

Mimecast Mobile Device App (Apple & Android)

EFDC Quick Start Guide

For full review and training guide please watch the following Mimecast Video –

Note some of the screens/icons in the video may look slightly different to yours, but their function is the same.

<https://youtu.be/5Epz2-a7Nho>

let's Get Started

First - Download the app from the App Store (Apple) or Play store (Android)

1. Run the app and touch “Get Started”.
2. Enter your email address, touch “Next”.
3. Enter your password & touch “Domain Authentication”, (please contact the service desk if you have problems with your password), touch next.
4. Enter a New Passcode – this is a 6-digit code of your choice that will be used to open the app if you do not have face or fingerprint recognition.

Note : The app will automatically stop after 15 mins of inactivity – you will have to login to the app again.

You will now see your inbox

1. Touch any email to view it.
2. Swipe up/down to view other email.
3. Touch the ‘Magnifying glass’ to search.
4. Touch the ‘Red Pencil’ to compose/send new email.

Within an email

1. Touch the arrow at the top of the email to reply/forward mail.
2. Use arrow keys at the bottom of the mail to browse forward and back.

Composing an email

1. Touch the ‘Red Pencil’.
2. Enter the details of the email as required.
3. Touch the ‘Paper Clip’ to add an attachment.
4. Touch the ‘Red Send’ button to send the email.

Continue over ...

Advanced Options

1. Click the ellipsis (3 horizontal bars top left)
2. A list of options are available, these include -
 - a. Sent mail
 - b. Folders
 - c. On Hold Messages – commonly SPAM etc.
 - d. Bounced & Rejected Messages – messages that have been sent to you but are not delivered.
 - e. Advanced search features.

For more detailed use of these features please watch the training video.

Things to bear in mind

- i. You cannot delete any mail from the Mimecast archive.
- ii. You cannot view calendars.
- iii. Never install the app on any device that is not personally owned by you or Epping Forest District Council.
- iv. Your device does need an internet connection for the app to work, no data is copied to the device (for security reasons).

If you have any problems connecting to your mailbox or using the app please contact the ICT Service Desk.