



Iqarus Secure Emails: Powered by Mimecast

Access guide for users

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Revision History

Date	Rev	Description	Authored by	Approved by
Feb-2019	1	Creation	Andrew Ransom	David King

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1 About Iqarus Mail Encryption.


Iqarus takes the security of sensitive data seriously. To ensure the safety of sensitive data, we have implemented a best in class secure email system powered by Mimecast to provide you with a safe environment to receive sensitive data.

Secure Messaging by Mimecast provides a user friendly, secure channel for sending and receiving sensitive information via email. It uses the power of the Mimecast Gateway to delivery emails in a secure way. The messages are sent via the Mimecast Gateway and accessed by the user using the Mimecast Secure Messaging Portal. This means the messages are not passed through the recipients email server, and so can only be seen by the recipient.

2 Accessing the Iqarus Secure Messaging Portal.

2.1 First Time access.

All Iqarus clients will be granted access to the Mimecast Secure Messaging Portal automatically when they receive their first secure message from us. This will be communicated to you by an email asking you to set a password. Please see example below.

Secure Messaging Password Notification 

This is a password notification message for the Iqarus Secure Messaging service.

You received this notification for one of the following reasons:


1. You have been sent a secure message.
2. The system administrator has arranged access to the Secure Messaging service for you.
3. The system administrator has reset your password.
4. You requested a password reminder.

Please connect to the Secure Messaging service by clicking [here](#). You may be required to change your password immediately following login.

Login Information:

Email Address: [Your.Email@Company.co.uk](#)

Password:

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Follow the **click here** prompts to open the Secure Messaging Portal and enter the email address and password provided in the email. You will be asked to change your password:

Secure Messaging

Reset Password

Current Password

New Password

Confirm Password

- 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

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Ensure your new password matches the complexity requirements shown. A green tick should appear beside each rule once your password has met the criteria. Click **Confirm** to finish:

Secure Messaging

Reset Password

.....

.....

.....|

- ✓ 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

[Home](#) [Login Issues?](#) [Knowledge Base](#) [Contact Support](#)
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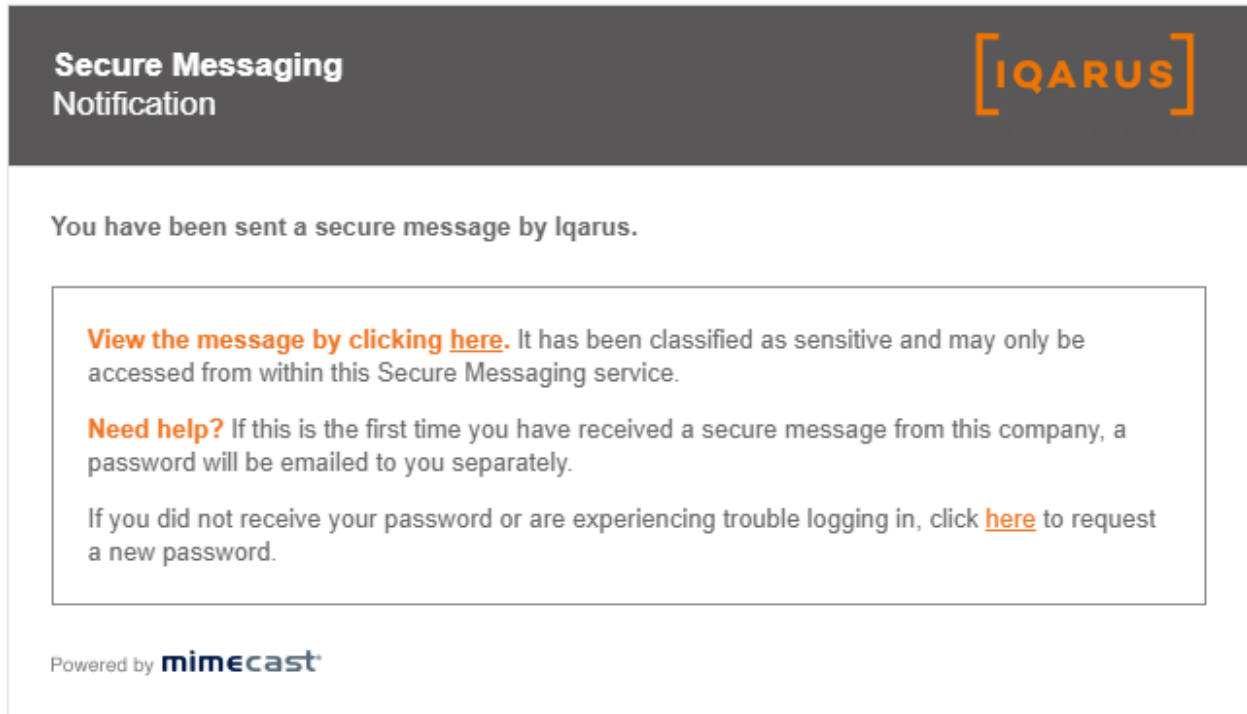
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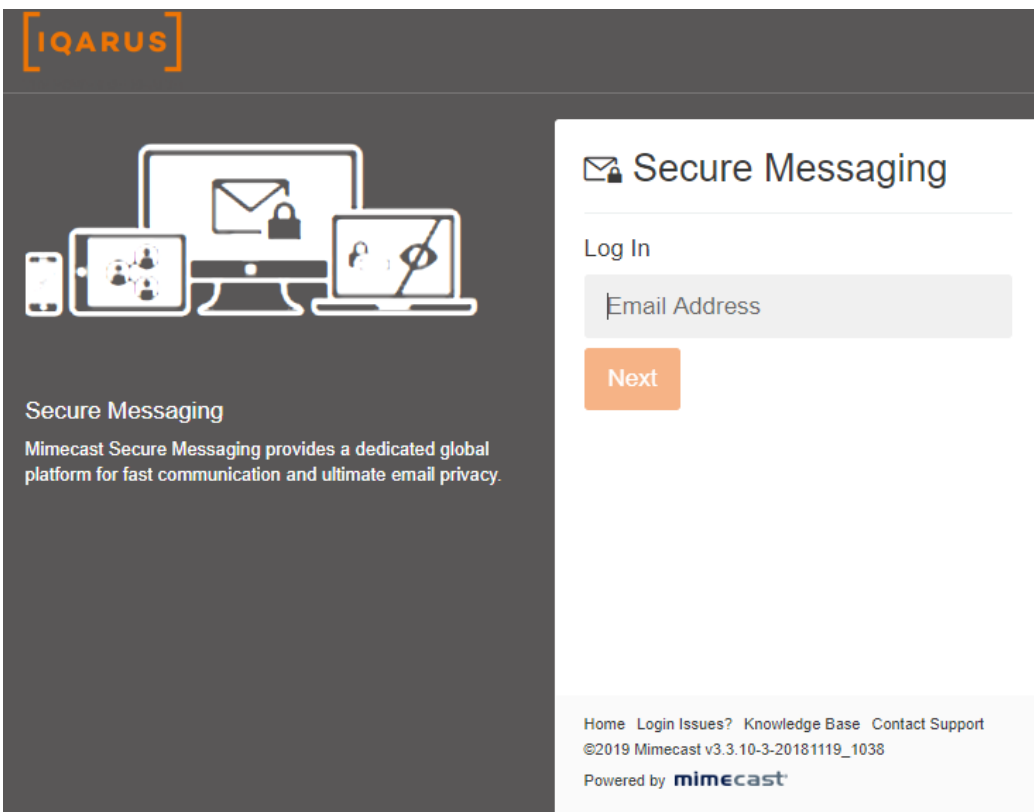


2.2 Receiving A Secure Message to A Personal Email Address.

Each time you receive a secure message from Iqarus, you will receive a notification in your inbox that looks like this:



Clicking on the **first click** here prompt will open your browser and take you straight to the Mimecast Secure Messaging Portal. It should look like this:

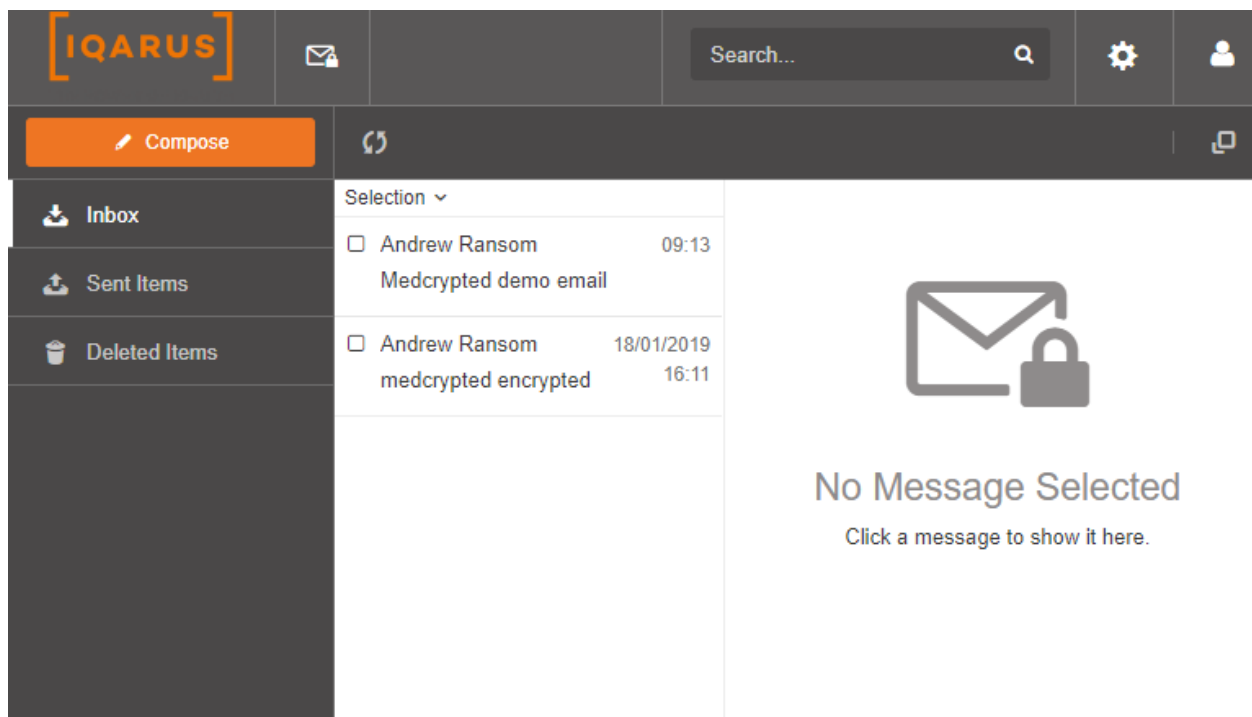


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Enter your email address and click **next**. Then enter your password and click **Log in**. When you have successfully logged in, the Secure Messaging Portal will open and you will see all messages that you have been sent:



Click on any message to read it. You will be able to download the attachment to transfer into your system. You may reply to the message however to ensure the security of the email, you will not be able to forward it.

2.3 Receiving A Secure Message Sent to A Group or Shared Mailbox.

If a secure message is sent to a shared mailbox or distribution list, for example: OHdept@client.com. You may still access the portal in the same way however note that you must log into the portal as the email address that the secure message was sent to.

If several people monitor or use this address you will need to ensure that anyone who needs access knows the password. Please ensure this is shared securely via an encrypted password database etc. Please do not use weak passwords such as Password123! or Aberdeen123! Etc. Do not write the password down.

2.4 Sending A Secure Message Back to Iqarus.

If you need to send confidential or medical data back to Iqarus. Login to the Mimecast Secure Messaging Portal using a link from a secure messaging notification. Click the "Compose" button and compose the email as you would any normal email.

When entering the recipient address, click the **add email.address@company.co.uk** prompt that appears to add the recipient or the entry will be discarded.

When you send this, it will be sent directly to Iqarus' mail server without going through the open internet. The email will also be tagged to identify sensitive content to ensure the recipient is aware. The Secure Messaging Portal will also prevent you from sending this content to any address outside of Iqarus.



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3 Frequently asked questions

3.1 I have forgotten my Mimecast Secure Messaging Portal password, what do I do?

If you have forgotten your password, either click the link in the notification that states, “**Click here to request a new one**”. Alternatively, click the “**Forgot your password?**” text on the Secure Messaging Portal login page.

If you still cannot access the Secure Messaging Portal or you did not receive the password reset email, contact your Iqarus account manager who can resolve this for you.

3.2 I have received a secure email notification claiming to be from Iqarus but I am not expecting one, how can I ensure it is legitimate?

Phishing Protection: it is becoming increasingly common that hackers are targeting companies and individuals with Phishing emails intended to steal your login credentials that are designed to look like secure messaging notifications. To protect yourself from these, if you are unsure about an email you have received, please validate the notification by following these simple rules:

- The email will always be from “Domain postmaster address <postmaster@iqarus.com>” ensure Iqarus is spelled correctly and in lower case.
- If you hover (don't click) your cursor above the “clicking here” prompts, your browser or mail client will display the web address that the link will open. This should always begin with [HTTPS://protect-eu.mimecast.com](https://protect-eu.mimecast.com).
- The link will always load an Iqarus branded page and the address should begin with [HTTPS://iqarus.login-uk.mimecast.com](https://iqarus.login-uk.mimecast.com).

<https://iqarus.login-uk.mimecast.com/>

Your Iqarus account manager will notify you of any changes to the interface that may change the above identifiers.

3.3 Can I create a bookmark or favourite for the Secure Messaging Portal?

This is not recommended by Mimecast as each notification generates a unique link and could cause login issues. However, <https://iqarus.login-uk.mimecast.com> should work. If you experience login issues using this then access the Secure Messaging Portal via a link in a secure messaging notification instead.