

# Accessing the Mimecast Secure Messaging portal

# Accessing Send Secure emails

## Step 1:

Click the Secure Messaging **link** within the secure email message you received.



"Welcome" <[welcome@aetna.com](mailto:welcome@aetna.com)>  
sent you a secure message

The first time you access it you'll be asked to enter your email address and create a password.

You can view your message at any time afterwards in our Secure Messaging Portal.  
(login with username \_\_\_\_\_@\_\_\_\_\_com.sg)

## Step 2:

At the Log In page, enter your **email address** and click Next.



### Log In

Next

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## Step 3:

At the “password” screen, enter your Aetna Secure Messaging password and click “Log in”.

\*If this is the **first time** receiving a secure message from us, you’ll be asked **to enter your email address** and **create** a password.

Otherwise, skip to step 6.

## Log In

aetacct@yahoo.com

Log In

[Log in as a different user.](#)

[Forgot your password?](#)


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Step 4:

Creating a password

Type a **new password**, which **will be used for subsequent secure messages from Aetna**. Click “Confirm” to continue.

**NOTE:** Password requirements are indicated below the password fields.

### Create Your 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

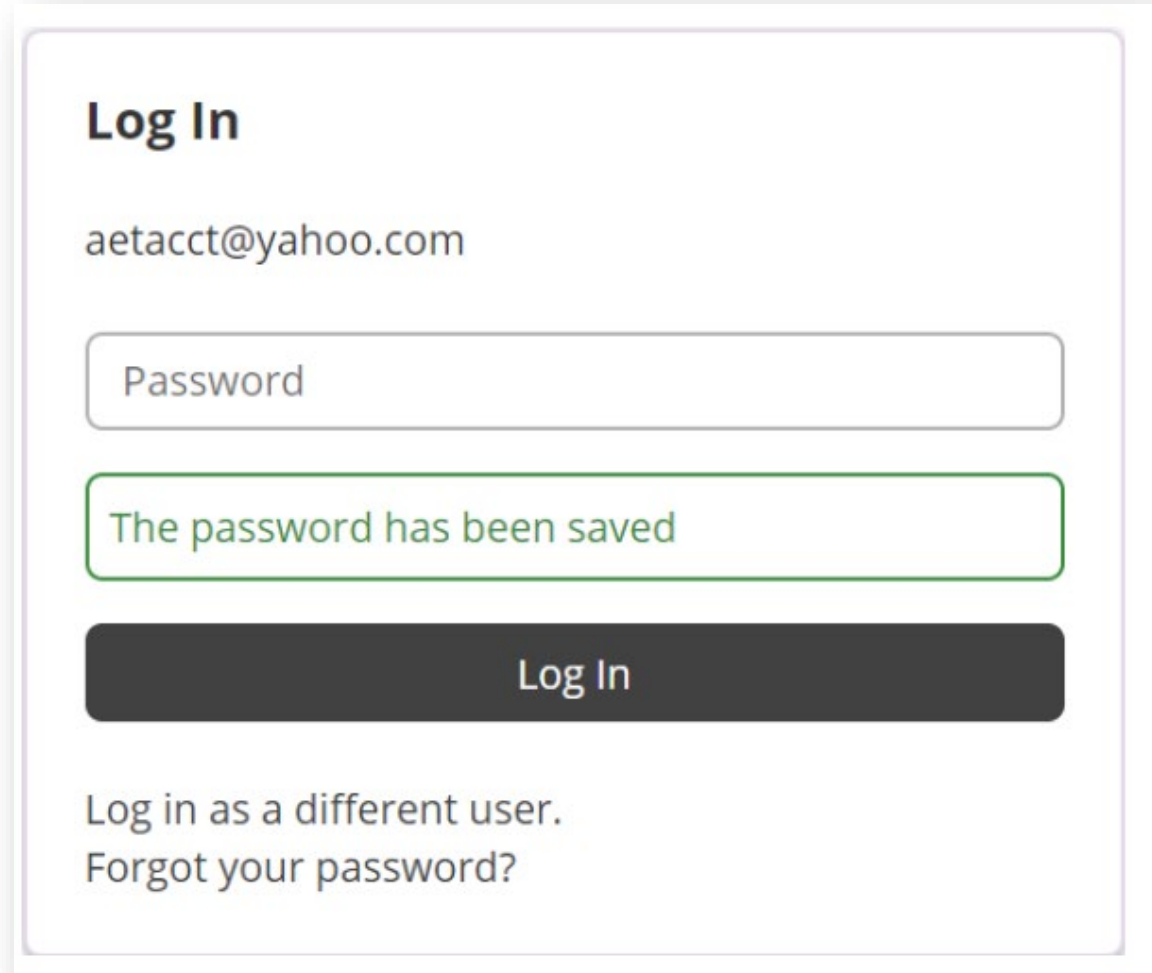
Confirm

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Step 5:

You will now be prompted to enter the password you set in Step 4 and click “Log In”.

The next time you receive a **secure email message**, you will only be **prompted for your email address and password**.



**Log In**

aetacct@yahoo.com

Password

The password has been saved

Log In

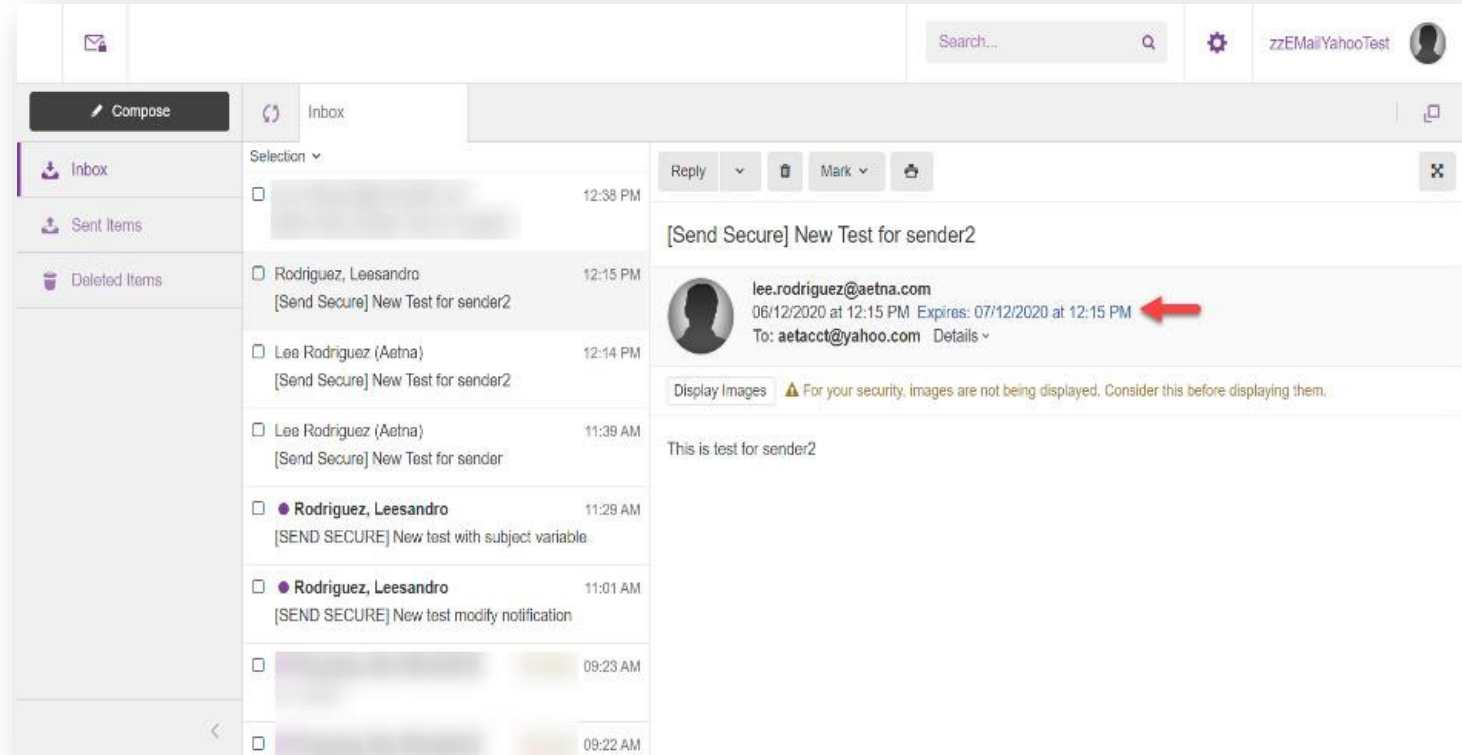
Log in as a different user.  
Forgot your password?

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## Step 6:

At this point, you are now in the **Secure Messaging portal**, which provides you the ability to perform the following:

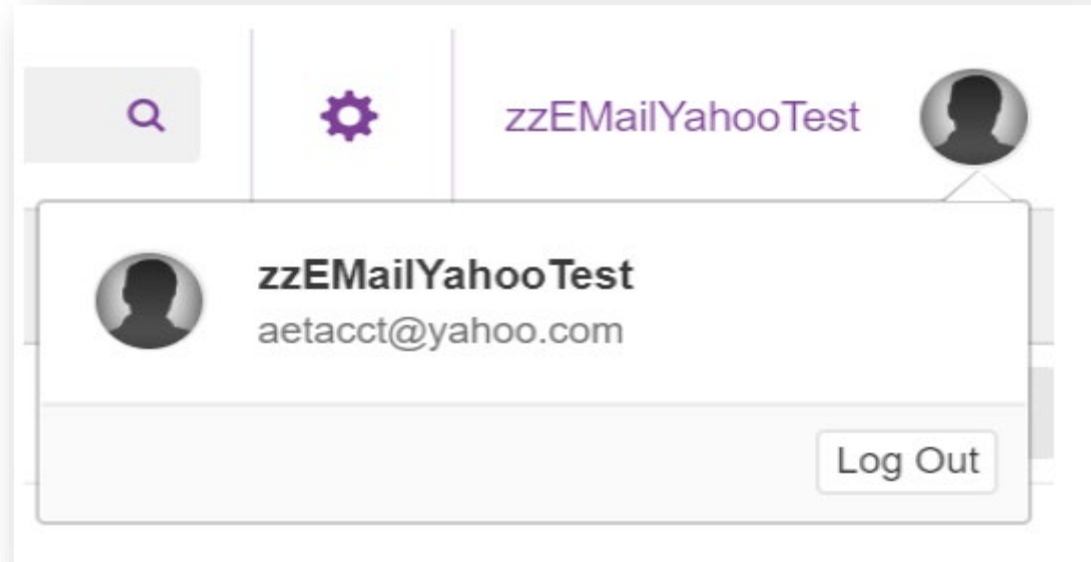
- View received secure messages in “Inbox”
- View secure messages you responded to in “Sent Items”
- View message expiration
- Reply/Reply All
- Download received attachments and upload attachments to emails you’re responding to
- Print



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## Step 7:

When you're finished and ready to sign out, click your account name in the top-right of the screen and choose "Log Out".



# FAQs

## **I'm unable to access the Mimecast Secure Messaging Portal when using Internet Explorer**

- While Internet Explorer may work in some versions, it is not a supported browser with any Mimecast portals and is no longer supported by Microsoft.
- For the best experience, recipients should proceed to use Mimecast recommended browsers to access secure messages via their secure portal
  - o Google Chrome
  - o Microsoft Edge
  - o Safari (MAC OS version 8 or later)
  - o Firefox (version 3 or later)
  - o Safari iOS (iPhone, iPad)

## **I'm logging into the Secure Messaging Portal, but I don't see the emails your company sent to me**

- When logging into the Mimecast Personal portal for a message received from Aetna, be sure to log in with the email address for the mailbox receiving the email. o For example, if the email was sent to a share mailbox, be sure to log into the secure portal with the shared mailbox's email address and password created. Once the password is set, be sure to store the password based on your organizations policy. Only share the password with those necessary to access the mailbox, based on their job function/role.



# FAQs

## **I received an email indicating a secure message was sent to me, but I don't remember my password and I didn't receive my password reset request email**

- If the password reset request are not received, it's possible the email is in your Junk/Spam Email folder in your mail client (e.g. Outlook) or your IT email policies are blocking the email. Check with your Email IT team to determine if the email was blocked as SPAM. ***Request that your IT safelist/permit email from postmaster@cvshealth.com.***

- *Password reset emails could take up to 15 minutes to receive, depending on your IT email policies and filter scanning process.*

## **I've tried the reset password I created, but I still can't log in**

- After 5 failed login attempts, you will be locked out of your secure messaging account. After 15 minutes of being locked out, Mimecast will automatically unlock your account. Do not attempt to request a new password, as it will not result in your account being unlocked. Please allow up to 15 minutes for your account to auto-unlock. After allowing the time, retry the reset password once or request a new one if that fails.

## **I've tried all the suggestions above, but I'm still unable to login and I'm unsure if my account is locked out. Who can I call for further support?**

- If you experience any problems, please contact 1-800-237-7476. When prompted, choose option 3, then 4 (Secure Email) during normal business hours; 8AM to 6PM E.S.T.