



# Mimecast secure email instructions

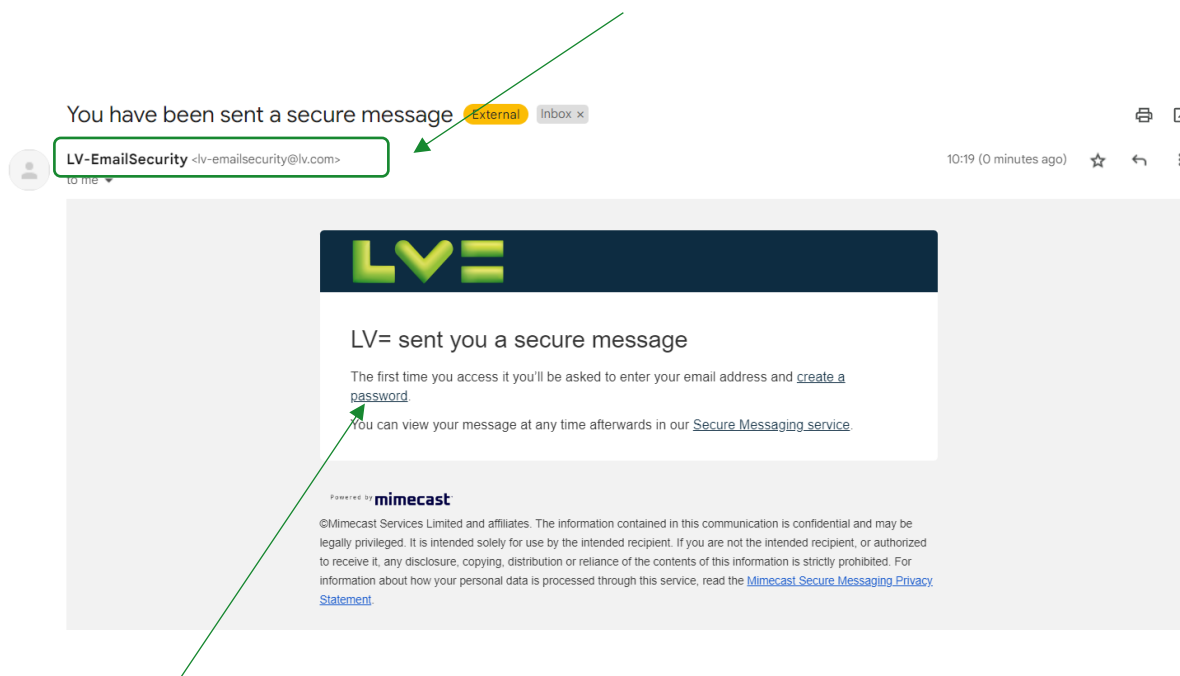
As an organisation that is constantly handling sensitive personal information; your security is our top priority. For our customer communications we are utilising a tool powered by Mimecast and utilises Transport Layer Security (TLS) to protect our communications.

## How to use Mimecast Secure Mail -

### Welcome email

If this is the first time that you are receiving a secure email, you will receive the email notification shown below. It is particularly important that you retain this email until you can successfully login to the platform. If you request a password reset, you will also receive this in an email notification. This will work on both computer browser and mobile devices.

**Please note:** the email sender will be the name of the sender or team name, @lv.com



To access the Secure Messaging System, click the **'create a password'** link within the email which will require you to choose a secure password.



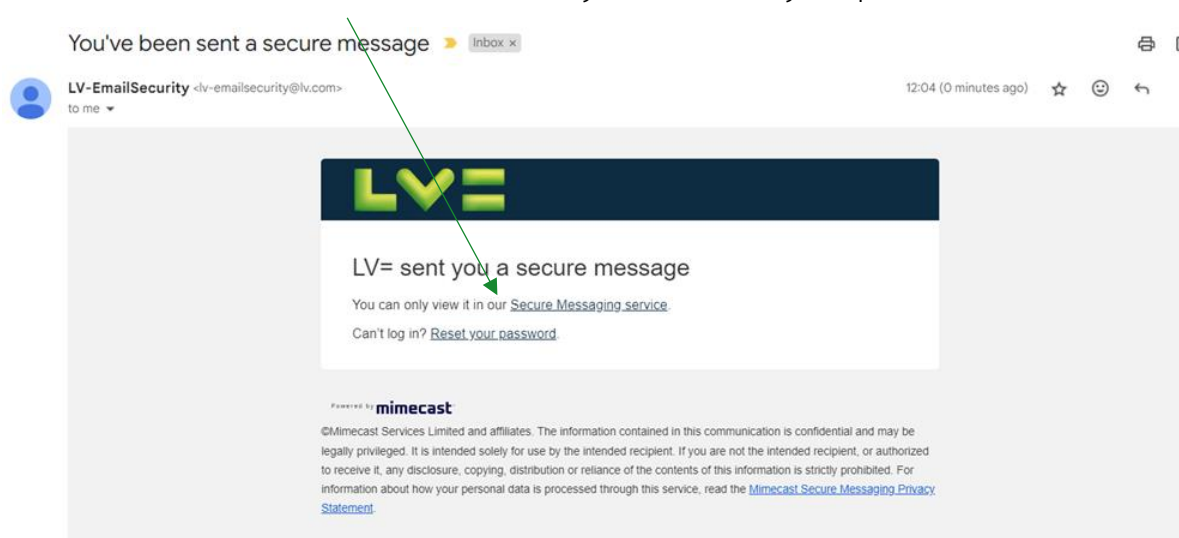
## Log into the Secure Messaging System

After creating your password, you'll be taken to the [login page](#) where you'll be asked to login using your email address and password you just created.

**Please note:** Access to the Secure Messaging System is intended for the sole use of the intended recipient. Login details should not be shared.

## Secure Message Notification

If you have already created a profile within Mimecast, you will receive the email notification shown below. To access the Secure Mail System, you will need to click the **'Secure Messaging Service'** link within each subsequent email that you receive. There is also a link within this notification where you can reset your password, if needed.





## Password reset

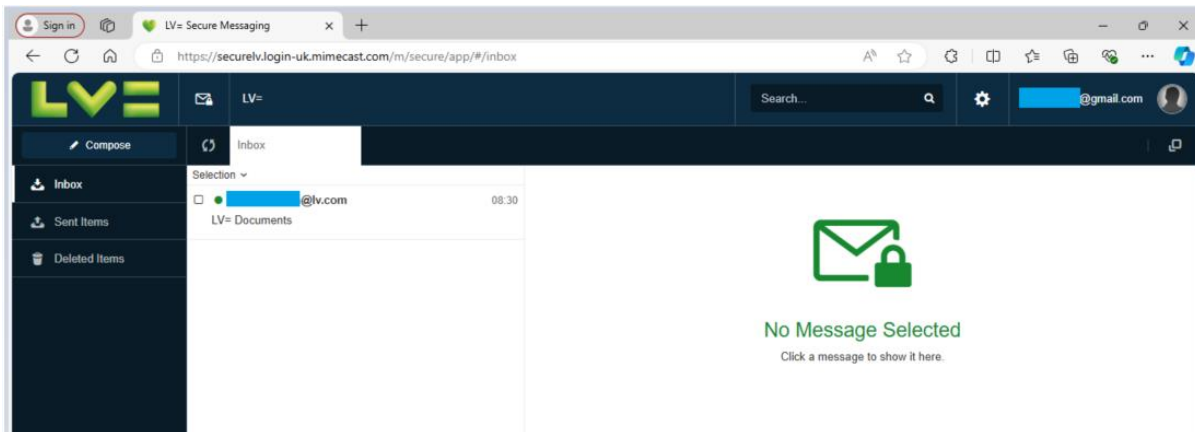
To reset your password enter your email address in the below field, click 'Next' and then click 'forgot password'.



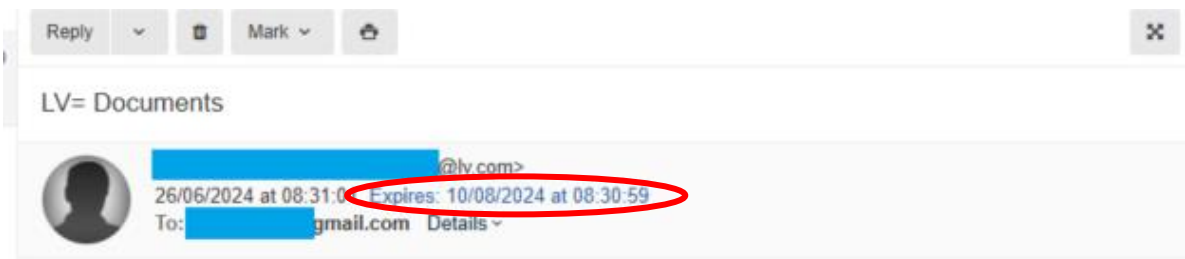
## Viewing your secure email

Now you're authenticated securely, you can view secure emails sent to you within the portal:

Click on the email to view the content.



Each email has an expiration date which is indicated on the email in blue text below.

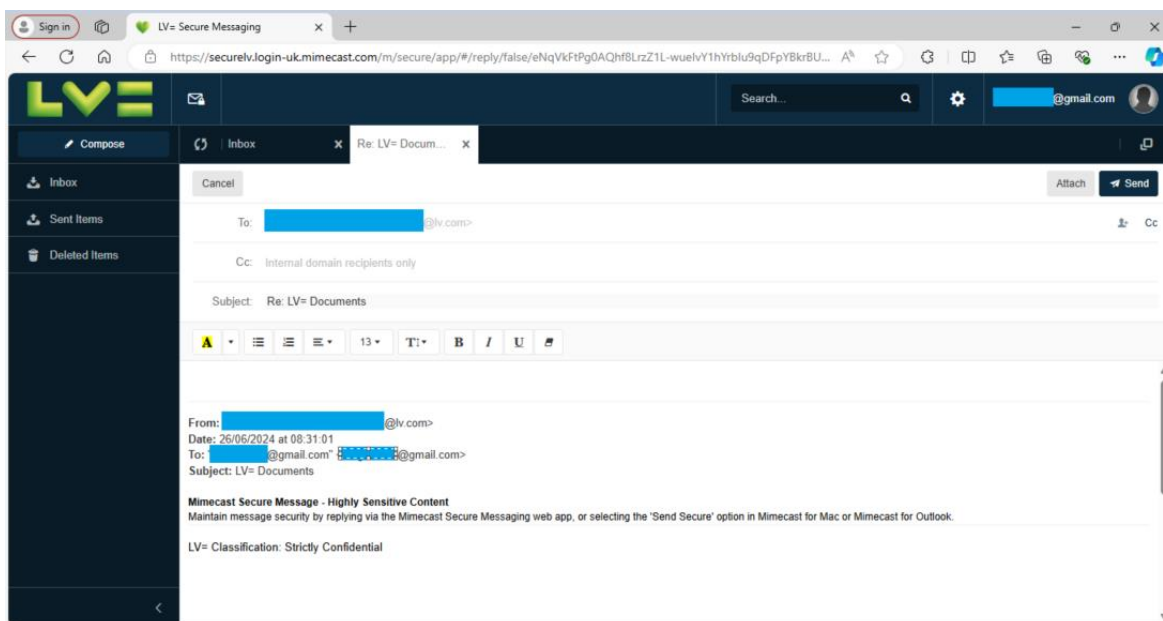


We recommend that you download any documents or print the required information as these emails do have a lifetime of 45 days from date of LV= sending.



## Can I reply to LV=?

Yes, to reply to a secure email that you have received from LV=, simply click 'reply' and type your response in the free-text field shown below.



## Can I attach a file?

Yes, to attach a file to the email you're composing, simply click the 'attach' button on the top, right hand side of the email screen – shown below.



## What if LV= reply to this email again?

If LV= respond to your secure email again, you'll receive a notification to your personal email inbox that you have a secure mail waiting to be viewed.