

How you will receive your new CloseNet login

The security of your account is of principal importance to us. To ensure you receive your new CloseNet login safely, we will send your username and password through our secure messaging service Mimecast.

To access your login details, you will first need to set up a Mimecast account when you receive an email from us. This is a simple process, and we have included some step by step instructions on the next page if you need additional guidance.

On Monday 3rd May, you will receive your new CloseNet login details via email. Please log in using the below steps:

1. You will receive two emails from securemail@closebrothers.com for your username and password.
2. Click on the link in the email which will take you to the Mimecast secure messaging portal.
3. Log in to Mimecast or create an account to view the messages securely.
4. Retrieve your username and password from the Mimecast system to log in to the new CloseNet system.

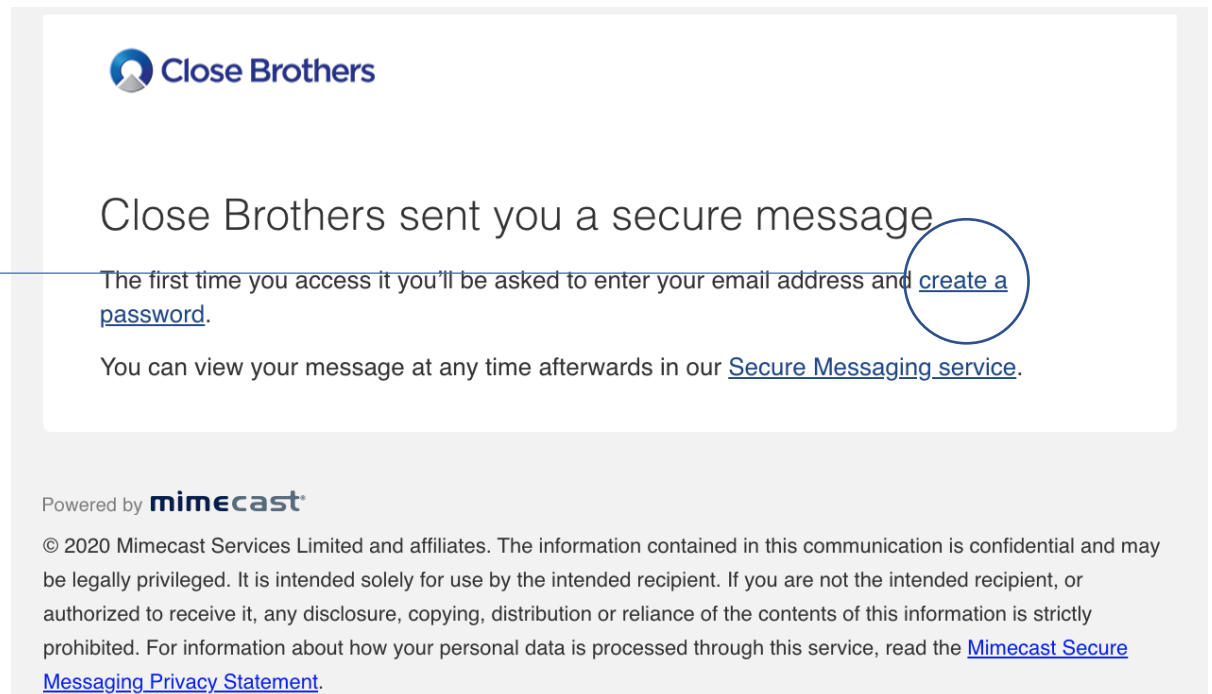
Please note your password is temporary and you will be asked to change it when you log in to CloseNet for the first time.

If you have any questions in the meantime, please contact your Client Manager who will be happy to help.

Log in to Mimecast and access your CloseNet login

You will receive two emails from securemail@closebrothers.com, they will look like the below:

1. Click here to set up your Mimecast password



2. Enter a password, then click 'Confirm'

Close Brothers

Create Your Password

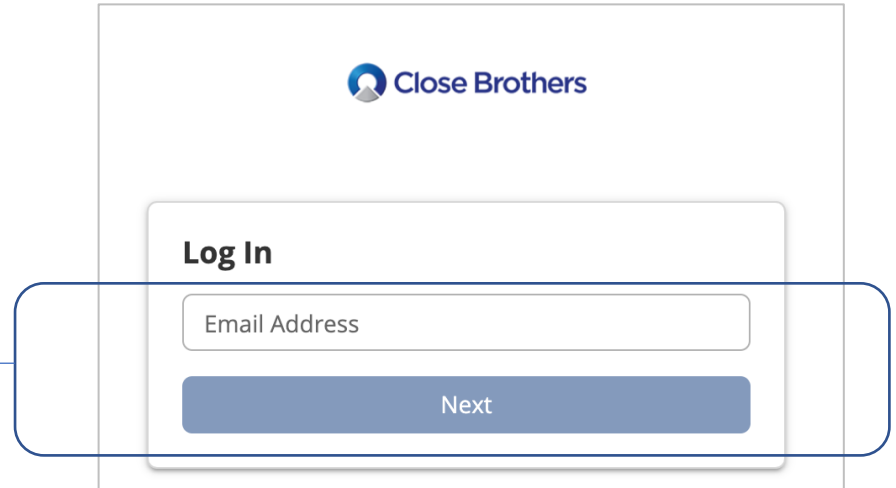
New Password

Confirm Password

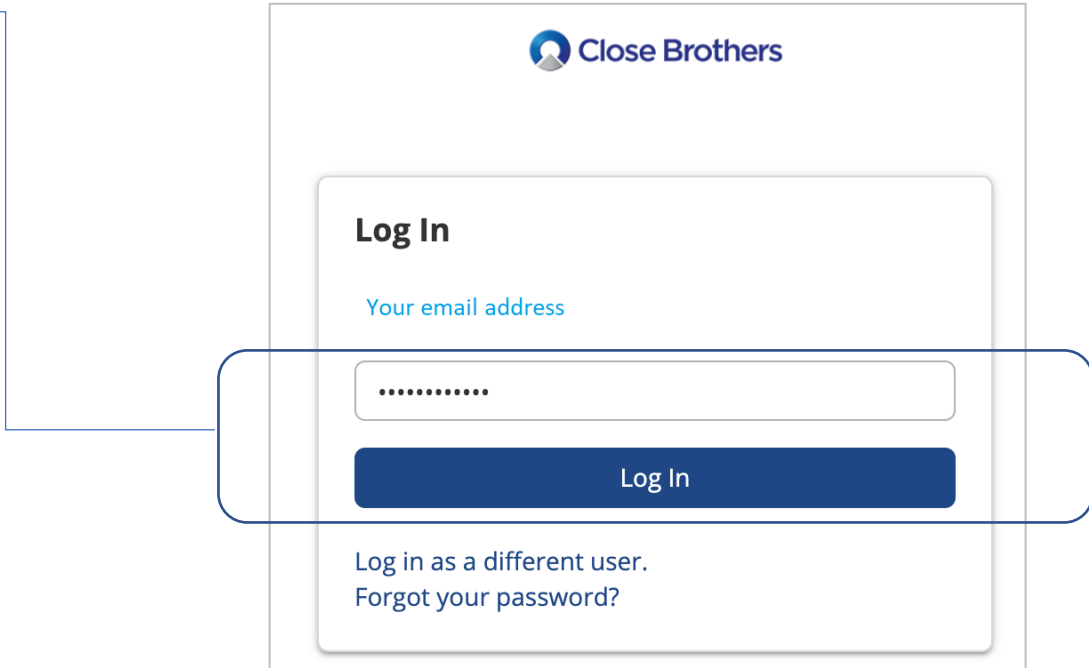
- Minimum 8 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- Include at least one non-alphanumeric (!@#\$.)
- New Password and Confirm Password must be the same

Confirm

3. Enter your email address (the same one that the Mimecast email has been sent to) and click 'Next'
Then enter your password again and click 'Log In'



The screenshot shows the 'Close Brothers' logo at the top. Below it is a 'Log In' section with a text input field labeled 'Email Address' and a blue button labeled 'Next'. A blue rounded rectangle highlights the 'Email Address' field and the 'Next' button.



The screenshot shows the 'Close Brothers' logo at the top. Below it is a 'Log In' section with the text 'Your email address' in blue. There is a text input field containing a series of dots representing a password, and a blue button labeled 'Log In'. Below the button are the links 'Log in as a different user.' and 'Forgot your password?'. A blue rounded rectangle highlights the password field and the 'Log In' button.

4. You will be redirected to your Mimecast inbox. From here you will be able view the emails containing your CloseNet login.

Simply click on the email you want to view, and it will open.

Please note it can take a few seconds for the emails to load.

The screenshot displays a webmail interface for 'Close Brothers'. The top navigation bar includes the company logo, a search bar, and a settings icon. Below this is a 'Compose' button and a navigation menu with 'Inbox' selected. The main content area shows a list of emails, with one selected: 'The New CloseNet [encrypt]' from 'TheNewCloseNet@closebrothers.com' at 16:16. The email details pane on the right shows the sender's name, a profile picture, the date and time '24/03/2021 at 16:16:23', and the recipient 'To:'. A 'Display Images' warning is visible below the sender information, stating: 'For your security, images are not being displayed. Consider this before displaying them.'