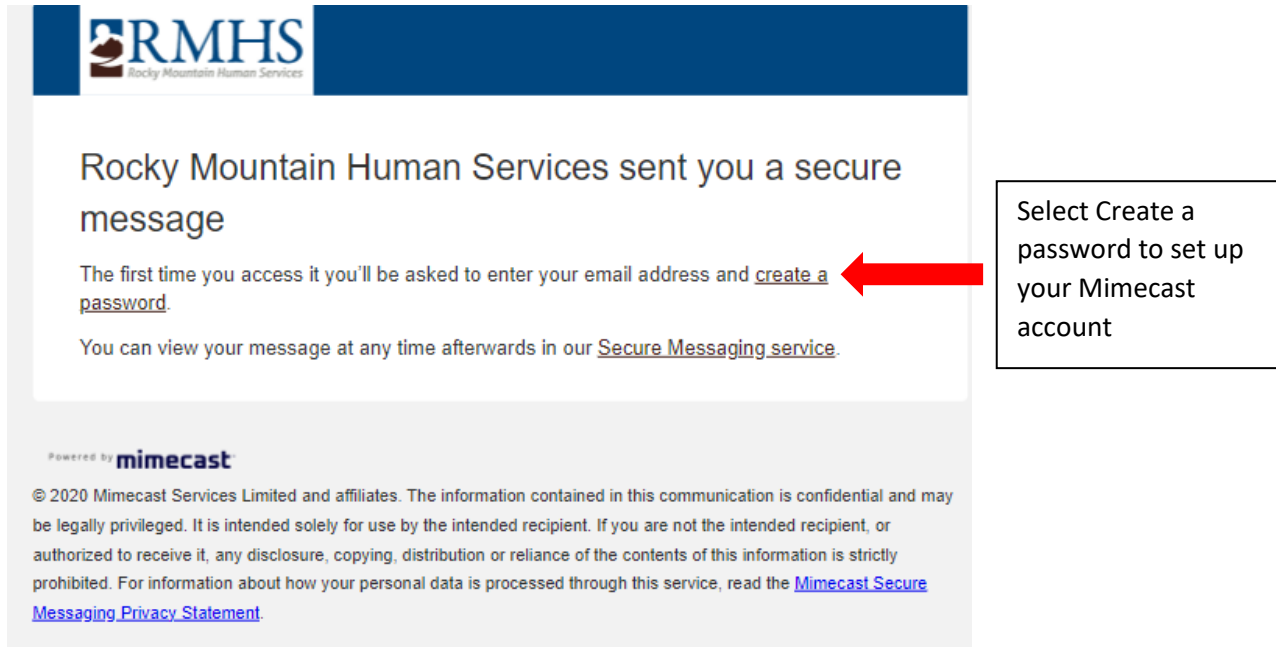


Creating and accessing your Mimecast account for the first time

- The first time that you receive a secure message you will require you to create a password to log into your Mimecast account



Rocky Mountain Human Services sent you a secure message

The first time you access it you'll be asked to enter your email address and [create a password](#).

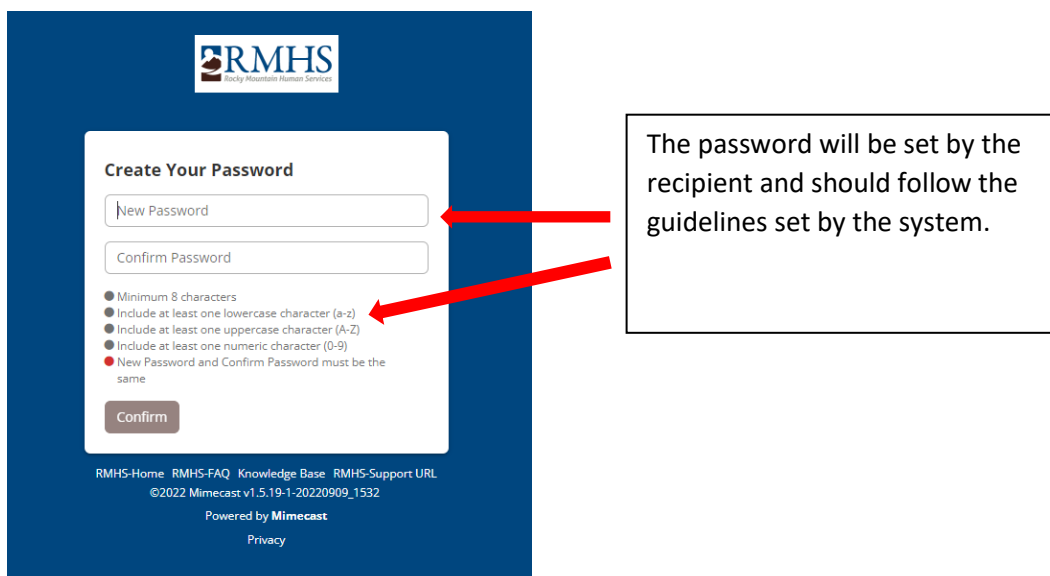
You can view your message at any time afterwards in our [Secure Messaging service](#).

Powered by **mimecast**

© 2020 Mimecast Services Limited and affiliates. The information contained in this communication is confidential and may be legally privileged. It is intended solely for use by the intended recipient. If you are not the intended recipient, or authorized to receive it, any disclosure, copying, distribution or reliance of the contents of this information is strictly prohibited. For information about how your personal data is processed through this service, read the [Mimecast Secure Messaging Privacy Statement](#).

Select Create a password to set up your Mimecast account

- The Email recipient will need to create a password when logging into the Mimecast system for the first time.
 - Note – Keep a record of the user created password. Your email address and this password will be your permanent log in information and you will not need to create a new password each time.



Create Your Password

New Password

Confirm Password

- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- New Password and Confirm Password must be the same

Confirm

RMHS-Home RMHS-FAQ Knowledge Base RMHS-Support URL
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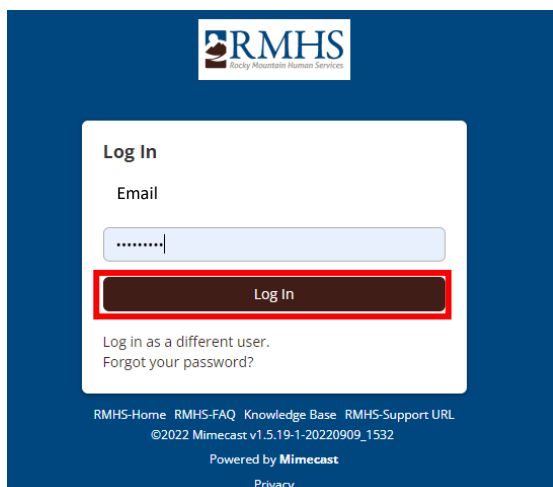
The password will be set by the recipient and should follow the guidelines set by the system.

- Once the recipient's password has been created, the recipient will be redirected to the log in screen where the recipient will enter their username (email) and their newly created password.
 - RMHS recommends that the user save or bookmark this page for future access to the Mimecast portal.
 - Providers are welcome to use the RMHS Mimecast portal to send secure messages to RMHS staff.



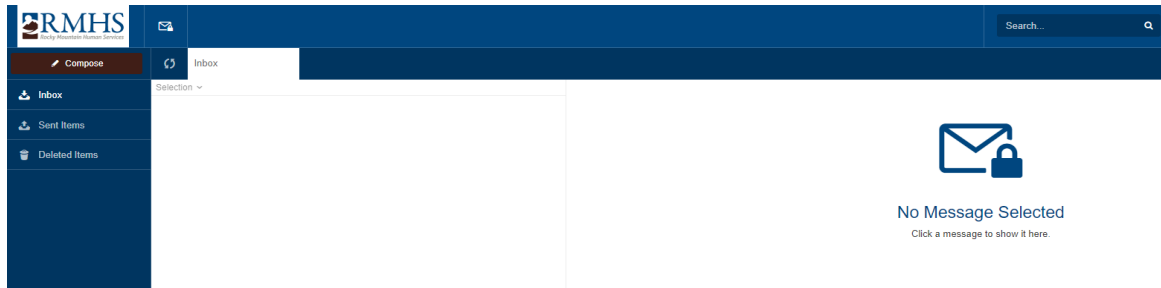
RMHS-Home [RMHS-FAQ](#) [Knowledge Base](#) [RMHS-Support URL](#)
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- The recipient will then need to enter the newly created password and select Log in



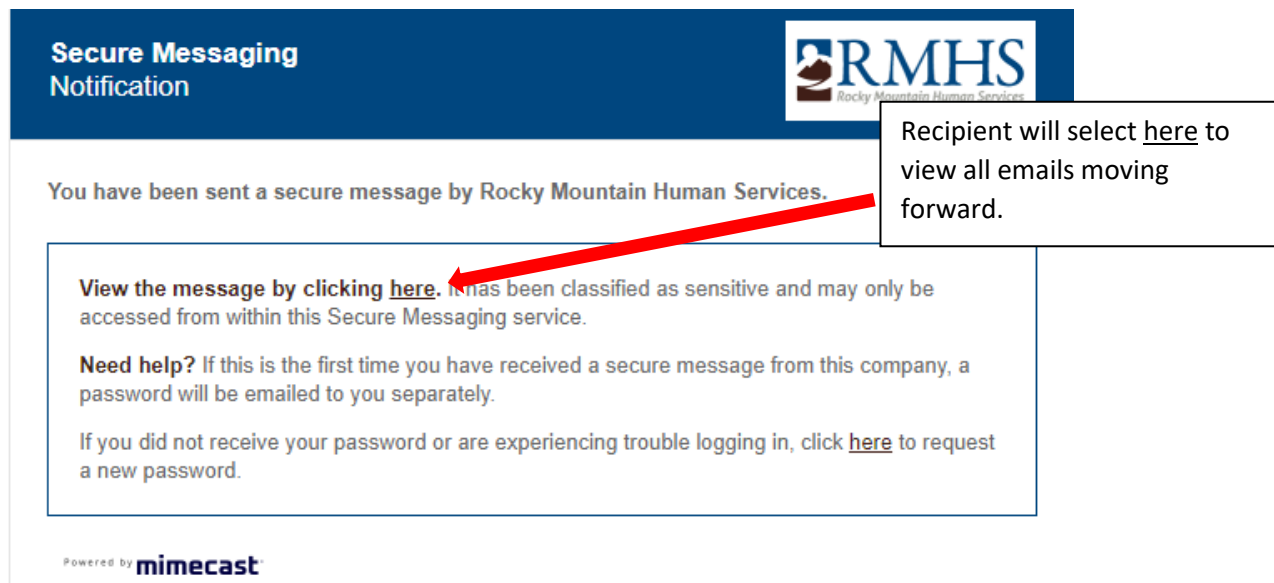
RMHS-Home [RMHS-FAQ](#) [Knowledge Base](#) [RMHS-Support URL](#)
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- Recipient will be logged into their Mimecast Inbox



Future Emails:

- Once the recipients account is set up, all new messages received through Mimecast will show the following message. Recipient will use their email address and the password previously set up.



The screenshot shows an email notification from RMHS. The header includes the text 'Secure Messaging Notification' and the RMHS logo. The main body of the email contains the following text:

You have been sent a secure message by Rocky Mountain Human Services.

View the message by clicking [here](#). It has been classified as sensitive and may only be accessed from within this Secure Messaging service.

Need help? If this is the first time you have received a secure message from this company, a password will be emailed to you separately.

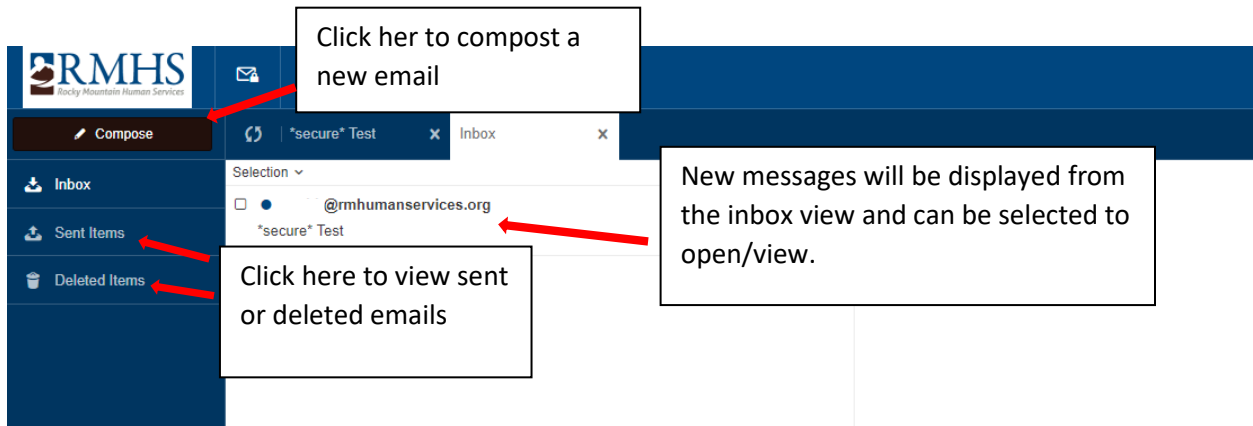
If you did not receive your password or are experiencing trouble logging in, click [here](#) to request a new password.

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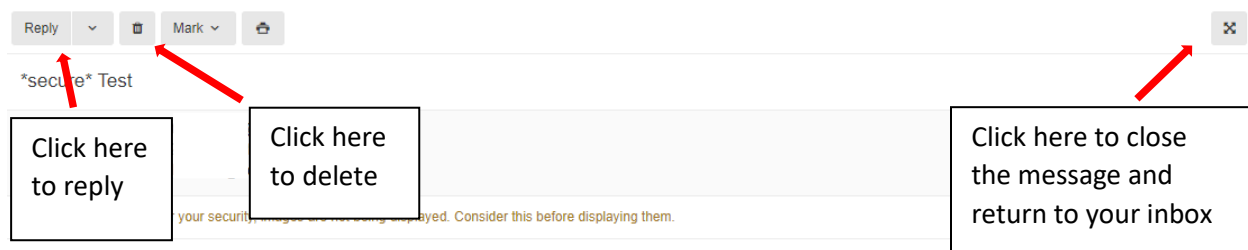
A red arrow points from a callout box to the underlined word 'here' in the first paragraph. The callout box contains the text: 'Recipient will select here to view all emails moving forward.'

General Mimecast Use

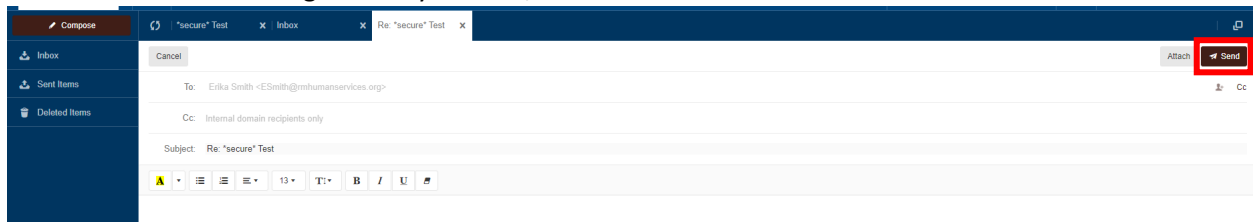
- The general appearance of your Mimecast account is similar to most email programs



- Recipient can reply to and delete messages from the Mimecast portal.



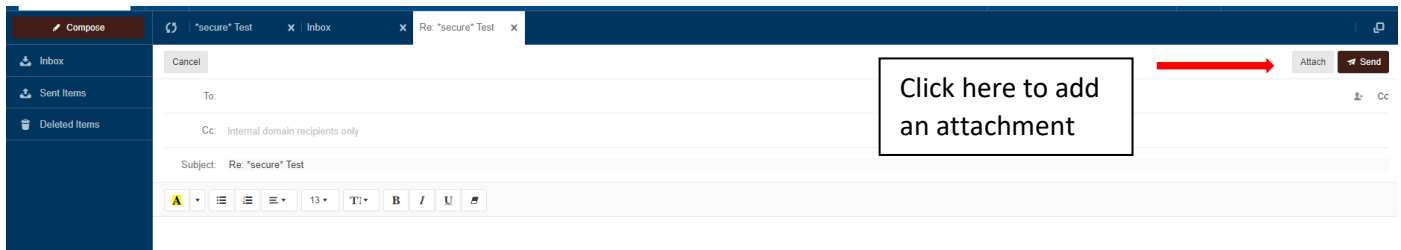
- When the message is ready to send, select the Send icon



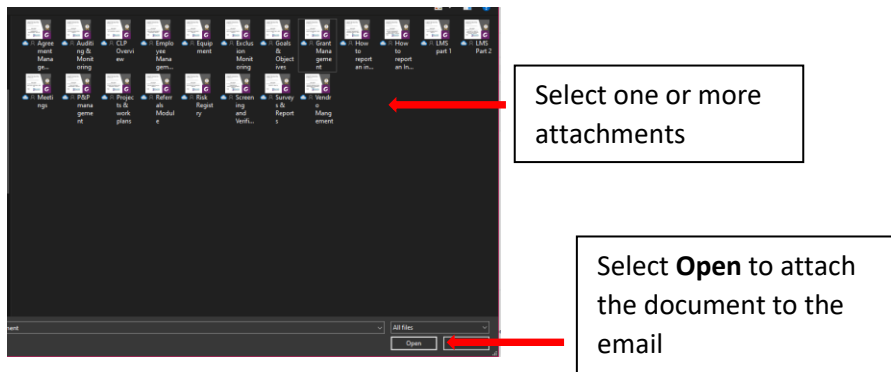
Note: Outside users can send emails to RMHS only through the Mimecast portal.

Adding Attachments

- User can add attachments to email responses.



- User can select one or more attachments when responding within Mimecast



- All attachments selected will be displayed in the attachments section of the email

