

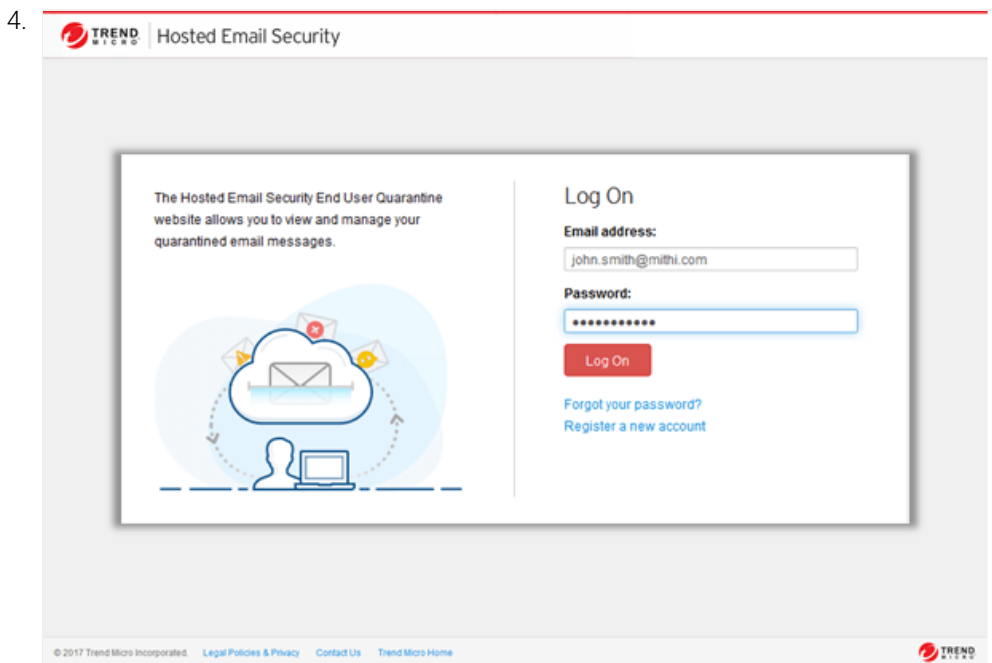
Login to the Secure Mail flow console

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.

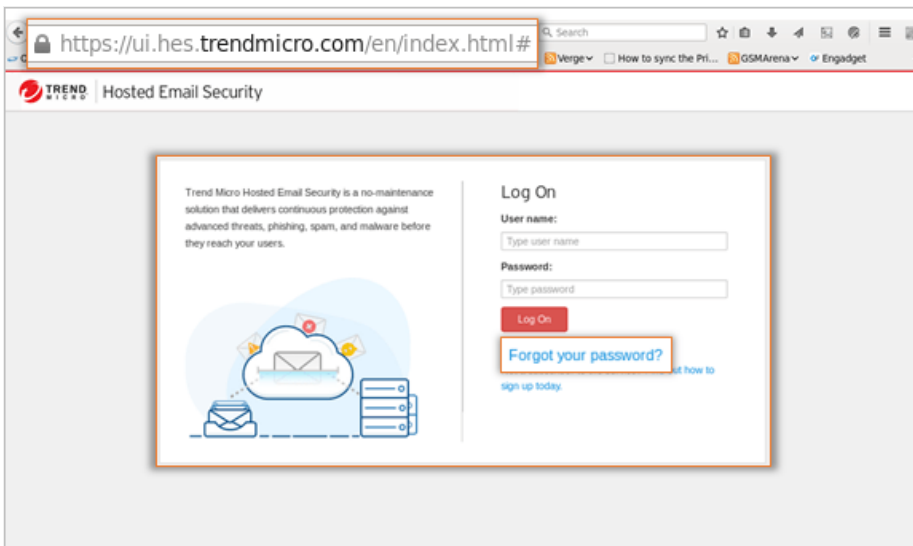
3. Click the **Log On** button to proceed.



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://mithidocs.knowledgeowl.com/home/how-to-track-mail-flow-using-logs-in-the-secure-mail-flow-console) (<https://mithidocs.knowledgeowl.com/home/how-to-track-mail-flow-using-logs-in-the-secure-mail-flow-console>).
 - You can also [search through quarantine mail](https://mithidocs.knowledgeowl.com/home/how-to-search-through-the-quarantine-using-the-secure-mail-flow-console) (<https://mithidocs.knowledgeowl.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.

Reset Password Request

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](#).

User name:
 1. Provide **User name** of the account

Email:
 2. Provide **Admin id** on which a temporary password will be received through an email



Please enter text from above image:
 3. Provide text displayed in the image

4. Click the **Submit** button

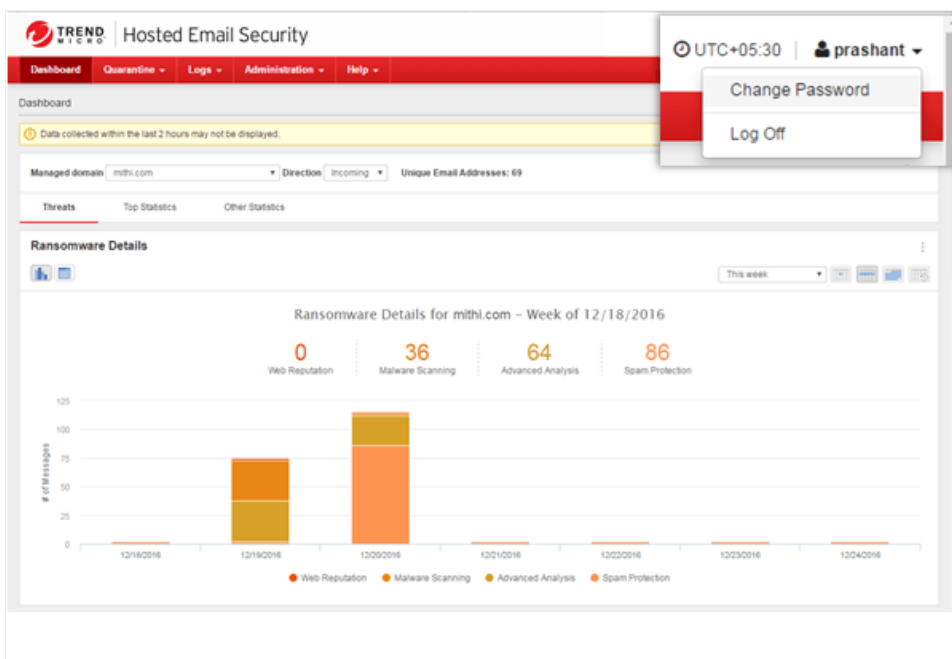
5. You will receive an email from **emailsecurity@trendmicro.com** on your registered email id. This mail will have the following information:

- 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**.