Quick Start Guide
How to open a secure email in 'Solihull MB Council's Secure Messaging Portal'

Solihull METROPOLITAN BOROUGH COUNCIL

Key Information

To protect email messages and attachments sent over untrusted networks such as the Internet, Solihull Metropolitan Borough Council uses Mimecast email encryption software. This means that secure email recipients must access their secure emails through 'Solihull MB Council's Secure Messaging Portal'. The ICT department at SMBC has carefully considered its selection of this portal so that sensitive/confidential messages and attachments cannot be accessed or their contents altered. This portal is separate from any other secure email you may have already.

- The first time you receive a secure email from either a Solihull Council (@solihull.gov.uk) or Community Housing (@solihullcommunityhousing.org.uk) email address, you need to create an account on the 'Solihull MB Council's Secure Messaging Portal'
- Once you have created your account, any subsequent secure mails can then be accessed by simply logging into the portal. Each time a link will be emailed to you, so you can log in and retrieve the new message.

ⓘ The first time a secure email is sent to you, you will receive an email entitled 'Secure Messaging Password Notification' from this email address: email-gw@solihull.gov.uk

❶ **Click 'here' Ⓐ in the message.** You will be taken to the Secure Messaging Portal Login Page

❷ **Type your email address in the 'Log In' field then click** `Next`

❸ **Type in the password Ⓑ sent to you in the 'Secure Messaging Password Notification' email then click** `Log In`

ⓘ Be mindful if you decide to copy and paste your password that you don't inadvertently copy any extra spaces

❹ You will now need to create a new password

Type the current password Ⓑ followed by your new password twice

⚠ • For your new password to be accepted, take note of the bullet points, which will turn into green ticks ✔ once the criteria is met. Passwords must contain at least:
  ⇒ 8 characters
  ⇒ one Upper Case Letter
  ⇒ one lower case letter
  ⇒ one number
  ⇒ one special character such as @ & } etc.
- Please don't use any dictionary words

❺ **Click** `Confirm`

When both passwords are acceptable, you will see a final Log In screen. Underneath the 'Password' field you will see the message

`The password has been saved`

❻ **Enter your new password and click** `Log In`

❼ Once logged in you will see a web-based email screen. **Click on the secure message in your inbox to open it and review its contents**

ⓘ When you next receive a secure messaging notification, you will... **View the message by clicking here.** This takes you to the portal log in screen where you type in your email address and password directly.
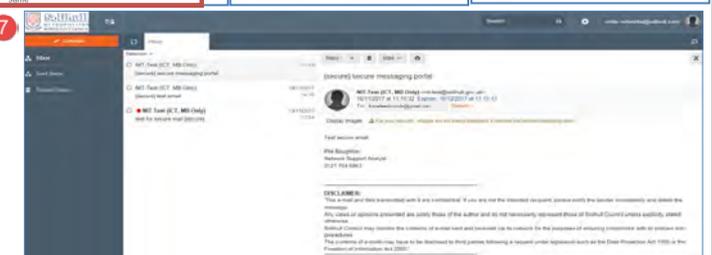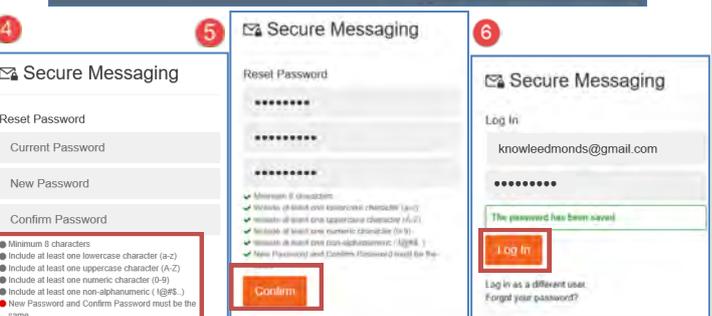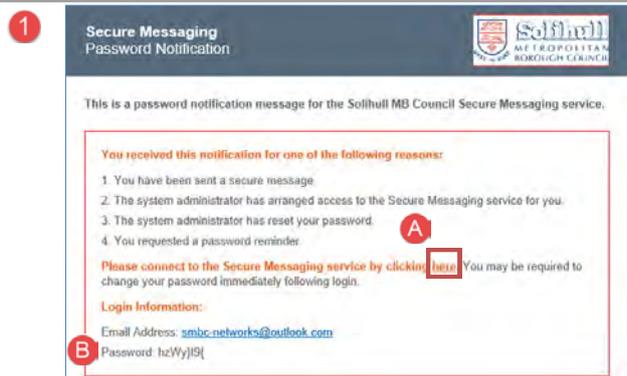
- The mailbox works in a very similar way to any web-based email account, such as Outlook or Gmail
- Click on any of the emails to open and read them
- You can 'Print', 'Reply', 'Delete', or 'Compose' a new email
- To open attachments, click on 'View' next to the attachment and then 'Download'
- All emails will automatically be deleted from the Secure Portal after 30 days, even if they have not been retrieved
- If you forget your password on the portal, then just follow the 'Forgot your password' link on the portal log in page. This will send you an email to allow you to reset your password and gain access to your mailbox again
- Should you mistype your portal password five times in a row, you will be locked out for 30 minutes. After this time, you can try again.

⚠ If you save or print the email or any attachment sent to you, you must ensure this is done in a secure manner. Sensitive emails should never be stored on personal PCs or mobile devices unless they are encrypted.