

Login to the SecureMailFlow Console

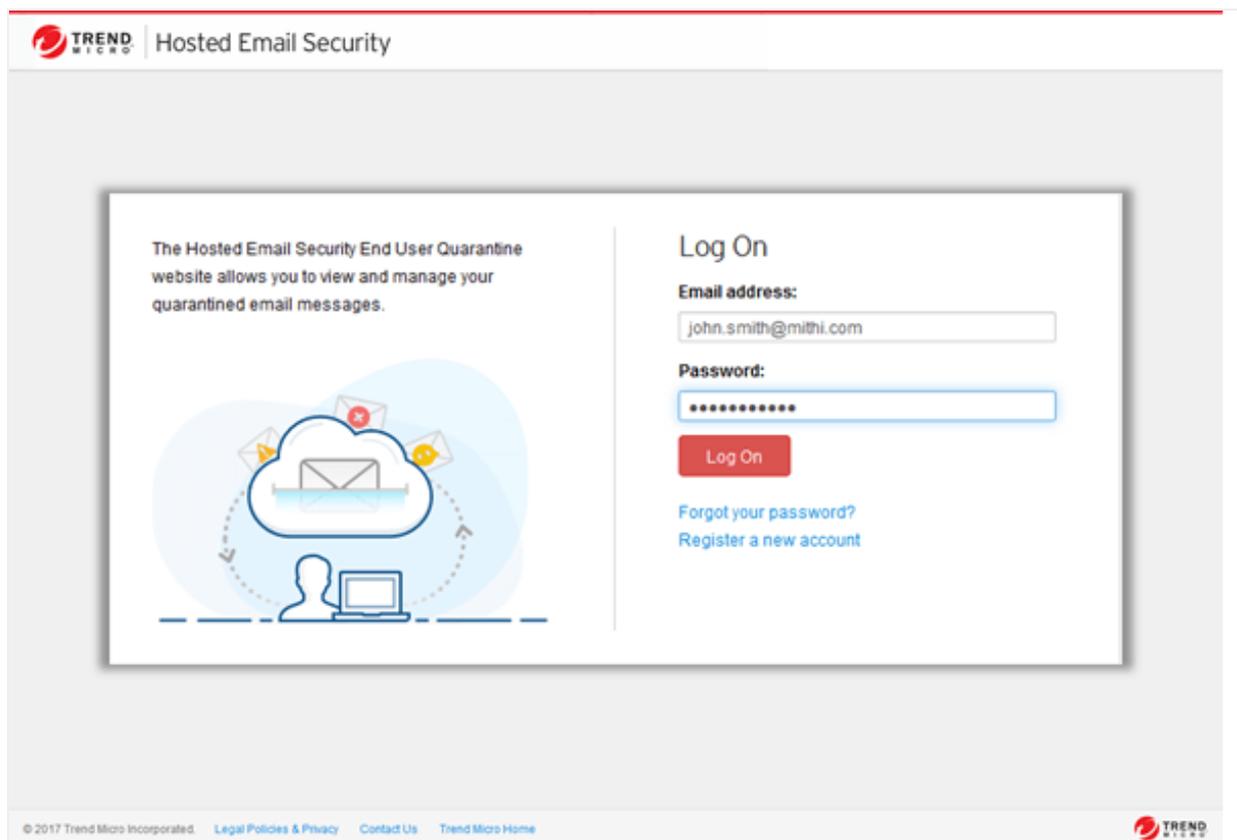
Login to the Secure Mail Flow console

1. Enter the URL `https://ui.hes.trendmicro.com` in the browser.
2. Log in to the console using admin id `postmaster@where` is replaced by your domain name. The password for the console would have been shared with you via email when your domain was provisioned, or you can use the forgot password application to reset your password.

Note: If you have hosted multiple domains on SkyConnect or ClrStream, the login id for the Secure Mail Flow console will be the postmaster id of the first domain created.

3. Click the **Log On** button to proceed.

4.



The screenshot shows the login interface for the Trend Micro Hosted Email Security console. At the top left, the Trend Micro logo is followed by the text "Hosted Email Security". The main content area is divided into two sections. On the left, there is a descriptive text: "The Hosted Email Security End User Quarantine website allows you to view and manage your quarantined email messages." Below this text is an illustration of a cloud with an envelope icon, surrounded by various warning and security symbols, with a person icon and a laptop below it. On the right, the "Log On" section contains a form with the following fields: "Email address:" with the value "john.smith@mithi.com" entered, and "Password:" with a masked password "*****". Below the password field is a red "Log On" button. Underneath the button are two links: "Forgot your password?" and "Register a new account". At the bottom of the page, there is a footer with copyright information: "© 2017 Trend Micro Incorporated. Legal Policies & Privacy Contact Us Trend Micro Home" and the Trend Micro logo on the right.

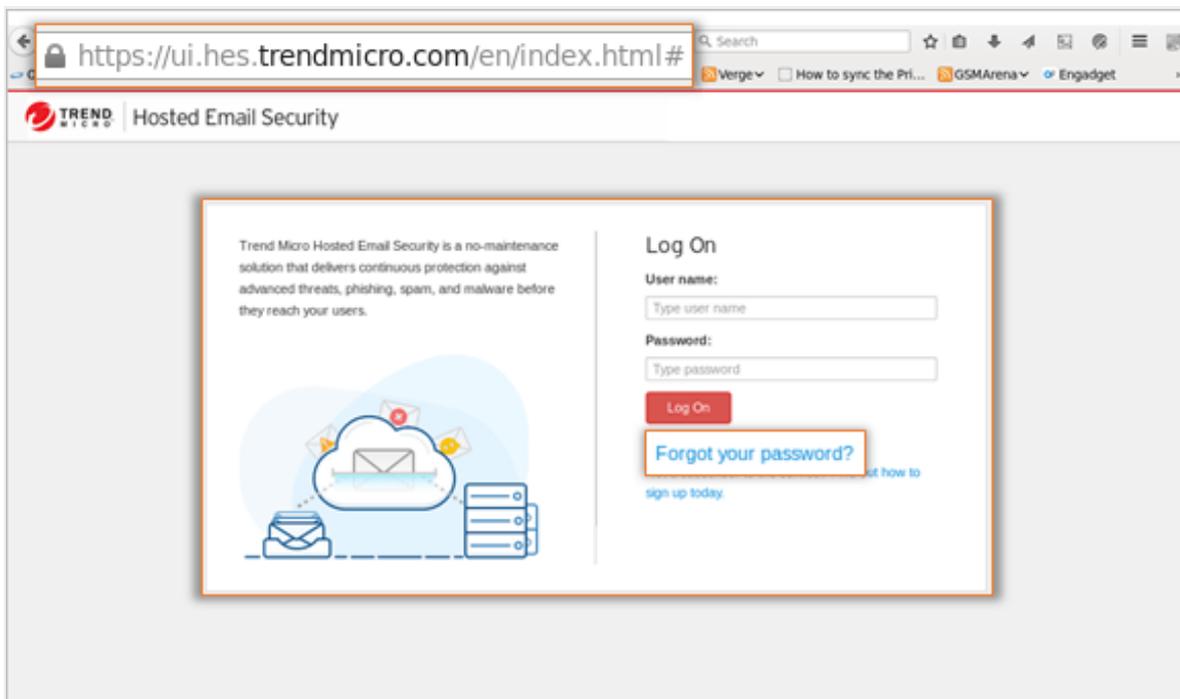
5. On successful login, you will see the dashboard showing charts for email traffic relayed through Secure Mail Flow service.
6. As an admin of your organization,
 - You have access to the Logs of all the domains under your organization. You

can [analyze these logs to track any missing mail](https://docs.mithi.com/home/how-to-track-mail-flow-using-logs-in-the-secure-mail-flow-console) (https://docs.mithi.com/home/how-to-track-mail-flow-using-logs-in-the-secure-mail-flow-console) .

- You can also [search through quarantine mail](https://docs.mithi.com/home/how-to-search-through-the-quarantine-using-the-secure-mail-flow-console) (https://docs.mithi.com/home/how-to-search-through-the-quarantine-using-the-secure-mail-flow-console) and delete or release mail from the quarantine.

Reset the password using the Forgot Pass application

1. Go to the login page of the HES Quarantine console by entering the URL <https://ui.hes.trendmicro.com/en/index.html> in your browser
2. Click the **Forgot your password?** link.



3. The application checks if you have an online account. Choose **No** on the pop-up message to proceed.



4. On the **Reset Password Request** form,

The **User name** is the postmaster id of your first SkyConnect domain (postmaster@[domain name])

The **Admin email id** is the ID provided when your organization was provisioned with Mithi.

Enter captcha letters displayed in the image

Submit the information.

The screenshot shows a web form titled "Reset Password Request" with a close button (X) in the top right corner. The form contains the following elements:

- Instructions:** "Please enter your **User name** and **Email** address for validation. The email address must be the contact email address that you entered when you activated this service. If *both* **User name** and **Email** address entered are successfully authenticated, your password will be reset and you will receive the temporary password in an email sent to your account email address. Otherwise, no password will be reset and no email will be sent. If you forgot either your user name or email address, please contact [Trend Micro Hosted Email Security Support](#)." (Note: The original text incorrectly says "password" instead of "email" in the second sentence.)
- User name:** A text input field containing "postmaster@mithi.com".
- Email:** A text input field containing "<<admin id>>".
- Captcha:** A small image showing the text "8p6b8" with a black line drawn over it.
- Captcha Input:** A text input field containing "8p6b8".
- Buttons:** A blue "Submit" button and a grey "Cancel" button.

Four numbered callouts with orange boxes and lines pointing to the form elements:

1. Provide **User name** of the account
2. Provide **Admin id** on which a temporary password will be received through an email
3. Provide text displayed in the image
4. Click the **Submit** button

5. You will receive an email from emailsecurity@trendmicro.com on your registered email id. This mail will have the following information:

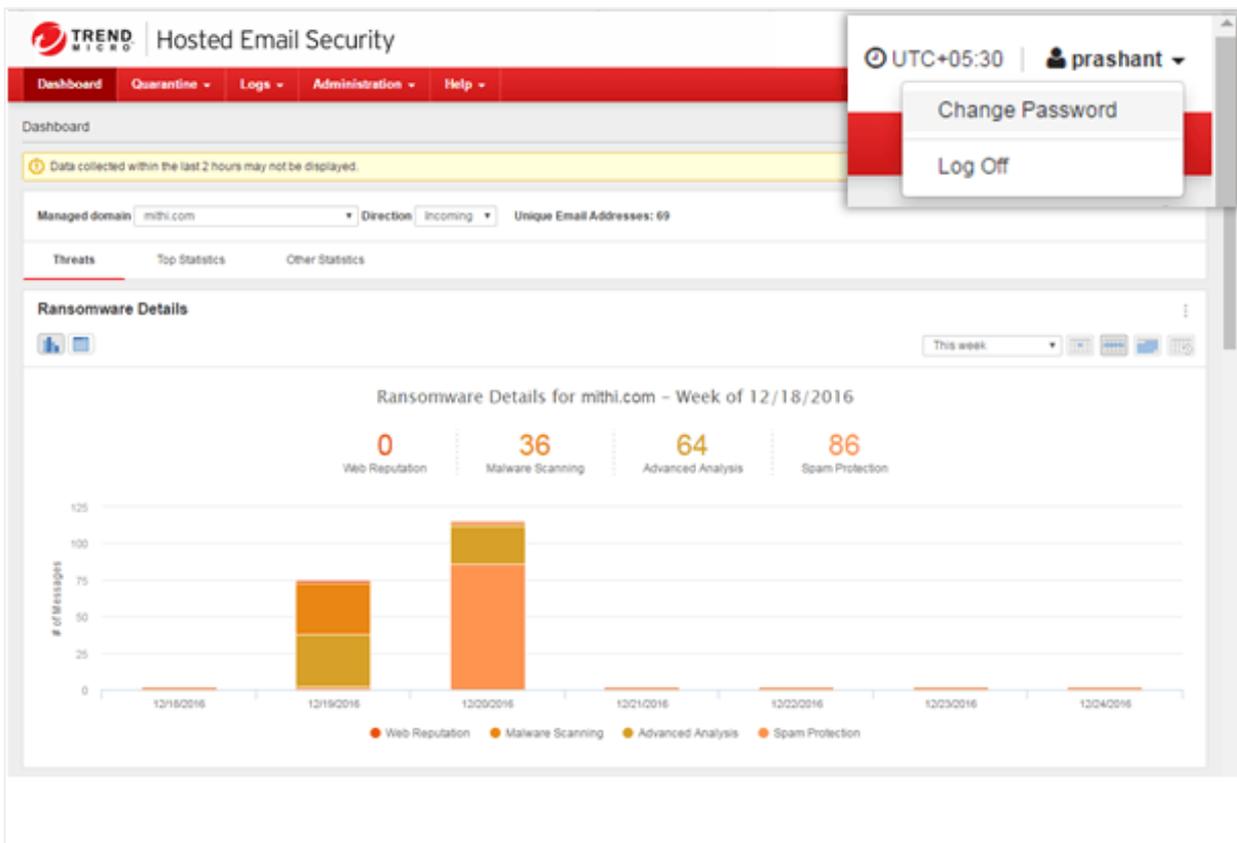
- HES Trend Micro login page link
- User name
- Temporary Password to login the console

Use the information to login and reset your password.

Changing the password from the console

1. Logon to the Admin Console

2. Click user name and navigate to **Change Password** option



3. On the Change Admin Password screen, provide the **Old password**, enter the **New password** and confirm the same.

4. Click **Save**.