CITE
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

Managing Held Messages

Mimecast is PVAMU's first line of defense against unwanted email solicitations and malicious phishing attempts. You will receive daily emails notifying you of messages which have been held. These emails can be reviewed and acted upon by "**Individual PVAMU Email**" or via your "**Personal Portal**."

INDIVIDUAL PVAMU EMAIL

Use the following options to determine the desired action for the email.
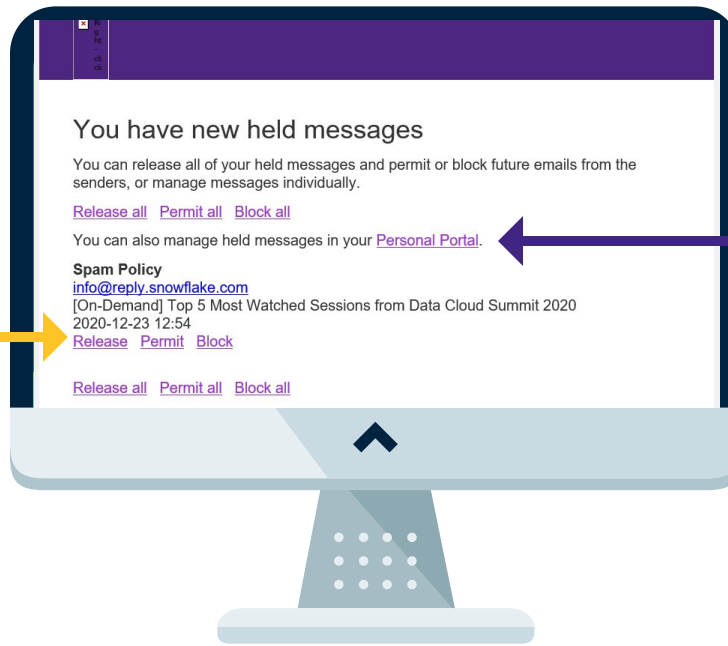
Release: This will release the current email On Hold to your inbox, but future emails from this sender will still be placed On Hold.

Permit: Delivers the email and adds the sender's address to your personal Permit list, so future emails are not put On Hold.

Block: This will reject the email and adds the sender's address to your personal Block list to block future emails from this sender.

You have new held messages

You can release all of your held messages and permit or block future emails from the senders, or manage messages individually.

Release all   Permit all   Block all

You can also manage held messages in your Personal Portal.

Spam Policy
info@reply.snowflake.com
[On-Demand] Top 5 Most Watched Sessions from Data Cloud Summit 2020
2020-12-23 12:54
Release   Permit   Block

Release all   Permit all   Block all

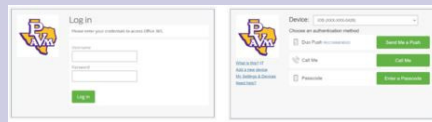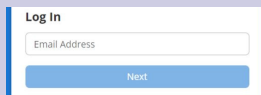1. Click on "**Personal Portal**" and sign in to mimecast with your PVAMU email address.

2. Select your Microsoft account and login in with your **PVAMU credentials**. You will be prompted to authenticate via Duo.

3. Personal Portal Dashboard:
   - Review your held emails and take desired actions using the available icons.
   - Use "**Manage Senders**" to manage your blocked and permitted list.

Log In
Email Address
Next

Your portal allows you to login directly to the mimecast dashboard to manually release your emails, as well as manage your inidividual blocked and permitted lists.

PERSONAL PORTAL

For additional training resources, visit us at **www.pvamu.edu/its/training** or email us at **TechTraining@pvamu.edu**