Using Proofpoint Email Quarantine

The image to the right is a sample quarantine email which you will receive daily if you have any questionable items. It is called a digest. Emails that are clearly Spam are not listed. It is possible that some days you will not receive the emailed digest.

Release Emails from Quarantine

If a legitimate email message is mistakenly quarantined, you can release it to your Inbox from the Digest.

• To deliver legitimate email to your Inbox, simply click the **Release** link next to the desired message. A web browser window will open, indicating the message was released from Quarantine. There is no need to log in to Proofpoint.

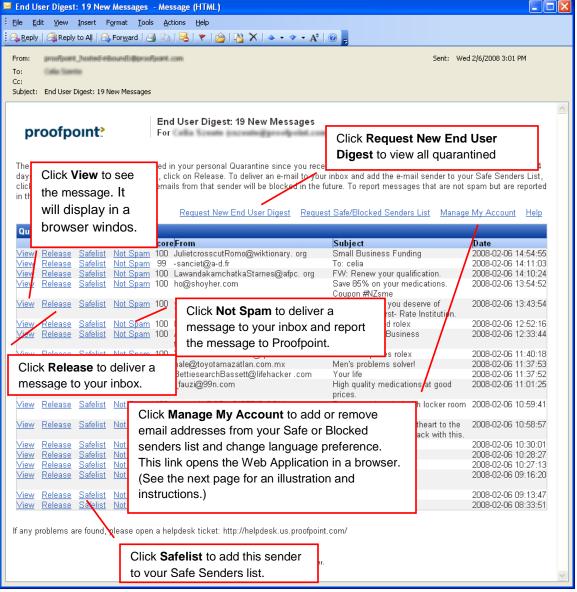
Safe and Blocked Senders

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 "junk" email.

- To mark an email address as safe, simply click the **Safelist** link next to the appropriate email message in the Digest.
- To see your list of personal Safe Senders or Blocked Senders, click the Request Safe/Blocked Senders link in your Digest email message. You will receive two emails, one with your Safelist and the other with your Blocked Senders.
- 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.
- Click New to add a Safe Sender to the list.





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." To restrict the safe list to specific senders, simply enter their full email address (e.g., john.doe@yahoo.com).

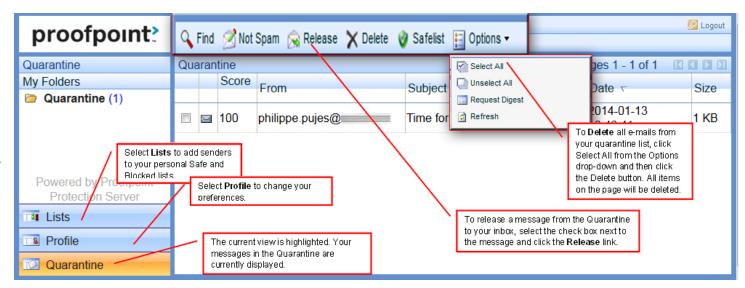
Proofpoint – Web site

You can access your Proofpoint quarantine at https://antispam.fhda.edu. To login, your user name is your fhda email address

(<u>lastnamefirstname@fhda.edu</u>) and the password is your MyPortal password.

Proofpoint is an application that provides spam, virus, and content policy infrastructure to this 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 a Quarantine area.

If email messages addressed to you end up in the Quarantine, you will receive a notification, called Digest, in your Inbox.

Release Messages from the Quarantine Using the 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: https://antispam.fhda.edu in a browser.
- Click the Manage My Account link in the email Digest. (Shown on the other side of this page.)

After you log in to the Web Application, you can:

- Release your email messages from the Quarantine. Select the message check box and click Release.
- Add senders to your Safe Senders and Blocked Senders lists. Click **Lists** on the left side of the window, and then click **New** to add a Safe Sender to the list. The procedure is the same for your Blocked Senders list. The email address cannot contain any brackets. This means that in most cases you cannot copy directly from Outlook.
- Change your Digest preferences. Click **Profile** on the left side of the window.
- Delete all spam from your Quarantine, click on **Select All** on the Options drop down menu. Then click **Delete** from the top menu.

Helpful Hint – If you are copying an email address from Outlook, it will only work if you use the actually address. For example: "Pat Gyland <gylandpat@fhda.edu">" will not work. gylandpat@fhda.edu will work.