

Mimecast user guide

How to reset a password

1. Re-open the email sent by:
securemail@novitasloans.co.uk.

The email will contain a link to the secure messaging portal. Click the **Secure Messaging service** link to access the login page.



Novitas Loans sent you a secure message

You can only view it in our [Secure Messaging service](#).  [Click here for login page](#)

If you've not received a secure message from Novitas Loans before, a password has been sent to you separately. If you don't receive it, you can [request a new one](#).

Please note: The link in the password reset confirmation message you receive **can only be used once and will expire after 24 hours**. To reset your password successfully, ensure you only use the link in the most recent password reset message. If you click the link and are unable to set a new password, request a new password reset link is sent to you using the 'request a new one' link above, and try again. Any password you set must not contain the words "Mimecast" or "Password" or a variant of them.

2. Enter your email address if you already have an account and click **Next**.

Novitas Loans
Part of Chase Brothers Group

Log In

test@domain.com

Next

Disclaimer

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.

Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.4.0-3
Powered by **Mimecast**
Privacy

3. To reset the password, click **Forgot your password?**

Novitas Loans
Part of Chase Brothers Group

Log In

test@domain.com

Password

Log in

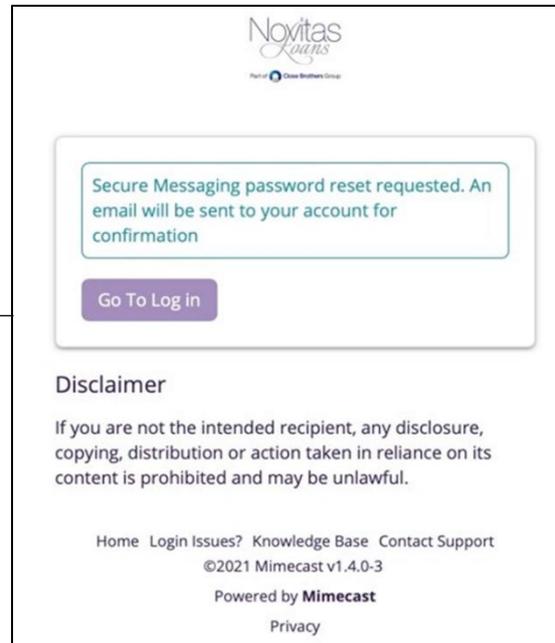
Log in as a different user.
Forgot your password?

Disclaimer

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.

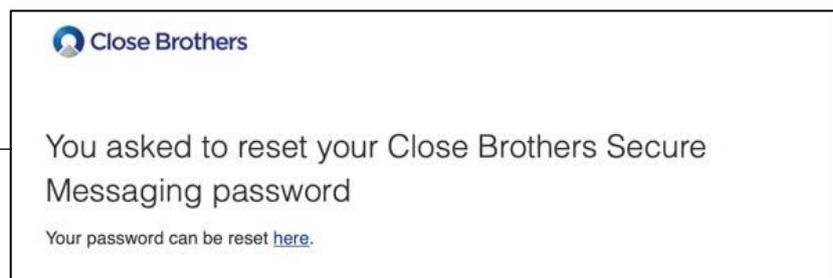
Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.4.0-3
Powered by **Mimecast**
Privacy

4. You will then be redirected to the screenshot shown below. Please do not close this browser as you will return to this once you have reset your password.

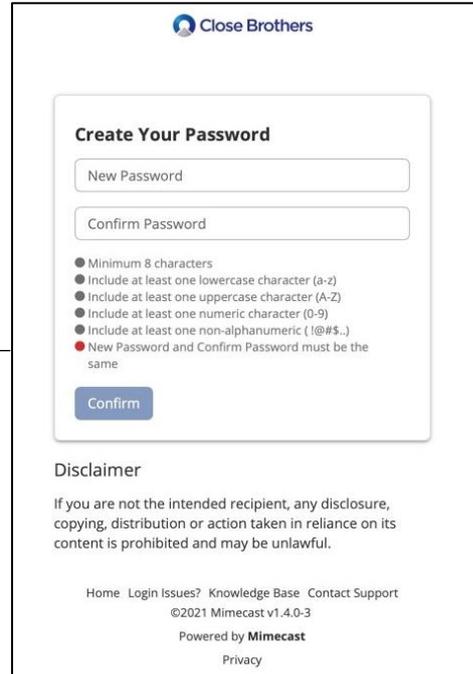


5. You will receive an email from securemail@closebrothers.com containing a reset link. To be redirected to the create a password screen shown below, select reset [here](#).

- N.B. Please note that Novitas Loans is a part of Close Brothers.



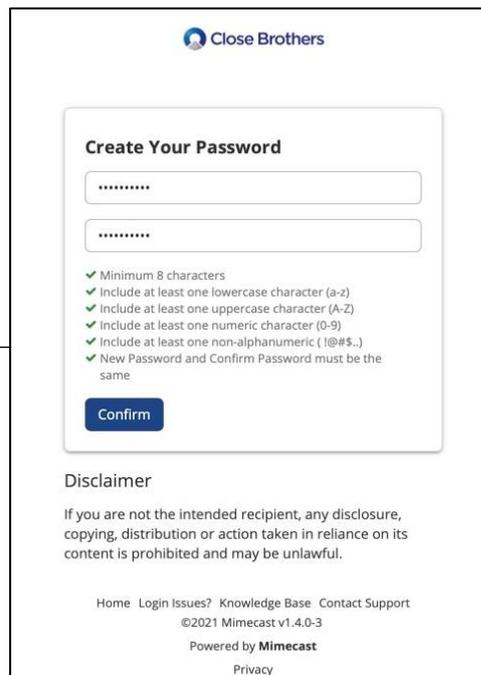
6. Enter a password which matches the given criteria.



The screenshot shows the 'Create Your Password' form with the following elements:

- Close Brothers logo at the top.
- Form title: **Create Your Password**
- Input fields: 'New Password' and 'Confirm Password'.
- Criteria list:
 - 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
- 'Confirm' button.
- Disclaimer: '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.'
- Footer: 'Home Login Issues? Knowledge Base Contact Support ©2021 Mimecast v1.4.0-3 Powered by Mimecast Privacy'

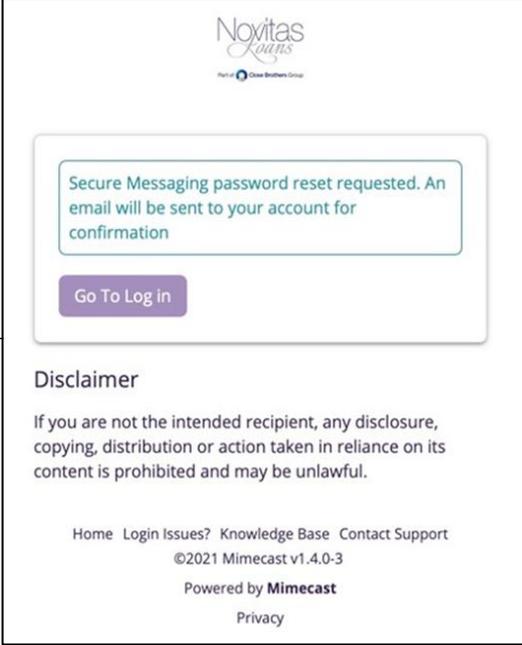
7. If the requirement matches, green ticks will be displayed as shown below. Once entered please click **Confirm**.



The screenshot shows the 'Create Your Password' form with the following elements:

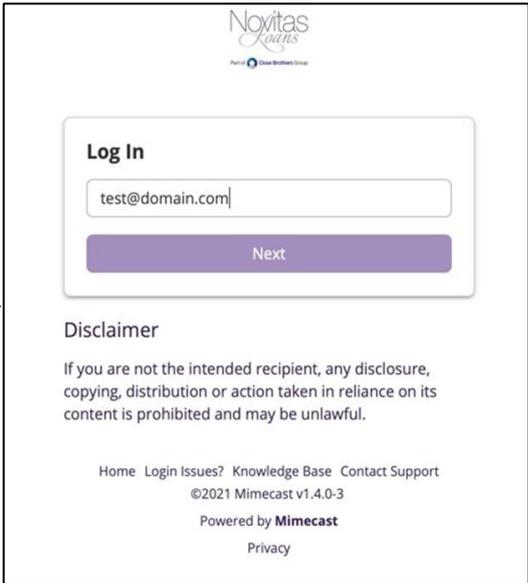
- Close Brothers logo at the top.
- Form title: **Create Your Password**
- Input fields: 'New Password' and 'Confirm Password' (both filled with dots).
- Criteria list:
 - ✔ Minimum 8 characters
 - ✔ Include at least one lowercase character (a-z)
 - ✔ Include at least one uppercase character (A-Z)
 - ✔ Include at least one numeric character (0-9)
 - ✔ Include at least one non-alphanumeric (!@#\$.)
 - ✔ New Password and Confirm Password must be the same
- 'Confirm' button.
- Disclaimer: '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.'
- Footer: 'Home Login Issues? Knowledge Base Contact Support ©2021 Mimecast v1.4.0-3 Powered by Mimecast Privacy'

8. Once a new password has been created please close the page and return to the log in page.



The screenshot shows the Novitas Loans logo at the top center. Below it is a message box with a light blue border containing the text: "Secure Messaging password reset requested. An email will be sent to your account for confirmation". Below the message box is a purple button labeled "Go To Log in". Below the message box 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 of the page are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", followed by the copyright notice "©2021 Mimecast v1.4.0-3", the text "Powered by Mimecast", and a "Privacy" link.

9. Enter your email address and click **Next**.



The screenshot shows the Novitas Loans logo at the top center. Below it is a "Log In" section with a text input field containing "test@domain.com" and a purple button labeled "Next". Below the "Log In" section 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 of the page are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", followed by the copyright notice "©2021 Mimecast v1.4.0-3", the text "Powered by Mimecast", and a "Privacy" link.

10. Enter your new password and click **Log In**.

Novitas
Loans
Part of CIBC Bank Group

Log In

test@domain.com

Password

Log In

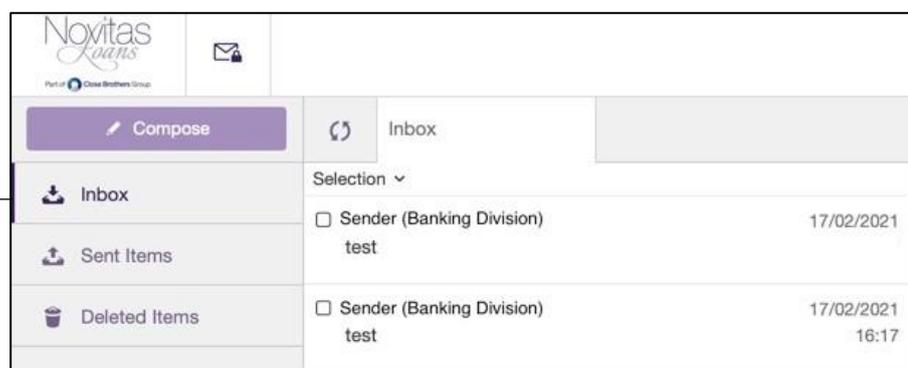
Log in as a different user.
Forgot your password?

Disclaimer

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.

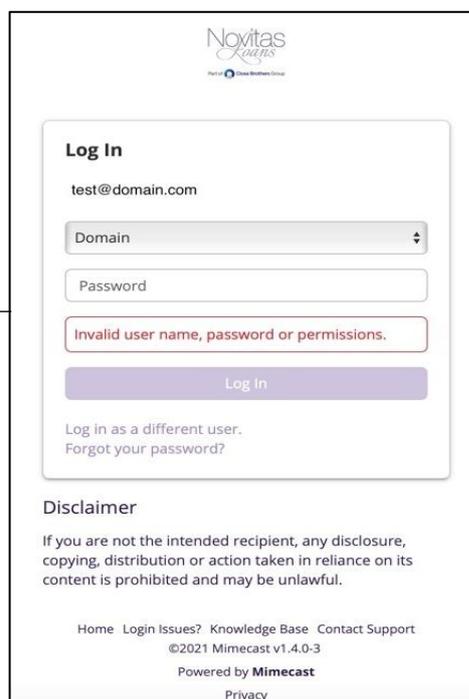
Home Login Issues? Knowledge Base Contact Support
©2021 Mimecast v1.4.0-3
Powered by **Mimecast**
Privacy

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



Troubleshooting

1. You may see the error messages shown below after entering your new password. Here's how to correct that.



The screenshot shows the Novitas Loans login interface. At the top is the Novitas Loans logo with the tagline 'Part of Chase Bank's Group'. Below the logo is a 'Log In' section. The email field contains 'test@domain.com'. There is a 'Domain' dropdown menu and a 'Password' field. A red error message box displays the text 'Invalid user name, password or permissions.' Below the error message is a purple 'Log In' button. Underneath the button are links for 'Log in as a different user.' and 'Forgot your password?'. Below the login form 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 of the page are links for 'Home', 'Login Issues?', 'Knowledge Base', and 'Contact Support', followed by the copyright notice '©2021 Mimecast v1.4.0-3', the text 'Powered by Mimecast', and a 'Privacy' link.

To avoid this, once you have reset your password, log back into the secure messaging portal via the link previously sent by email (Please see [step 1](#)).

Or by logging in via the [Go to log in](#) button shown in [step 8](#). Should this not solve the problem then please repeat [steps 1 – 11](#).

Please note that if you cannot see 'Domain' on your device the steps here will still apply.

2. If you are in the process of resetting your password and this error message appears please follow the steps below.

Close Brothers

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

Your new password doesn't meet our complexity requirements, or the current password you typed in is not correct. Please try again.

Confirm

This may occur because your reset password link in the email sent to you has expired. Please repeat [steps 1 – 11](#) to resolve this issue.

here.'"/>

Close Brothers

You asked to reset your Close Brothers Secure Messaging password

Your password can be reset [here](#).

If the issue persists after following all the steps, please notify your business contact.