

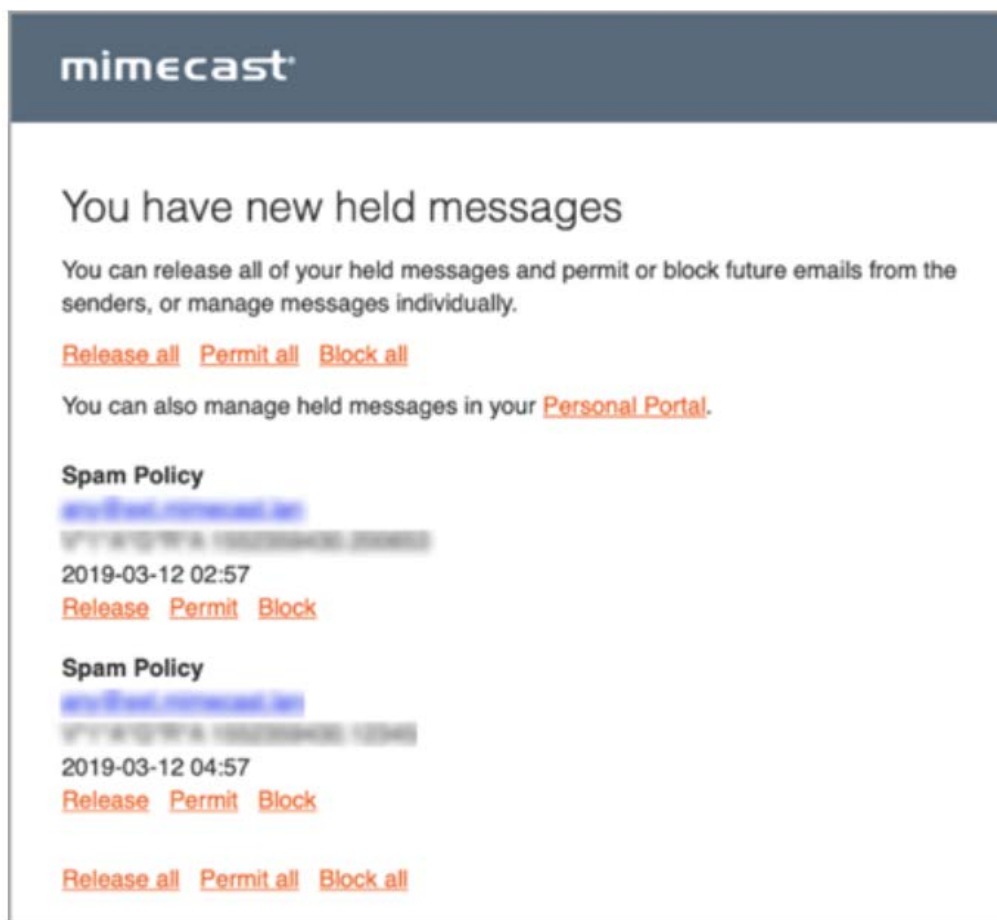
HOW TO

Use the Mimecast Digest Email

How end users can use the Digest Email to view and control messages that are in the Mimecast Hold Queue.

Your administrator has created policies to ensure messages containing potential junk / spam content, or specific attachments aren't delivered directly to your Inbox. Instead they are held in a quarantine area, called the Hold Queue.

An example digest is displayed below but your administrator may have customized the digest to include your branding, specific wording, and other details.



You can view and control these messages, without having to contact your administrator, by using the automated digest sent to your Inbox.

The frequency of the digest is controlled by your administrator, and displays a summary of your messages in the Hold Queue. If there are no messages in the Hold Queue, you'll not receive the digest.

Using the Digest

The digest lists the actions you can take to ensure legitimate messages aren't missed and that they are released to your Inbox. The actions you can take are listed below, together with details of what happens to the held messages and all future messages from the sender. Each message in the digest must be actioned individually.

Action	Example Scenario	Message Delivery	Future Messages
Release / Release All	<p>You've checked the message details displayed in the digest. You:</p> <ul style="list-style-type: none"> • Aren't expecting the messages. • Think the content could be useful. • Do not want to add the sender to your personal allow list. 	Removes the messages from the Hold Queue, and they are delivered it to your Inbox provided it passes virus scanning, content, and attachment policies.	Messages from the sender are still subject to your administrator's policy checks (e.g. spam content, specific attachments) so may be sent to the Hold Queue.
Permit / Permit All	<p>You've checked the message details displayed in the digest. You:</p> <ul style="list-style-type: none"> • Are expecting the message. • Recognize the sender as someone you have had previous contact with. • Want to add the sender to your personal allow list. 	Removes the message from the Hold Queue, and they are delivered it to your Inbox provided it passes virus scanning, content, and attachment policies.	Messages from this sender bypass all spam checks and are delivered to your Inbox, provided they pass virus scanning, content, and attachment policies.
Block / Block All	<p>You've checked the message details displayed in the digest. You:</p> <ul style="list-style-type: none"> • Do not recognize the sender or the message's content. • Suspect it could be malicious. • Want to add the sender to your personal block list. 	Removes the message from the Hold Queue, but doesn't deliver the message to your Inbox.	The sender's email address is added to your personal block list. Messages from them are rejected, and won't be delivered to your Inbox.

Warning: As you can regulate the messages you accept into your inbox, it is crucial for you to understand the significance of each action before deciding what action to apply to each message.

Frequently Asked Questions

Q: What happens to the messages if I take no action on messages in the digest?

A: You don't have to take action on messages in the digest, but we encourage you to do so. If no action is taken on the messages in the digest, you won't be reminded about them and they'll expire from the Hold Queue after 14 days. After this period, messages can be retrieved from your personal email archive.

Q: I've received the following notification when I clicked on an action link. What does this mean?



A: The action links in the digest are only valid for 14 days. The above notification is displayed if you attempt to release, block, or permit a message after this time period, or if the message has previously been released or blocked.

Q: I can't see all the options in the digest email (e.g. Release All). Why is this?

A: The actions you can perform on the listed messages is controlled by your Administrator. Contact them to discuss your requirements to action digest set messages.

Q: I received a digest notification recently for a message but didn't action it. Today I received a further digest notification for a different message, but it didn't include the held message from a few days ago. Why is this?

A: Each digest notification only displays details of newly held messages. This is deliberate so as not to spam users with messages. If you receive many digest notifications, try creating a rule in your email client to move them to a separate folder.