CITE
CENTER FOR INFORMATION TECHNOLOGY EXCELLENCE

PVAMU is excited to announce the launch of Mimecast. Mimecast is PVAMU's first line of defense against unwanted email solicitations, malware, and malicious phishing attempts.

When Mimecast detects an email that may be a solicitation or malicious intent email, you will receive an email from **PV Mimecast Email Digest <emaildigest @ pvamu.edu>** in your inbox notifying you that "**You have new held messages**." You will begin receiving emails today if you have emails held by Mimecast.

Learn More about Mimecast

Quick Start Guide to Mimecast

Managing Your Personal Portal

These emails can be reviewed and acted upon by "Individual PVAMU Email" or via your "Personal Portal."

You will be notified of your held emails three time per day. By going to your personal portal you can see all held emails at any given time.

To take action by "**Individual PVAMU Email**," review the subject and sender cited email and 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.

Your "Personal Portal" allows you to login directly to the Mimecast dashboard to manually release your emails, as well as manage your individual blocked and permitted lists.

- Log in using your PVAMU SSO and PVAMU DUO.
- You can review the whole message to verify if it safe before releasing or permitting the sender.
- You can also review or blocked and permitted lists to make any manual adjustments as need be.

Personal Portal

We also remind users that per our UAP, sensitive data (e.g. SSN numbers) must not be sent through emails unless they are encrypted. Instructions on how to encrypt an email can be found on the CITE Training Page or here.

If you have any questions or concerns please feel free to contact the Information Security Team at informationsecurity@pvamu.edu

Visit our website