

Mimecast



The Pensions Trust's Secure Email System



The Pensions Trust

Mimecast - The Pensions Trust Secure Email System

The Pensions Trust's Information Security Policy states our employees must send confidential data in a secure manner. This presents a challenge for email which can be likened to sending a postcard through the post, in that anyone can read it whilst it travels from A to B. Therefore, if email is to be used as a transmission medium, it must have an additional layer of security applied to it.

To achieve this, The Pensions Trust has chosen Mimecast as its email security partner. In using Mimecast email that is considered confidential is held on the Mimecast system and not transmitted to the recipient. The recipient then receives an email message telling them that they have a secure message waiting for them.

At the bottom of the email message there is a link that once clicked will take the recipient to the Mimecast login page. This login and all subsequent communication then takes place over an encrypted browser session. The recipient logs in to see the secure email sent to them by The Pensions Trust. Please note: it is possible to reply to email within the system but an email cannot be forwarded on. Neither can new email messages be composed.

If the recipient has not used the system previously they must go through a onetime registration process, which is detailed below.

If the recipient forgets their password they can contact The Pensions Trust to have it reset.

The Mimecast system can be likened to a webmail account such as Hotmail or Gmail with folders on the left and an email summary on the right. It is hoped that this approach makes the system familiar and easy to use for everyone.

To Register

1. If this is the first time you have received a secured email from The Pensions Trust via the Mimecast system, you will receive two messages. The first is the notification of the email having been sent to you, then the second one serves as notice of your initial logon details. Examples of these messages can be seen below:

First email (email notification) as follows:

This is a Closed Circuit Message (CCM) notification from The Pensions Trust

An employee of The Pensions Trust has sent you a message which has been classified as sensitive and which may only be viewed online within the Mimecast service.

If this is the first time that you have received a message like this, then you should also receive a second email which is a password notification message containing initial logon information. Please follow the instructions contained within the password notification message in order to proceed.

Alternatively, your message can be viewed at:

[\(Link to your message here\)](#)

Second email (if the recipient is not already registered) as follows:

*This is a password notification message for the Mimecast service.
You may have received this notification for one of a number of reasons ...*

- 1. An employee of The Pensions Trust may have sent you a sensitive message which can only be viewed online.*
- 2. A system administrator may have arranged access to the service for you.*
- 3. A system administrator may have reset your password.*
- 4. You may have requested a password reminder.*

Please connect to the Mimecast service using the following connection information and credentials. Please note: you will be required to change your password immediately following logon.

Connect to:

([Link to website here](#))

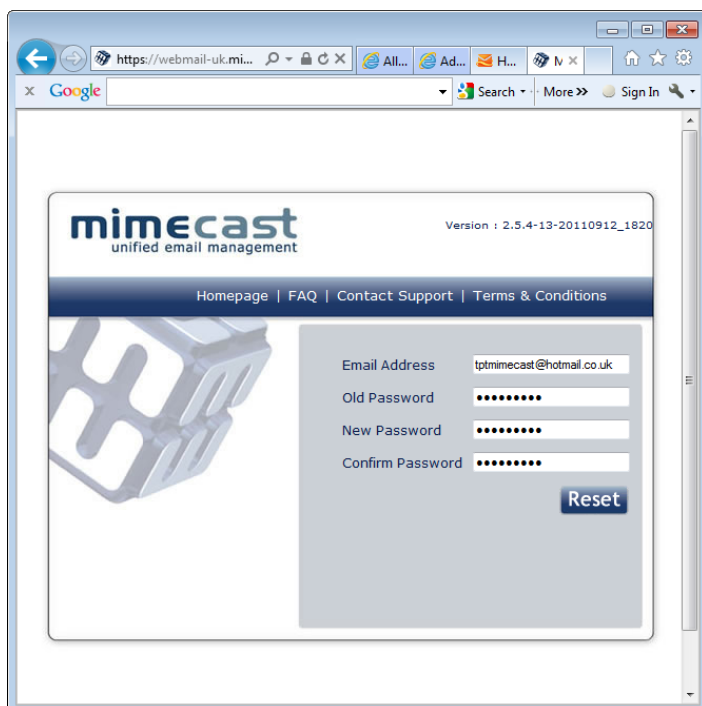
Login Information:

Email Address : **Your email address**
User Name : *Leave this field blank*
Password : **Initial password assigned to you**

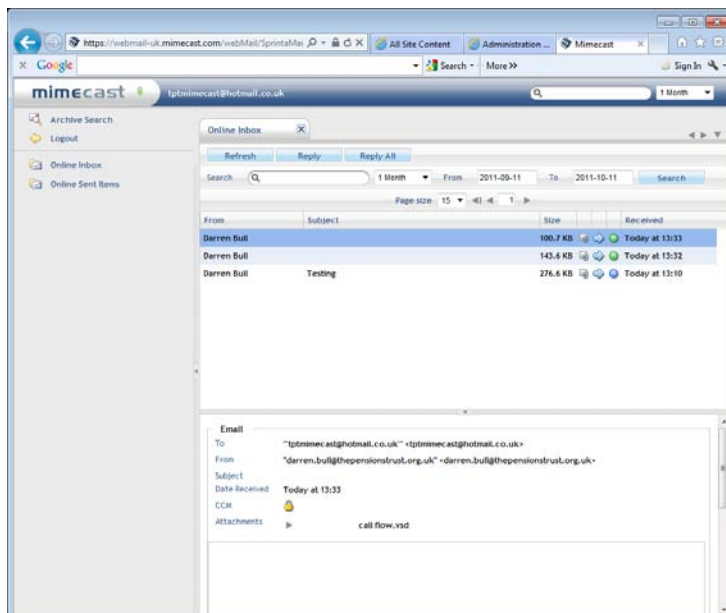
2. Click the link at the bottom of the second message to be taken to the Mimecast website. You should logon using the email address and password specified at the bottom of the second email (as noted in bold above).



3. You must then reset the default password to something only you know. You will only have to go through this process once.



4. Once logged in, you will see all secure email sent to you from The Pensions Trust. Please note: you can only reply to email, you cannot forward it on or create new secure messages.



5. Next time you receive a secure message please just click the link at the bottom of the email, enter your email address, password and login.

Please note: if you forget your password please contact The Pensions Trust on 0845 121 7804.



The Pensions Trust

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