

HOW TO

Release an email held in Mimecast via the website

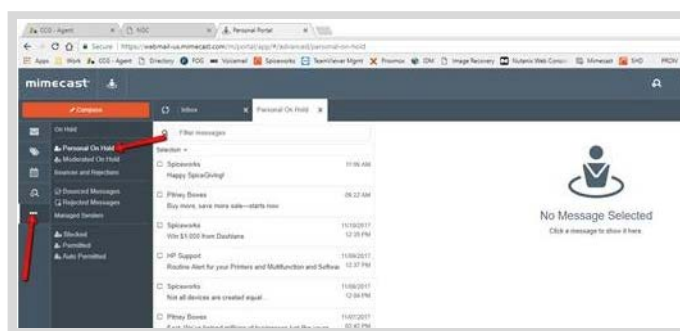
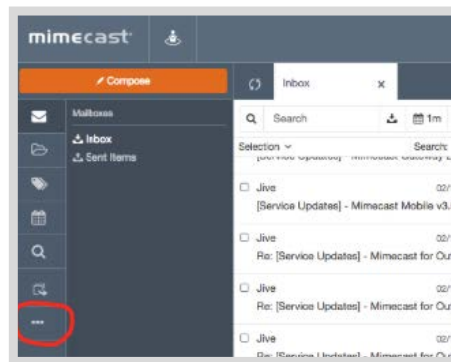
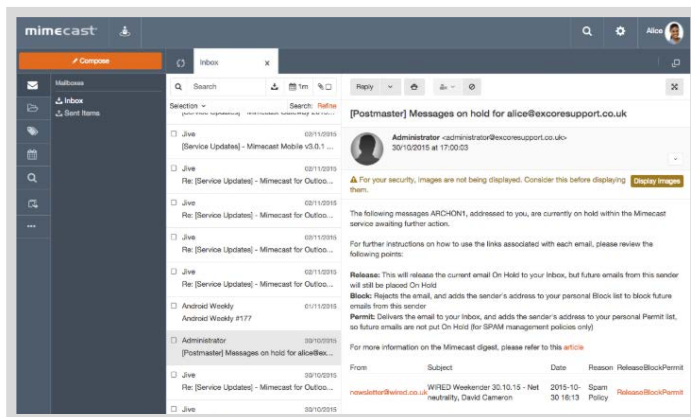
How end users and moderators can release email messages in the on hold queues in the online Mimecast Personal Portal.

Your administrator has policies in place that place messages on hold. These could be based on spam, attachment, or content examination policies, designed to prevent unwanted emails from reaching your Inbox.

The **Personal On Hold viewer** allows you to view the emails that have been held, and decide if you want to release them or reject them, individually or in bulk.

To release an email:

1. Select the **Advanced** icon. (Three dots)
2. Select **Personal On Hold** from the menu
3. Select either a single email or multiple emails
4. Using the **Release** icon, select one of the following desired actions:



Menu option

Description

Release Email

The email is removed from the viewer and is delivered to your Inbox. Future emails from the sender may be Held.

Release Email & Permit Address

The message is removed from the viewer and is delivered to your Inbox. A Permitted Senders Policy is created for the sender's email address, meaning future messages from the sender are delivered straight to your Inbox.

Release Email & Permit Domain

The message is removed from the viewer and is delivered to your Inbox. A Permitted Senders Policy is created for the sender's domain, meaning future messages from it are delivered straight to your Inbox.