



Quick Guide – How to open an Encrypted Mimecast Email

Due to HIPAA requirements, HCDDS must implement a secure method for sending emails that contain information about individuals we serve to people outside the agency's secure network. To accomplish this, a software encryption application authored by Mimecast, is employed.

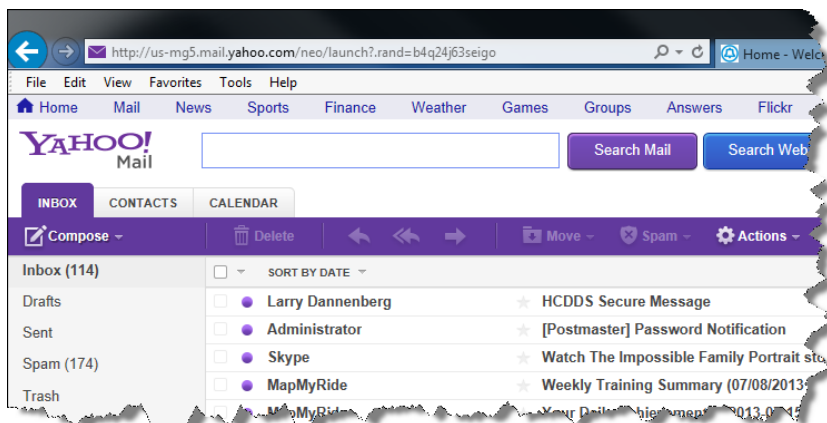
This Quick Guide will cover 4 topics:

- I. How to open an encrypted email
- II. How to Forward or/and Save an Encrypted email
- III. How to Forward or/and Save an Attachment that was on an encrypted email
- IV. How to look up (and retrieve) an archived (encrypted) email

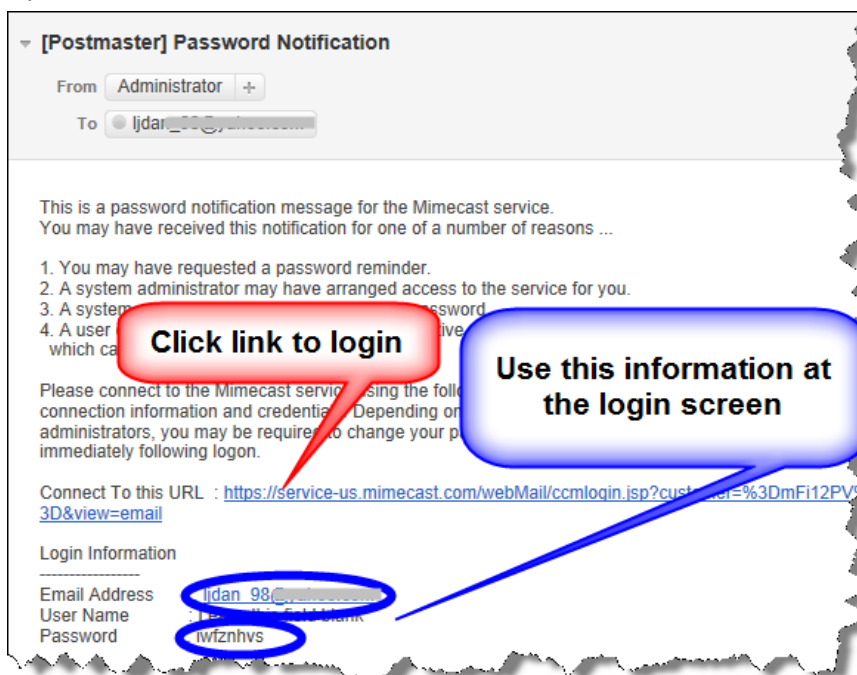
I. How to open an encrypted email.

If you are sent an encrypted email, you will initially receive 2 emails: 1) an email from **Administrator** with the subject **HCDDS Password Notification** and 2) an email from the HC DDS sender with the subject **HCDDS Secure Message**.

Open your Email program to see your emails.



Open the email from the **Administrator** first.



Note 1: If you cannot find the email from the **Administrator** with the subject **HCDDS Password Notification**, check the Spam or Junk folder as some email providers send any email from the **Administrator** to the Spam or Junk folder.

Note 2: Some email providers will not allow you to click a link in an email. If that happens, copy the link and paste it into the address field of any browser:





Quick Guide – How to open an Encrypted Mimecast Email

After clicking the link in the **Password Notification** email, the Mimecast login window will open:



Login with your email address and the password shown in the **Password Notification** email.



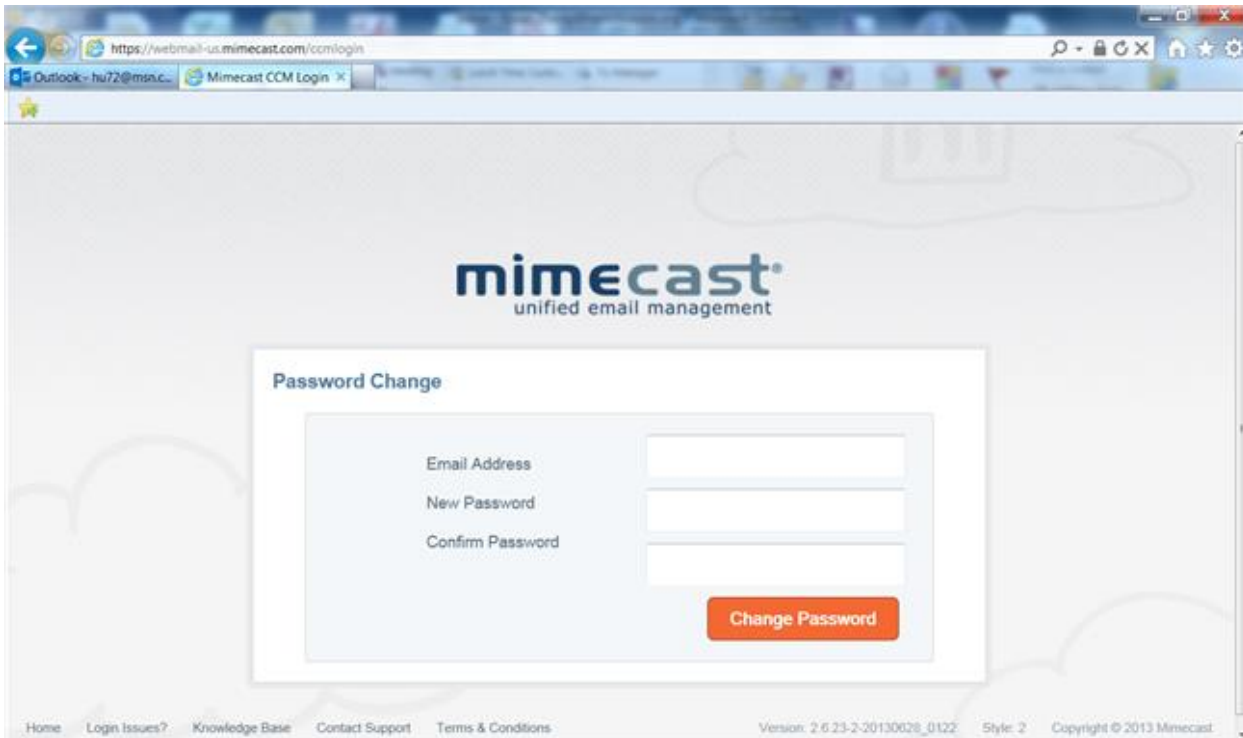
After logging in, you will be taken to the **Password Change** window. You are required to change the password. Enter your email address and the new password you wish to use. This will be your **Mimecast Cloud Password**. When you are done entering the new password, click the **Change Password** button.

PASSWORD: Your password must have:

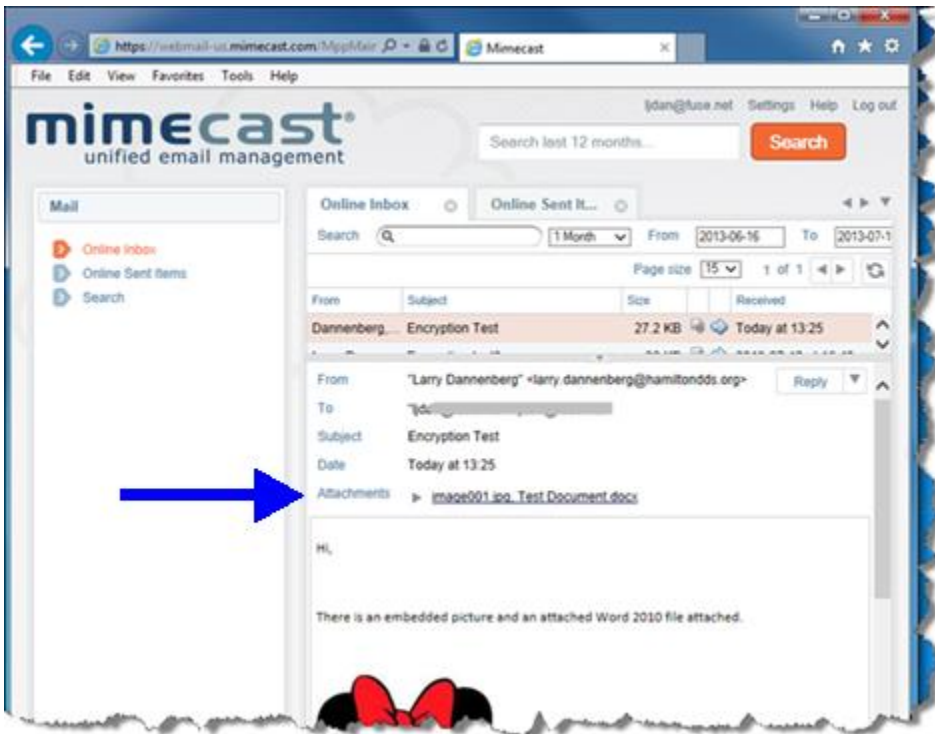
- 10 characters or more
- One or more Upper and lower case letters
- One or more numbers
- One or more special characters, like @\$%^&



Quick Guide – How to open an Encrypted Mimecast Email



After successfully logging in to Mimecast, you will see all the emails sent to you. For example, the email below has documents attached. The attachments can be saved just as you would save any document sent to you in an email.



II. How to Forward or/and Save an Encrypted email



Quick Guide – How to open an Encrypted Mimecast Email

To meet the HIPAA requirements, HC DD Services requires the encryption of all information that is sent by email to third parties. As a recipient of an encrypted email, you too must ensure that the information is not sent to anyone without the proper authorization. If you feel that the encrypted information sent to you should be forwarded on to another person, you should copy the information you would like to forward into a word processing program and remove the HIPAA protected information. Then you should copy and paste the edited information into an email to send it to the recipient.

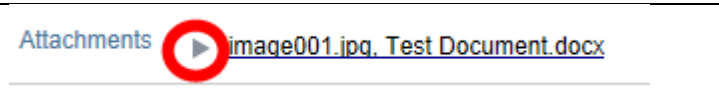
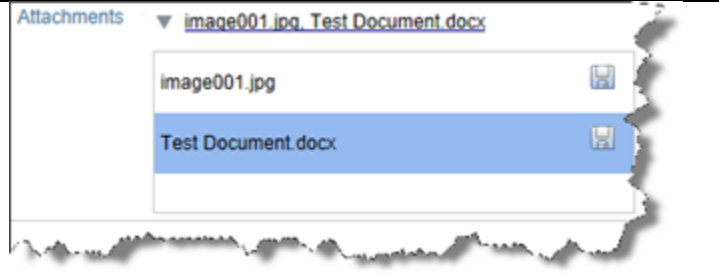

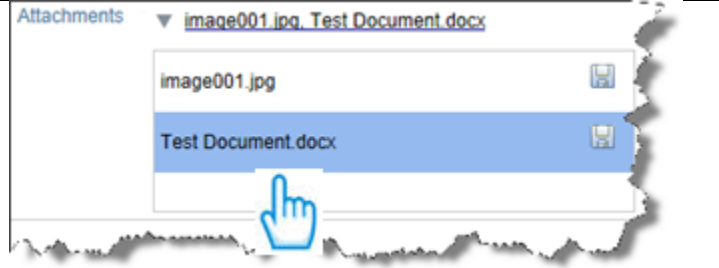
If you have an encryption capability built into your email service, you could copy and paste the information sent to you into the email, encrypt it, and send.

It is not possible to forward an encrypted email directly from your secure Mimecast Cloud account.

III. How to Forward or/and Save an Attachment that was on an encrypted email


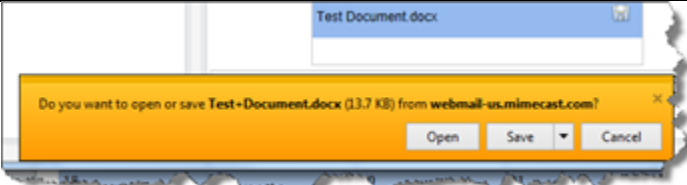

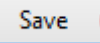
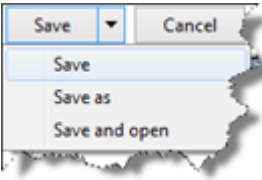
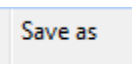
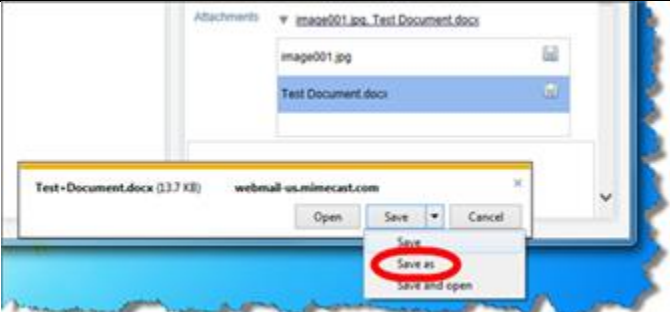
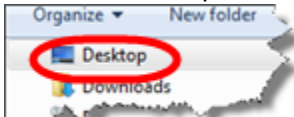

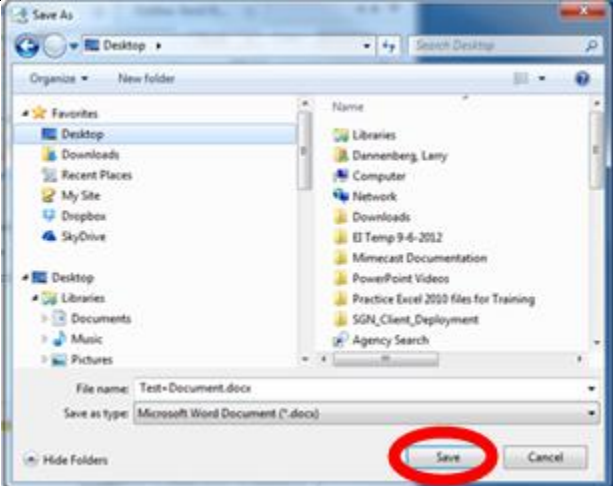

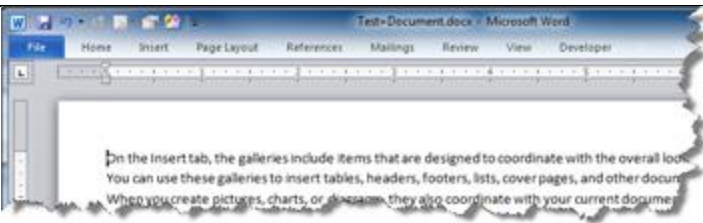
If you would like to forward an attachment to a third party, instructions to do so are noted below. However, as a recipient of an encrypted email, you too must ensure that the information is not sent to anyone without the proper authorization. If you feel that the encrypted information sent to you should be forwarded on to another person, you should copy the information you would like to forward into a word processing program and remove the HIPAA protected information. Then you should copy and paste the edited information into an email to send it to the recipient.

If you have an encryption capability built into your email service, you could save the attachment to your desktop and then attach it to an email, encrypt it, and send.

1. To open or save one of the attachments, click the arrow to see the attached documents (Shown here →)	
2. The pull-down menu appears, listing the 2 items attached to the email.	
3. Move the mouse cursor over the file name you want to open or save so it turns into a pointer  . In this example, the one titled “Test Document” is clicked	



Quick Guide – How to open an Encrypted Mimecast Email

<p>4. Another window will open displaying 3 buttons:</p> 	
<p>5. Click the  next to  to reveal the “Save” pull-down menu is clicked.</p>  	
<p>6. The “Save As” window opens and the Desktop folder is picked.</p>  <p>The document is saved to the Desktop by pressing the  button.</p>	
<p>7. At the Desktop window, double click the document to open</p> 	
<p>8. Done! 😊</p>	

IV. How to look up (and retrieve) an archived (encrypted) email.



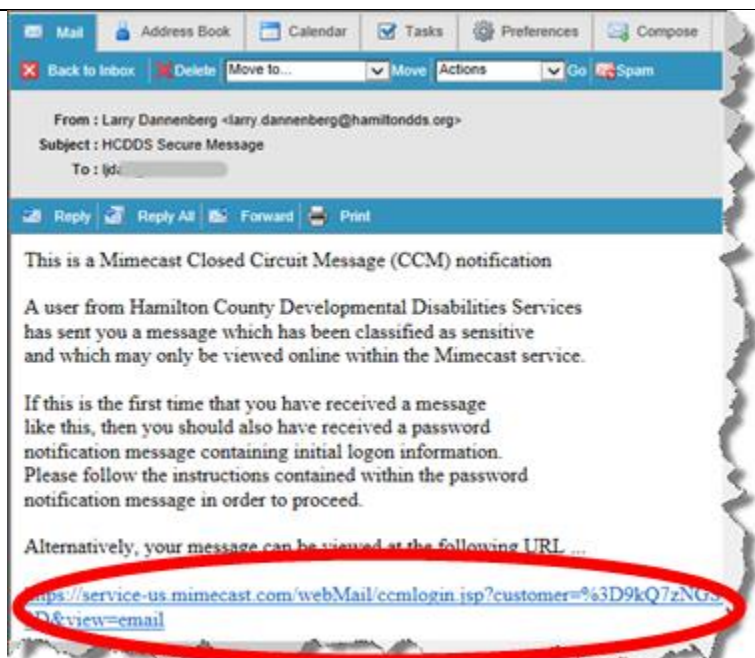
Quick Guide – How to open an Encrypted Mimecast Email

1. After your initial session with Mimecast, if you want to read the email again you should open your email window to show the emails in your Inbox. Open the email from the HC DDS sender and click the web-link to open the Mimecast Sign in window.

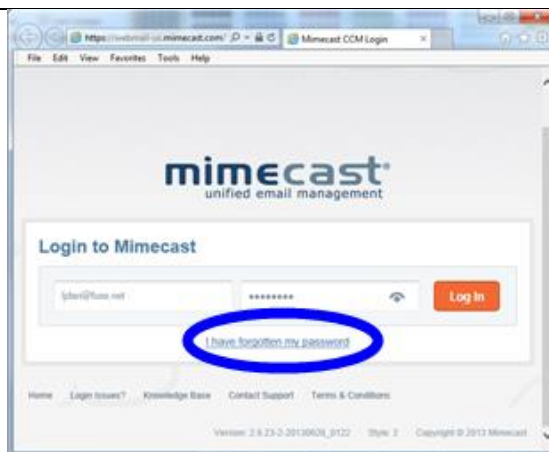


2. Click the web-link to open the Mimecast Sign in window
3. If you receive a subsequent encrypted email, you should open the email from the sender and click the web-link to open the Mimecast Sign in window.

- **NOTE:** Some email providers will not allow you to click a web-link in an email. If that happens, copy the web-link and paste it into the address field of any browser:



4. Sign in with your email address and the Mimecast Cloud password you created originally (In Step 1, above).
 - If you forgot your password, click the link [I have forgotten my password](#) on the Login page at the bottom.

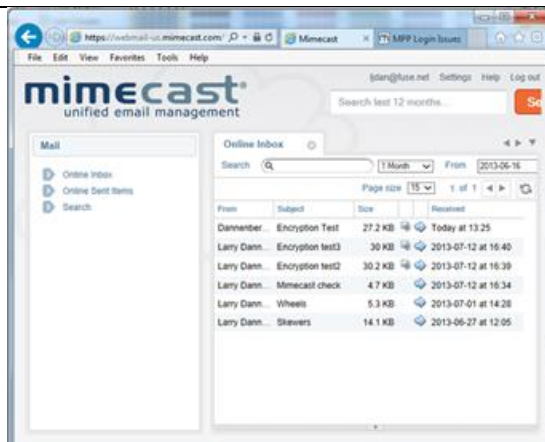




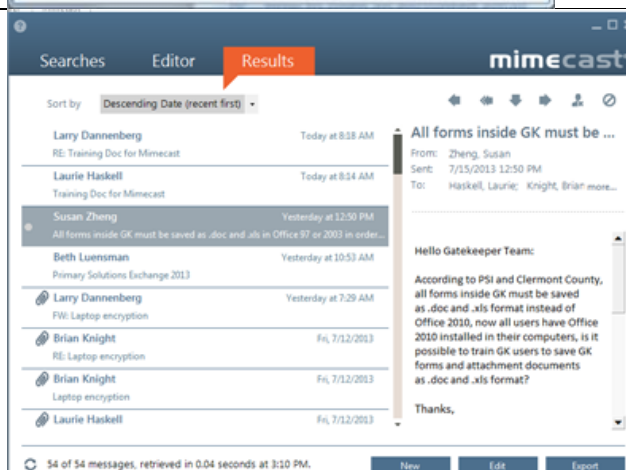
Quick Guide – How to open an Encrypted Mimecast Email

5. After successfully logging in, you will see your inbox.

- You can open any of the emails by double clicking it.

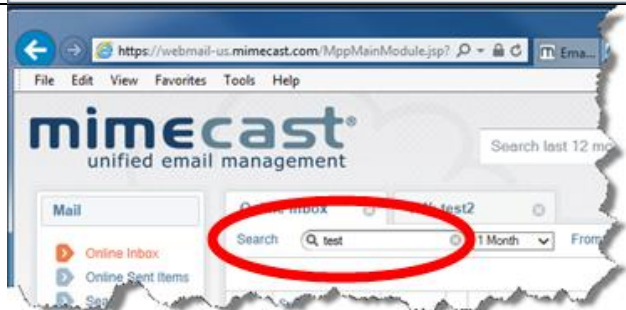


6. Or by clicking once to see it open in the reading pane.

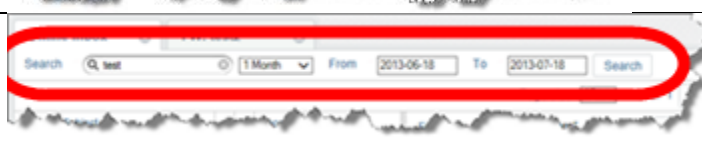


7. To search for an email:

- In the search box, enter a word or phrase and press the **Enter** key to begin the search.



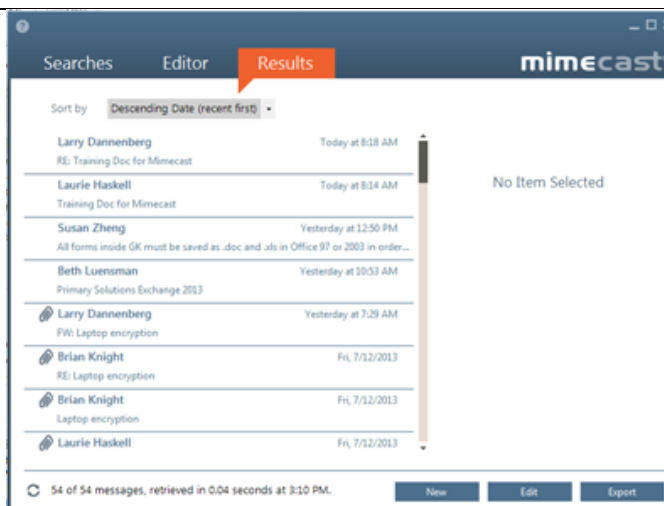
8. A more detailed search may be done by entering more information in the **Search** bar fields and clicking the **Search** button.



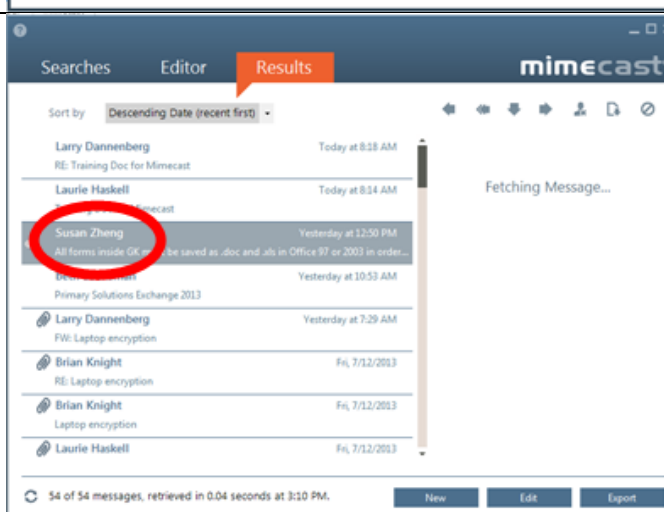


Quick Guide – How to open an Encrypted Mimecast Email

9. The results window will open showing the emails that can be retrieved.



10. Click a message to view ...



11. ...and it will show up in the reading pane.

- Encrypted emails cannot be deleted, uploaded or saved.
- Done! 😊

