

Getting Started & FAQ

Own your Mimecast Solution

Welcome to Mimecast Education, your comprehensive resource for starting and advancing your learning journey. Our training programs are designed to equip you with the knowledge and skills needed to master various aspects of the Mimecast platform.

Training Options

Mimecast Education provides comprehensive training tailored for administrators. Our offerings include both instructor-led and self-paced courses, ensuring flexibility and accessibility to meet diverse learning needs.

- **Instructor-Led Virtual Training:** Delivered by a live instructor, these sessions provide guided instruction with the opportunity to ask questions in real-time.
- **Self-Paced Learning:** On-demand video courses that you can access at your convenience, allowing you to learn at your own pace.

Education Resources

Mimecaster Central	Our hub for Knowledge articles, blogs, and education.
Education Course listing	All our courses with descriptions, prerequisites & links to register for the sessions.
Certification Program	An overview of our Certification Program
Questions?	Contact Mimecast University for any questions/issues on mimecastu@mimecast.com

Mimecast-University

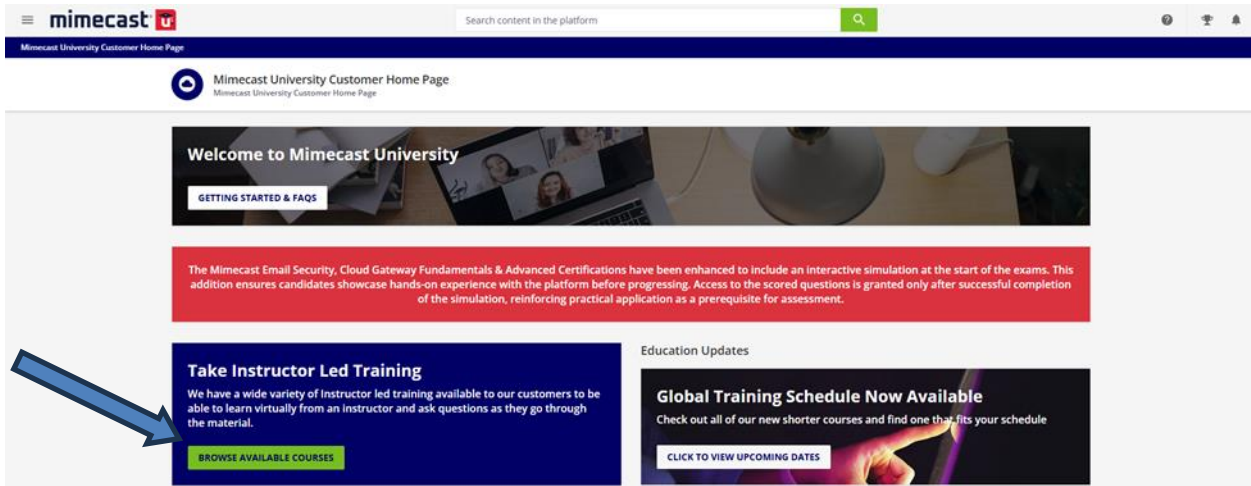
NOTE: Visit the [Mimecast Education Knowledge hub](#) on Mimecaster Central for quick how-to videos!

If you have any questions, email: mimecastu@mimecast.com and support agent will assist you.

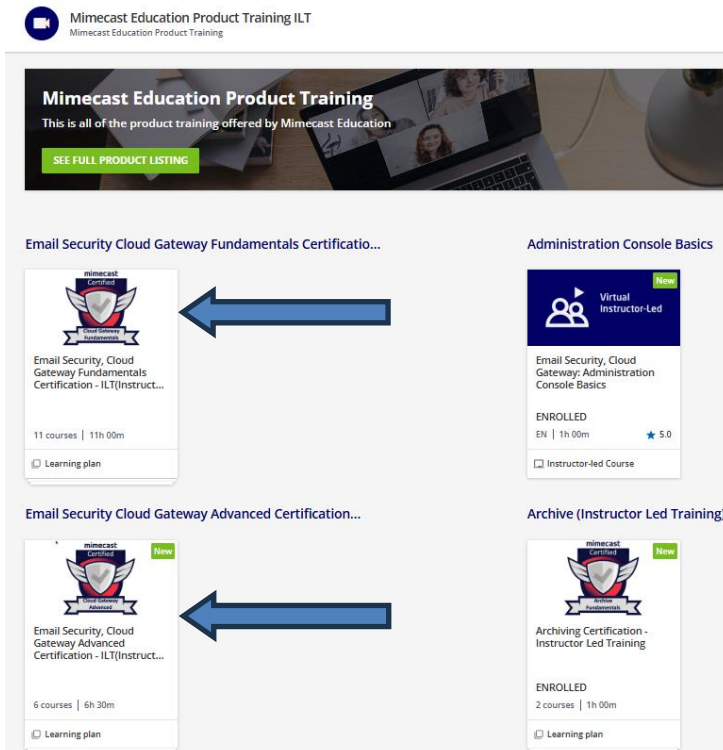
Navigation

Learning Plan Enrollment

- From the Mimecast University Customer Home Page, you will be able to find and enrol into our available courses.
- Select the “**Browse available courses**” button under the “**Take Instructor Led Training**” option to view all the training courses available.
 - **NOTE:** You could access the applicable link in [Mimecast Education Courses and Certification Tracks](#) - this provides all our courses with descriptions, prerequisites & links to register for the sessions.



- On the left of the screen, you will be presented with our Mimecast Certification Learning Paths.



- When clicking on either of these tiles, you can click on enroll and will therefore be enrolled into the Learning Plan.

Email Security, Cloud Gateway Fundamentals Certification - ILT(Instructor-led Training)

Learning plan




SHARE

Learning plan description

This is a description of the new learning plan

Courses in the learning plan




1 eLearning | 10 Instructor-led Course | 11h average time

 Virtual Instructor-Led	Email Security, Cloud Gateway: Administration Console Basics ENROLLED Mandatory EN Instructor-led Course 1h 00m	▼
 Virtual Instructor-Led	Email Security, Cloud Gateway: Connectivity ENROLLED Mandatory EN Instructor-led Course 1h 00m	▼
 Virtual Instructor-Led	Email Security, Cloud Gateway: User Management ENROLLED Mandatory EN Instructor-led Course 1h 00m	▼

Enrollment options

ENROLL


Learning plan details

-  Average completion time
11 hours
-  Time to complete
Unlimited access
-  Learning plan ID
LP-P086EV

- Now you are able to enroll into the Instructor-Led courses for this learning plan. Simply click on the “Play” button on the right-hand side of the course that you would like to attend (keeping in mind that it is highly recommended that you attend the courses in the same order as they are listed in the Learning Plan).

Courses in the learning plan







1 eLearning | 10 Instructor-led Course | 11h average time

 Courses Not Started Instructor Led	Email Security, Cloud Gateway: Administration Console Basics Mandatory EN Instructor-led Course 1h 00m	▶	PLAY	▼
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- You will be presented with a list of sessions with different dates and times. Clicking on the arrow on the right-hand side of any session, will allow you to see the session date, time and instructor.
- Click on “Enroll” on the right-hand side of the session.

Course sessions

8 full online sessions

 February 3, 2025 (EMEA) 02/3/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam 1 event Full online 1 instructor VILT for Microsoft Teams Meeting 1h 30m	▶	ENROLL	^
Session instructors 1 Instructor  Shirizane Magadla			
Session events 0 ended events 1 scheduled events OLDEST TO NEWEST ▼ AGENDA ▼ 2025  Show ended events			
 Mon 03 Feb	Administration Console Basics 02/3/2025, 09:00 am - 10:30 am (GMT +02:00) Africa/Johannesburg 02/3/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam Online VILT for Microsoft Teams Meeting 1h 30m		
 February 3, 2025 (US) 02/3/2025, 04:00 pm - 05:30 pm (GMT +01:00) Europe/Amsterdam 1 event Full online 1 instructor VILT for Microsoft Teams Meeting 1h 30m		ENROLL	▼
 February 17, 2025 (EMEA) 02/17/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam 1 event Full online 1 instructor VILT for Microsoft Teams Meeting 1h 30m		ENROLL	▼

- You will now be presented with a summary of the session.

February 3, 2025 (EMEA)
02/3/2025 (GMT-05:00) America/New_York

SESSION INFORMATION | EVENTS | SYLLABUS | INSTRUCTORS

Session information

- Event 1
- Attendance Full online
- Video conference tool VILT for Microsoft Teams Meeting
- Duration 1h 30m

Session events

0 ended events | 1 scheduled events

OLDEST TO NEWEST | AGENDA

2025 Show ended events

Mon 03 Feb

Administration Console Basics
 @ 02/3/2025, 09:00 am - 10:30 am (GMT+02:00) Africa/Johannesburg
 @ 02/3/2025, 02:00 am - 03:30 am (GMT-05:00) America/New_York
 Online | VILT for Microsoft Teams Meeting | 1h 30m

Course syllabus

1 Lesson | 1h 00m

Administration Console Basics Student Guide
File

Session instructors

1 Instructor

SM Shirizane Magadla
Email

Completion status

Attend at least 1 event to complete this session

0 of 1 events attended

Course upcoming events

Administration Console Basics
The event is scheduled for 02/3/2025 at 02:00:00 am

The session time is displayed in your time

- Once you enroll into a session, you will receive an email notification with a calendar ICS file to add it to your calendar.

Course Enrollment

- From the Mimecast University Customer Home Page, you will be able to find and enrol into our available courses.
- Select the “**Browse available courses**” button under the “**Take Instructor Led Training**” option to view all the training courses available.
 - NOTE:** You could access the applicable link in [Mimecast Education Courses and Certification Tracks](#) - this provides all our courses with descriptions, prerequisites & links to register for the sessions.

mimecast

Mimecast University Customer Home Page

Welcome to Mimecast University

GETTING STARTED & FAQS

The Mimecast Email Security, Cloud Gateway Fundamentals & Advanced Certifications have been enhanced to include an Interactive simulation at the start of the exams. This addition ensures candidates showcase hands-on experience with the platform before progressing. Access to the scored questions is granted only after successful completion of the simulation, reinforcing practical application as a prerequisite for assessment.

Take Instructor Led Training

We have a wide variety of Instructor led training available to our customers to be able to learn virtually from an instructor and ask questions as they go through the material.

BROWSE AVAILABLE COURSES

Education Updates

Global Training Schedule Now Available

Check out all of our new shorter courses and find one that fits your schedule

CLICK TO VIEW UPCOMING DATES

- On the right of the screen, you will be presented with our Mimecast Instructor-Led Courses.

Mimecast Education Product Training
Mimecast Education Product Training

Mimecast Education Product Training
This is all of the product training offered by Mimecast Education
[SEE FULL PRODUCT LISTING](#)

Email Security Cloud Gateway Fundamentals Certification - ILT(Instructo...

Administration Console Basics

Email Security Cloud Gateway Advanced Certification - ILT(Instructo...

Archive (Instructor Led Training)

- You will be presented with a list of sessions with different dates and times. Clicking on the arrow on the right-hand side of any session, will allow you to see the session date, time and instructor.
- Click on “Enroll” on the right-hand side of the session.

Course sessions
8 full online sessions

February 3, 2025 (EMEA)

02/3/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam
1 event | Full online | [1 instructor](#) | VILT for Microsoft Teams Meeting | 1h 30m

ENROLL

Session instructors
1 Instructor

SM Shirzane Magadla

Session events
0 ended events | 1 scheduled events

OLDEST TO NEWEST | AGENDA

2025

Show ended events

Mon 03 Feb

Administration Console Basics

02/3/2025, 09:00 am - 10:30 am (GMT +02:00) Africa/Johannesburg
02/3/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam
Online | VILT for Microsoft Teams Meeting | 1h 30m

February 3, 2025 (US)

02/3/2025, 04:00 pm - 05:30 pm (GMT +01:00) Europe/Amsterdam
1 event | Full online | [1 instructor](#) | VILT for Microsoft Teams Meeting | 1h 30m

ENROLL

February 17, 2025 (EMEA)

02/17/2025, 08:00 am - 09:30 am (GMT +01:00) Europe/Amsterdam
1 event | Full online | [1 instructor](#) | VILT for Microsoft Teams Meeting | 1h 30m

ENROLL

- You will now be presented with a summary of the session.

February 3, 2025 (EMEA)
02/3/2025 (GMT-05:00) America/New_York

SESSION INFORMATION | EVENTS | SYLLABUS | INSTRUCTORS

Session information

- Event 1
- Attendance Full online
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- Duration 1h 30m

Session events

0 ended events | 1 scheduled events

OLDEST TO NEWEST | AGENDA

Show ended events

2025

Mon 03 Feb

Administration Console Basics

- 02/3/2025, 09:00 am - 10:30 am (GMT+02:00) Africa/Johannesburg
- 02/3/2025, 02:00 am - 03:30 am (GMT-05:00) America/New_York
- Online | VILT for Microsoft Teams Meeting | 1h 30m

Course syllabus

1 Lesson | 1h 00m

Administration Console Basics Student Guide

Session instructors

1 Instructor

SM Shirizane Magadla

Email

Completion status

Attend at least 1 event to complete this session

0 of 1 events attended

Course upcoming events

Administration Console Basics

The event is scheduled for 02/3/2025 at 02:00:00 am

The session time is displayed in your time

- Once you enroll into a session, you will receive an email notification with a calendar ICS file to add it to your calendar.

Session Information

- After enrolling, you will see the session information, events, and syllabus, including an option to download the student guide.

Email Security, Cloud Gateway: Administration Console Basics

Instructor-led Course • English • 0 of 44 sessions completed

SESSION INFORMATION | EVENTS | SYLLABUS | INSTRUCTORS

Session events

0 ended events | 1 scheduled events

OLDEST TO NEWEST | AGENDA

Show ended events

2025

Tue 21 Jan

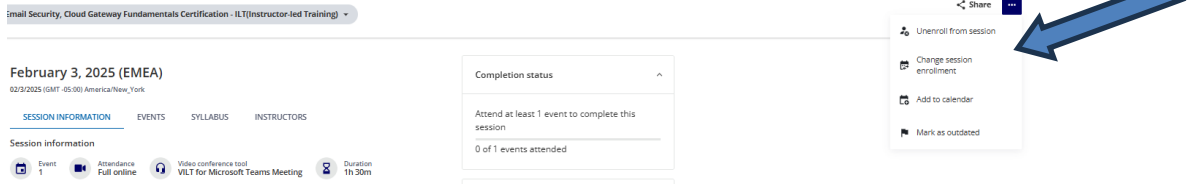
Administration Console Basics

- 20/01/2025, 10:00 - 11:30 (GMT-05:00) America/New_York
- 21/01/2025, 2:00 - 3:30 (GMT+11:00) Australia/Melbourne
- Online | VILT for Microsoft Teams Meeting | 1h 30m

Time and schedule

- Local time: 10:00 - 11:30 (GMT-05:00) America/New_York
- Your time: 21/01/2025, 2:00 - 3:30 (GMT+11:00) Australia/Melbourne
- Duration: 1h 30m

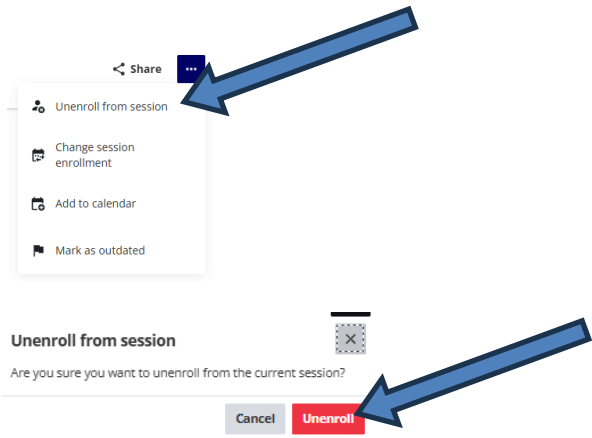
- You can “Change Session Enrollment” or “Unenroll from Session” by clicking on the ellipsis icon in the top-right corner of the screen.



- To change the session, click on “Change Session Enrollment”. You will then be presented with a list of alternate sessions. Click on the radio button on the left-hand side of the session you would like to change to. Click on “Change” on the bottom right of the screen.



- To unenroll from the session, please click on the ellipsis icon and select “Unenroll from Session”, then click on the “Unenroll” button.



Joining the Session

Once you have enrolled into a session, you will receive an email from Mimecast-U confirming the session details and a calendar invite. **Please note you will be able to join your session 15 minutes prior to start time.**

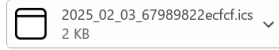
You have just enrolled in course Email Security, Cloud Gateway: Administration Console Basics



Mimecast University <mimecastu@mimecast.com>

To ● Gary Bezuidenhout

If there are problems with how this message is displayed, click here to view it in a web browser.



Hi Gary,

You have just enrolled into the Email Security, Cloud Gateway: Administration Console Basics course.

Course information is as follows:

- 2/3/2025 9:00:00 am - 2/3/2025 10:30:00 am
(Your time GMT +02:00 Africa/Johannesburg)
Video conference

Training Room: [session_classroom]

A calendar invite is attached.

If you have any questions or issues, please contact mimecastu@mimecast.com

Mimecast University Course Confirmation



Mimecast University <mimecastu@mimecast.com>

To ● Gary Bezuidenhout

If there are problems with how this message is displayed, click here to view it in a web browser.



Hello Gary,

This email is to confirm that you have enrolled in Email Security, Cloud Gateway: Administration Console Basics.

- 2/3/2025 9:00:00 am - 2/3/2025 10:30:00 am
(Your time GMT +02:00 Africa/Johannesburg)
Video conference

Attached is your calendar invite.

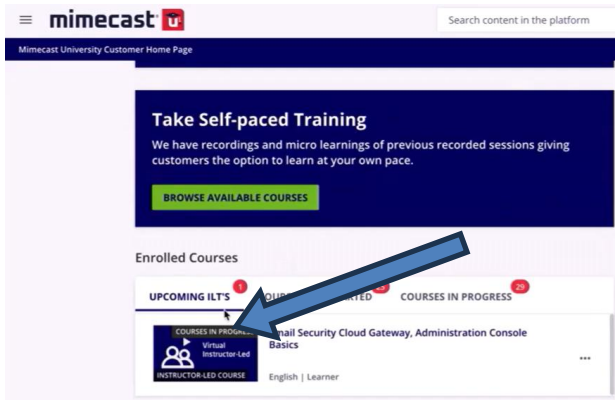
Please note you will be able to join your session 15 minutes prior to start time. click [here](#) to learn how.

For questions, please contact us at: mimecastu@mimecast.com

Regards,

The Mimecast University Team

- When you are ready to join the session, navigate to Mimecast University and from the Home Page, you will be able to see all your upcoming ILT Training Sessions.

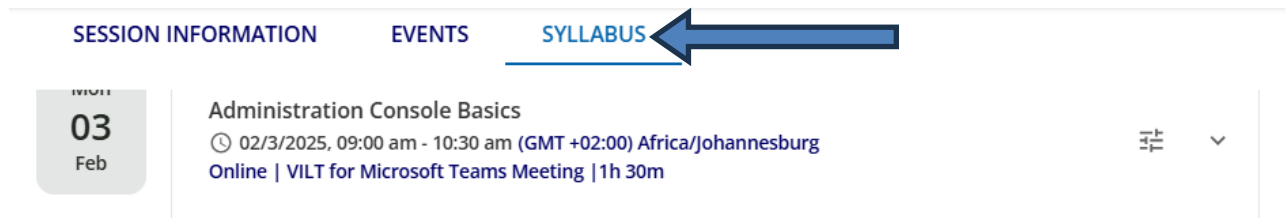


- Click on the session that you would like to join and you will be able to join the webinar.



How to download content

The course content is tied to your course – once enrolled on Mimecast University, click on the Syllabus tab and then click on the name of the guide. Then click on “Download File”.



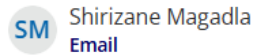
Course syllabus

1 Lesson | 1h 00m



Session instructors

1 Instructor



← Email Security, Cloud Gateway: Administration Console Basics

Instructor-led Course • English • 0 of 1 sessions completed

Syllabus
1 Lesson • 1hr

Courses In Progress

Administration Console Basics Student Guide
File

Administration Console Basics Student Guide



AdCon Basics_Student Guide_Oct_02_2024.pdf

File size: 2.02 MB

[Download file](#) ←

Frequently Asked Questions

What are my options for taking technical training?

Mimecaster Central is your hub to all education training.

Product Hubs: these are short, high-level videos that span across our products and services. They are in a snackable format and introduce each product by providing an entry-level overview.

Knowledge Base: this extensive library of technical articles provides the learner with detailed information about product implementation, configuration, utilization, and best practices. It is a source of valuable knowledge on everything a learner needs to know about Mimecast.

Technical Training:

- **Free On-Demand:** Technical Training gives learners access to high quality training courses and certifications to engage with at their own pace. From individual product deep-dives and best practices, this training hub is a one-stop shop for every Mimecast administrator.
- **Instructor-led Subscription:** the subscription offering gives learners direct access to engage with trainers, ask questions, and get the customized guidance they need to make the most of their Mimecast solutions. Those subscribed to Mimecast Education will get exclusive, early access to new courses and certifications as well as updates to the course roadmap.

Certification: Mimecast Education offers a two-level certification program. Obtaining a Mimecast Certification assures you to achieve mastery at the highest level of Mimecast expertise, giving you the peace of mind for business-critical cyber security solutions. See our [certification program guide](#) for more information.

Where can I find an overview of all courses available?

All training courses and certification tracks can be found [here](#)

Mimecast Education Frequently Asked Questions

Instructor-led Questions

Where can I find the Instructor-led course schedule?

1. If you are a subscriber, there is a calendar right on your home page called “Instructor-led Sessions”. Just click on the day you are interested in and you can see what courses are scheduled for the day – to enrol click on the course name and choose a session.
2. If you know the course you want to enrol to, go to the course and expand the session options to see which session suites your schedule.

Can I administer my licenses to my team?

No, all Mimecast Administrators that need access to Mimecast University must register individually.

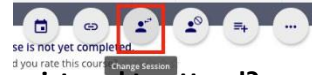
- To register for free content, navigate to <https://mucustomer.mimecast.com>
- To register as a subscriber, navigate to <https://education.mimecast.com>

Can all my employees access the University?

Mimecast University is designed for Mimecast Administrators only.

What if I missed my scheduled enrollment date/time?

You can sign up for any future courses if you missed the course you were enrolled too. Be sure to change the session by clicking on this icon on the course home page:



What happened if I missed two or more scheduled classes that I have registered to attend?

Nothing, however, be sure to unenroll from the sessions you missed by clicking on the unenroll icon on the course page

What if I lose connection and I need to log back in, can I get back into the session or do I have to reschedule for another day?

You can re-join the session by logging back into Mimecast University -> my enrolled courses -> navigate to the session and click join session

Certification Questions

What available certifications does Mimecast have?

See our [certification program guide](#) for more information.

Why should I become certified?

Exam takers benefit from completing the certification by being recognized as a Mimecast Certified Product Professional. With each exam taken and passed, a certificate of competence will be issued, and they will join an elite group of experts.

Is there an order in which to take the courses for the certification?

Yes. In Mimecast University there are learning paths for each certification.

What happens when new standards are published? Do I have to be recertified?

Certification is good for two years, when your certification expires, you will need to recertify.

Is there a charge to take a Certification Exam?

There is no fee to take our certification exams.

How many Instructor Led Training Courses can I attend?

You can attend as many Instructor Led Courses, as often as you like. There are no restrictions. With the flexible, global schedule, you can take the courses at a time that works for you.

How do I get my certificate of completion once I have passed the exam?

You can click on **My Certifications and Retraining** from the homepage to see the courses you have completed. To download your certification, navigate to **My Activities | Courses** in the menu and find the exam in the course listing, click on the badge icon and you will be prompted to save as a PDF.