

# Mimecast user guide

## How to create a password

Secure messaging technology is essential to safeguarding sensitive information. Because of this Novitas Loans uses Mimecast to send emails safely and securely, in order to access these emails please follow the steps below.

1. You will receive an email from [securemail@novitasloans.co.uk](mailto:securemail@novitasloans.co.uk). This email will contain a link to the Secure Messaging portal. Click on the link to [create a password](#).



### Novitas Loans 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 service](#).

2. Enter a password which matches the given criteria.

The screenshot shows the 'Create Your Password' form with two empty input fields labeled 'New Password' and 'Confirm Password'. Below the fields, a list of requirements is shown with red circles indicating they are not met:

- 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)
- Include at least one non-alphanumeric (!@#\$.)
- New Password and Confirm Password must be the same

A purple 'Confirm' button is visible at the bottom of the form. Below the form is a 'Disclaimer' section and a footer with navigation links and copyright information.

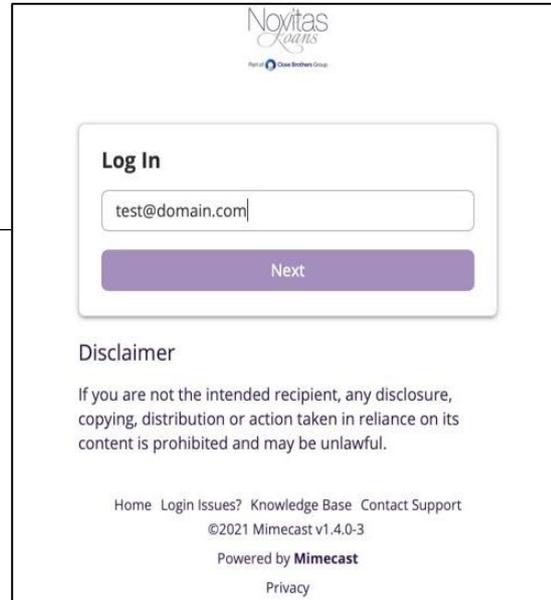
3. If the requirement matches, green ticks will be displayed as shown below. Once entered please click **Confirm**.

The screenshot shows the 'Create Your Password' form with two input fields containing asterisks. Below the fields, the same list of requirements is shown, but with green checkmarks indicating they are now met:

- ✔ 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)
- ✔ Include at least one non-alphanumeric (!@#\$.)
- ✔ New Password and Confirm Password must be the same

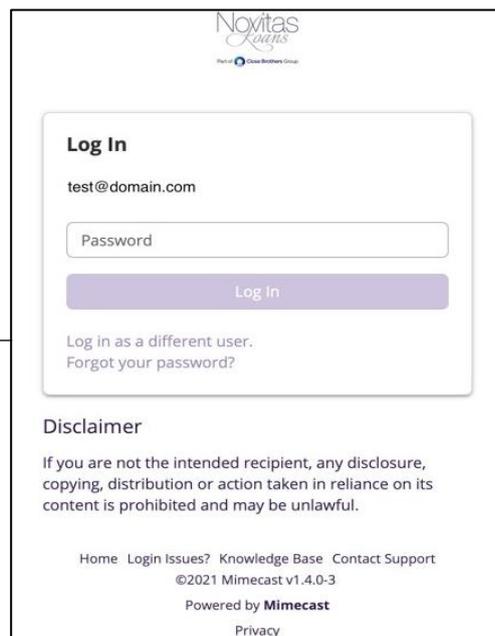
A purple 'Confirm' button is visible at the bottom of the form. Below the form is a 'Disclaimer' section and a footer with navigation links and copyright information.

4. After selecting confirm, you will be redirected to the Log in page and shown the screenshot below, enter your email address and click **Next**.



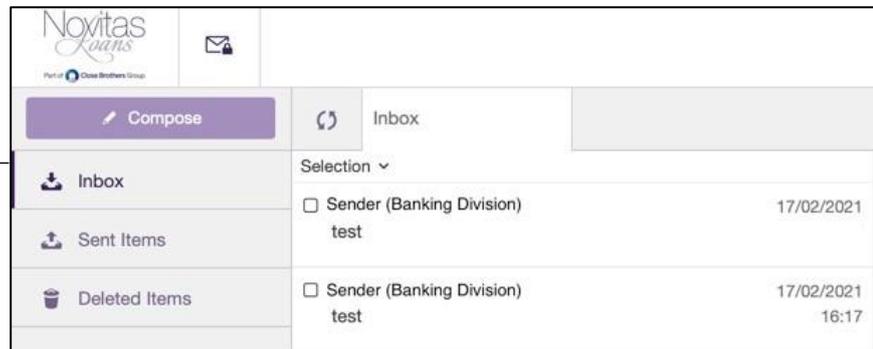
The screenshot shows the Novitas Loans login page. At the top is the Novitas Loans logo with the tagline "Part of One Brother Group". Below the logo is a "Log In" section with a text input field containing "test@domain.com" and a purple "Next" button. Underneath is a "Disclaimer" section with the text: "If you are not the intended recipient, any disclosure, copying, distribution or action taken in reliance on its content is prohibited and may be unlawful." At the bottom are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", along with the copyright notice "©2021 Mimecast v1.4.0-3", the text "Powered by Mimecast", and a "Privacy" link.

Enter the password you created and click **Log In**.



The screenshot shows the Novitas Loans login page. At the top is the Novitas Loans logo with the tagline "Part of One Brother Group". Below the logo is a "Log In" section with the email "test@domain.com" displayed above a "Password" input field and a purple "Log In" button. Underneath are links for "Log in as a different user." and "Forgot your password?". Below this is a "Disclaimer" section with the text: "If you are not the intended recipient, any disclosure, copying, distribution or action taken in reliance on its content is prohibited and may be unlawful." At the bottom are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", along with the copyright notice "©2021 Mimecast v1.4.0-3", the text "Powered by Mimecast", and a "Privacy" link.

5. Once you have logged in you will be redirected to your inbox where you can now view your emails and any relevant attachments.



N.B. Secure mail may be displayed differently dependent on the electronic device. Sender may include @closebrothers.com. Please note that Novitas Loans is a part of Close Brothers.