

# Using Proofpoint Email Quarantine

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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.

**Safe Senders List**

Please specify email address or Internet domain to add to Safe Senders 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).

The screenshot shows an email titled "End User Digest: 19 New Messages" from proofpoint\_tested@bound1@proofpoint.com. The email body contains the Proofpoint logo and a list of 19 messages. Annotations with red boxes and arrows point to specific links and actions:

- Click Request New End User Digest to view all quarantined**: Points to the "Request New End User Digest" link.
- Click View to see the message. It will display in a browser window.**: Points to the "View" link for a message.
- Click Not Spam to deliver a message to your inbox and report the message to Proofpoint.**: Points to the "Not Spam" link for a message.
- Click Release to deliver a message to your inbox.**: Points to the "Release" link for a message.
- Click Manage My Account to add or remove email addresses from your Safe or Blocked senders list and change language preference. This link opens the Web Application in a browser. (See the next page for an illustration and instructions.)**: Points to the "Manage My Account" link.
- Click Safelist to add this sender to your Safe Senders list.**: Points to the "Safelist" link for a message.

At the bottom, there is a "Safe Senders List" form with a text input field and "Save" and "Close" buttons.

View	Release	Safelist	Not Spam	Score	From	Subject	Date
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	JulietcrosscutRomo@wiktionary.org	Small Business Funding	2008-02-06 14:54:55
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	99	-sanciet@a-d.fr	To: celia	2008-02-06 14:11:03
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	LawandakamchatkaStarnes@afpc.org	FW: Renew your qualification.	2008-02-06 14:10:24
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	ho@shoyher.com	Save 85% on your medications. Coupon #NZsme	2008-02-06 13:54:52
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		you deserve of	2008-02-06 13:43:54
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		First- Rate Institution.	2008-02-06 12:52:16
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		Business	2008-02-06 12:33:44
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		Business	2008-02-06 11:40:18
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	ale@toyotamazatlan.com.mx	Men's problems solver!	2008-02-06 11:37:53
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	BettiesearchBassett@lifehacker.com	Your life	2008-02-06 11:37:52
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	fauzi@99n.com	High quality medications at good prices.	2008-02-06 11:01:25
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		locker room	2008-02-06 10:59:41
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		heart to the	2008-02-06 10:58:57
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100		back with this.	2008-02-06 10:30:01
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100			2008-02-06 10:28:27
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100			2008-02-06 10:27:13
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100			2008-02-06 09:16:20
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100			2008-02-06 09:13:47
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100			2008-02-06 08:33:51

If any problems are found, please open a helpdesk ticket: <http://helpdesk.us.proofpoint.com/>

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## Proofpoint – Web site

You can access your Proofpoint quarantine at <https://antispam.fhda.edu>. To login, your user name is your fhda email address ([lastnamefirstname@fhda.edu](mailto:lastnamefirstname@fhda.edu)) 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 actual address. For example: "Pat Gyland <[gylandpat@fhda.edu](mailto:gylandpat@fhda.edu)>" will not work. [gylandpat@fhda.edu](mailto:gylandpat@fhda.edu) will work.

