

Proofpoint Overview

The Proofpoint Messaging Security Gateway enforces anti-spam, anti-virus, and content policies for our organization's email accounts. All incoming email is inspected by the Proofpoint Messaging Security Gateway as soon as it arrives at our organization.

Messages that contain a virus, spam, or inappropriate content are sent to your personal *Spam Quarantine*.

Email classified as "bulk" – solicitations, newsletters, and advertisements are sent to your personal *Low Priority Mail Quarantine*. (Note: Your administrator controls which personal Quarantine folders are displayed: **Low Priority Mail – Delivered**, or **Low Priority Mail – Quarantined**, or none at all.)

You will receive an email notification named *Digest* in your Inbox to let you know you have messages in the Quarantine.

Release Messages from the Quarantine – Web Application

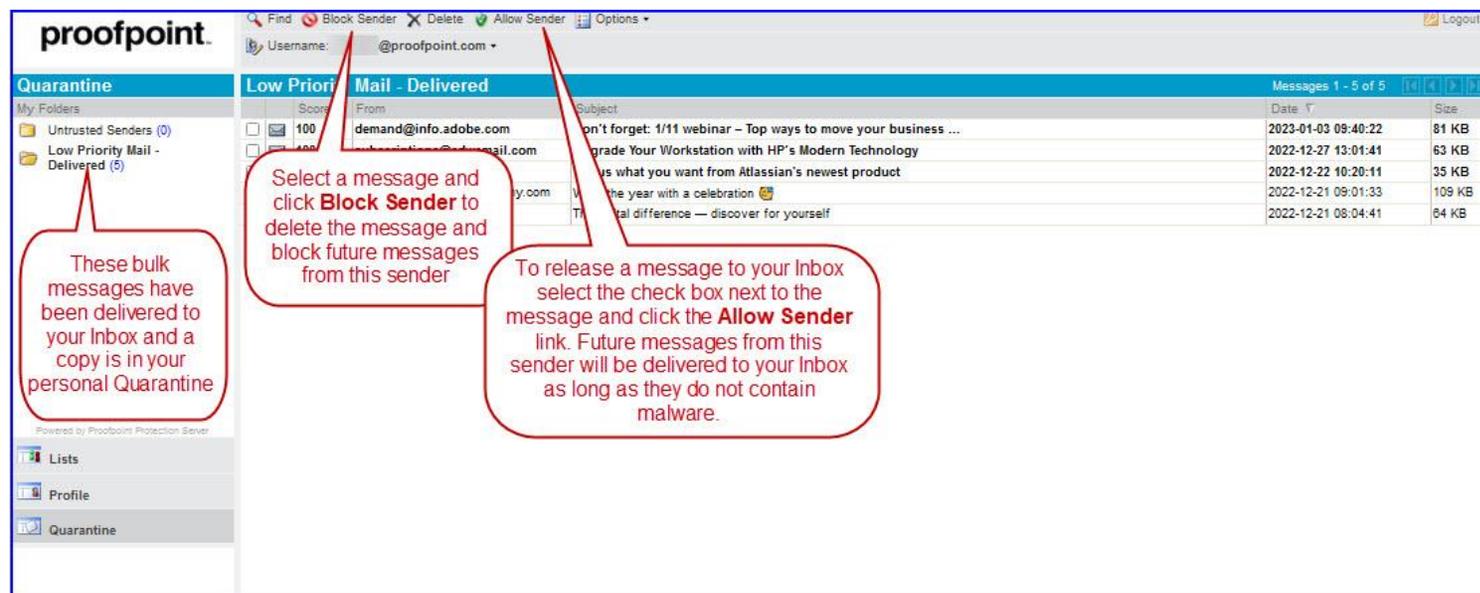
The illustration on this page provides an example of the *End User Web Application* – it displays in a browser. There are two ways to launch the Web Application:

- Enter the URL provided to you by your email administrator in a browser.
- Click the **Manage My Account** link in the email Digest. (Shown on the next page.)

After you log in to the Web Application, you can decide how to handle future messages from each sender:

- Release the selected message(s) from the Quarantine and allow future messages from the sender(s) to be delivered – select the message(s) and click **Allow Sender**.
- Delete the selected message(s) from the Quarantine and block future messages from the sender(s) to be delivered to your Inbox – select the message(s) and click **Block Sender**.

Here is an example for the Web Application interface:



- The currently-selected folder in the left pane displays messages in that folder. In the illustration, the **Low Priority Mail – Delivered** messages display in the right pane.
- The **Options** menu in the menu bar provides the following choices:
 - Request Digest** – this choice sends you the latest email Digest.
 - Refresh** – refreshes the right pane. If you use the **Delete All** choice, use **Refresh** to display more messages.
 - Delete All** – deletes the currently-displayed messages from your personal Quarantine.
- Select **Lists** in the left pane to add senders to your personal Safe Senders and Blocked Senders lists.
- Select **Profile** in the left pane to change your preferences.

Release Messages from the Quarantine – Email Digest

Like the Web Application, the *email Digest* displays messages that have been classified as spam. These messages are stored in your personal Quarantine and will be deleted automatically if you do nothing. Administrators decide whether to allow the user community to manage messages using the *email Digest*, the *Web Application*, or both methods.

Note: If the links in the Digest have expired, you will be prompted to log in to the Web Application to release a message.

In the Web Application interface messages are organized into two categories: *Low Priority Mail – Delivered* and *Spam – Quarantined*. The **Action** you take on these messages determines how future messages from the senders will be handled.

In the Email Digest interface, you only view messages in your personal Quarantine that are classified as Spam.

Personal Lists for Safe Senders and Blocked Senders

The *Safe Senders* list is simply a list of approved senders of email. When a sender address is included in the Safe Senders list, the Proofpoint Protection Server does not filter the message for spam. Messages will still be filtered for a virus or inappropriate content.

A *Blocked Senders* list contains addresses of people or mailing lists from whom you do not wish to receive email.

To mark an email address as safe, simply click the **Allow Sender** link next to the appropriate email message in the Digest. To mark an email address as blocked, click the **Block Sender** link for the message.

To see your list of personal Safe Senders or Blocked Senders, click the **Request Safe/Blocked Senders** link in your email Digest.

Click the **Manage My Account** link in your Digest to create a list of Safe Senders or Blocked Senders or to change your language preference. *A web browser opens, allowing you to add or edit your lists.*

When you add a domain name (e.g., yahoo.com) to the Safe Senders list, all email addresses from that domain will be considered “safe.” You should restrict the safe list to specific senders by entering their full email addresses (for example, john.doe@yahoo.com).

Here is an example of an Email Digest:

The screenshot shows an email digest from Proofpoint. At the top, it says "Hi [redacted]" and "You have 2 Spam - Quarantined messages". Below this is a table of messages:

Spam - Quarantined	
Score 100	aabubvtiuv@mega.nz The Canadian Rx Drugs Release Release and Allow Sender Not Spam
Score 100	dnaqncfs@mega.nz Cheap Meds Online Release Release and Allow Sender Not Spam

Callouts explain the actions:

- "Click the subject to view the content of the message" points to the subject line of the first message.
- "Releases the message to your Inbox. Future messages from this sender will be delivered." points to the "Release and Allow Sender" link.
- "Reports the message to Proofpoint as a false-positive" points to the "Not Spam" link.
- "Releases the message to your Inbox" points to the "Release" link.

At the bottom, there are four buttons: "Request New End User Digest", "Request Safe/Blocked Senders List", "Manage My Account", and "*NEW!* Manage My Account".

- **Not Spam** - A *false-positive* is a message that was scored as spam, but really is not spam. Future messages with these characteristics will not be scored as spam.
- **Request New End User Digest** – sends you the latest Digest, which may or may not include new messages in the Quarantine.
- **Release and Allow Sender** – delivers the message to your Inbox and the address from that sender is added to your personal Safe Senders list.
- To manage your personal Safe/Blocked Senders list, click the **Request Safe/Blocked Senders List** link.
- To manage your Quarantine and preferences from the Web Application, click the **Manage My Account** link.
- To manage your Quarantine and preferences from the Email Protection (Cloud version) portal, click **NEW Manage My Account**.