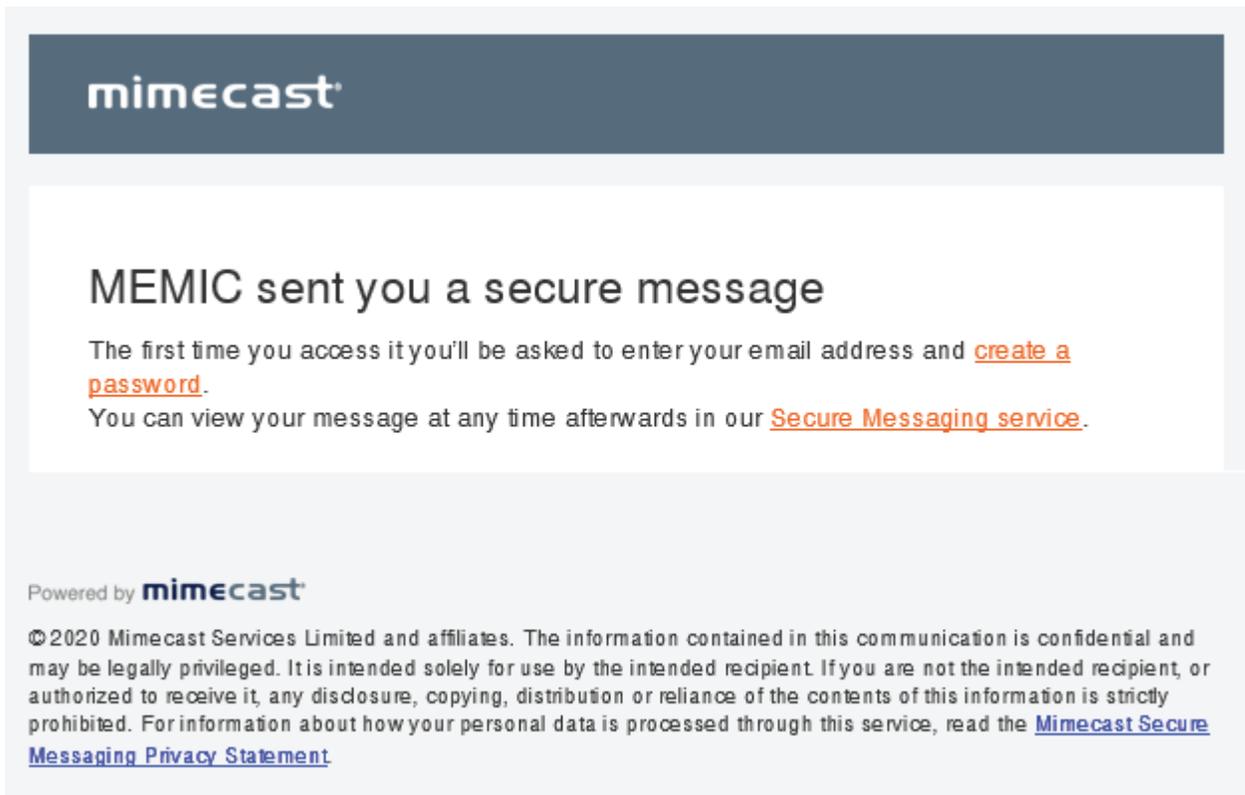# MIMECAST SECURE MESSAGING PORTAL

To protect the electronic sending of Confidential Information, MEMIC uses a passphrase-protected system from Symantec™ for encrypting and sending injury report and claim documents to our policyholders and their employees. This guide provides instructions to create a passphrase to access the Symantec™ email protection system and download your files.

Notification Email with Unique URL

Once an injury report has been processed, a notification email will be sent to any and all email addresses provided on the injury resport submisison. The sender will show as "**MEMIC Systems**." Please note, email formatting may vary depending on your email system. The email message includes a unique URL which is associated to the email address recipient. Clicking the link will launch your web browser and direct you to the Symantec™ Email Protection System.

Users of our previous Secure Messaging Portal will be required to create a new password

MEMIC switched from Symantec to Mimecast for email encryption service for sending secure messages. For your protection, existing users of the Symantec service will be required to create a new password upon first login to the new Mimecast Secure Messaging Portal. This is a one-time step and is not required on subsequent logins. We apologize for any inconvenience.
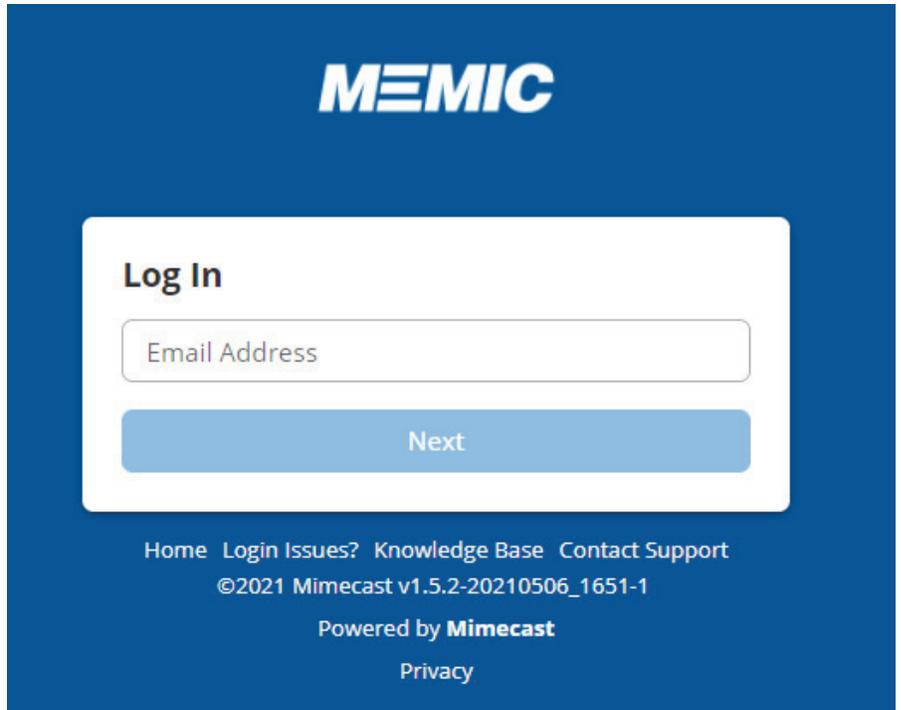
MIMECAST SECURE MESSAGING PORTAL

Logging Into The Secure Messaging Portal

After you have created a password, please proceed to the Mimecast Secure Messaging Portal and login with your credentials

Download PDF

Once you have successfully created your passphrase, you will receive another email from MEMIC systems with your injury report document(s) a PDF attachments.

Questions?

Contact us at **1-800-636-4292**.