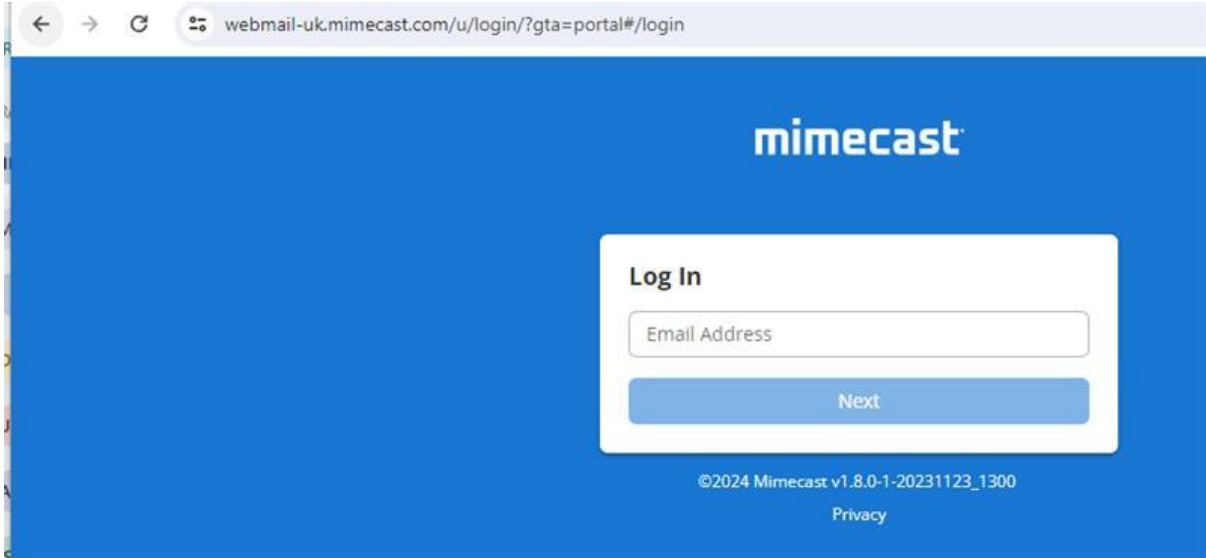


1. Click on **Personal Portal** link to check the list of emails held or blocked:

Link to the portal:

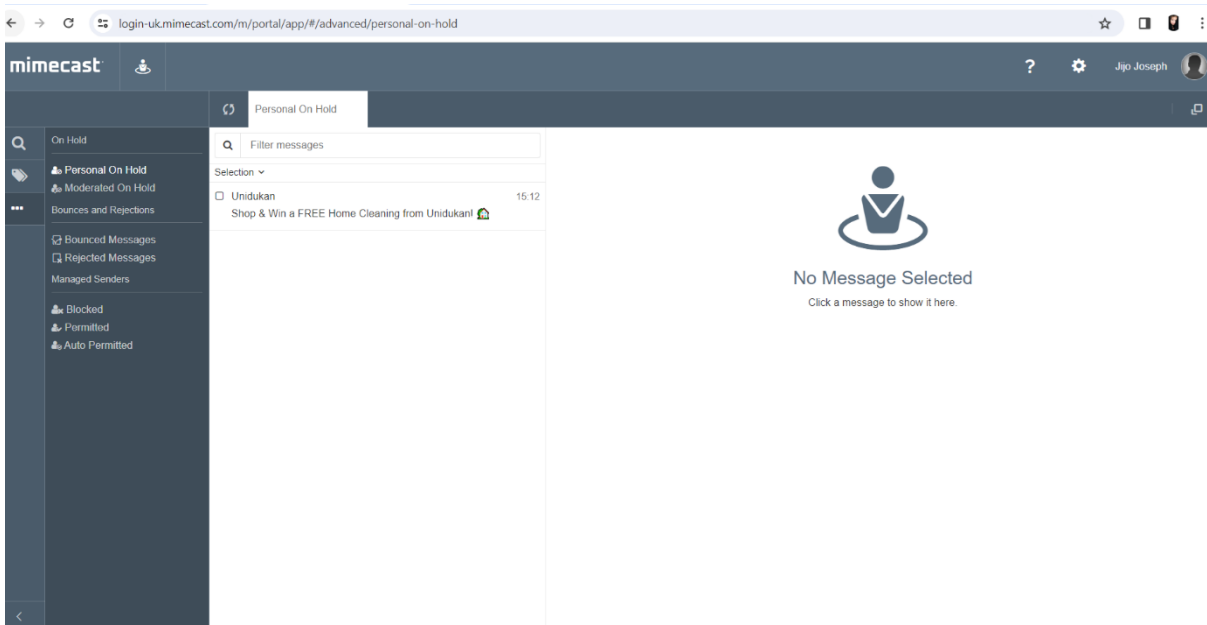
<https://webmail-uk.mimecast.com/u/login/?gta=portal#/login>

2. Enter the Email Address and click Next:



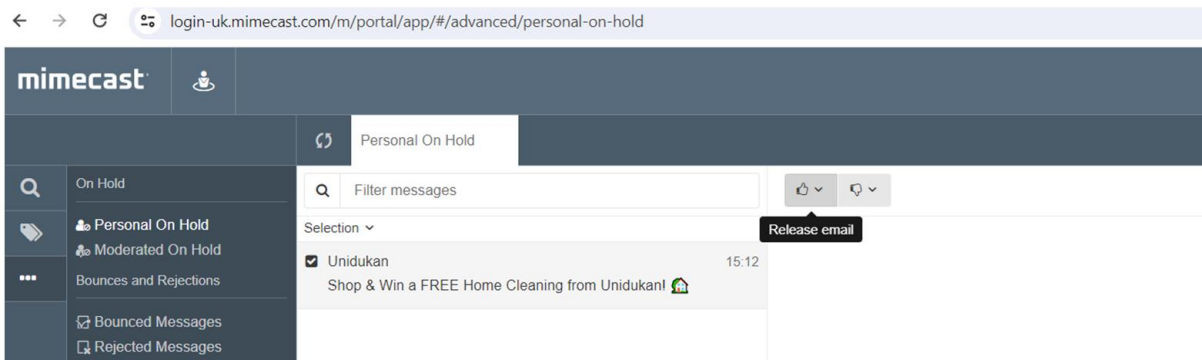
- 4.

Emails which are held by the Email Gateway will be shown here.

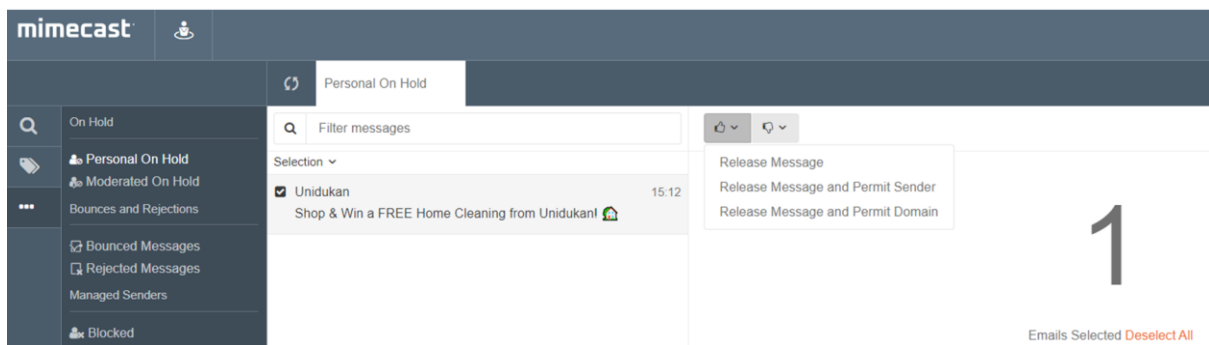


- 5.

Please select the email and you will see the 'Like/Dislike' button as in the below screenshot.



6. If you know the sender and it's a valid email, you can click on the **'Like'** button and click on the **Release Message or Release Message and Permit Sender to add that sender to Whitelist.**



7. Alternatively, if you want to Reject or Block, you can use the **'Dislike'** button and click on **Reject Message or Reject Message and Block Sender to add to the Blocklist.**

