Secure Messaging Service

Receiving Secure Emails from West Berkshire Council

Secure Messaging

Mimecast Secure Messaging provides a dedicated global platform for fast communication and ultimate email privacy. Get privacy today >
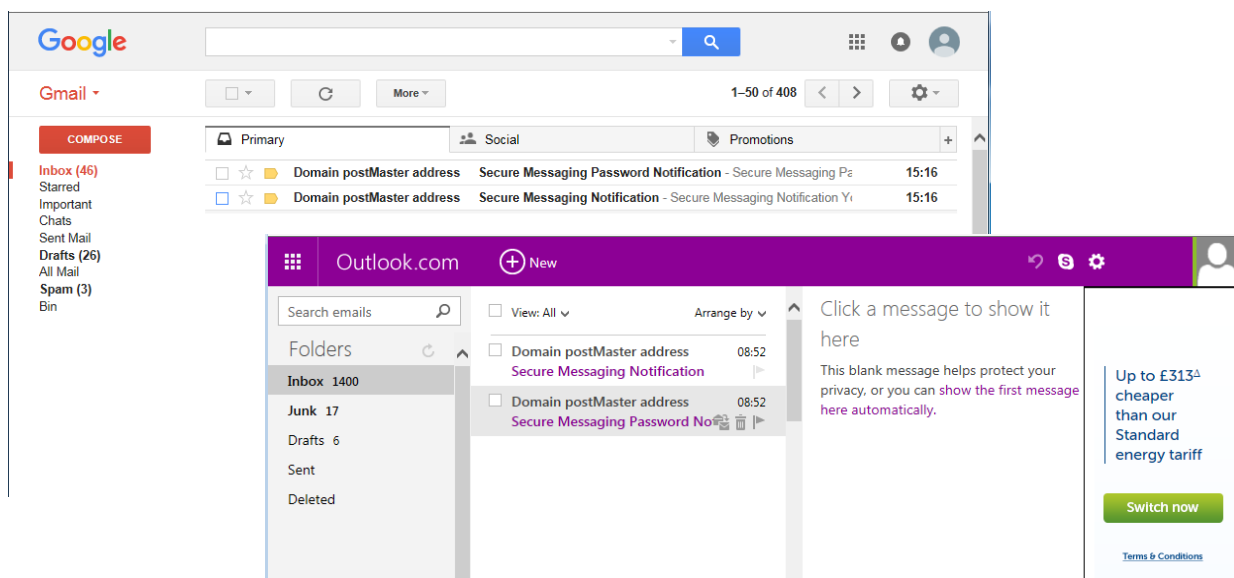
West Berkshire
COUNCIL

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Created by the Training Team at West Berkshire Council.
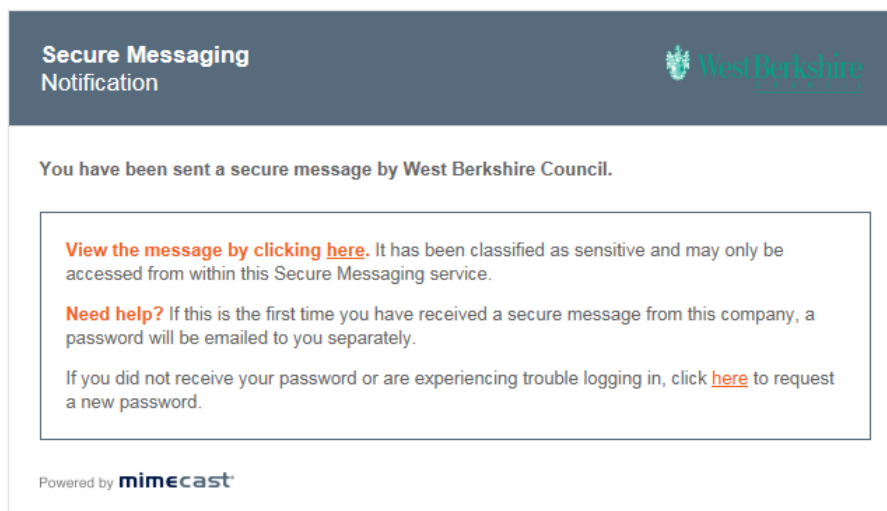
What are Secure Messaging notifications?

When West Berkshire Council sends you a secure email, the message itself doesn't appear in your mailbox. You receive a notification email containing a link to our Secure Messaging Service along with instructions on how to access it.

The following examples show how these notification emails may appear in two commonly used email accounts.

Secure Messaging Notifications from West Berkshire Council are always addressed in the following way:

- **From** – Domain postMaster address <postmaster@westberks.gov.uk>

- **Subject –** Secure Messaging Notification

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How do I set up my Secure Messaging account?

If this is the first time that you have received a Secure Messaging Notification from West Berkshire Council, you will also receive a Secure Messaging Password Notification. This enables you to set up your Secure Messaging account for the first time.
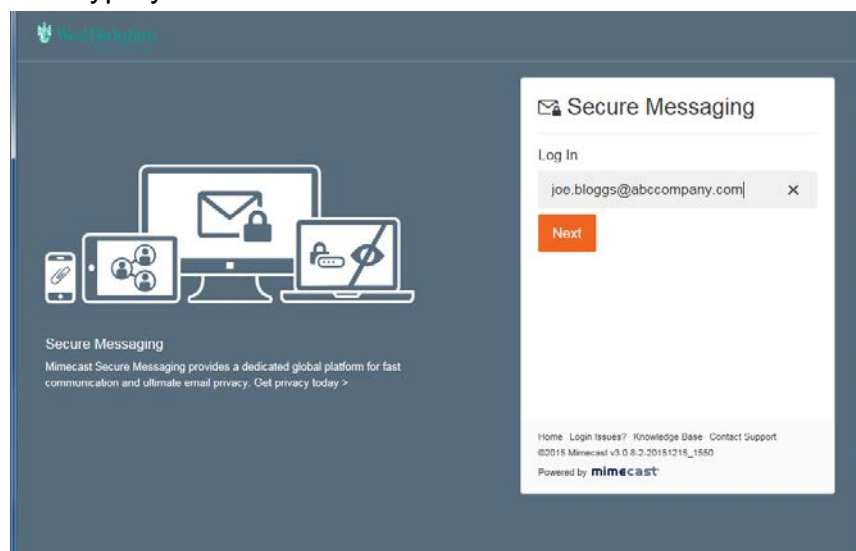
To access your secure email(s):

- Open the **Secure Messaging Password Notification** email

- Make a note of your temporary password at the bottom of the message (you **will** be required to change this when you login)
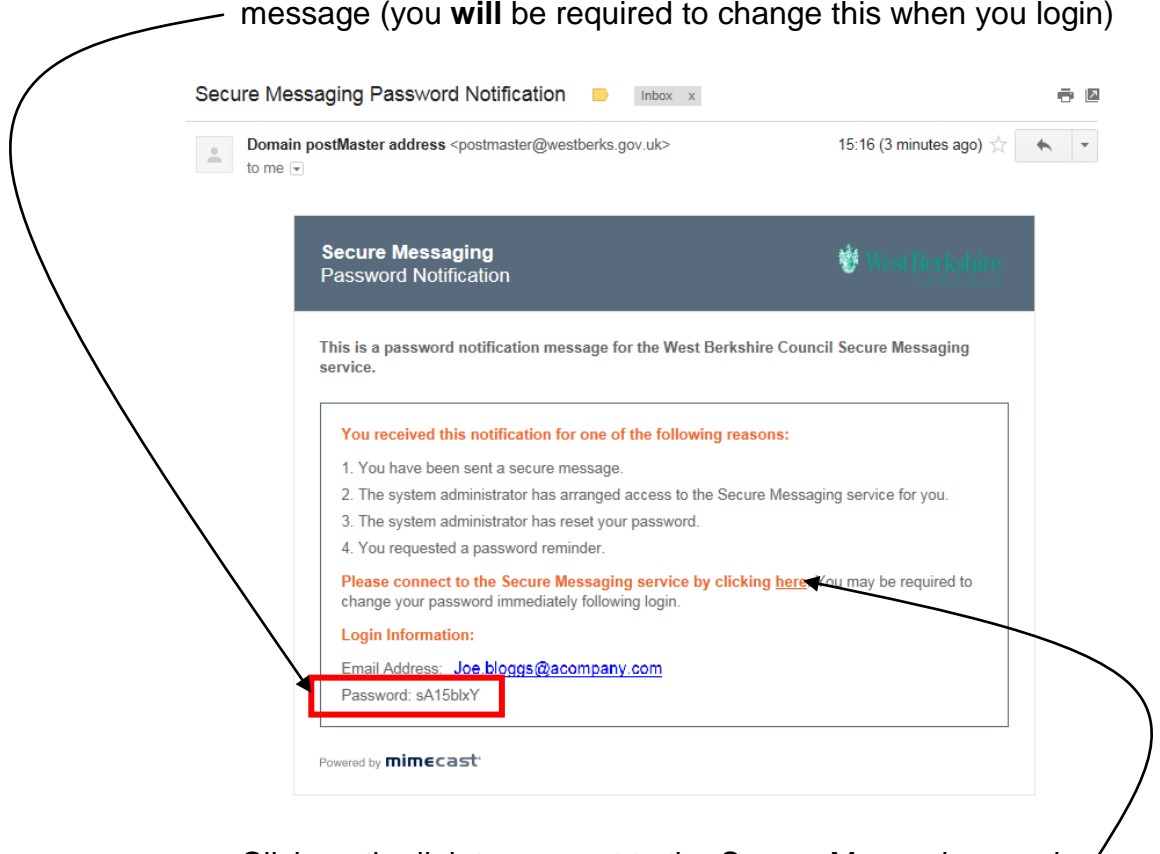
- Click on the link to connect to the Secure Messaging service

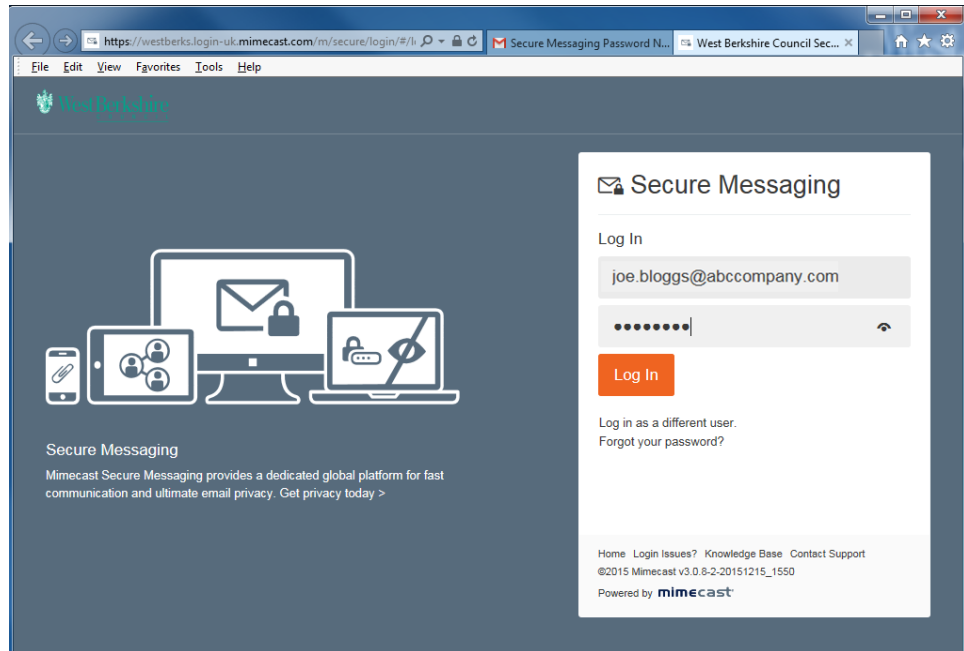The Secure Messaging login box will appear.

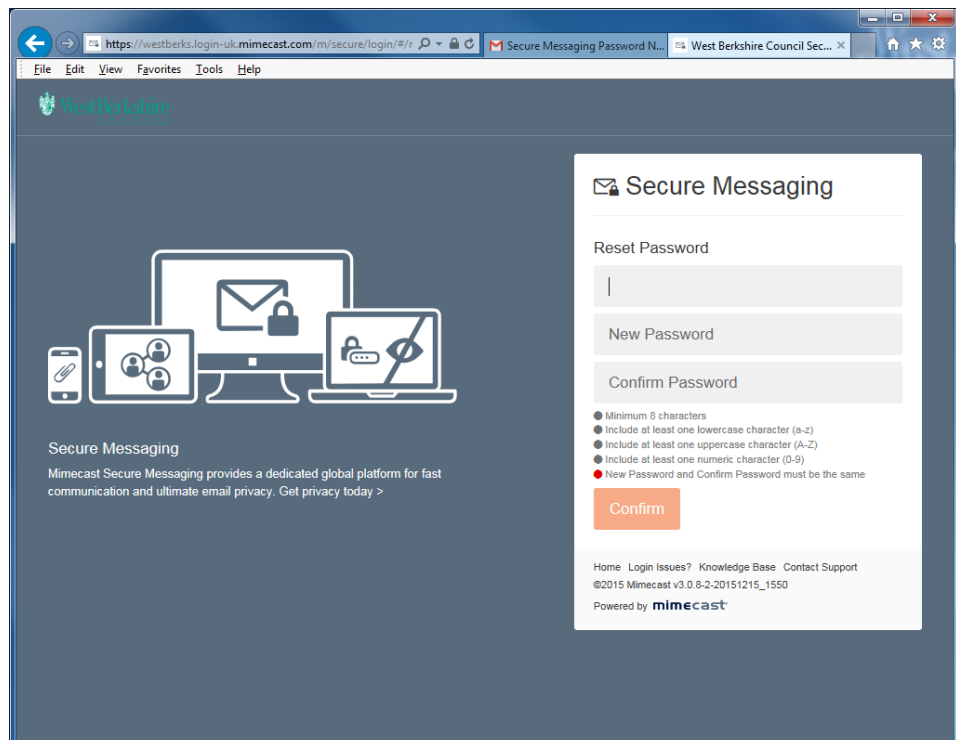- Type your email address and click **Next**

Next

Log In

- Type your temporary password and click **Log In**

You will now be prompted to change the temporary password to one of your own choosing.

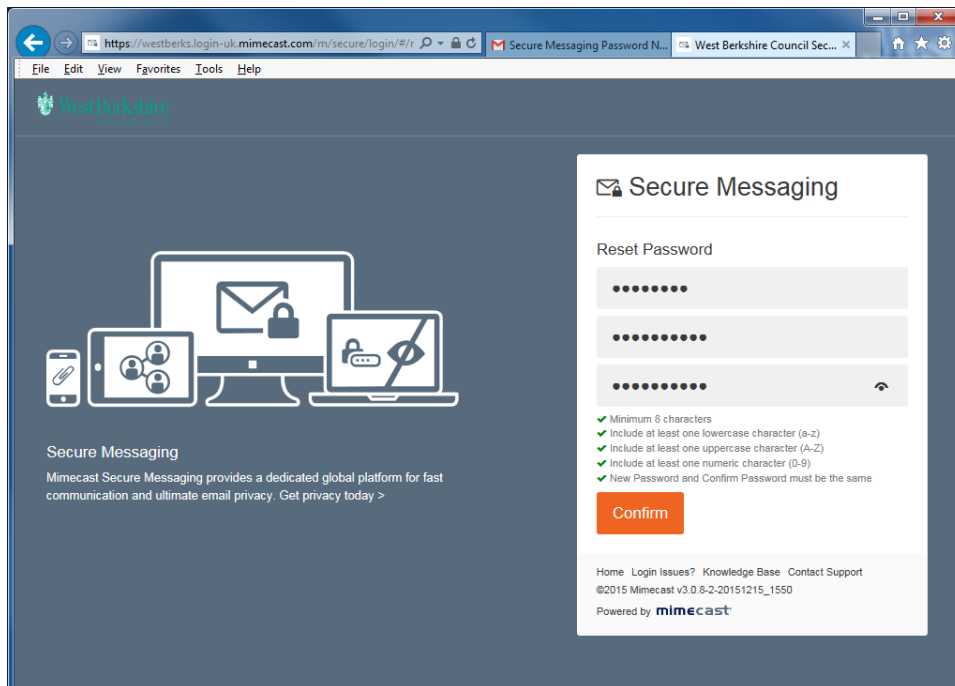- Type the temporary password into the first box and then type your new password into the other two boxes

Your password must meet all the criteria shown at the bottom of the password panel.
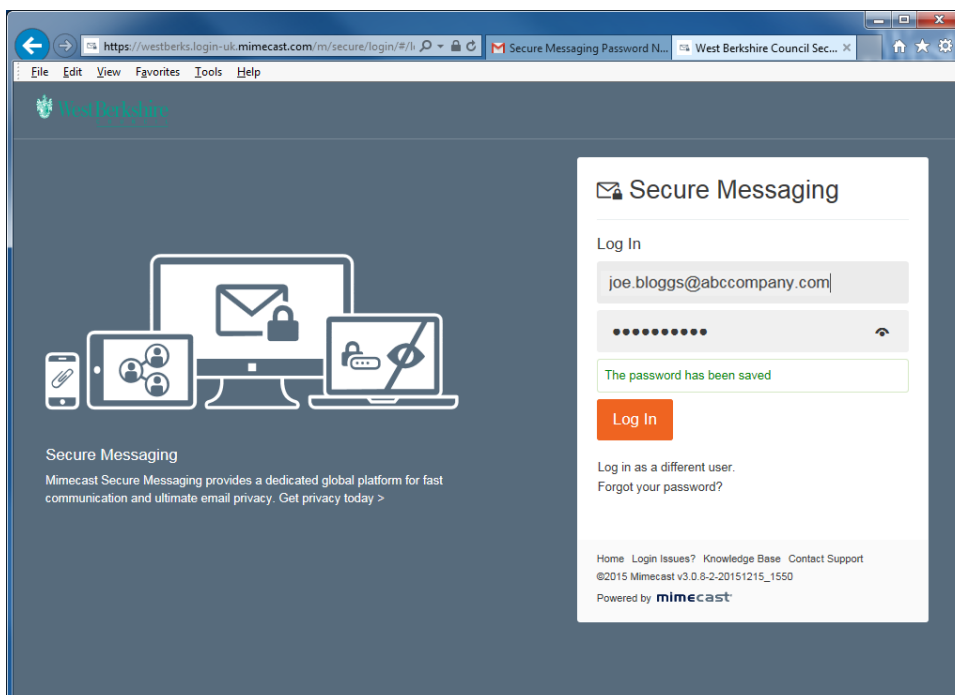
Confirm

- Once you have entered a valid password click **Confirm**

The Secure Messaging Log in screen will be displayed.

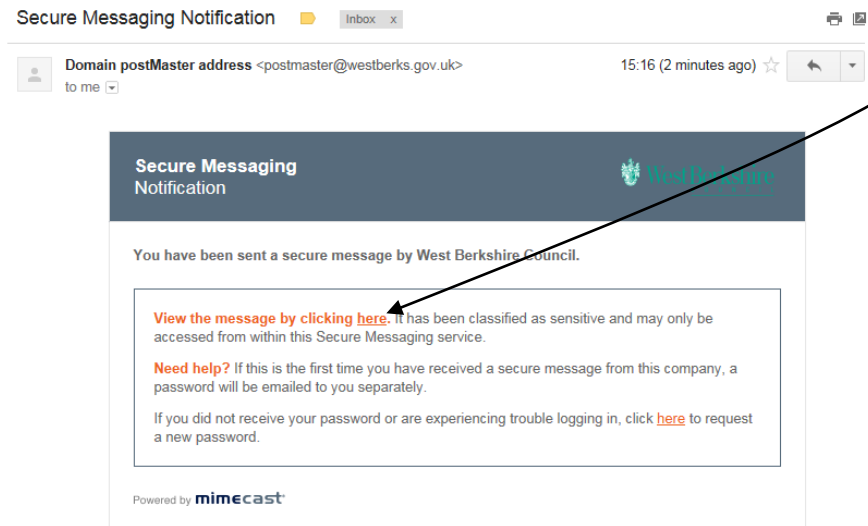- Type your email address and new password

Log In

- Click **Log In**

Your Secure Message mailbox will open.

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How do I log into my Secure Messaging account?

Once you have set up your Secure Messaging account, you can return to it in the following ways:

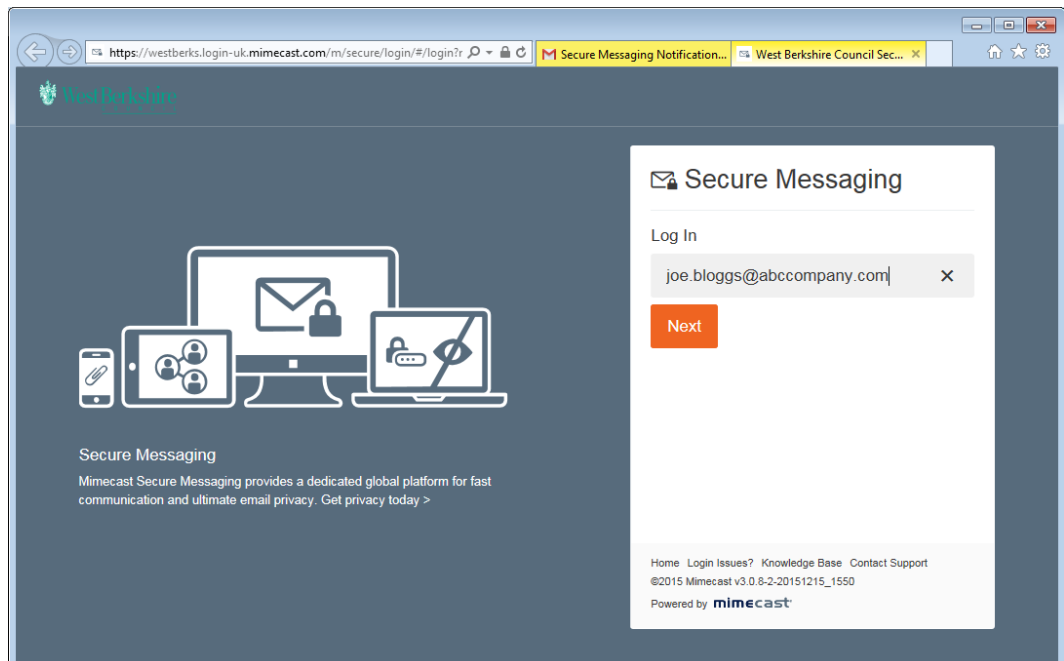- Click on the link in any Secure Messaging Notification

- Go to the following web address:
  https://westberks.login-uk.mimecast.com/m/secure
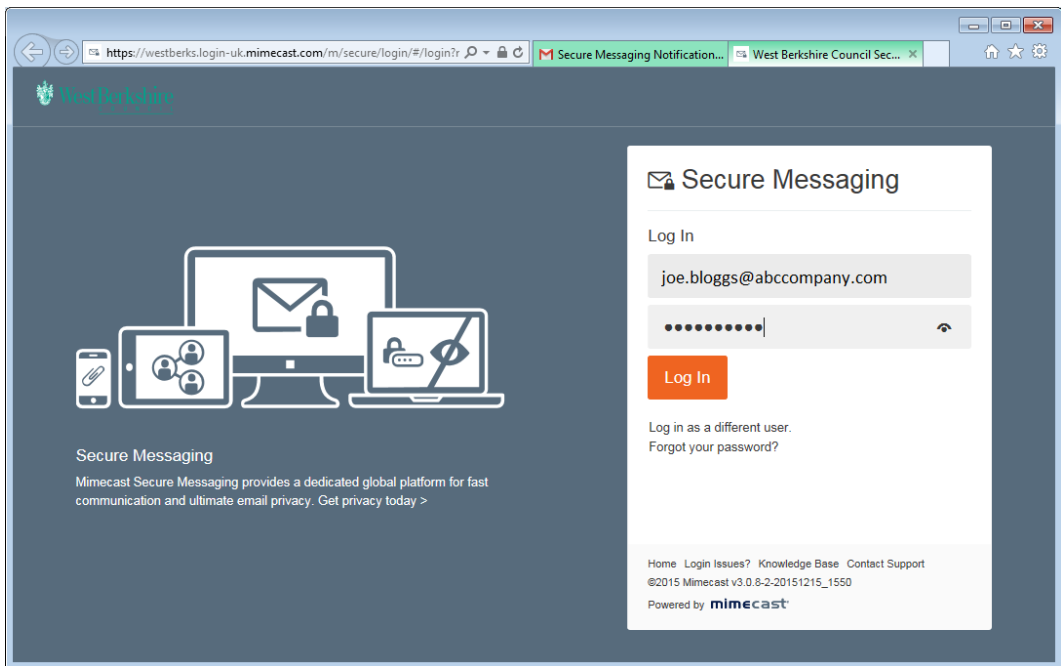
The Secure Messaging Log in screen will be displayed.

- Type in your email address and click **Next**

Log In

- Enter your password and click **Log In**

What does the Secure Messaging mailbox look like?

Once you have logged in, the Secure Messaging mailbox looks similar to other web based email accounts. This is where any secure email messages from West Berkshire Council will be held for you.
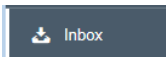
When you log into the Secure Messaging service for the first time, your Inbox will be displayed (as shown below).
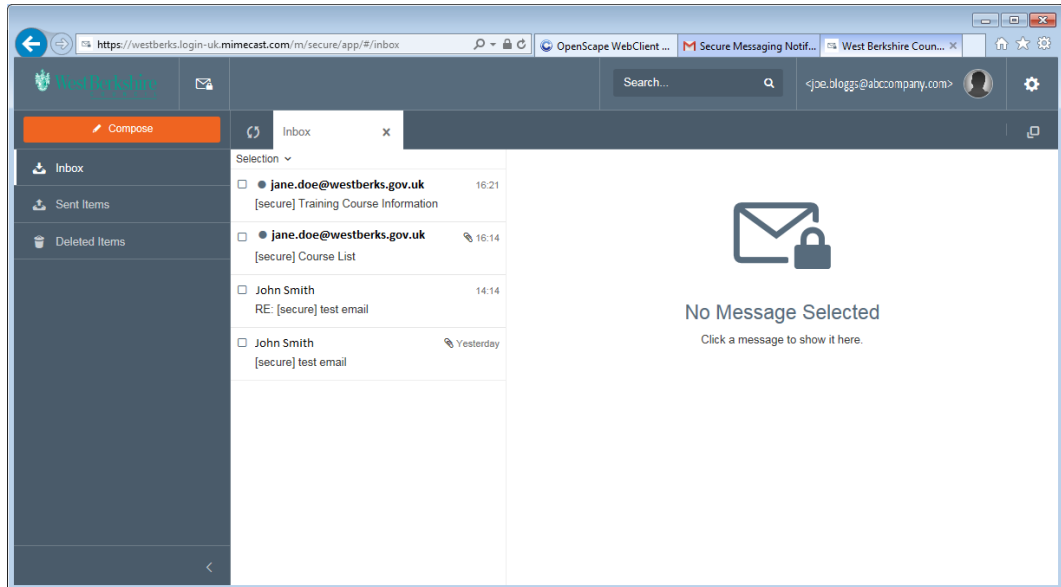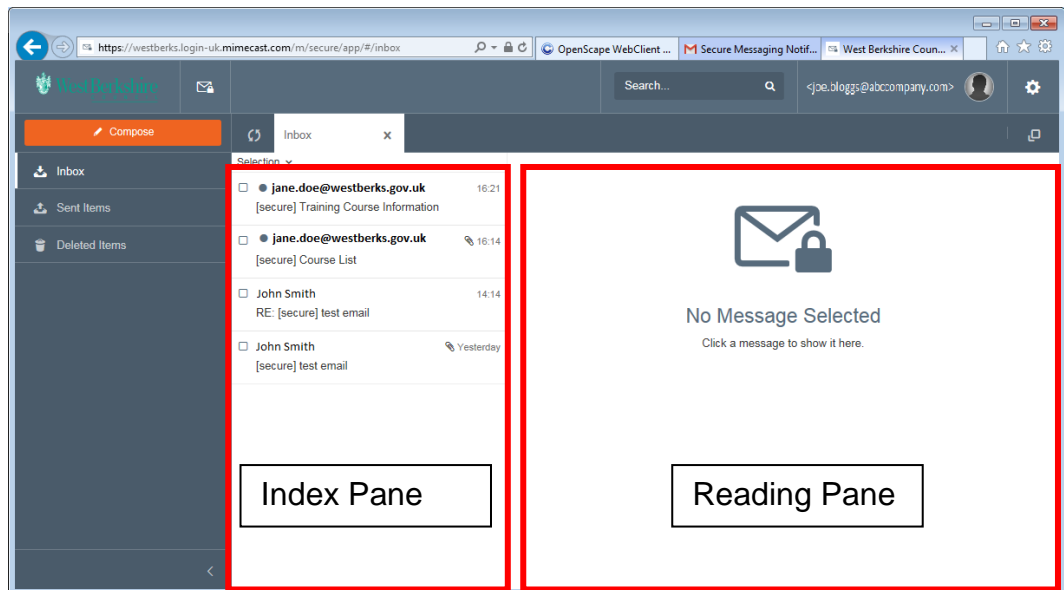

When you receive a Secure Messaging Notification and click on the link to view the message, the Secure Messaging mailbox will open with the message automatically displayed in full (as shown below).
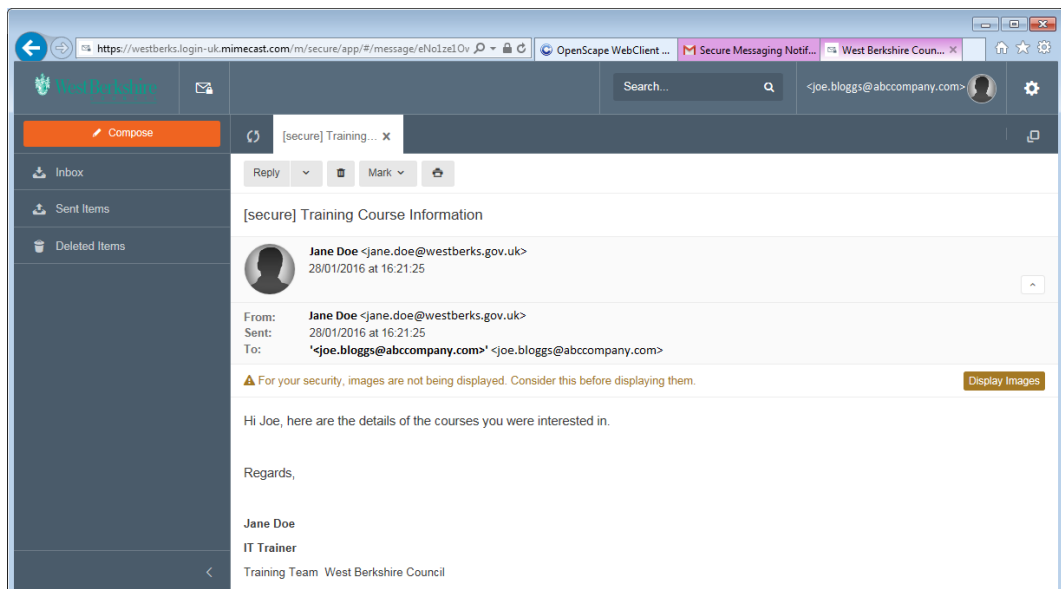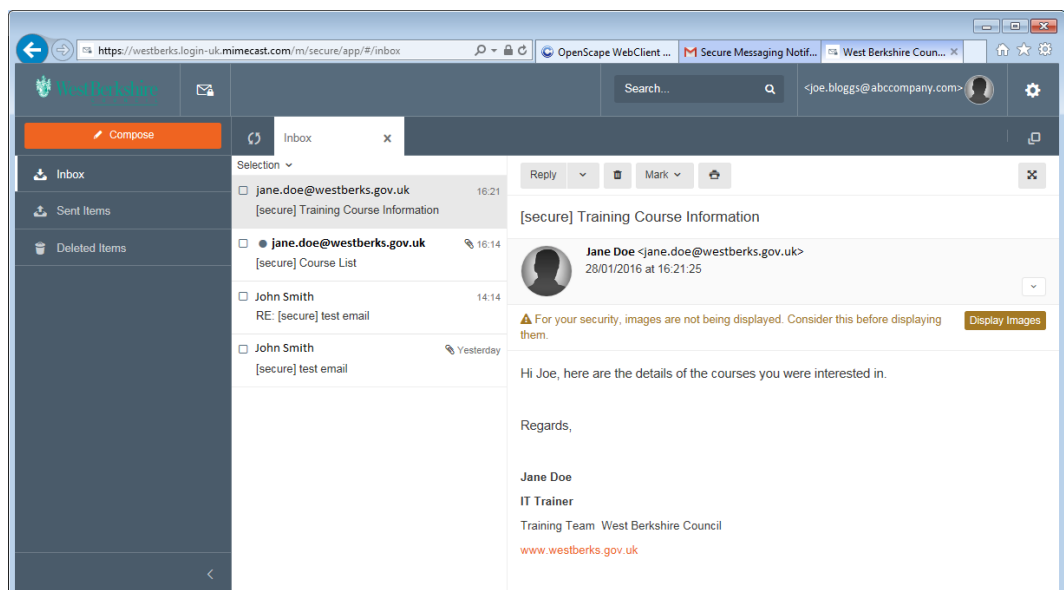
How do I open a secure email?

Inbox

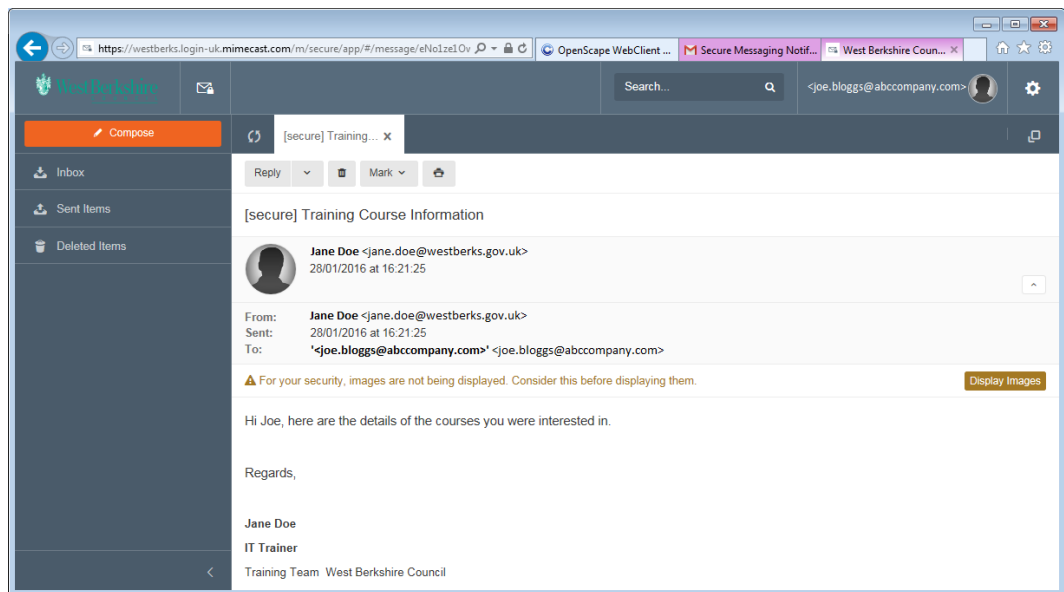Your inbox displays a list of secure emails received from West Berkshire Council employees and councillors.

To display an email in the reading pane on the right of the inbox:

- Click on an email in the index pane

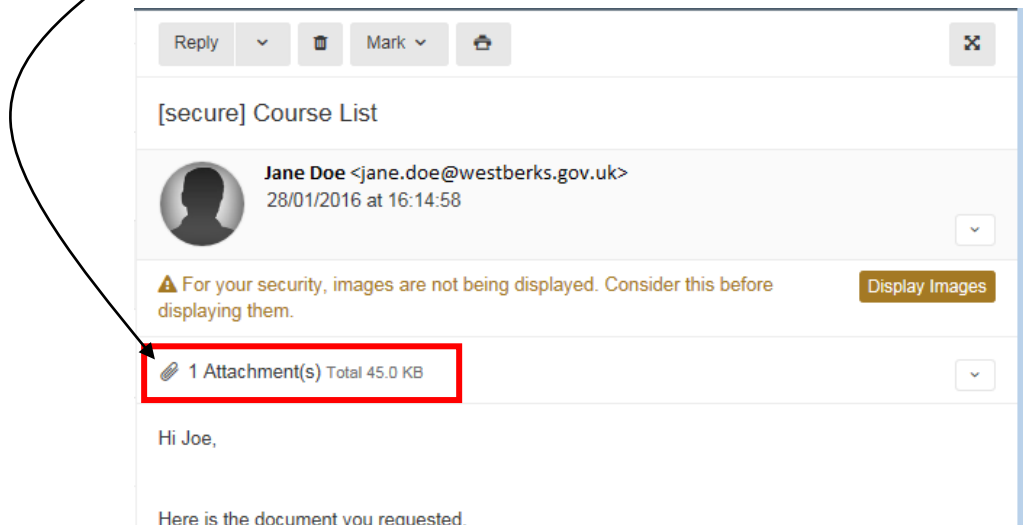© Copyright West Berkshire Council 2016

To fully open an email in the index pane:

- Double click on an email in the index pane
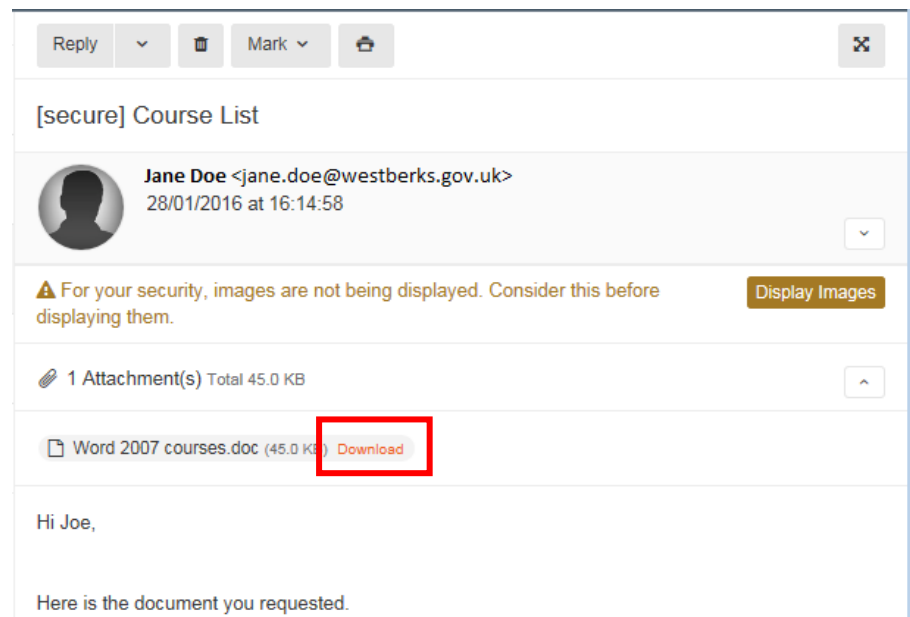
How do I open an attachment?

Attachments are shown just above the message in the email.

- Click the Attachment(s) link to display the files

A list of all the attached files will be displayed.

- Click the word Download on the right of a file name

Your operating system will probably ask you to confirm whether you want to Open or Save the file.

If you choose Open and have the correct software installed, the file should then open.

How do I reply to a secure email?

The Secure Messaging Service allows you to reply to any emails you receive. However you cannot forward or copy the email on to anyone else.
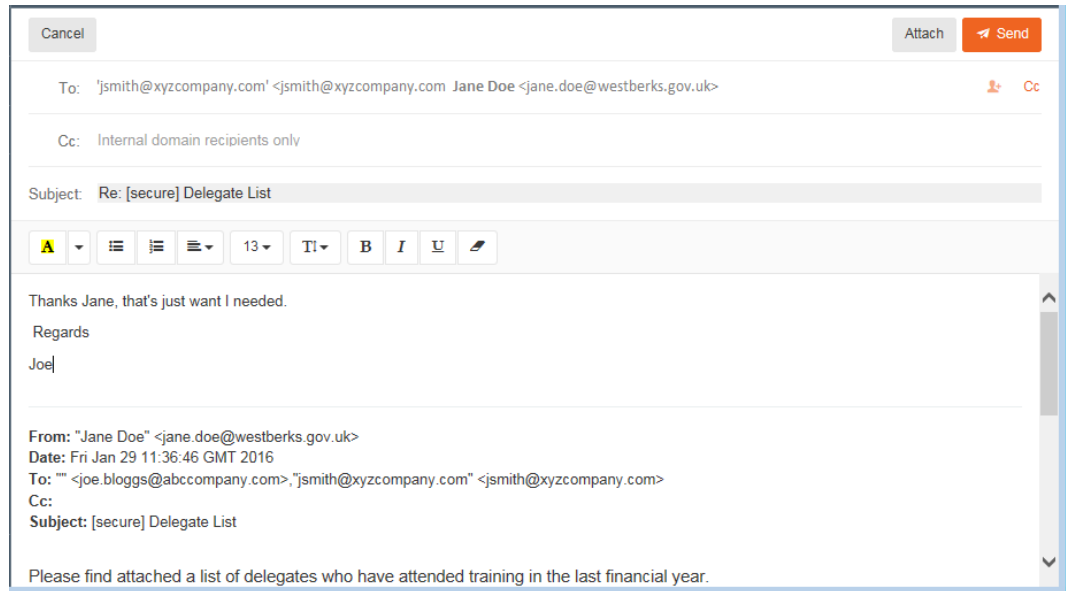
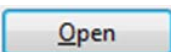To reply to an email received in your Secure Messaging mailbox:
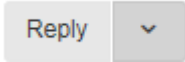
- Click **Reply** or click the down arrow and choose **Reply to All** at the top of the message
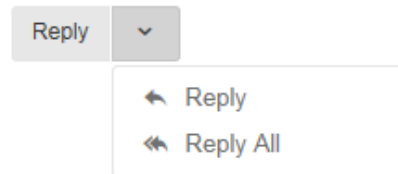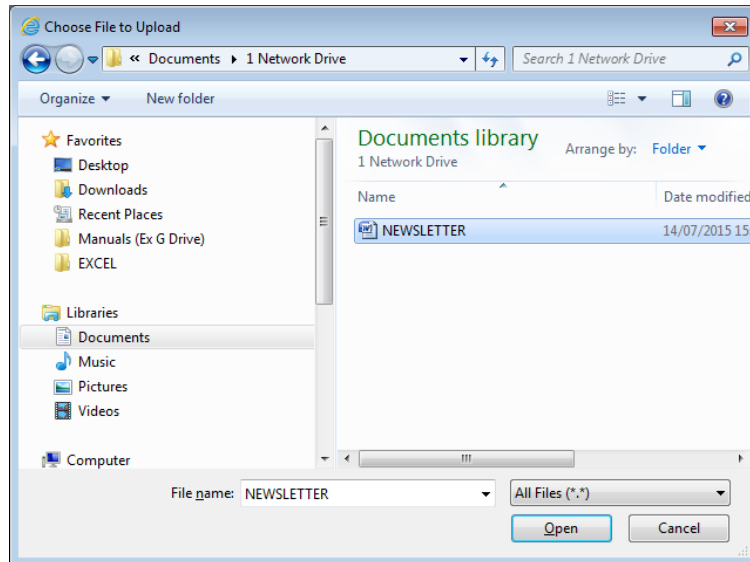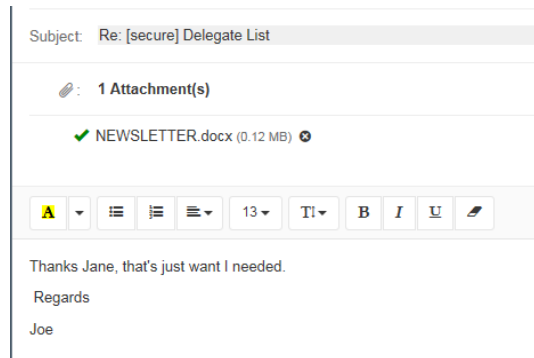

- Complete the message

If you want to attach a file to the email:

- Click **Attach**
- Browse your computer, select the file you want to attach and click **Open**

A list of attachments will appear beneath the email subject.

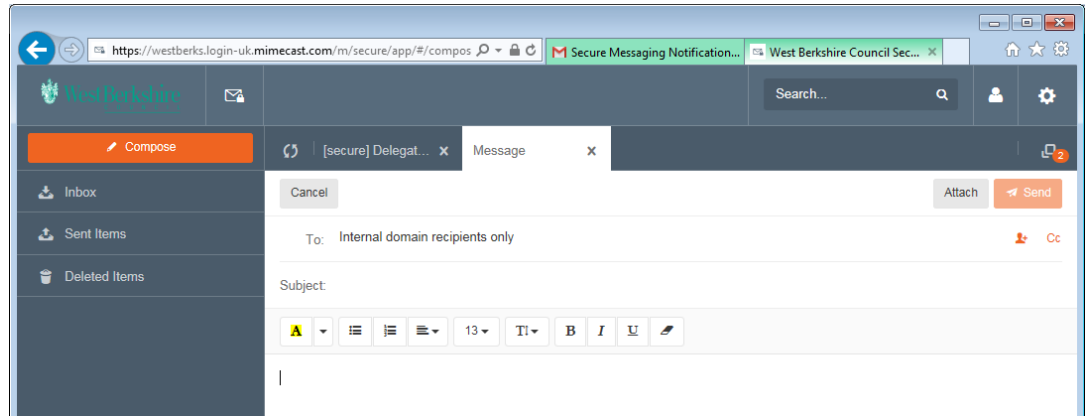If you have finished writing your reply:

- Click **Send**

How do I send a new secure email?

You don't just have to reply to emails you have received. You can log into your Secure Messaging account and compose a new email.

- Click **Compose**

A blank email message will open.

- Click the **To** box and either select an address from the ones suggested (these will be people who have previously contacted you from West Berkshire Council)

  OR

- Type in a valid West Berkshire Council email address (for example jane.doe@westberks.gov.uk)

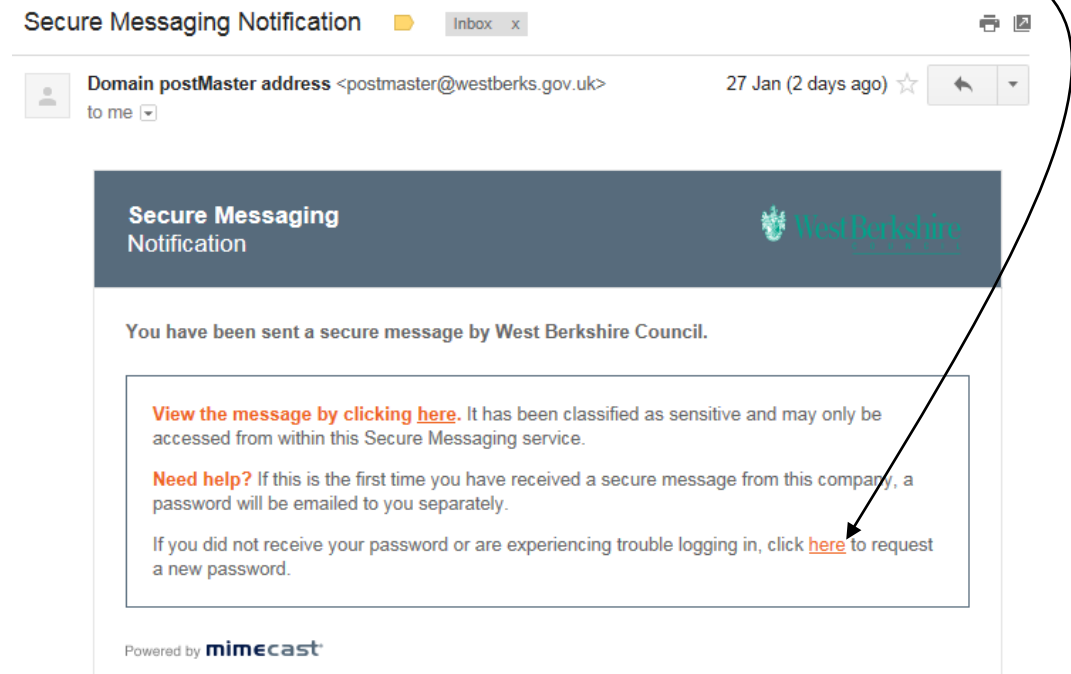- When the **Add** prompt appears, click it to finish entering the email address
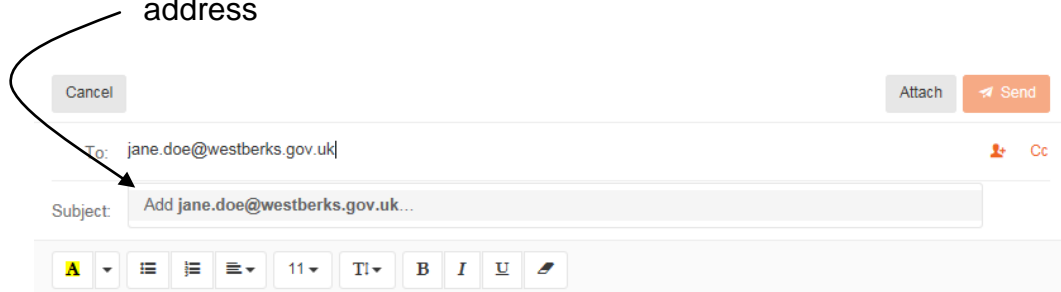
- Complete the email message and click **Send**

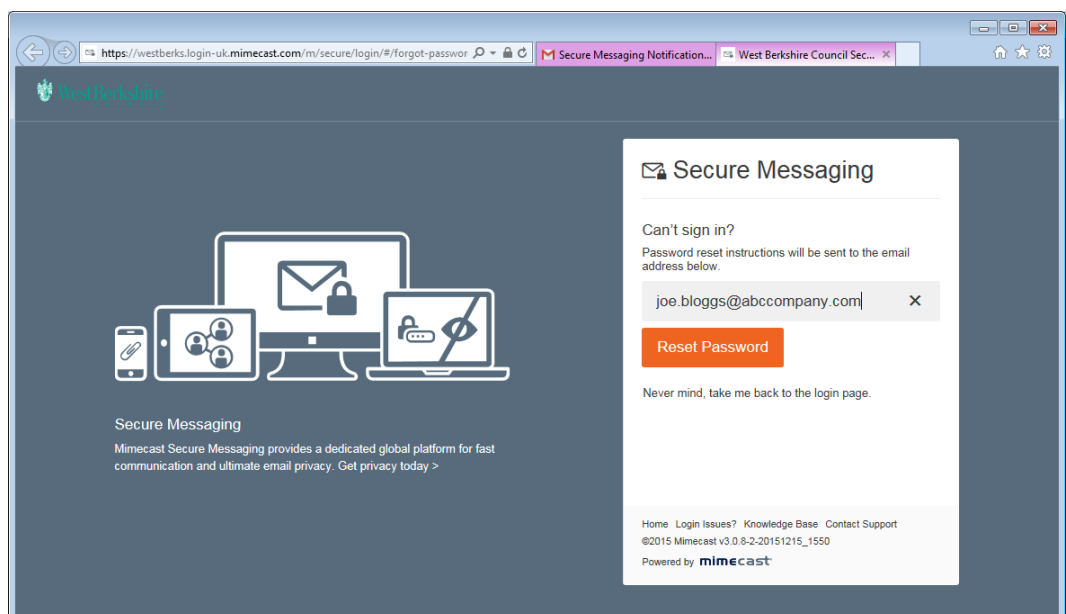# How do I reset my Secure Messaging service password?

Whenever you receive a Secure Messaging Notification, it will contain a link so that you can request a new password.

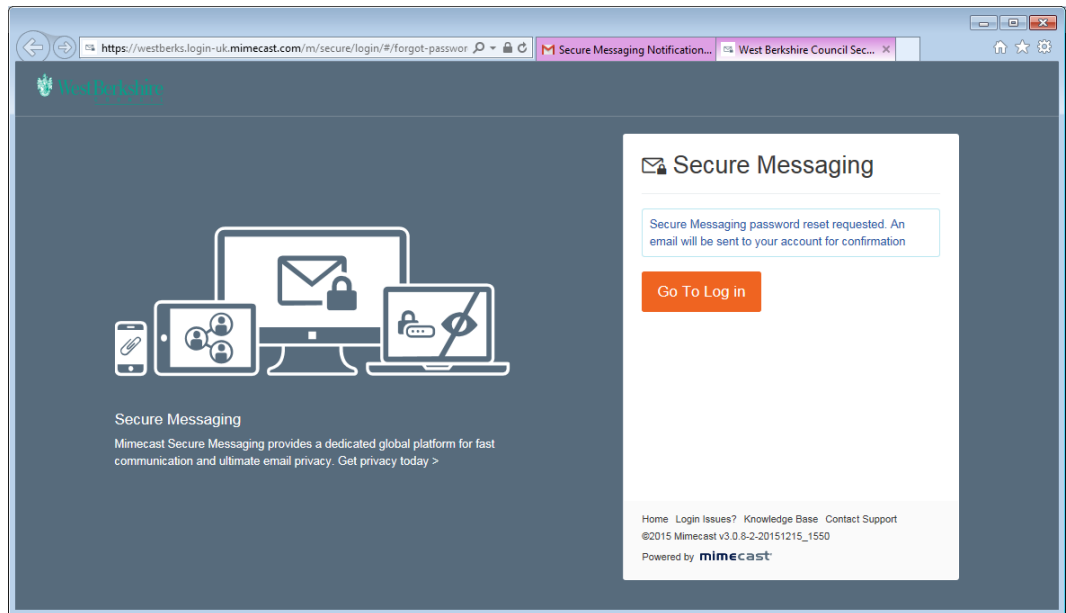- Click the link to reset your password

The Secure Messaging password reset screen will open in your web browser.

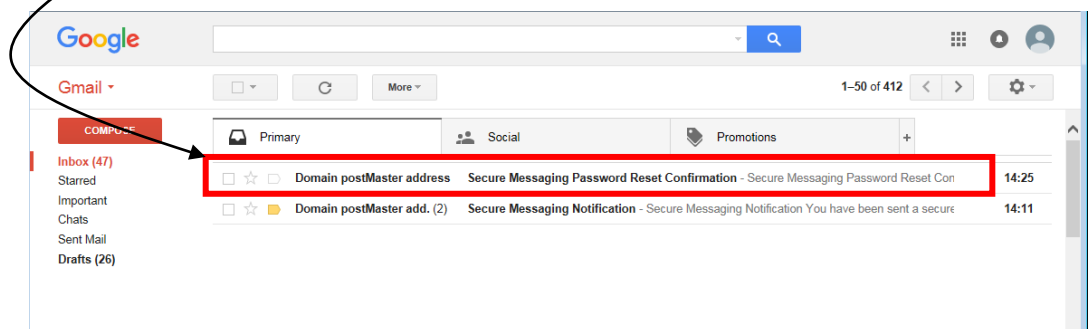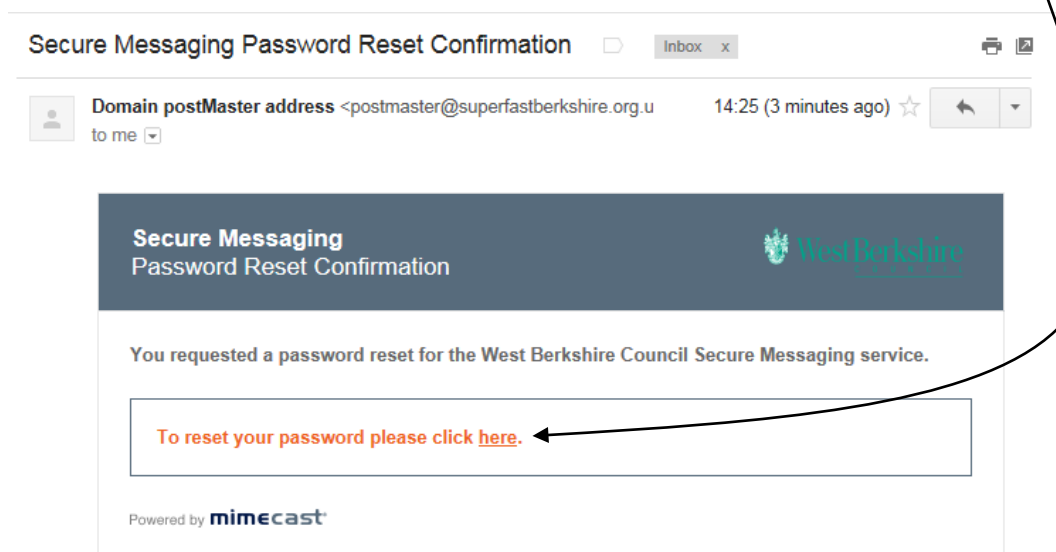- Enter your email address and click **Reset Password**

- The Secure Messaging window will confirm that an email has been sent to your email account

- Open your email account and look for a Secure Messaging Password Reset Confirmation
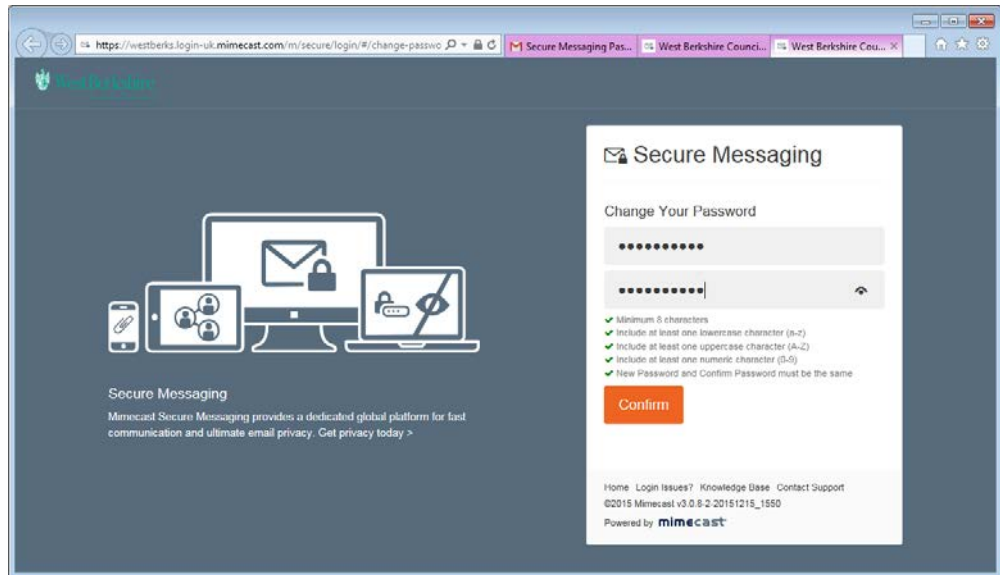

- Open the message and click on the link to reset your password

The Secure Messaging window will open in your web browser and you will be asked to change your password.

- Enter your new password in the two fields and click **Confirm**

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You will now be prompted to Log into your Secure Messaging account in the normal way using your new password.