

## Mimecast Large File Send Quick Start Guide

### What is Mimecast Large File Send?

Mimecast Large File Send supports security and productivity by enabling employees to send and receive large files (under 2 GB) directly from Outlook, regardless of the attachment limits of their own or other parties' email system. It protects attachments with encryption, optional access key and custom expiration dates, and verifies receipt and download of files. It also archives all files and notifications according to email retention policies, supporting audit, e-discovery and compliance.

This feature enables you to use Outlook instead of third-party sources that need to be sent and stored for up to 30 days.

This guide includes information on how to use this feature from the following applications:

- Mimecast Personal Portal.
- Mimecast for Outlook.

We have also included some frequently asked questions for large file sends at the end of the guide.

For further questions, please view additional Mimecast guides on our [resource page](#) or contact the OMES Service Desk via [LIVE CHAT](#), [email](#), our [Tech Desk](#) customer portal, or phone (405-521-HELP).

### Mimecast Personal Portal

To use large file send from the Mimecast Personal Portal:

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



**Log In**

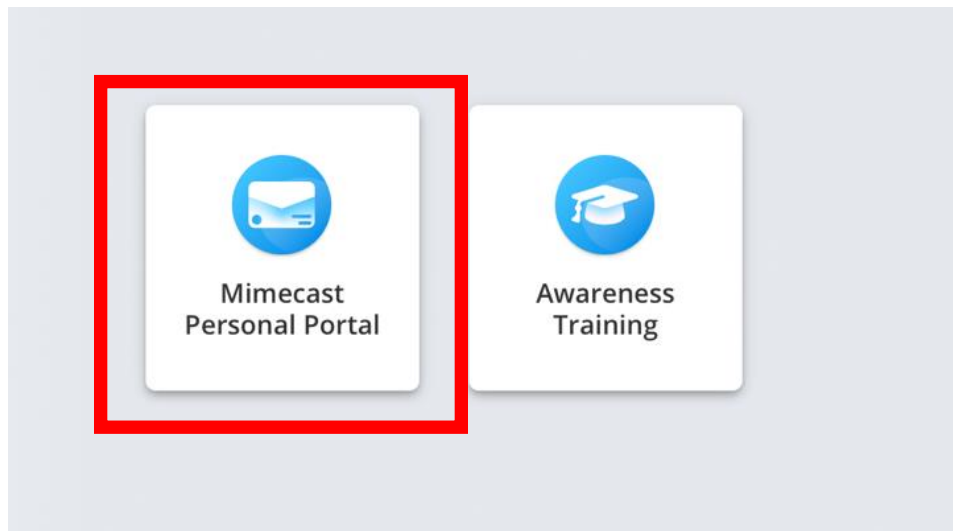
[Home](#) [Login Issues?](#) [Knowledge Base](#) [Contact Support](#)

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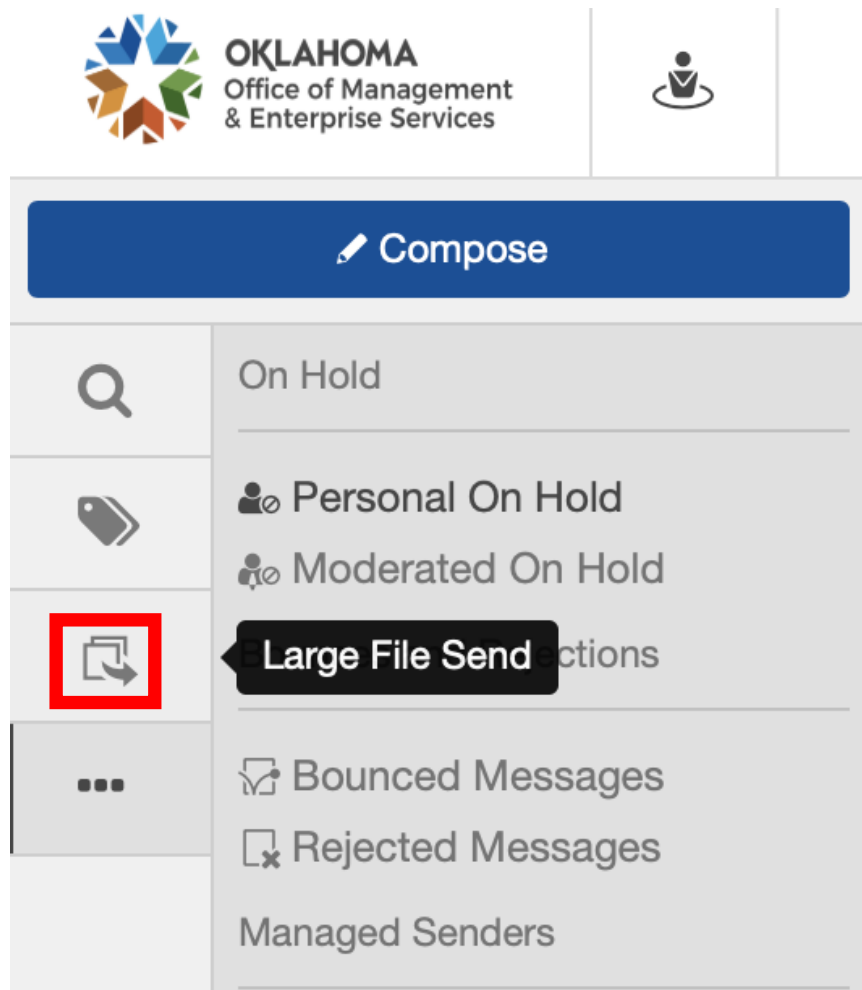
Powered by **Mimecast**

[Privacy](#)

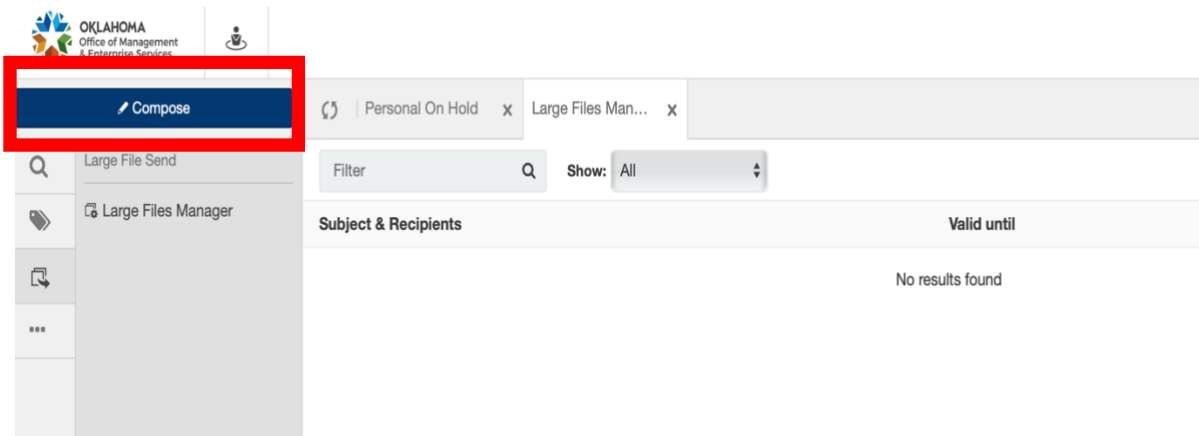
2. After selecting **Next**, you will be presented with two options. Select **Mimecast Personal Portal**.



3. Select the **Large File Send** icon.

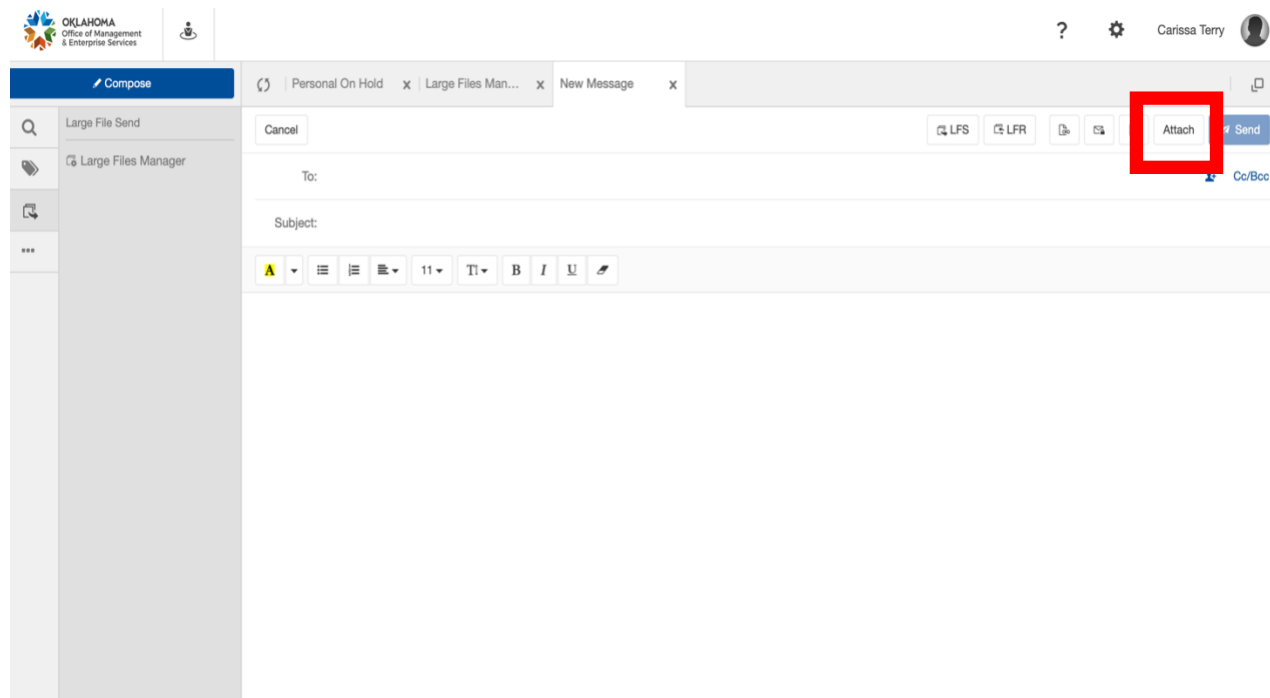


4. Click **Compose** to open a new message window.

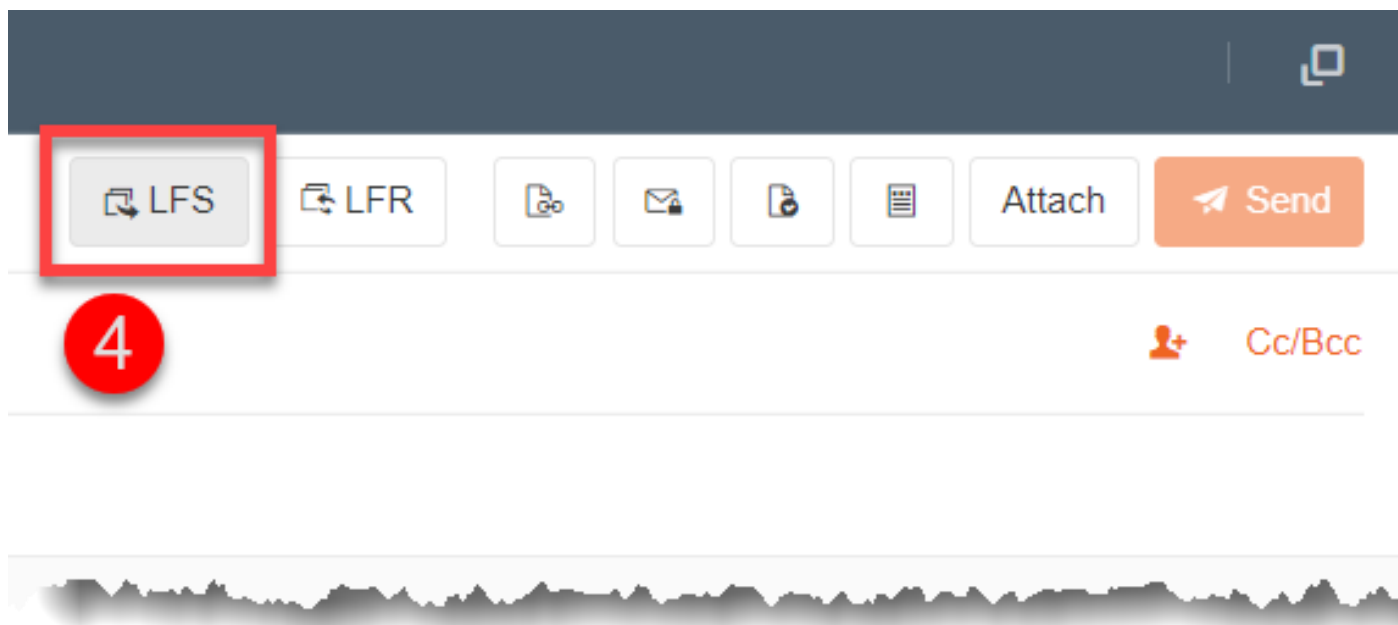


5. Enter the recipient, subject and body message.

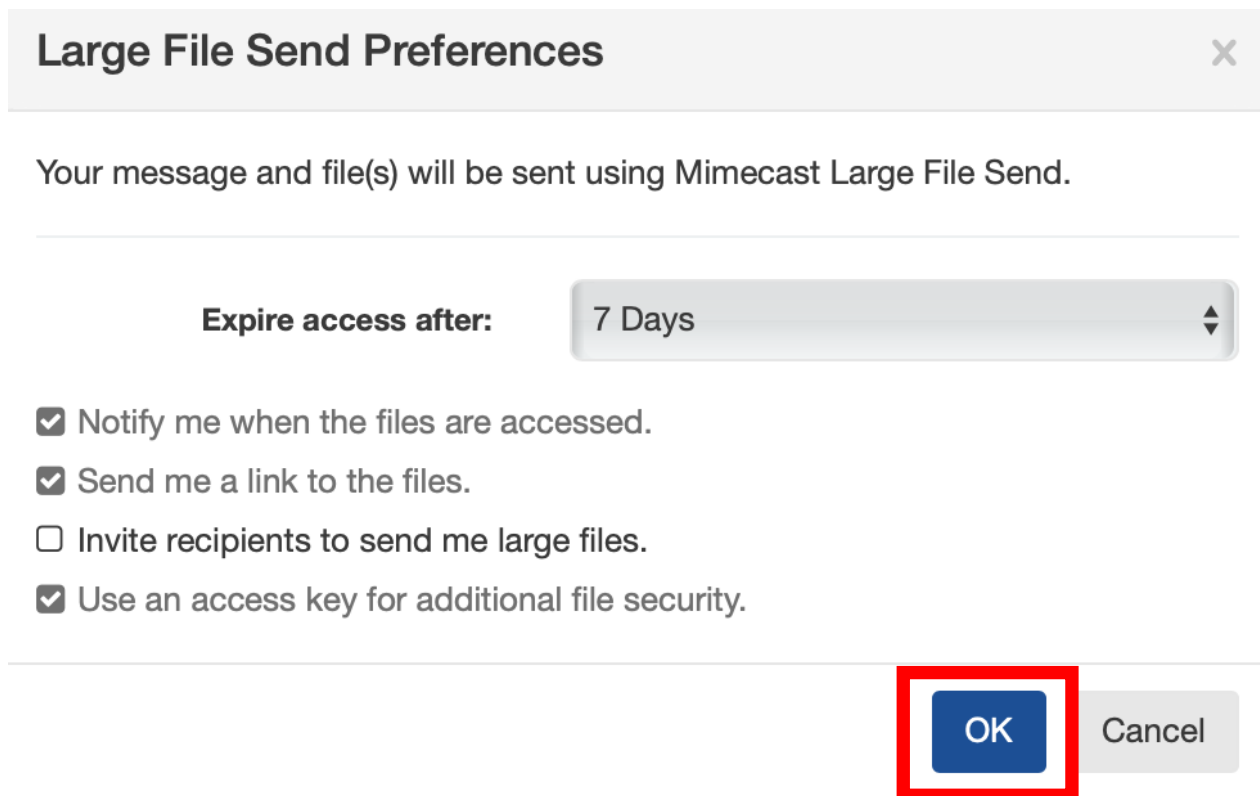
6. Select **Attach** to add a file to the message.



7. Select the **Large File Send** icon.



8. Once you attach your files, proceed to **Send** with default settings or amend the available settings to suit your needs.



9. Select **OK**.
10. Select **Send** to send the message using Large File Send.

## Mimecast for Outlook

You can send attachments safely and securely via Large File Send in Mimecast for Outlook. Once a Large File Send message has been successfully sent, a notification will confirm the message was sent. Should a Large File Send message fail, use the Large File Send Manager to attempt to resend or cancel the message in question.

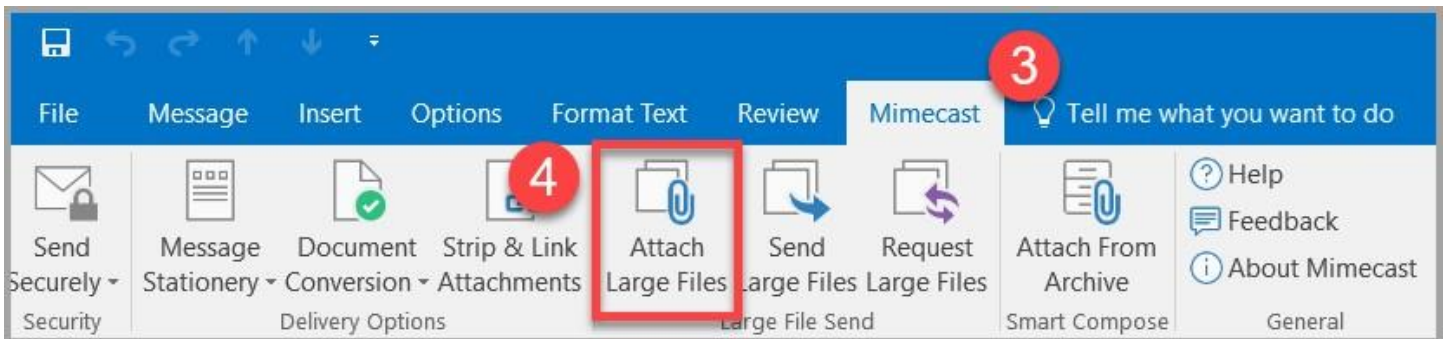
If you are using a Windows device, [view this guide](#) to download the Mimecast for Outlook plug-in.

If you are using a Mac, [use this link](#) to start the download process. If you need an Admin to complete the download, please contact the OMES Service Desk via [email](#), our [Tech Desk](#) customer portal, or phone (405-521-HELP).

[Watch this video](#) for more information on sending large files in Outlook.

To send attachments via Large File Send from Microsoft Outlook:

1. Open Outlook.
2. Create a **New Email**.
3. Click on the **Mimecast** tab.
4. Click on the **Attach Large Files** icon.



5. Select the **file(s)** you want to attach.

**Note:** The selected files are attached to the message with a notification that they will be sent via Large File Send. You will not be able to preview them, so to ensure you are sending the correct files, check them before selecting.

6. Click **Send**.
7. This pop-up box will display default settings. You may also select the option to “Invite recipients to send me large files,” if applicable.

## Large File Send Preferences

Your message and file(s) will be sent using Mimecast Large File Send.

Expire access to the files after:

7 Days  6/ 8/2020, 10:40 AM

- Notify me when the files are accessed
- Send me a link to the files
- Invite recipients to send me large files
- Use an access key for additional file security

Cancel

Send

9. After you select **Send**, a progress notification will appear. This automatically closes when the message is successfully sent, and a sent notification message is displayed.

## Large File Send: Frequently asked questions

**Q: Is there a minimum collective file size limit?**

A: Yes. Large File Send cannot process files that do not collectively exceed 1 MB. Should you have files of this size, either send them:

- Via your email client.
- Via the Personal Portal.

**Q: Is there a maximum collective file size limit?**

A: Yes. A maximum file size of 2 GB is allowed.

**Q: I've sent a file that was under the maximum file size allowed, but it seemed to have failed with an error stating it was over the maximum file size. What is going on?**

A: When sending an email message, its content goes through various security checks. This can mean attachments that are under the Large File Send maximum file size limit may increase in size over this limit. If this happens, separate the attachments and send them individually.

**Q: I'm trying to drag and drop files into a message, but this doesn't appear to work. What is going on?**

A: Large File Send does not support drag and drop functionality into Microsoft Office or other email clients. To add files to a message, you must use the Large File Send functionality available in the Mimecast Personal Portal or the Mimecast ribbon in Outlook. Refer to the [Mimecast Personal Portal: Sending Attachments via Large File Send](#) and [Mimecast for Outlook: Sending Attachments via Large File Send](#) webpages for further details.

**Q: If trying to securely send a large file using both Large File Send and Secure Messaging, but it appears that the message isn't being sent securely. Why is this?**

A: Unfortunately, the use of both Large File Send and Secure Messaging on the same message isn't supported. In this scenario, Large File Send is used to send the message, leaving the message's body unencrypted.