

Getting Started & FAQ

Own your Mimecast Solution

Welcome to Mimecast Education, where we give you all the tools you need to get started on your learning journey. The training provided will guide you to become an expert in various areas of the Mimecast platform.

Training Options

Mimecast Education's primary focus is Administrator training. We provide instructor-led training, in addition to a variety of self-paced courses.

- Instructor-led Virtual: this is a course run by a live instructor who will walk you through training and be available for questions.
- Self-paced: these are on demand videos you can take anytime.

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

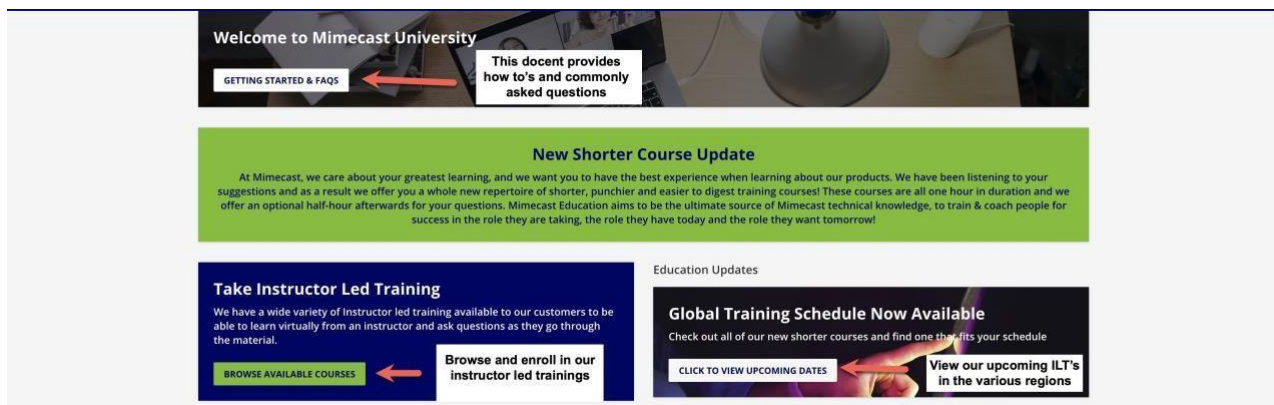
Mimecast-University

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

Logging in or creating an account:

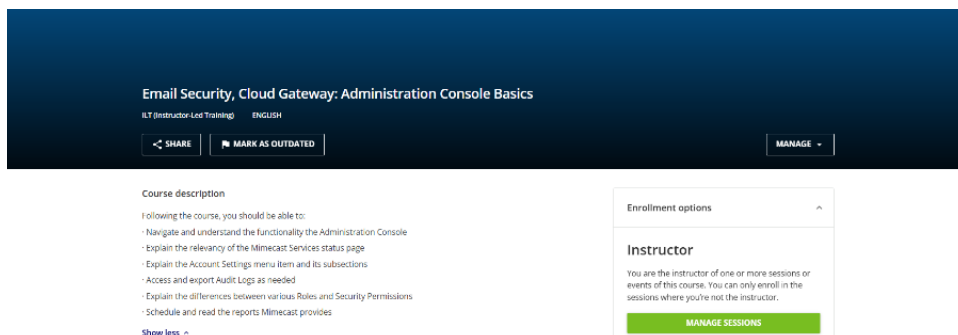
- Administrators can now utilize Single Sign on into Mimecast University, by navigating to [Mimecater Central](#) and selecting any product hub page. At the bottom of the page, you will find a “Get Certified” option, where upon logging in with your grid login, you will be directed to Mimecast University. Select the “Sign into Mimecast U” option with the key icon to have your account created or logged into.
- If you have any questions, email: mimecastu@mimecast.com and support agent will assist you.

Navigation



Course Enrollment

- Select the “Browse available courses” button under the “Take Instructor Led Training” option to view all the training courses available. 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.
- Once you select the course you are interested in, select the suitable session. *Note that there are various sessions running for the same course.*



- Make sure to expand, using the arrow on the right to see the session details. The information will be in your time zone.

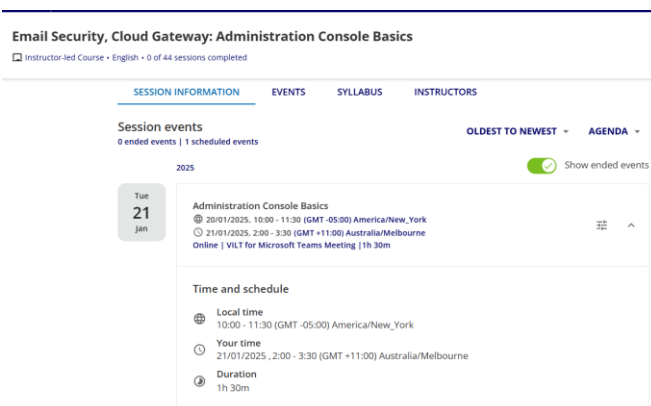


The screenshot shows a list of sessions for January 20, 2025. The first session is for EMEA (18:00 - 19:30 GMT +11:00) and the second is for US (2:00 - 3:30 GMT +11:00). Both have an 'ENROLL' button and a dropdown arrow. The second session is expanded, showing details for 'Administration Console Basics' on Tuesday, January 21, 2025. The expanded view shows the session is online and includes a 'Time and schedule' section with local and your time options.

- Review the session details and select “Enroll”.
- Once you enroll into a session, you will receive an email notification with a calendar ICS file to add it to your calendar.

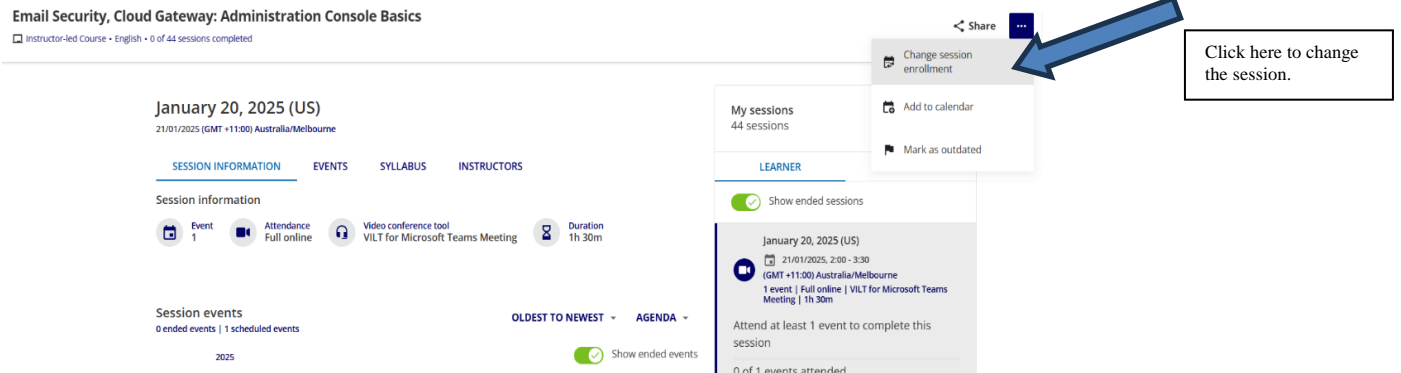
Session Information

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

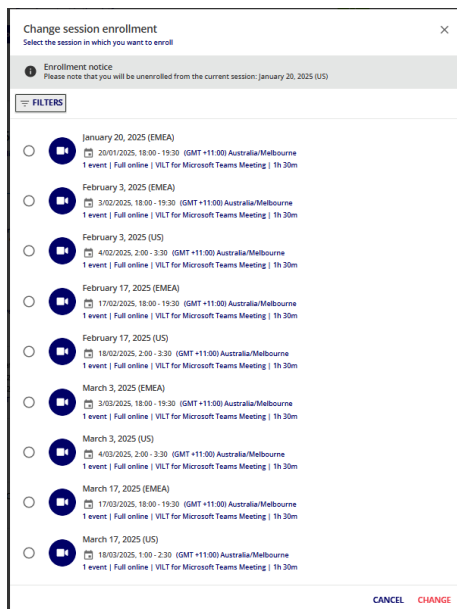


The screenshot shows the 'Session Information' page for the course 'Email Security, Cloud Gateway: Administration Console Basics'. It includes tabs for 'SESSION INFORMATION', 'EVENTS', 'SYLLABUS', and 'INSTRUCTORS'. The 'Session events' section shows 0 ended and 1 scheduled event for 2025. A calendar view highlights Tuesday, January 21, with a session titled 'Administration Console Basics' from 2:00 to 3:30. The 'Time and schedule' section shows local time (10:00 - 11:30 GMT -05:00) and your time (2:00 - 3:30 GMT +11:00) options, with a duration of 1h 30m.

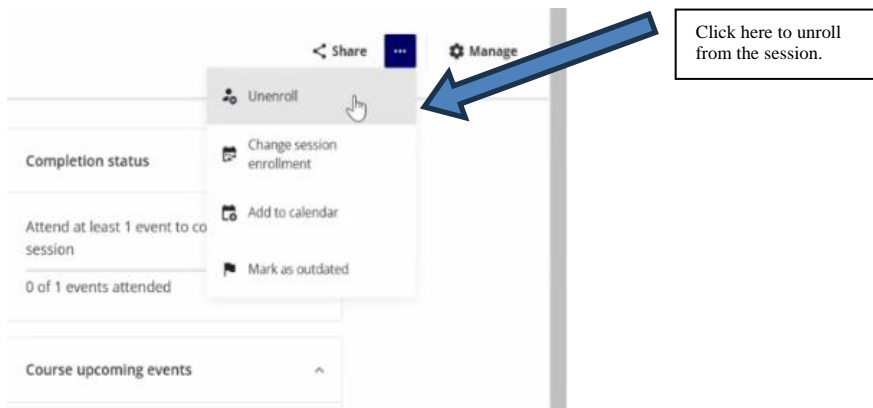
- You can modify your session or unenroll from it by selecting the ellipsis icon in the top-right corner of the interface.



- Select the session you wish to enroll in and click on "Change."



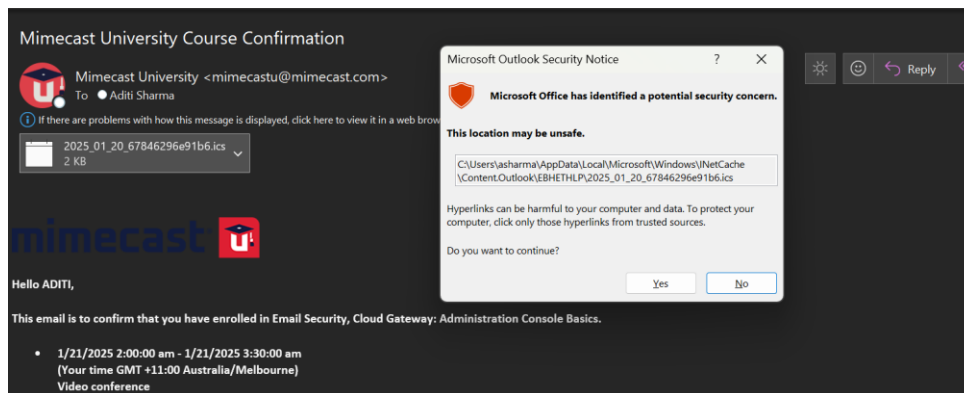
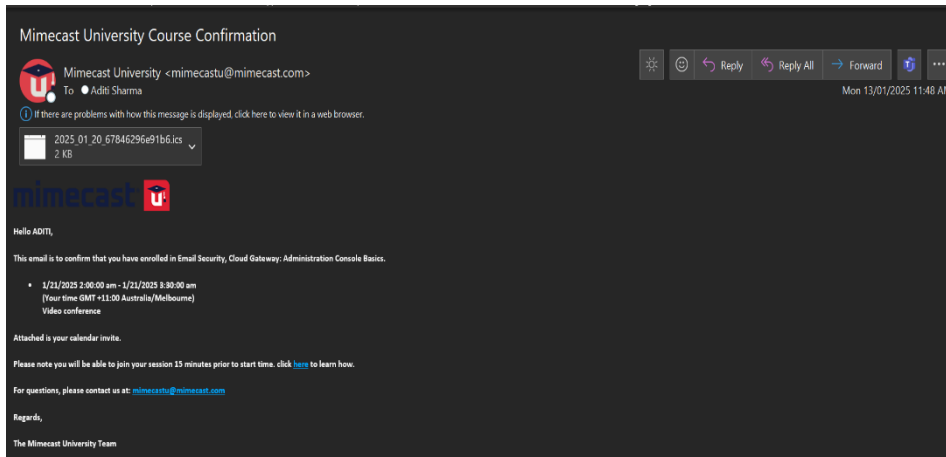
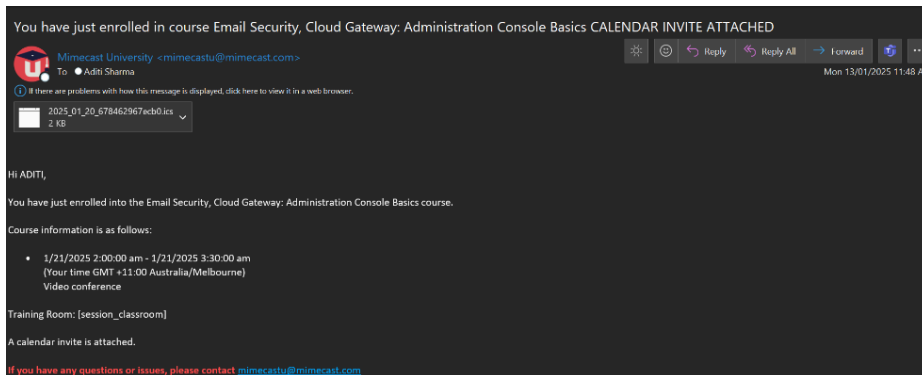
- To unenroll from the session, please click on the ellipsis icon and select "Unenroll."



Joining the Session

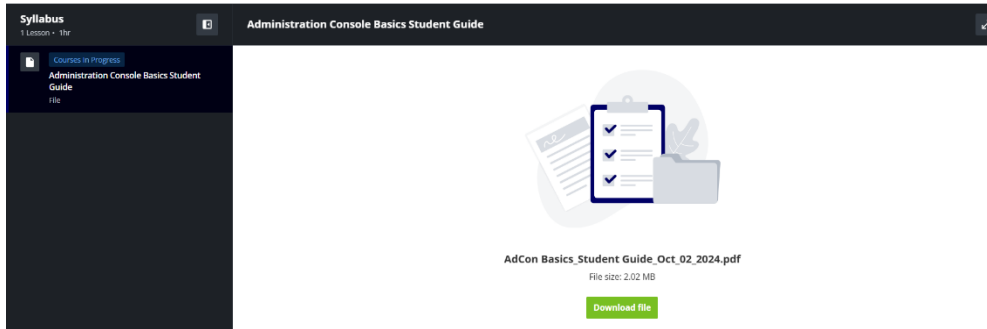
Once you enroll, you will receive an email from Mimecast-U confirming the session details and a calendar invite.

- Open the calendar invite and save it to your calendar.



How to download content

The course content is tied to your course – once enrolled click on the syllabus tab and download the content.



The screenshot shows a web interface for a course syllabus. At the top, there is a dark header with the text "Syllabus" and "Administration Console Basics Student Guide". Below the header, on the left, is a sidebar with a "Courses in Progress" tab and the course title "Administration Console Basics Student Guide". The main content area features a large, light-colored illustration of a clipboard with a checklist and a folder. Below the illustration, the file name "AdCon Basics_Student Guide_Oct_02_2024.pdf" is displayed, along with the file size "File size: 2.02 MB". A green button labeled "Download file" is positioned below the file size information.

If you are experiencing any issues or have any questions or concerns, please notify us at: mimecastu@mimecast.com