HHAeXchange

Mimecast User Guide

Opening and Sending Encrypted Emails using Mimecast

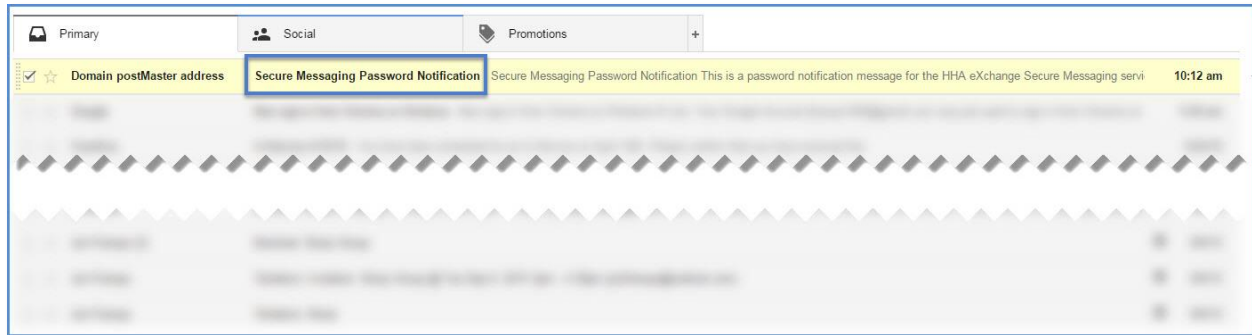# Table of Contents

Overview

Mimecast is a cloud based security application which will serve as HHAeXchange's new email encryption service for sending subscription reports.

Each time HHAeXchange sends an encrypted email, the recipient will receive a notification from **Mimecast** at the corresponding email address. To access the content of encrypted messages, the recipient must login to **Mimecast's** online portal using the link found in the notification email.

This user guide will cover logging into **Mimecast**, first-time setup of a **Mimecast** account, and will review the service's online portal. Any additional questions concerning the contents of this document may be directed to HHAeXchange Customer Support.
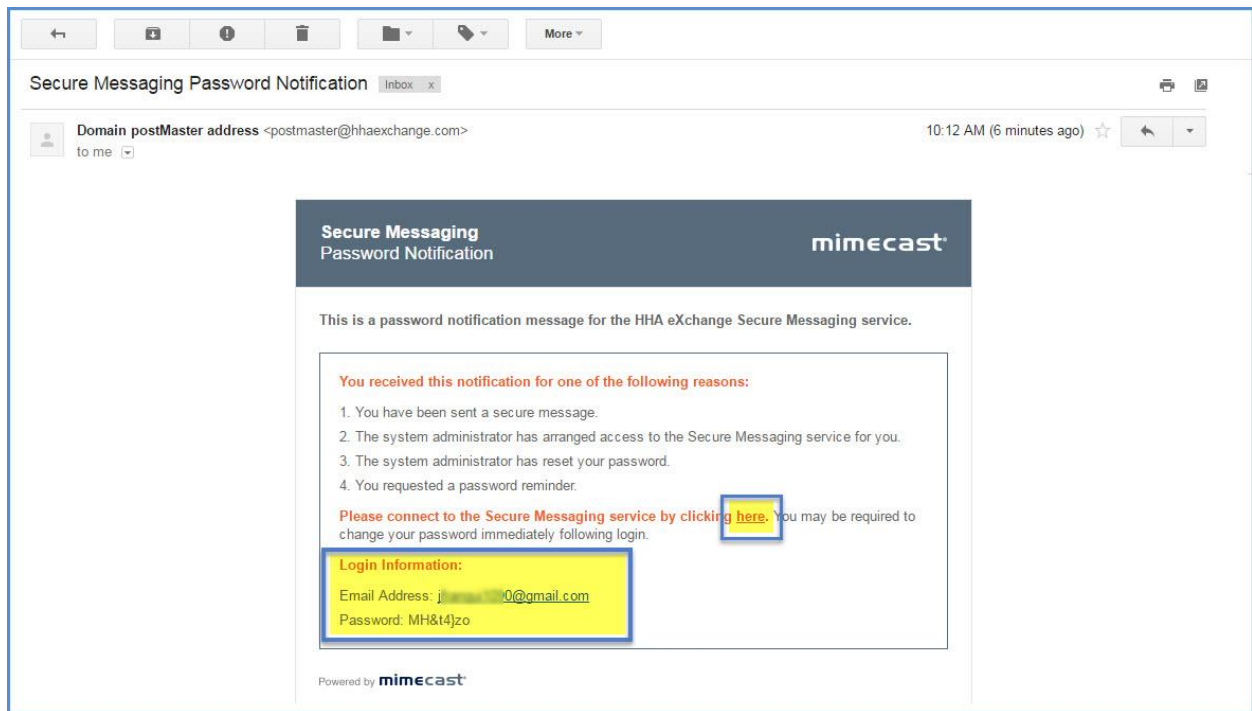
Mimecast Setup

Mimecast functions by redirecting encrypted messages from HHAeXchange to its online email portal, which is only accessible by logging into the service. If **Mimecast** detects that the recipient of an encrypted message is not linked to an existing account, it will automatically send them a user setup email with the subject line "Secure Messaging Password Notification":

Secure Messaging Password Notification Email

The "Secure Messaging Password Notification" contains a single use password which may be used to create an account with **Mimecast**, as well as a link (highlighted below) to access the online portal login.
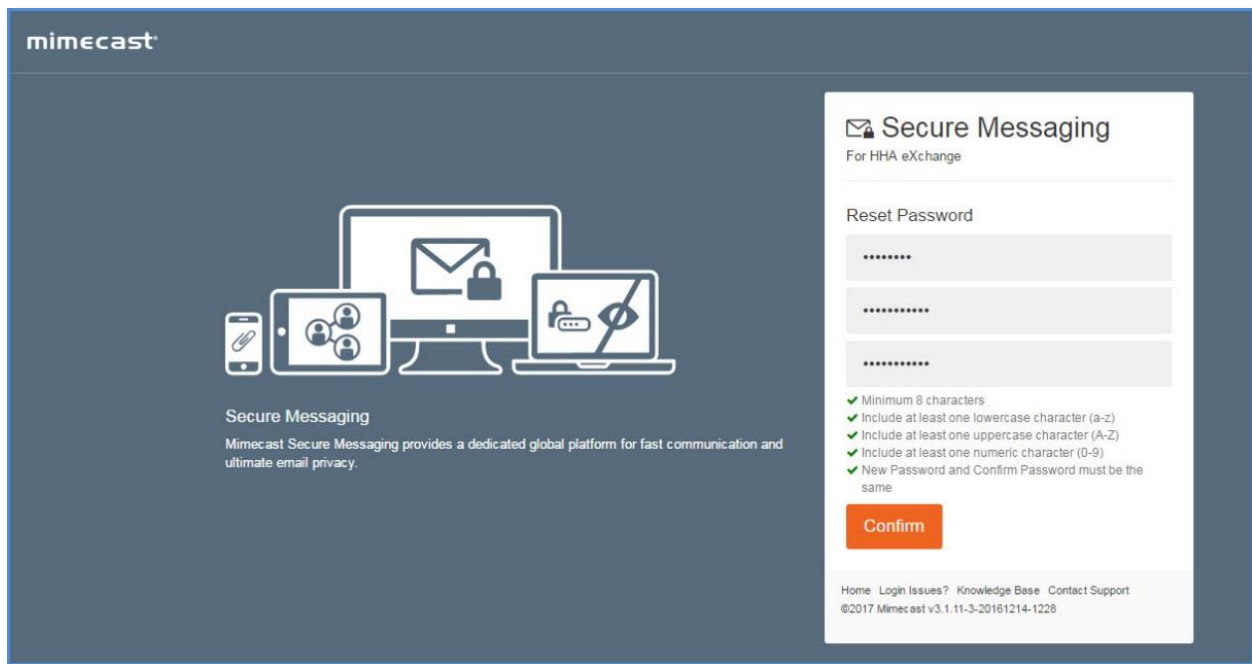

New User Login Information

When the login screen for the portal opens, new users will enter the email address that received the notification here, as well as the temporary password sent to them in the "Secure Messaging Password Notification" message. When the temporary password is entered, the new user will be prompted to create a new, permanent, password. New passwords must fulfill the following criteria:

- Minimum of 8 characters.

- Includes at least one lowercase character (a – z).

- Includes at least one uppercase character (A – Z).

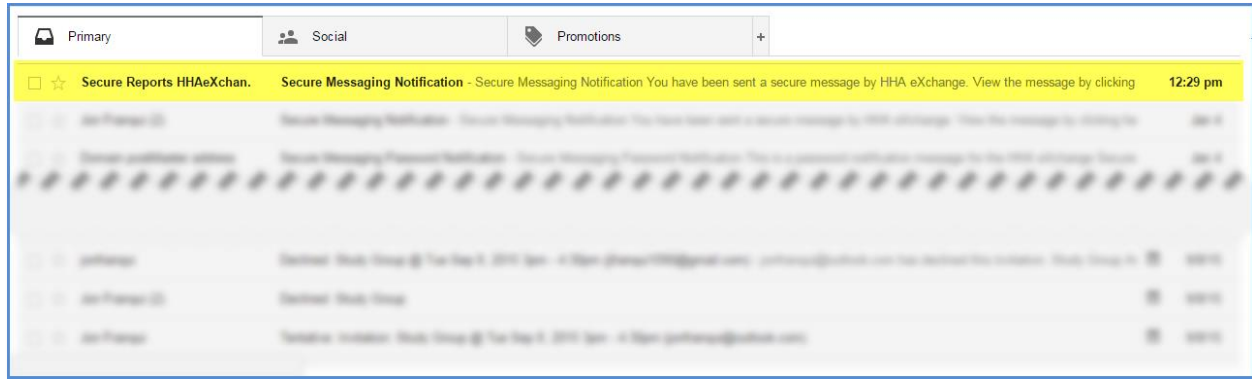- Includes at least one numeric character (0 – 9).

Mimecast will confirm that each of the requirements are fulfilled before allowing users to save it. When the new password is saved, the registration process is complete. Users will be brought back to the **Mimecast** login screen for HHAeXchange, where they can enter their newly created credentials.
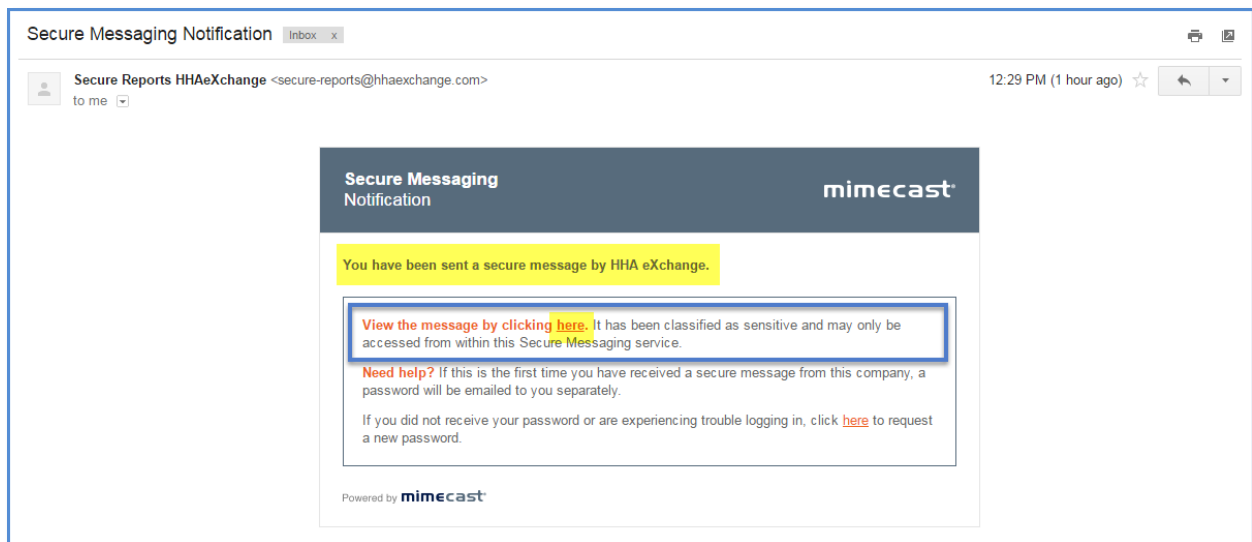

Create new Password

Mimecast Message Notifications

Each time HHAeXchange sends an encrypted message, **Mimecast** will verify whether the corresponding email address is registered with the service. If it is, the recipient will receive an email with the subject "Secure Messaging Notification", notifying them that they received a new message in the **Mimecast** online portal:
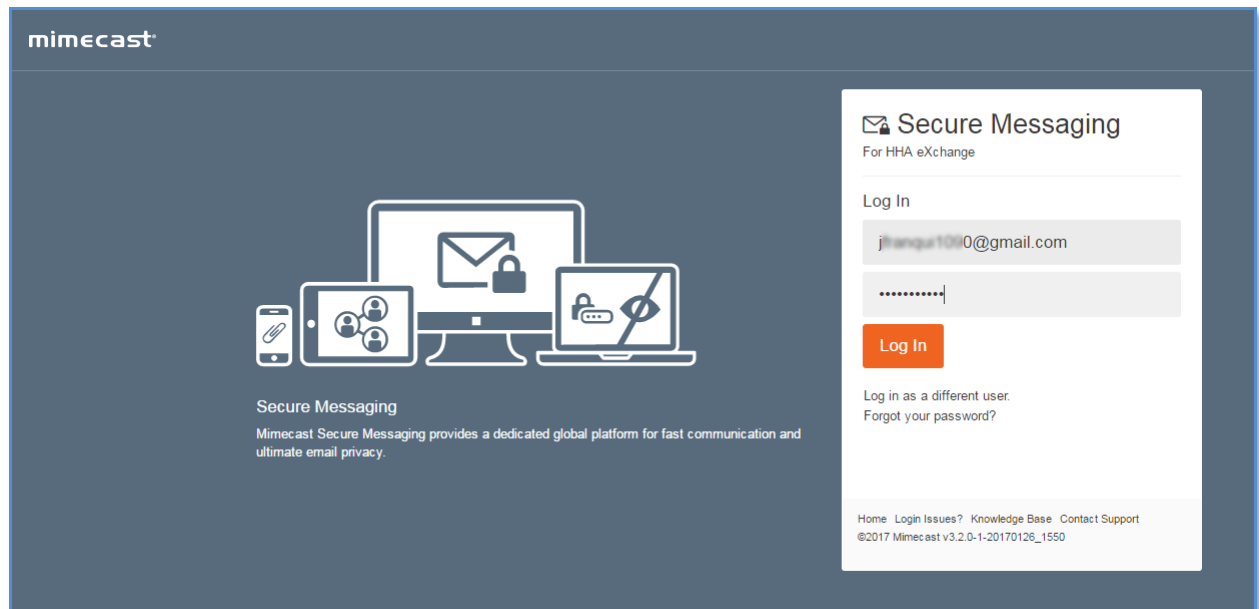

New "Secure Messaging Notification"

The **Mimecast** notification details the company that sent the message (highlighted in yellow) and provides a link ("here", as seen in the image below) to the online portal. If the user forgot their password, they may follow the link under the "Need Help?" section to reset it.

Access the Mimecast Online Portal

When logging into **Mimecast** using the link found in the notification email, users will be brought to a login screen specifically for HHAeXchange's online portal:
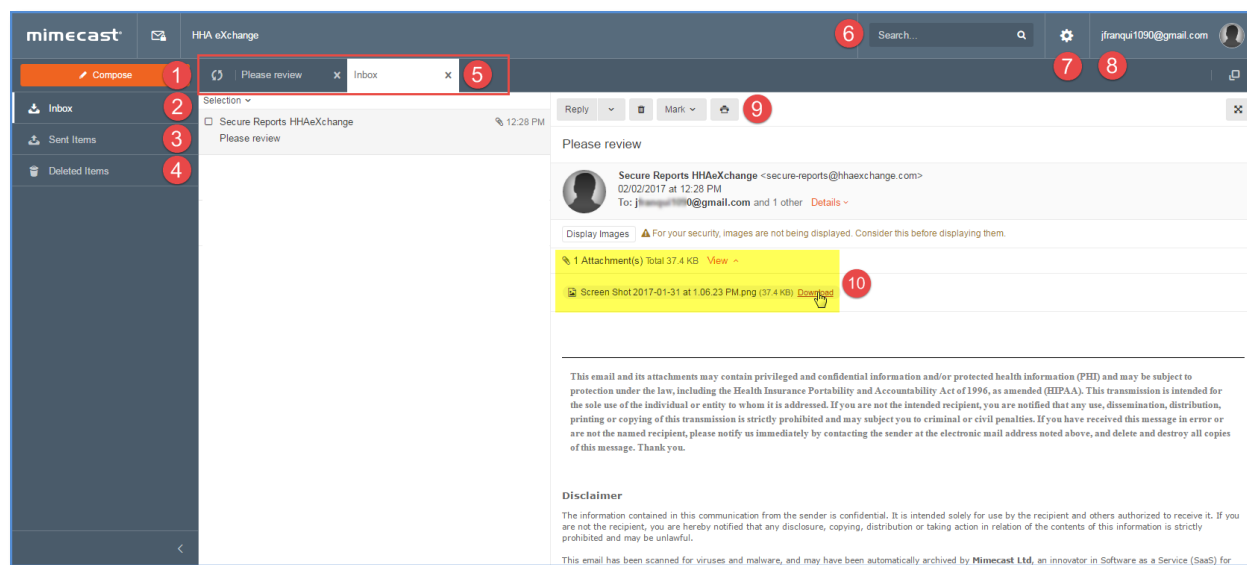

Mimecast Login

Existing users will enter their credentials (their email address and password) here to access **Mimecast's** online portal.

Mimecast Online Portal

Mimecast's online portal functions similarly to many online email applications; users have access to an inbox and outbox, there is a search bar, and there are customization options. The most important function of **Mimecast's** online portal is that it encrypts both inbound messages from HHAeXchange as well as emails being sent to HHAeXchange, ensuring that sensitive data is never vulnerable.

The following section will review the points of interest in the **Mimecast** portal, as well as the process of sending encrypted emails to HHAeXchange.
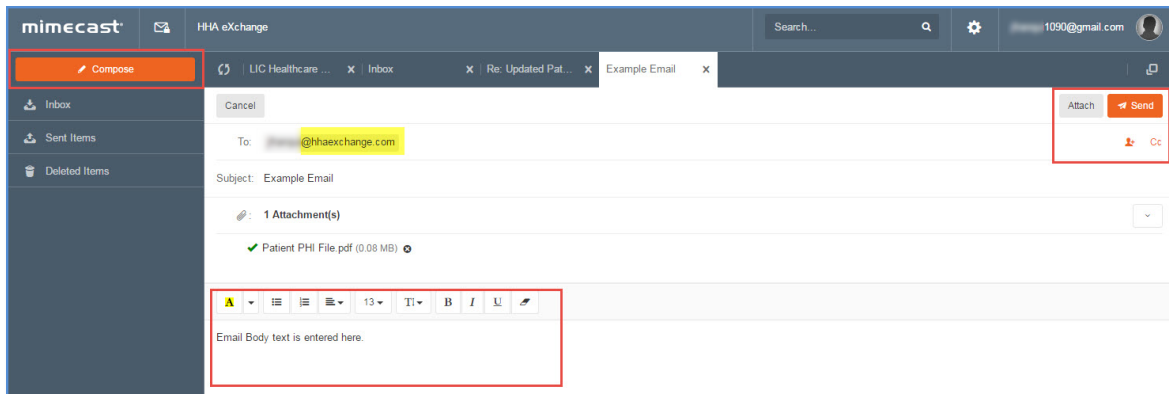
Points of Interest

Mimecast Online Portal

1. **Compose:** Select **Compose** to send a new email to an @HHAeXchange.com address. A tab will open allowing users to compose a message.

2. **Inbox:** The inbox stores encrypted messages received from HHAeXchange. By default, the portal will open to the Inbox.

3. **Sent Items:** Sent Items consist of any emails sent through the **Mimecast** online portal.

4. **Deleted Items:** All deleted items are stored here. To permanently delete an email, users need to navigate into this folder and delete the email a second time.

5. **Email Tabs:** These tabs provide a secondary means of navigating between the Inbox, Sent Items, search results, and new emails/replies.

6. **Search Bar:** Users may sort through emails using this search bar. When a search is performed, an additional tab, **Search Results**, opens to the right of the **Message** tab.

7. **Preferences:** The **Preferences** menu allows users to edit certain formats within **Mimecast**, such as the Language, Date Format, and Text Format. It also contains options to set a *Signature* for outgoing messages and to change the password.

8. **Logout:** Click here to log out of **Mimecast's** online portal.

9. **Email Message:** Open emails will display in this section of the page.

10. **Attachment:** The email attachment contains the report sent by HHAeXchange.

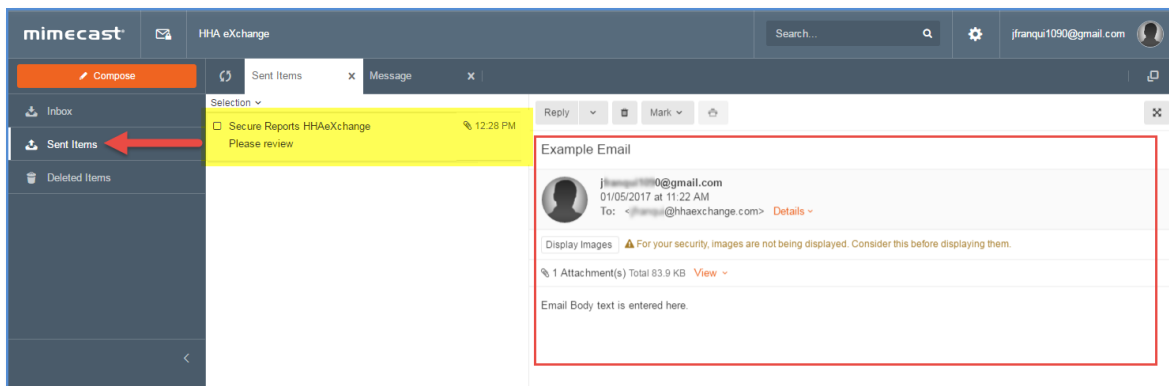## Sending Encrypted Emails (to HHAeXchange.com)

Any emails sent to an **@hhaexchange.com** address through the **Mimecast** online portal are automatically encrypted. Additionally, since this is an HHAeXchange specific portal within **Mimecast**, only emails to an **@hhaexchange.com** address may be sent.

To create and send a new email, select the [Compose] button. A new tab will open, allowing users to compose and send the message. Users also have the option to attach documents, CC other @hhaexchange.com addresses, and format the email text.
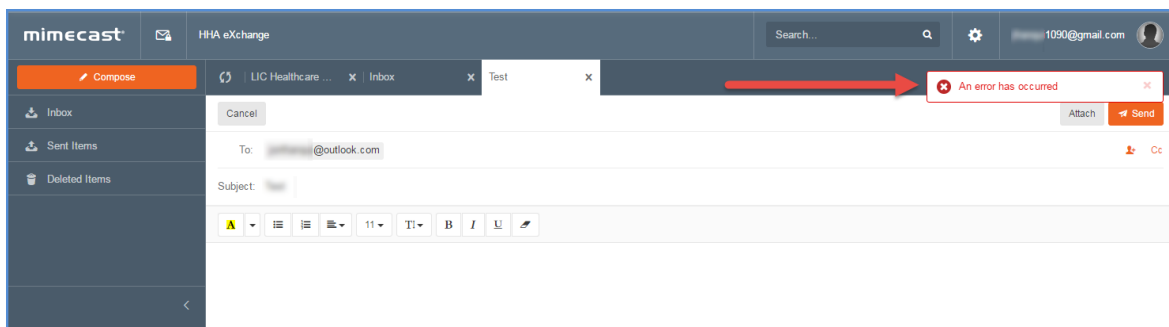

Compose new Email

To confirm that the email was sent successfully, navigate to the **Sent Items** folder. If a message fails to send, it will not be listed here.

Email Sent Successfully

Note: Attempting to send an email to a non-HHAeXchange address will result in the following error message, signifying that the message failed to send:

Email Failed to Send