

# Mimecast Secure Mail Instructions

Hello, and thank you for choosing Cambridge Savings Bank! If you're reading this, there is a good chance that you have recently received an encrypted email from someone within Cambridge Savings Bank.

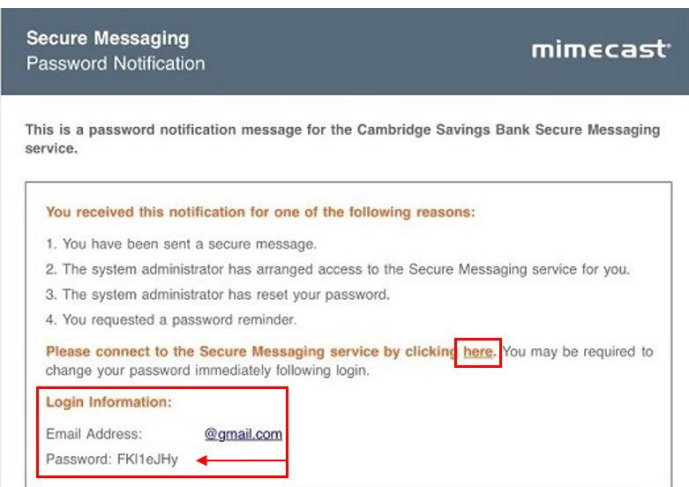
As an organization that is constantly handling sensitive personal information; your security is our top priority. While we have used various forms of encryption in the past, the latest tool that we are utilizing is powered by Mimecast and utilizes Transport Layer Security (TLS) to protect our communications.

If your organizational email system or your email provider (Verizon, Comcast, Gmail, etc.) is capable of accepting email over TLS, then you will not need to use this guide. If your organization is not utilizing encrypted mail delivery, then you will need to follow the steps outlined in this guide to access your secure mail inbox.

## 1. Welcome Email

If this is the first time that you are receiving a secure email, you will receive the email notification shown below. It is very important that you retain this email until you are able to successfully login to the platform. If you request a password reset, you will also receive this email notification.

To access the Secure Messaging System, click the [here](#) link within the email. You will then use your email address along with the temporary password provided in the email under **Login Information** to log into the Secure Messaging System.



The screenshot shows an email header with "Secure Messaging Password Notification" and the Mimecast logo. The main body of the email contains the following text:

This is a password notification message for the Cambridge Savings Bank Secure Messaging service.

**You received this notification for one of the following reasons:**

1. You have been sent a secure message.
2. The system administrator has arranged access to the Secure Messaging service for you.
3. The system administrator has reset your password.
4. You requested a password reminder.

Please connect to the Secure Messaging service by clicking [here](#). You may be required to change your password immediately following login.

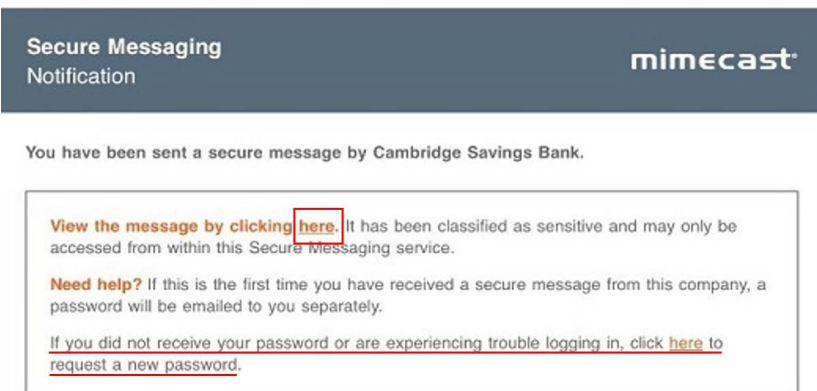
**Login Information:**

Email Address: @gmail.com  
Password: FK11eJHy ←

## 2. Secure Message Notification

If you have already created a profile within Mimecast, you will receive the email notification shown below.

To access the Secure Mail System, you will need to click the [here](#) link within each subsequent email that you receive. There is also a link within this notification where you can reset your password, if needed.



The screenshot shows an email header with "Secure Messaging Notification" and the Mimecast logo. The main body of the email contains the following text:

You have been sent a secure message by Cambridge Savings Bank.

**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.

### 3. Initial Login Screen

If you are accessing the Secure Mail System for the first time (or for the first time since resetting your password), you will be prompted to login using your email address and the temporary password that was sent to you via email.

Due to the complexity of temporary passwords, we recommend that you utilize your device's *Copy* and *Paste* function when entering your temporary password into the login box.

Upon successfully entering the correct temporary password, you will be prompted to create a new password. If you receive the error shown in the image to the right, simply close the current window and restart at **Step 1**.

**Please note:** Access to the Secure Messaging System is intended for the sole use of the intended recipient. Login details should not be shared with other parties.

### 4. Initial Password Setup

To create your Secure Messaging Password for the first time (or to reset a previously forgotten password), follow these steps:

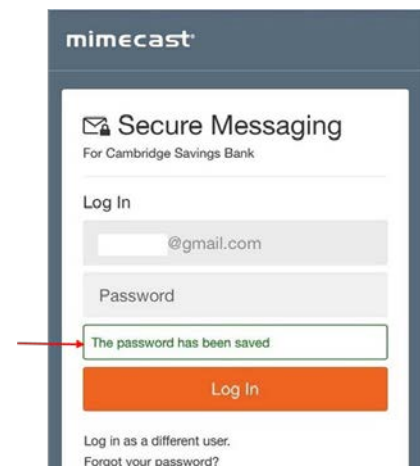
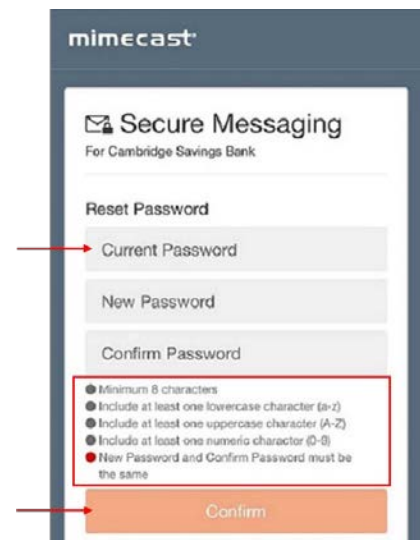
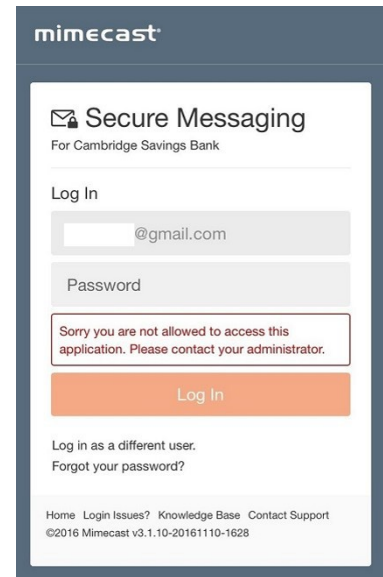
1. Enter the temporary password that was sent to you in the **Welcome Email** (see step 1) into the **Current Password** field.
2. In the **New Password** field, create a new password according to the password specifications outline in the image to the right.
3. Once your password meets all password specifications, the bullet points next to each requirement will change from black/red to green.
4. Click the **Confirm** button to submit the changes.

### 5. Password Confirmation Screen

Once you press Confirm, you will receive a confirmation screen indicating that your password has been saved.

From this screen, you will be able to log in using your email address and the password that you just created in **Step 4**.

If you need to reset your password, click the *Forgot your Password?* link and start the process over from **Step 1**.

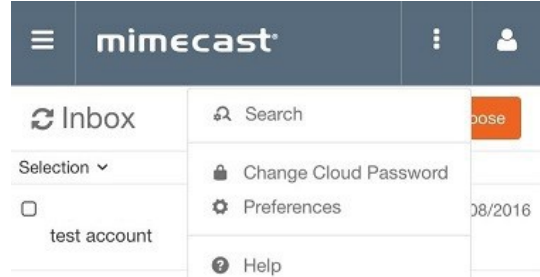


The following screenshots can be used as a reference for navigating the platform.

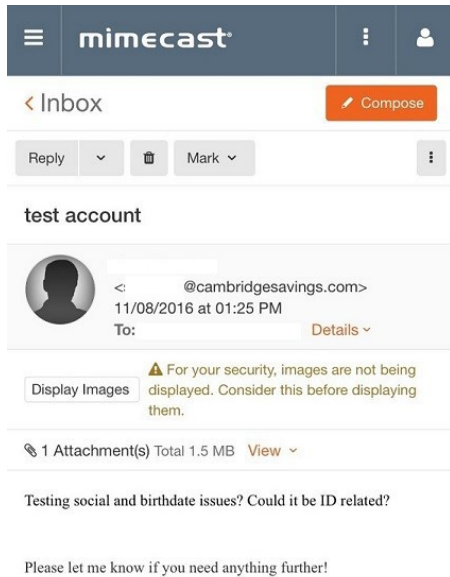
**Secure Mail Screen:**



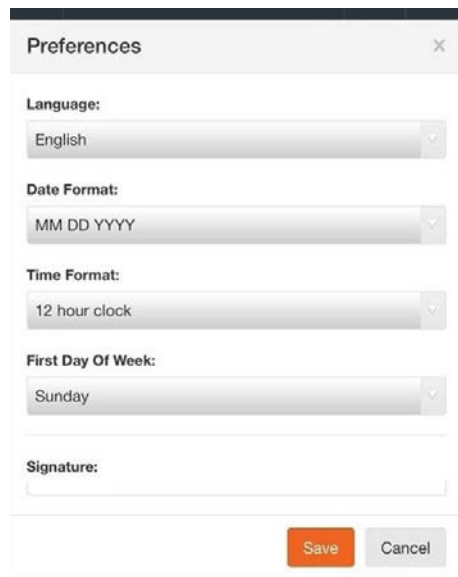
**Preferences & Settings Screen:**



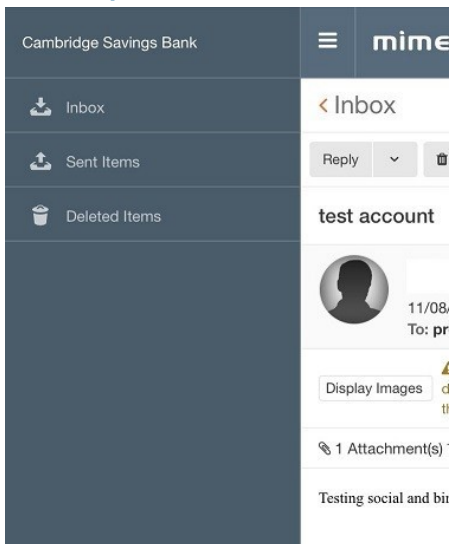
**Message Viewing Screen:**



**Changing Your Preferences Screen:**



**Menu Options Screen:**



**Logging Out Screenshot:**

