Human Resources

Secure Messaging Service Receiving Secure Emails from West Berkshire Council



Secure Messaging

Mimecast Secure Messaging provides a dedicated global platform for fast communication and ultimate email privacy. Get privacy today >



Table of Contents

What are Secure Messaging notifications?	3
How do I set up my Secure Messaging account?	4
How do I log into my Secure Messaging account?	7
What does the Secure Messaging mailbox look like?	9
How do I open a secure email?	10
How do I open an attachment?	12
How do I reply to a secure email?	13
How do I send a new secure email?	15
How do I reset my Secure Messaging service password?	16

Created by the Training Team at West Berkshire Council. WBC/HR/KT/0116/1.0

What are Secure Messaging notifications?

When West Berkshire Council sends you a secure email, the message itself doesn't appear in your mailbox. You receive a notification email containing a link to our Secure Messaging Service along with instructions on how to access it.

The following examples show how these notification emails may appear in two commonly used email accounts.



Secure Messaging Notifications from West Berkshire Council are always addressed in the following way:

- From Domain postMaster address <postmaster@westberks.gov.uk>
- Subject Secure Messaging Notification



How do I set up my Secure Messaging account?

If this is the first time that you have received a Secure Messaging Notification from West Berkshire Council, you will also receive a Secure Messaging Password Notification. This enables you to set up your Secure Messaging account for the first time.

To access your secure email(s):

- Open the Secure Messaging Password Notification email
- Make a note of your temporary password at the bottom of the
 message (you will be required to change this when you login)

•	Domain postMaster address <postmaster@westberks.gov.uk> to me 💌</postmaster@westberks.gov.uk>	15:16 (3 minutes ago) 🔆 🔺 🔸
N	Secure Messaging Password Notification	😻 West <u>Berkshire</u>
	This is a password notification message for the West Berksh service.	nire Council Secure Messaging
	You received this notification for one of the following rear 1. You have been sent a secure message. 2. The system administrator has arranged access to the Secu 3. The system administrator has reset your password. 4. You requested a password reminder.	sons: Ire Messaging service for you.
	Please connect to the Secure Messaging service by clicki change your password immediately following login. Login Information: Email Address: Joe bloggs@acompany.com	ing here Kou may be required to

Click on the link to connect to the Secure Messaging service?

The Secure Messaging login box will appear.

• Type your email address and click Next



Next

Type your temporary password and click Log In



You will now be prompted to change the temporary password to one of your own choosing.

 Type the temporary password into the first box and then type your new password into the other two boxes



Your password must meet all the criteria shown at the bottom of the password panel.

- 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

Once you have entered a valid password click Confirm



The Secure Messaging Log in screen will be displayed.

- Type your email address and new password
- Click Log In



Your Secure Message mailbox will open.

Log In

How do I log into my Secure Messaging account?

Once you have set up your Secure Messaging account, you can return to it in the following ways:

Click on the link in any Secure Messaging Notification _____

Secure Mess	aging Notification 📄 Inbox x		
Domain p to me ▼	postMaster address <postmaster@westberks.gov.uk></postmaster@westberks.gov.uk>	15:16 (2 minutes ago) ☆	•••
	Secure Messaging Notification	🐮 West Besterne	
	You have been sent a secure message by West Berkshire Council.		
	View the message by clicking here. It has been classified as sensitive accessed from within this Secure Messaging service.	e and may only be	
	Need help? If this is the first time you have received a secure message password will be emailed to you separately.	from this company, a	
	If you did not receive your password or are experiencing trouble logging a new password.	in, click <u>here</u> to request	
	Powered by mimecast		

Go to the following web address:
 <u>https://westberks.login-uk.mimecast.com/m/secure</u>

The Secure Messaging Log in screen will be displayed.

• Type in your email address and click Next

(<) (<) ((<) (() () M Secure Messar () (<li< th=""><th>ging Notification व West Berkshire Council Sec × 🔹 🏠 🔅</th></li<>	ging Notification व West Berkshire Council Sec × 🔹 🏠 🔅
	Log In joe.bloggs@abccompany.com ×
Secure Messaging Mimecast Secure Messaging provides a dedicated global platform for fast communication and ultimate email privacy. Get privacy today >	
	Home Login Issues? Knowledge Base Contact Support @2015 Mimecast v3.0.8-2:20151215_1550 Powered by mimecast

Log In

• Enter your password and click Log In



What does the Secure Messaging mailbox look like?

Once you have logged in, the Secure Messaging mailbox looks similar to other web based email accounts. This is where any secure email messages from West Berkshire Council will be held for you.

When you log into the Secure Messaging service for the first time, your Inbox will be displayed (as shown below).



When you receive a Secure Messaging Notification and click on the link to view the message, the Secure Messaging mailbox will open with the message automatically displayed in full (as shown below).



How do I open a secure email?

📥 Inbox

Your inbox displays a list of secure emails received from West Berkshire Council employees and councillors.



To display an email in the reading pane on the right of the inbox:

Click on an email in the index pane

https://westberks.login-uk.m	nimecast.com/m/secure/app/#/inbox 🔎 🗸 🕯	🔽 😳 OpenScape WebClient M Secure Messaging Notif 🖼 West Berkshire Coun 🗙 🕼 🔀 😂
₩WestBerkshire 🗠		Search Q <joe.bloggs@abccompany.com></joe.bloggs@abccompany.com>
Compose	C) Inbox x	g.
📩 Inbox	Selection v	Reply 🗸 🗴 Mark 🗸 🏯
🕹 Sent Items	[secure] Training Course Information	[secure] Training Course Information
Deleted Items	o jane.doe@westberks.gov.uk % 16:14 [secure] Course List	Jane Doe <jane.doe@westberks.gov.uk> 28/01/2016 at 16:21:25</jane.doe@westberks.gov.uk>
	□ John Smith 14:14 RE: [secure] test email	For your security, images are not being displayed. Consider this before displaying Display Images
	□ John Smith % Yesterday [secure] test email	mem. Hi Joe, here are the details of the courses you were interested in.
		Regards,
		Jane Doe
		IT Trainer
		Training Team West Berkshire Council
<		www.westberks.gov.uk

To fully open an email in the index pane:

• Double click on an email in the index pane



How do I open an attachment?

Attachments are shown just above the message in the email.

• Click the Attachment(s) link to display the files



A list of all the attached files will be displayed.

Click the word Download on the right of a file name

Reply - 🖬 Mark - 🚖	×
[secure] Course List	
Jane Doe <jane.doe@westberks.gov.uk> 28/01/2016 at 16:14:58</jane.doe@westberks.gov.uk>	~
A For your security, images are not being displayed. Consider this before displaying them.	Display Images
1 Attachment(s) Total 45.0 KB	<u>^</u>
Word 2007 courses.doc (45.0 Ki) Download	
Hi Joe,	
Here is the document you requested.	

Your operating system will probably ask you to confirm whether you want to Open or Save the file.



If you choose Open and have the correct software installed, the file should then open.

How do I reply to a secure email?

The Secure Messaging Service allows you to reply to any emails you receive. However you cannot forward or copy the email on to anyone else.

To reply to an email received in your Secure Messaging mailbox:

Reply ~

• Click **Reply** or click the down arrow and choose **Reply to All** at the top of the message



• Complete the message

Cancel	Attach	🛪 Send
To: 'jsmith@xyzcompany.com' <jsmith@xyzcompany.com <jane.doe@westberks.gov.uk="" doe="" jane=""></jsmith@xyzcompany.com>		🛂 Cc
Cc: Internal domain recipients only		
Subject: Re: [secure] Delegate List		
$\begin{tabular}{cccccccccccccccccccccccccccccccccccc$		
Thanks Jane, that's just want I needed. Regards Joe		^
From: "Jane Doe" <jane.doe@westberks.gov.uk> Date: Fri Jan 29 11:36:46 GMT 2016 To: "" <joe.bloggs@abccompany.com>,"jsmith@xyzcompany.com" <jsmith@xyzcompany.com> Cc: Subject: [secure] Delegate List</jsmith@xyzcompany.com></joe.bloggs@abccompany.com></jane.doe@westberks.gov.uk>		
Please find attached a list of delegates who have attended training in the last financial year.		~

If you want to attach a file to the email:

Attach

Open

- Click Attach
- Browse your computer, select the file you want to attach and click
 Open

Choose File to Upload Cocuments ▶ 1 Network Socuments ▶ 1 Network Socuments ▶ 1 Network Socuments ▶ 1 Network	Drive	▼ ⁴ ₂	Search 1 Network Dr	ive P
Organize 🔻 New folder				
🔆 Favorites 💻 Desktop		Documents libra	Arrange by:	Folder 🔻
Downloads		Name		Date modified
Manuals (Ex G Drive)	E	MEWSLETTER		14/07/2015 15
🕌 EXCEL				
🥃 Libraries				
Documents				
J Music				
Pictures				
H Videos				
🖳 Computer				Þ
File <u>n</u> ame: NEWSLETT	ER	•	All Files (*.*) <u>O</u> pen	▼ Cancel

A list of attachments will appear beneath the email subject.



If you have finished writing your reply:

🛪 Send

• Click Send

How do I send a new secure email?

You don't just have to reply to emails you have received. You can log into your Secure Messaging account and compose a new email.

Click Compose

A blank email message will open.

https://westberks.login-uk.m	imecast.com/m/secure/app/#/compos 🔎 🗧 🖒 M Secure Messaging Notification 🖼 West Berkshire Council Sec 🗙 🕠 🔀 🔅
😻 West Berkshire 🛛 🗠	Search Q 🚨 🏠
Compose	() [secure] Delegat x Message x
📩 Inbox	Cancel Attach 🛪 Send
🛃 Sent Items	To: Internal domain recipients only
Deleted Items	Subject
	1

 Click the **To** box and either select an address from the ones suggested (these will be people who have previously contacted you from West Berkshire Council)

OR

- Type in a valid West Berkshire Council email address (for example jane.doe@westberks.gov.uk)
- When the Add prompt appears, click it to finish entering the email address



🛪 Send

Complete the email message and click Send

How do I reset my Secure Messaging service password?

Whenever you receive a Secure Messaging Notification, it will contain a link so that you can request a new password.

Secure Messaging Notification D Inbox x	÷ 🛛
Domain postMaster address <postmaster@westberks.gov.uk> to me ▼</postmaster@westberks.gov.uk>	27 Jan (2 days ago) 📈 🔺 🔻
Secure Messaging Notification	😻 Westligtkshing
You have been sent a secure message by West Berkshire Co	uncil.
View the message by clicking <u>here</u> . It has been classified as accessed from within this Secure Messaging service.	s sensitive and may only be
Need help? If this is the first time you have received a secure password will be emailed to you separately.	message from this company, a
If you did not receive your password or are experiencing trouble a new password.	le logging in, click <u>here</u> to request
Powered by mimecast	

Click the link to reset your password

The Secure Messaging password reset screen will open in your web browser.

Enter your email address and click Reset Password



• The Secure Messaging window will confirm that an email has been sent to your email account



Open your email account and look for a Secure Messaging
 Password Reset Confirmation

G <mark>oogle</mark>	~ Q		0 🗛
Gmail •	C More * 1-5	50 of 412 < >	\$ -
COMPOSE	🕰 Primary 👱 Social 📎 Promotions	+	
Inbox (47) Starred	🗌 🚖 🕞 Domain postMaster address 🛛 Secure Messaging Password Reset Confirmation - Secure Messaging Pa	assword Reset Con	14:25
Important Chats	🗌 🏠 📄 Domain postMaster add. (2) Secure Messaging Notification - Secure Messaging Notification You have	been sent a secure	14:11
Sent Mail			

• Open the message and click on the link to reset your password v



The Secure Messaging window will open in your web browser and you will be asked to change your password.

Confirm

• Enter your new password in the two fields and click Confirm



You will now be prompted to Log into your Secure Messaging account in the normal way using your new password.