

MIMECAST SECURE EMAIL PORTAL | FAQ

How do I get to the secure portal?

You can go directly to it using this [link](#) here or by clicking on the link in the notification email you receive when a secure email is sent to you.

How do I access the secure portal for the first time?

When you are first sent an email through the Secure Messaging Portal, you will be notified by email that you have received a secure message. To retrieve the message:

1. Click the link in the notification email, redirecting you to the Secure Messaging Portal
2. Create a password based on Mimecast's requirements
3. Click Confirm
4. Log in to the portal using your email address and password to access the secure email

How do I access the secure portal to retrieve my messages?

1. Click the Link to access the secure message in the email.
2. Enter your Email Address.
3. Click on the Next button.
4. Enter your Secure Messaging Portal Password.
5. Click the Log In button

Note: If this is your first time logging in to the Secure Messaging Portal, see the First Time Users section.

What are the password requirements for Mimecast?

Ensure you have the following:

Password Complexity

Minimum password length	12	?
Include at least one lowercase alphabetical character (a-z)	<input checked="" type="checkbox"/>	?
Include at least one uppercase alphabetical character (A-Z)	<input checked="" type="checkbox"/>	?
Include at least one numeric character (0-9)	<input checked="" type="checkbox"/>	?
Include at least one non-alphanumeric (!@#\$.)	<input checked="" type="checkbox"/>	?

Password Expiry and Lock

Password expiration	90 days	?
Use System Default	<input checked="" type="checkbox"/>	?
Account lockout threshold	5 attempts	?
Account lockout duration	15 mins	?

How do I confirm this email was sent from Thrive Wealth Management

There are multiple ways to confirm this email has been sent from Thrive. For example, check the name and reply address of the person who sent it to you. Secure Send messages will always come from a Thrive employee and their name and email address should be clearly visible

Why do I have to use a password for this service?

The information sent to you via Large File Send will often include very sensitive Personally Identifiable Information, such as birthdates, credit card numbers, drivers' licenses, account numbers etc. or might be used to send documents like offers of employment or medical records. To protect your information and identity, we require all users accessing Secure Send emails to enter a password to verify their identity.

My password has expired, or I've forgotten it, what do I do?

Passwords are all self-service for Secure Send and there are a few ways to reset it.

1. By clicking the forgot password link in any Secure Send Message

2. By clicking the forgot password button from the Secure Send Portal logon screen

Can I reply to, forward or print messages in my secure send portal?

Yes, if the original sender selected that as an option when they sent you the message. Above the messages subject, there are a series of buttons that govern these actions. In order they are: Reply and Forward, Delete, Mark Read or Unread and Print. Any buttons greyed out are not available for this message.

How long will messages be available to me?

This is dependent on the option selected by the sender, with a limit of up to 30 days. If you need a file that was sent with less than 30 days expirations availability extended, please reach out to the sender.

How do I let the person who sent me this file know I've accessed the message they sent me?

Good news, as soon as you've accessed the message, the sender is automatically notified that you have accessed it.