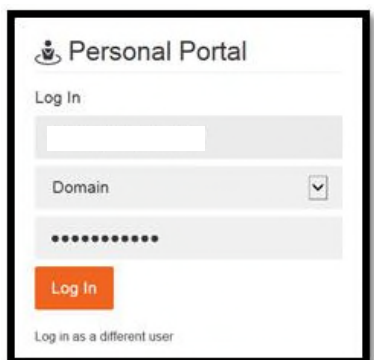


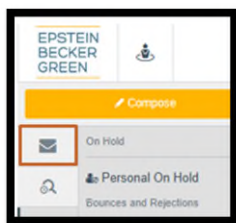
Email Continuity event is a plan that ensures that email services will be available during a planned or unplanned outage of Firm email services. How does it work? When Microsoft Outlook (Exchange) is offline, full email functionality for reading, replying, composing and sending emails and attachments will be delivered through the Spam Management Personal Portal. When the outage has been resolved, Firm email services will resume as normal through Outlook. Email synchronization: 1) received emails will synch automatically to the recipients inbox; 2) any sent emails will be Bcc'd to the sender and synched to their inbox; and 3) It should be noted that Calendar and notes will be unavailable for use during an outage.

## ACCESS USING A WEB BROWSER

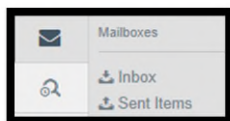
1. Type the following in your web browser:  
<https://ebg.login-us.mimecast.com/m/portal/login/#/login>
2. The Personal Portal will open.
3. Enter your full EBG<sup>1</sup> email address in the login screen, and then click **NEXT**.
4. Type in your EBG network password.



5. Press the **LOG IN** button.
6. Select the **MAILBOXES** icon from the left-hand menu to view your Inbox and Sent Items folders.



7. Select either Inbox or Sent Items. A page opens listing the items sent or received over the last 60 days.



8. To preview an email, select it. Double-clicking opens the email in a new tab.

## RESPONDING TO EMAILS

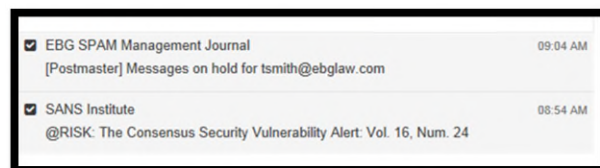
From the Inbox and Sent Items folders, you are able to manage and respond to your emails. This includes Open, Reply, Reply All, Forward, Permit Sender or Block Sender.

There are various ways these options can be accessed:

Option	Action
<b>Highlighting the message</b>	This displays the email in the preview pane. Use the preview pane drop-down menu to Reply, Reply All or Forward the Email.
<b>Double clicking on the message</b>	This opens the email in a new tab. A toolbar is provided which allows you to Reply, Reply All or Forward the email.

## TO FORWARD MULTIPLE MESSAGES

1. Select the check box next to each message you wish to forward.



2. Click on the **FORWARD** button.
3. The messages you have selected will be created as attachments to a new email.

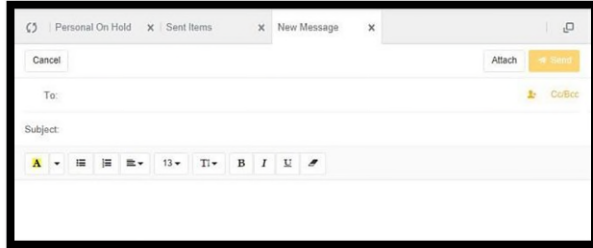
<sup>1</sup> For EBG Advisors enter:  
username@ebgadvisors.com

## COMPOSING A NEW EMAIL

1. Press **COMPOSE** to create a new message.



2. Add the recipients, subject line and message body.

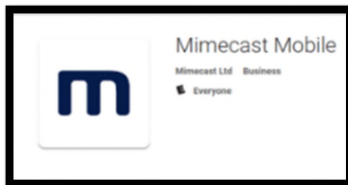


3. The auto-complete feature matches the most recent contacts from emails sent through the Spam Management Personal Portal.
4. Click **ATTACH** to add an attachment.
5. Once the email has been composed, click the **SEND** button to send the message.

*Note: Signatures are not available. Therefore, your personal signature will not be attached to your email.*

## ACCESSING USING A MOBILE APP

1. Download the Mimecast Mobile app from the Comp Portal.



2. Once the app is installed, tap to open.
3. Choose **ADD ACCOUNT**.
4. Enter your EBG username and password.
5. Choose **NEXT**.
6. If prompted, enter your passcode for your mobile device.
7. Follow the prompts to complete the installation.
8. The Online Inbox opens.
9. Choose an email to open.

## TO OPEN THE ONLINE SENT ITEMS FOLDER

1. Press the menu icon on the upper left-hand side of the screen.
2. Choose **SENT ITEMS**.

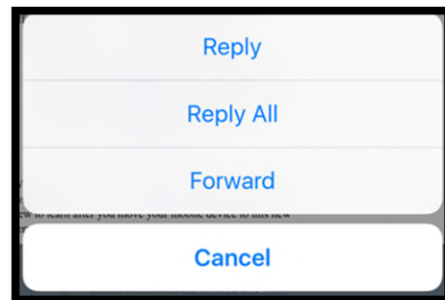


## RESPONDING TO EMAILS USING MOBILE APP

From the Inbox and Sent Items folders, you are able to manage and respond to your emails. This includes Open, Reply, Reply All, and Forward.

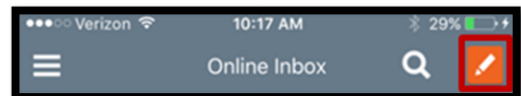
## MESSAGE OPTIONS

1. Choose the Message.
2. Click the **FORWARD** arrow and choose from the following options:



## COMPOSING A NEW EMAIL USING MOBILE APP

1. From the Inbox, tap the **COMPOSE** icon to create a new message.



2. Add the recipients, subject line and message body.
3. Tap the **PAPER CLIP** icon to add an attachment.
4. Tap **SEND** button to send the message.

