

Q: What is this Secure Messaging (Mimecast) notification?

A: Eder, Casella & Co. utilizes Mimecast's email security feature to send you a message that may contain sensitive information and has been sent securely. This means you must log into our Secure Messaging Portal to read the message.

Q: Why use Mimecast for email security?

A: Mimecast is an industry leader in email security and filtering, so we have partnered with them to enhance our security posture.

Q: How will I access the message?

A: If this is your first time receiving a secure message from Eder, Casella & Co., you should receive a separate message with a one-time-use password. Once you've logged in using this password, you will be required to set your own password.

Q: Can the password that I set up be used on future messages?

A: Yes, if Eder, Casella & Co. has sent you a Secure Message previously, you can log in with the password you set when last logging into this Secure Messaging portal.

Q: What happens if I don't know my password?

A: If you've received secure messages from Eder, Casella & Co. in the past, you may use the [Forgot Your Password?](#) link to reset. You will receive an email containing a code to enter. Once you enter that code, you will be prompted to set up a new password.

Q: Someone at Eder, Casella & Co. is using Mimecast to try to send mail to me, but I am not receiving it. How can I resolve this?

A: Try the following:

- Check your spam filter to see if the message was held there.
- Contact us to troubleshoot further. If we can't assist, we will raise a case with Mimecast Support for further assistance.