

## If you have been sent an email like this:

**From:** Domain postMaster address <[postmaster@willowvalley.org](mailto:postmaster@willowvalley.org)>

**Date:** January 24, 2022 at 4:29:09 PM EST

**To:** You <[your](#) email address>

**Subject:** You have been sent a secure message

**mimecast**

### Willow Valley Communities sent you a secure message

The first time you access it you'll be asked to enter your email address and [create a password](#).

You can view your message at any time afterwards in our [Secure Messaging service](#).

Powered by **mimecast**

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## This is probably what happened:

The email is most likely someone from Willow Valley sending an email that contained some form of protected health info, or any form of sensitive information. This process is automated so there is a chance for false positives (i.e., random numbers being interpreted as a Social Security number, or a person's name being identified as a medication). Either way, it is safe, and the Resident receiving the email can sign in to open the message.

## Here is what you can do:

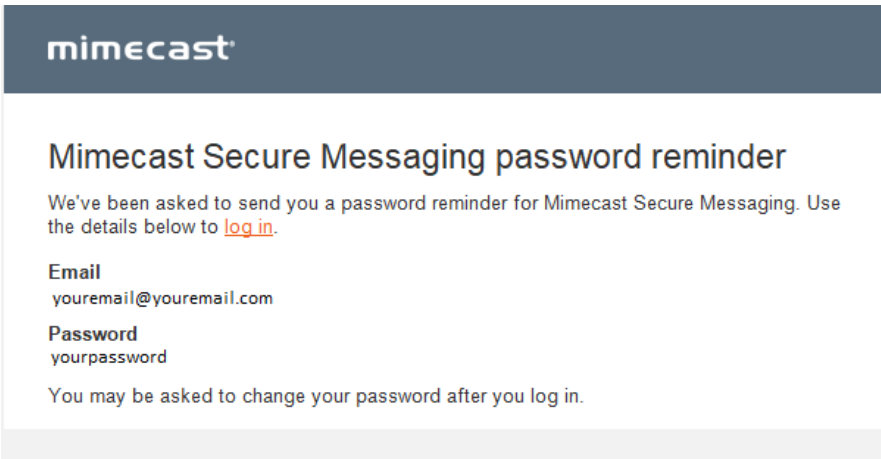
### How to Open Secure Messages from Mimecast

1. If you are expecting a secure message from a Willow Valley Team Member, you will receive a message from [postmaster@mimecast.com](mailto:postmaster@mimecast.com) with the subject "You've been sent a secure message"

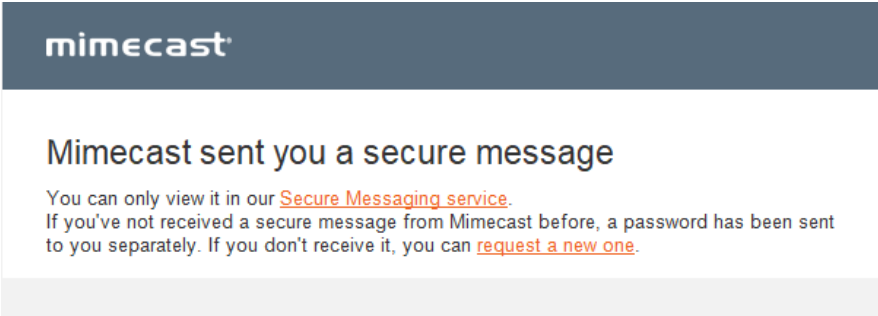
**You've been sent a secure message**

postmaster <[postmaster@mimecast.com](mailto:postmaster@mimecast.com)>

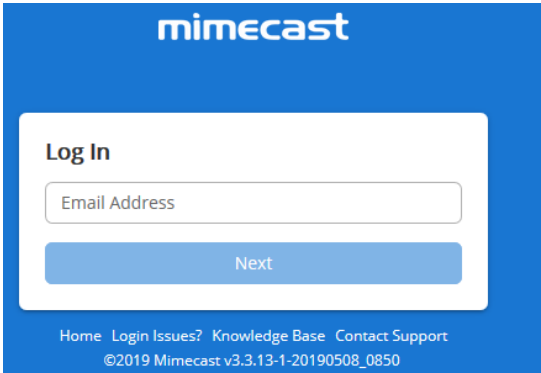
- a. If this is the first time you are receiving a secure message from a Willow Valley Team Member, you will also receive a second email from [postmaster@mimecast.com](mailto:postmaster@mimecast.com) with the subject "Secure Messaging password reminder"
- b. In the body of the email, you will see your temporary password



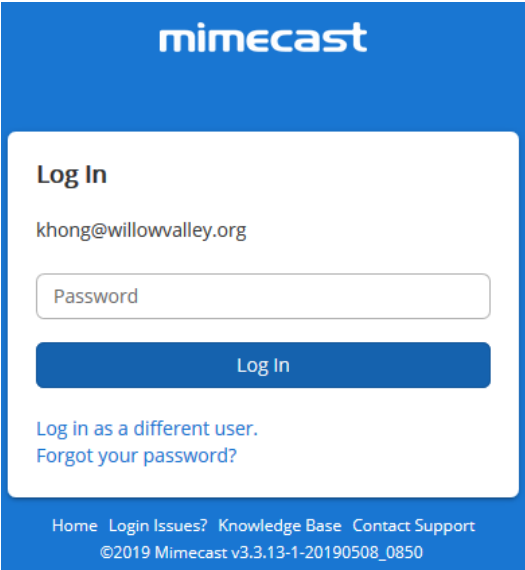
- 2. In the body of the secure message, click on the "Secure Messaging service" link.



- 3. Enter your email address



- 4. Enter your password



If you entered your temporary password. You will now be prompted to change the temporary password to a permanent one.

### Reset Password

- Minimum 10 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- Include at least one non-alphanumeric (!@#\$.)
- New Password and Confirm Password must be the same

5. Once logged in, you will now be able to see your secure message.

