



Mimecast FAQs

What are the changes and how do they affect me?

We are changing our secure messaging portal from Zix to Mimecast. This new secure communication channel will provide you with a simpler way to send and receive sensitive information via email from us.

How does the new Secure Messaging Portal work?

The secure messaging portal allows you to access a secure message to read it and respond to it. It requires you to log in with your email address and secure messaging password before any messages can be accessed.

How do I access the Secure Messaging Portal?

If this is the first time you are receiving a secure email, the email will contain the login link for portal access. Click the link to be taken to the portal login page, where you will be prompted to create a new password. [Ensure it meets the password requirements: A green tick indicates the password criteria is met. A red cross means a correction is needed to meet the requirements.] After clicking 'confirm,' you will be directed to log in by entering your email and your newly created password. After logging in, you will be taken to your inbox.

If you need to originate a secure message to us, and have not received a message with the link to create your account on the Mimecast portal, please contact your Client Relationship Manager so an invitation can be sent to you.

How do I access my inbox?

Your inbox will display a list of emails sent to you. Clicking on a message will bring it up to the right for review. Double-clicking on it will bring up the message full screen. Using the tools at the top, you can Reply, Reply All, Delete, Mark Read or Unread, or Print any message in the portal. If you reply to the email, it will send a secure message back to the email's sender.

- When you reply to a message, you may attach documents to send back securely. To do so, click on the 'Attach' button in the upper right corner and select your files. To send the email, click the 'Send' button located next to the 'Attach' button in the message's upper right-hand corner.
- You can do a keyword search for emails sent in the past 12 months at the top of the web page. If you click inside the search box, you can select 'More options...' to generate a more detailed search.
- In the upper right-hand corner, the gear icon allows you to adjust settings and preferences (i.e., changing your password, editing the date and time format).
- When you are ready to exit the portal, click on the user icon in the upper right-hand corner and select 'Log Out'.



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Will I be notified when I receive a new message?

You will receive an email notification when a WestStar team member sends you a secure message.

Are there any technical requirements?

You are not required to do anything to continue to receive email from WestStar. However, ensuring that WestStar email domains are added to your whitelist will help to ensure that you receive secure messaging emails from us.

Our email domains are:

- WestStarBank.com
- WestStar-Title.com
- WestStar-Insurance.com

What Internet browsers are recommended?

Most Internet browsers will work, including Microsoft® Internet Explorer®, Mozilla® Firefox® and Apple® Safari™.

What mobile devices can be used?

Most major mobile devices can be used, including Apple® iPhone® and iPad®, BlackBerry® devices and Android® devices.

If you access the portal on a tablet using iOS12 or iOS13, you may experience issues using the expired temporary password. To prevent this from happening, please consider the following:

- Do not allow the temporary password to expire.
- Disable the "Request Desktop Site" option on Safari's settings (for additional information, see troubleshooting guide.)
- Access the secure messaging portal on a laptop.

Who can I contact for help?

If you would like more information about our secure messaging service, please contact us at (915) 747-4125 [M-F 8:00 am – 5:00 pm].