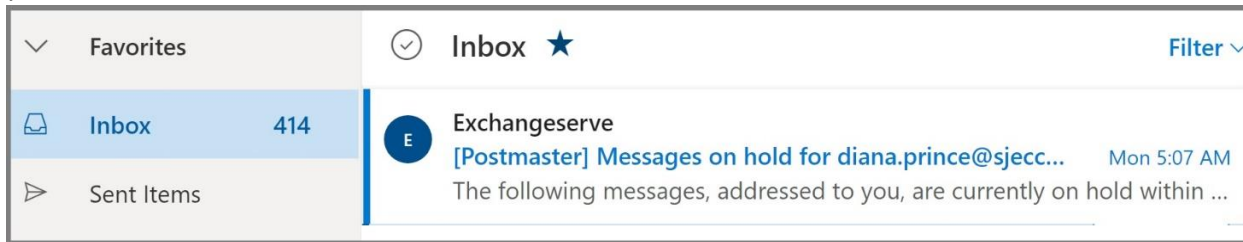# Release, Block, Permit Emails using Mimecast Digest or Portal

1. You will receive daily 'digests' or notices regarding emails that are held for you in Mimecast. Digests are delivered to your mailbox multiple times a day. Please check your clutter/junk folders if the notices are not in your Inbox.

Digest email

The 'digests' (aka notices) will be coming from **ExchangeServe** and will look like this:
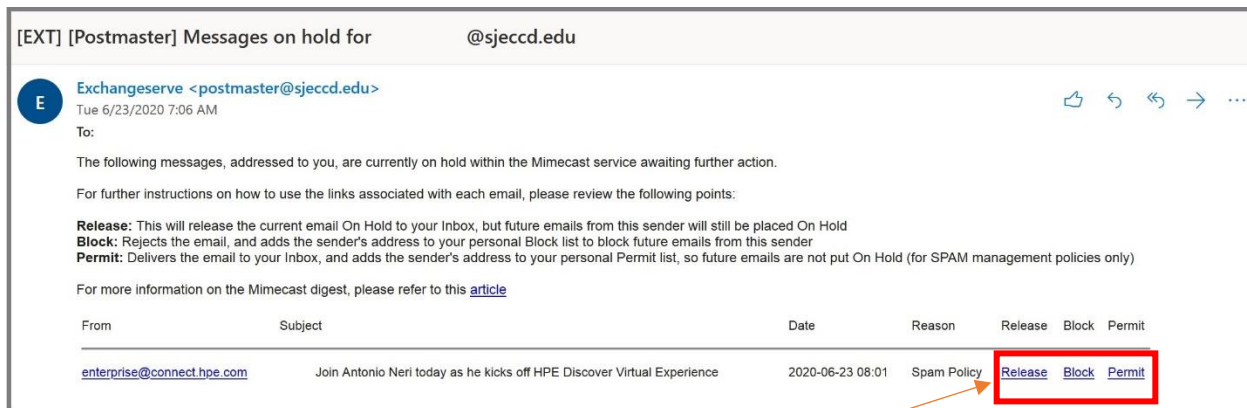
Digests (aka notices from Mimecast)

2. You have a choice of **release**, **block**, or **permit**. You have the option to log in directly to the Mimecast user portal to do the same, as covered from Step #3 onward.

    a. If you click on **Block**, the message will be removed from the hold queue and will not be delivered to your Inbox. The sender's email address is added to your personal block list. Future messages from them are rejected and won't be delivered to your Inbox.
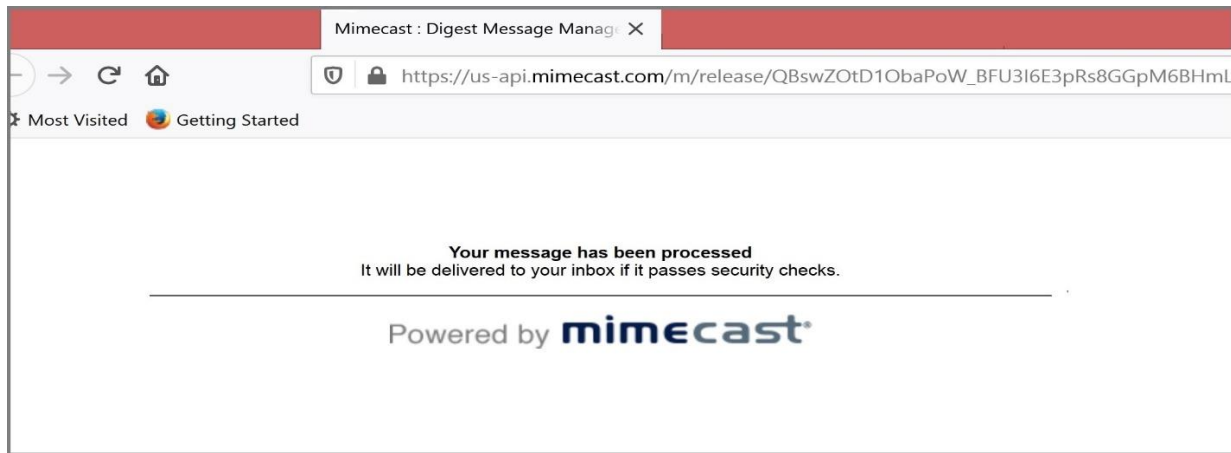
Block Message

b. If you click on **Permit**, the message will be removed from the hold queue and will be delivered to your Inbox provided it passes other email security policies such as virus and attachment scanning. Future messages will bypass the spam checks and are delivered to your Inbox, provided they pass virus and attachment scanning.
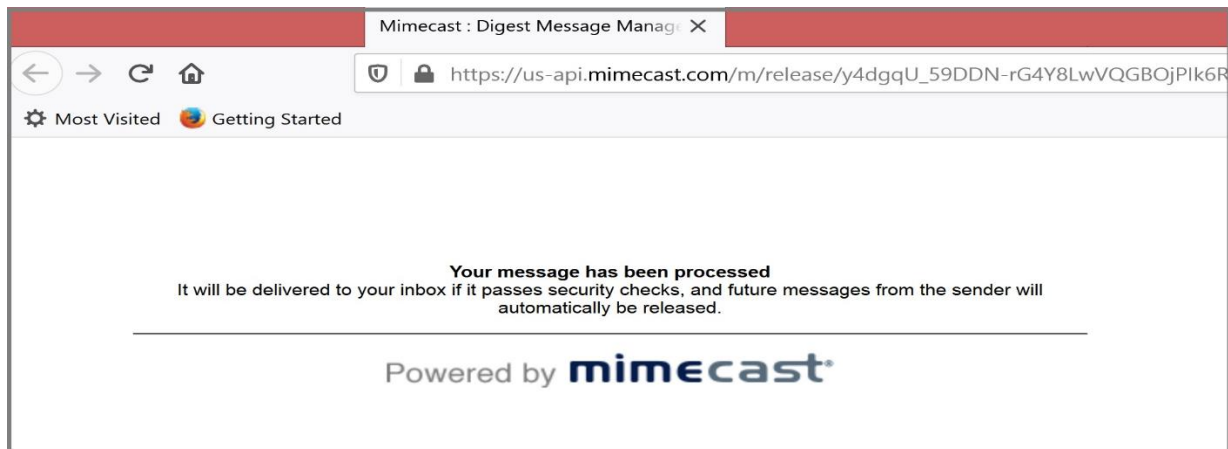

Permit Message

c. If you click on **Release**, the message will be removed from the hold queue and will be delivered to your Inbox, provided it passes virus and attachment scanning. Future messages from the sender are still subject to spam check, virus scanning and attachment scanning.

Release Message

(Step #3 onward covers the option to log in to the Mimecast User Portal to release, block, permit emails (as well as to manually add blocked and permitted senders for yourself.)

3. To log into Mimecast's User Portal:

    a. Open your browser and enter in this url: https://sso.sjeccd.edu
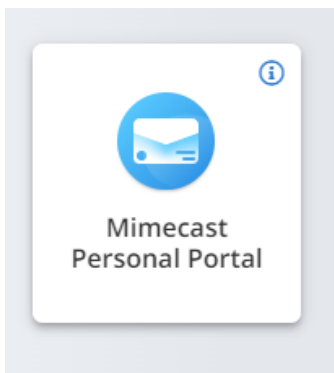   b. Click on the MimeCast – Email Security tile
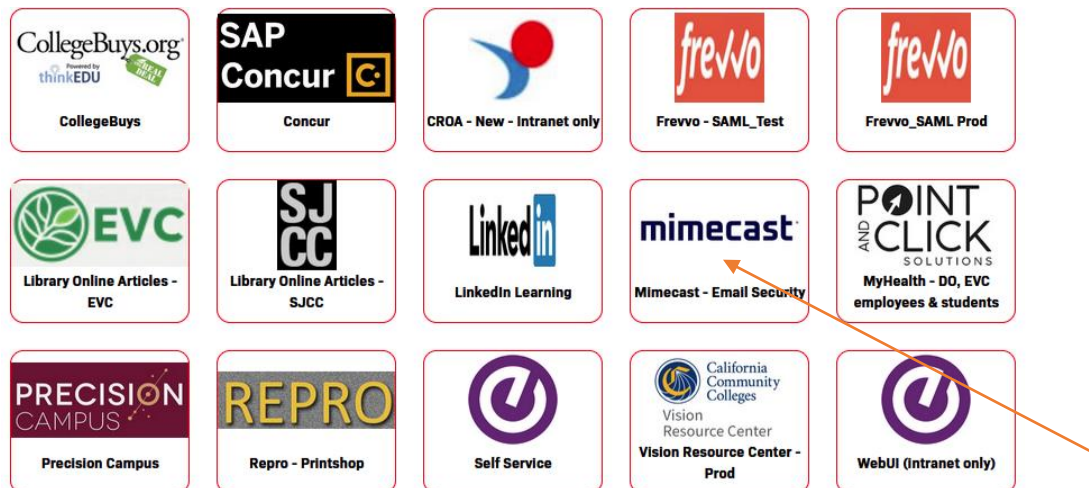
4. In the Log In page, type in your email address (format: firstname.lastname@domain.edu) and press Enter key on your keyboard or click on the **Next** button.
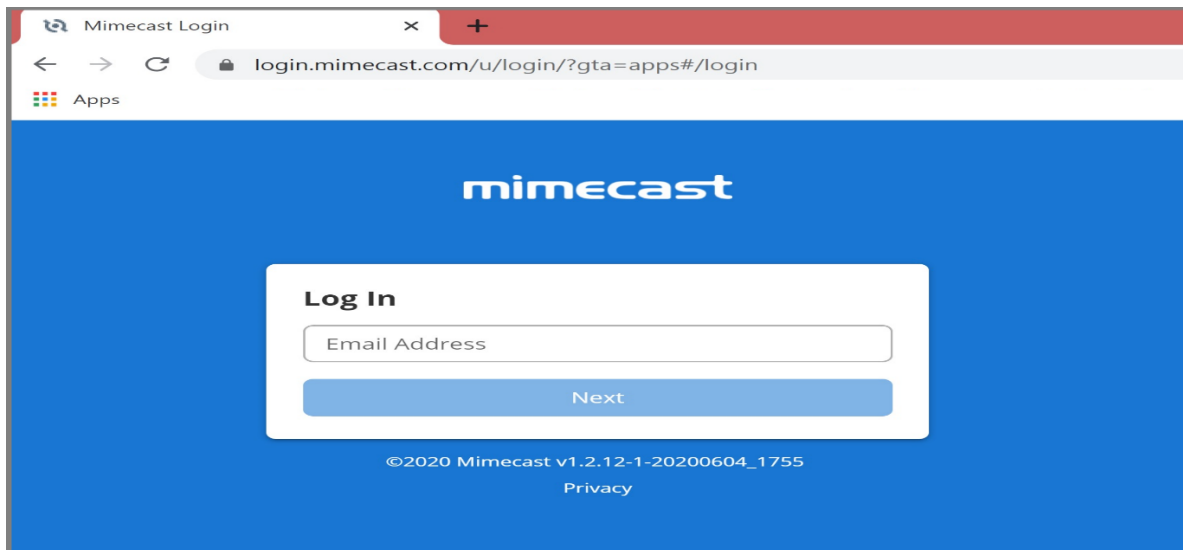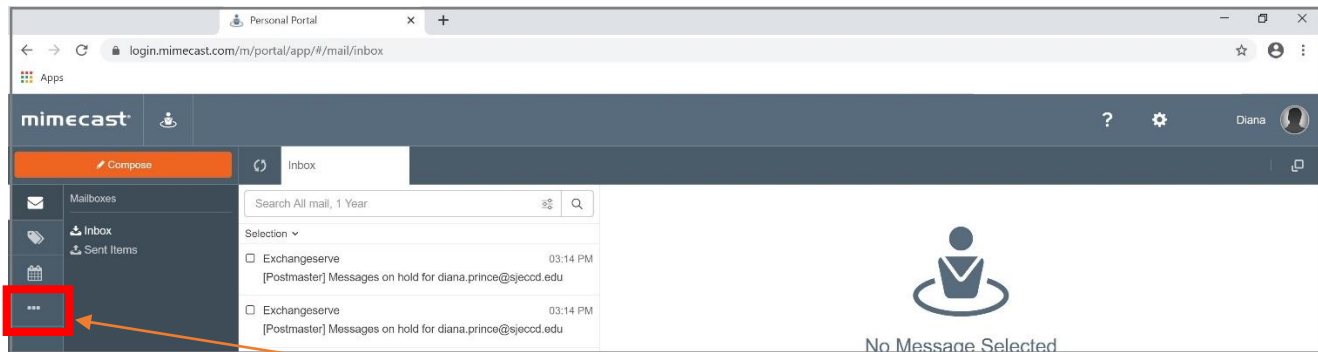

*Mimecast Login screen*

Click on the **Mimecast Personal Portal**

5. Upon successful login, it will redirect back to Mimecast. Your name will be visible in the top right corner.

Mimecast User Inbox

6. To view emails that are On Hold and Permitted Senders or Blocked senders lists, click on the ellipse **'…'**

7. To view what is On Hold, click on **Personal On Hold.**

   a. To release, reject, permit, or report an email, click on an email
   b. Then click on the <u>options in this area</u> to select action desired
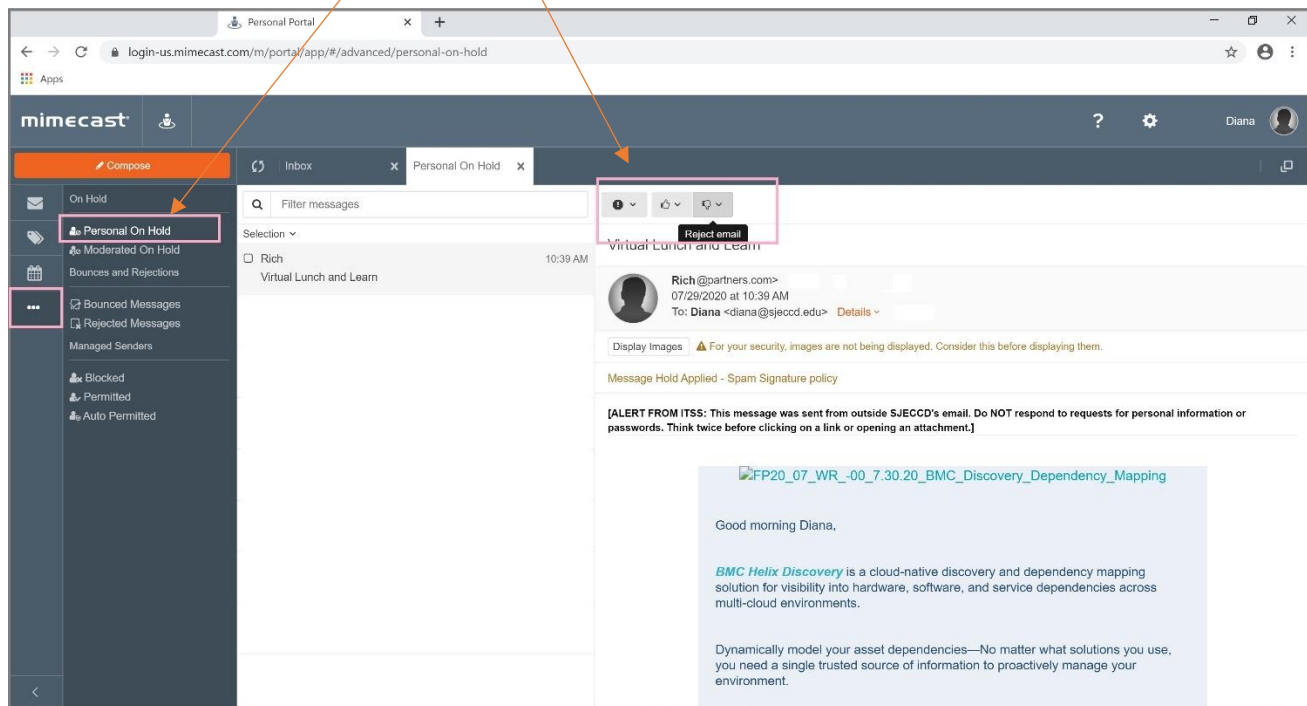
Mimecast User Inbox, Personal on Hold section

c. Upon choosing an option and action, a confirmation message will appear referencing the particular action selected. If you are sure, proceed. Otherwise, click on the **Cancel** button.

Example of confirmation message upon action to release, block, permit, etc.

8. To log out, click on the **person** icon on the top right corner of the page.

Frequently Asked Questions

Q: What happens to the messages if I take no action on messages in the digest?

A: You don't have to take action on messages in the digest, but we encourage you to do so. If no action is taken on the messages in the digest, you won't be reminded about them and they'll expire from the Hold Queue after 14 days. After this period, messages can be retrieved from your Mimecast Portal

Q: I received the following notification when I clicked on an action link. What does this mean?

A: The action links in the digest are only valid for 14 days. The above notification is displayed if you attempt to release, block, or permit a message after this time period, or if the message has previously been released or blocked.

Q: I received a digest notification recently for a message but didn't take action. Today I received a further digest notification for a different message, but it didn't include the held message from a few days ago. Why is this?

A: Each digest notification only displays details of newly held messages. This is deliberate so as not to spam users with messages. To release old messages that haven't expired, search for the previous digest messages and release from there. You can also release previously held messages from the Mimecast Portal.