** icon and select one of the following desired actions:

Reject Email	<ul style="list-style-type: none">• The message is removed from the viewer.• The sender isn't notified.• Future emails from this sender may be held.
Reject Email & Block Sender	<ul style="list-style-type: none">• The message is removed from the viewer.• The sender isn't notified.• A <u>Blocked Senders Policy</u> is created for the sender's email address, meaning they are unable to send you messages in future.
Reject Email & Block Domain	<ul style="list-style-type: none">• The message is removed from the viewer.• The sender isn't notified.• A <u>Blocked Senders Policy</u> is created for their domain, meaning any sender from the domain is unable to send you messages in future.

Moderated On Hold

- The Moderated On Hold viewer works in a similar way to the Personal On Hold viewer but will display emails held for other users. For example, you may be able to manage held emails for a colleague or

your manager. The only difference is this user cannot block or permit users or domains. This functionality must be enabled by your administrator and, by default, will not show any emails.

Managed Senders

The Managed Senders view is accessed via the **Advanced** tab in the menu.

Add a blocked or permitted sender

To add an address to your blocked or permitted sender list:

1. Select the **Blocked** or **Permitted** menu item.
2. Select **Add Permitted** or **Add Blocked**.
3. Enter one or more **email addresses** and/or **domains** into the box.
 - Separate multiple addresses/domains with a space (e.g., usera@domain1.com domain2.co.uk).
 - Multiple entries are only enabled on the blocked or permitted sender lists.
4. Select **Add**, then **Permit** or **Block**.

Remove an entry from your blocked, permitted or auto permitted senders list

To remove an address from your blocked, permitted or auto permitted sender list:

1. Click either the **Blocked**, **Permitted** or **Auto Permitted** menu item.
2. Select the **email address** you want to remove.
3. Select **Remove**.