What to expect

MSP model

You will receive an email within 48 hours containing information required to access the Mimecast portal, such as temporary credentials and activation guidelines. Be sure to check your spam folder and email settings. If you do not receive any email within the expected timeline, please reach out to AppDirect for assistance at help@appdirect.com.

As your Managed Service Provider, AppDirect will provide ongoing support as well as technical configuration and implementation to fit your needs. If applicable, a Professional Services team member will set up, manage your environment and serve as your point of contact.

Next steps

Resale model

You will work directly with a Mimecast representative who will provide you with optional ongoing support and/or technical implementation. They will serve as your primary point of contact post-fulfillment. Distribution is handled in conjunction with Ingram Micro. In the AppDirect Marketplace, visit the Billing section to view your invoices or update your payment methods.

Need help?

Our team is here to assist you with any inquiries related to Mimecast or the AppDirect Marketplace itself. If you encounter any issues or need assistance of any kind with your purchase, please contact us at help@appdirect.com.

Information may be updated over time. For the most up to date information, please consult the associated Help Center Article. Please note this information is specific to Mimecast only. November 2024 | Petru Teodorovici

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