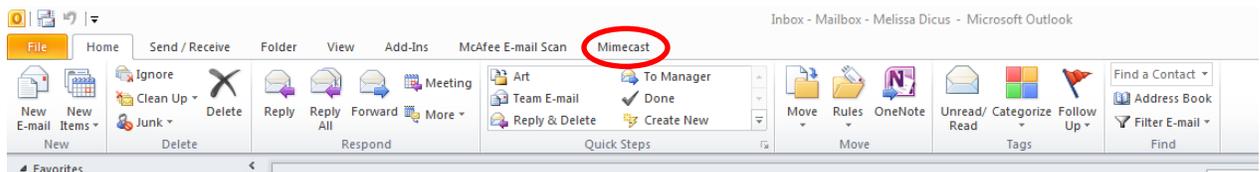# Mimecast Addin Tips and Features

New feature now available directly in Outlook

## Where do I find the Mimecast Addin?

The Mimecast addin is available from the Outlook desktop client and can be found under a new ribbon called Mimecast. Note: For Mimecast install, send an email request to helpdesk@radio-one.com.
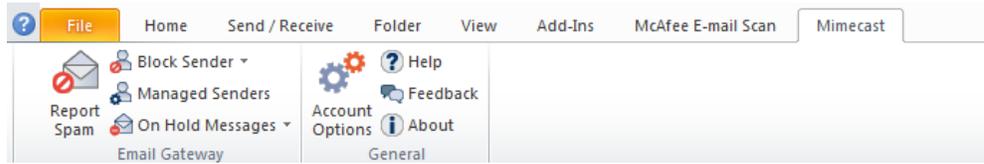

How do I login to access the Mimecast Addin?

and

To login to the addin *select the M on the mail panel or Account Options on the ribbon* and the options screen (below) will open. Under Authentication Options select Domain Authentication. Input your Radio One network password and select Login.
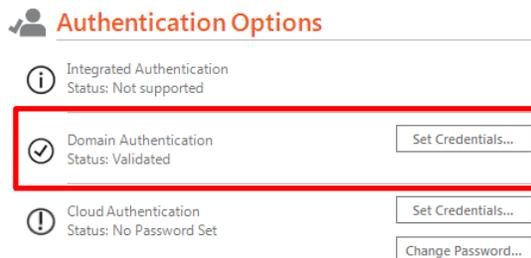
What can I do from the Mimecast Ribbon?

The Mimecast ribbon allows you to view your messages on hold, report spam and manage your approved senders. Below is a brief description on how to utilize each option available from the Mimecast ribbon.

Reporting Spam, Blocking Senders and Domains

Mimecast is an amazing service when it comes to blocking spam but sometimes spam gets through and arrives into your inbox. Instead of just deleting those emails, you can take some preventative measures to stop your inbox from getting overwhelmed with the same spam and unwanted emails every day and help your fellow co-workers from possibly getting the same emails. These measures include options such as "Report Spam" which allows the email to be evaluated to determine whether it should be blocked companywide (see example 1). "Block Sender" if you are positive that you do not want emails from the sender (see example 2). "Block Domain" if you are getting unwanted emails from different senders from the same company (see example 3).
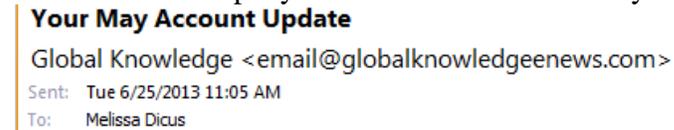
Example 1
"Report Spam"- This email is from a service we don't use and the email went to multiple stations and users so it should be report as spam.
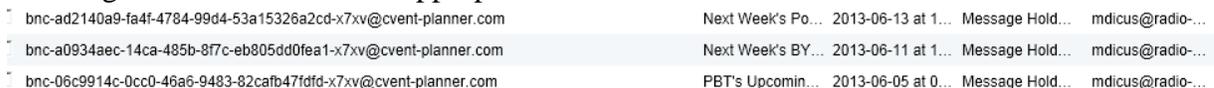

Example 2
"Block Sender"- This is an email only came to me so blocking the sender would be appropriate. Others in the company who receive the email may want it.

Example 3
 "Block Domain"- these emails addresses are all different but the from the same company so blocking the domain would be appropriate
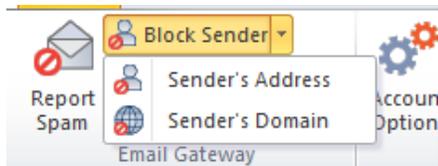
Below are instructions on how to accomplish each of these tasks.

To report spam……

Select the email that you consider to be spam, click on the Mimecast Ribbon, select Report Spam and confirm by selecting yes.

To block senders or domains……

Select an email from the sender or company you want to block, click on the Mimecast ribbon, *click the arrow next to Block Sender* and select Sender's Address or Sender's Domain and confirm but selecting yes.

Viewing Messages on Hold and Managing Sender Addresses

Mimecast has a really amazing auto feature that monitors your habits and automatically adds senders to a whitelist allowing them to pass through based on who you email externally outside of the Radio One network. Even though this feature works great, sometimes we have senders that get listed as spammers for different reasons. You can take steps to retrieve those messages before the 10am and 3pm daily spam quarantine notifications are received and prevent those senders from ever being blocked in the future.

To access messages on hold……

Click on the Mimecast ribbon and select On Hold Messages and a window will open listing emails that are currently on hold
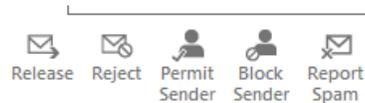
To view, release or block a message on hold……

Select a message from the queue and to the right you can preview the email and a list of actions will appear such as *release, reject, permit sender, block sender and report spam*. Once you select an action to use on the selected email a window will open confirming the actions taken. Below is a list of what each action accomplishes.

Release: deliver the message to your inbox once
Reject: delete the message from the queue but only once
Permit Sender: deliver message to your inbox and always allow sender to bypass quarantine
Block Sender: delete the message from the queue and never allow sender's messages through
Report Spam: delete the message from the queue and evaluate for being blocked company wide

To access managed senders……

 Managed Senders

click on the Mimecast ribbon and select Managed Senders and a window will open showing 3 different tabs Blocked, Permitted and Auto

To manage blocked, permitted and auto senders……

Select Blocked, Permitted or the Auto tab and you will be able to can remove senders from the list, add new email address to the list to be blocked, or permit always. Below is a list of what each tab contains:

Blocked: contains addresses that you have personally selected and added to always be blocked
Permitted: contains addresses that you have personally selected and added to always be allowed through
Auto: contains addresses of senders you have sent messages to in the past to always be allowed through; email addresses can only be removed from this list

Please note that emails are only held in queue for 14 days and all features are attached to your email account and are available via web even if you opt out of having the Mimecast addin