

Spam Quarantine Overview

The Proofpoint Messaging Security Gateway (Proofpoint Protection Server) enforces anti-spam, anti-virus, and file filtering policies for our organization's Exchange mailboxes. All incoming email is inspected by Proofpoint Protection Server as soon as it arrives at our organization.

Messages that are identified as being spam are sent to your personal *Spam Quarantine*.

You will receive an email notification from [Do Not Reply@tld.com](mailto:Do_Not_Reply@tld.com) with a subject of *End User Digest* in your Inbox to let you know when you have messages in the Quarantine.

Release Messages from the Quarantine – Email Digest

The *email Digest* displays messages that have been classified as spam. These messages are stored in your personal Quarantine for 14 days, allowing you to determine how to handle future messages from the senders – either allow the messages to be delivered or block them. After 14 days, message will be deleted from your personal *Spam Quarantine*.

The **Action** you take on these messages determines how future messages from the senders will be handled.

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.

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*. 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).

The screenshot shows an email from "Do Not Reply" with the subject "End User Digest: 5 Total Messages". The email body contains a header with the Proofpoint logo and the text "End User Digest: 5 Total Messages For". Below this is a paragraph explaining that messages are filtered and sorted into categories, and a link to "Click the link in the Subject column to view the message." is provided. A table of "Spam - Quarantined" messages is shown, with columns for From, Subject, Date, and Action. The Action column contains links for "Release", "Release and Allow Sender", and "Block Sender". At the bottom, there are three links: "Request New End User Digest", "Request Safe/Blocked Senders List", and "Manage My Account".

Callouts from the image:

- Delivers new digest to your Inbox.
- Delivers safe and blocked sender summary to your Inbox.
- Opens a browser for the Web Application.
- Click the subject to view the message.
- Releases the message to your Inbox.
- Releases the message and adds sender to your allow list so that future messages are delivered to your Inbox.
- Blocks future messages from the sender.

- Each time you select **Release**, the message is delivered to your Inbox.
- Each time you select **Release and Allow Sender**, the email is released and the address from that sender is added to your personal *Safe Senders* list.
- Each time you select **Block Sender**, the address from that sender is added to your personal *Blocked Senders* list.
- **Request New End User Digest** – sends you the latest Digest, which contains the last 14 days of messages that have been delivered to your personal *Spam Quarantine*.
- To manage your personal *Safe/Blocked Senders* list, click the **Request Safe/Blocked Senders List** link.
- To manage your preferences from the Web Application, click the **Manage My Account** link.

Release Messages from the Quarantine – Web Application

Clicking on the **Manage My Account** link in the email Digest (shown on the previous page), will open *the End User Web Application*.

The illustration on this page provides an example of the *End User Web Application* – it displays in a browser.

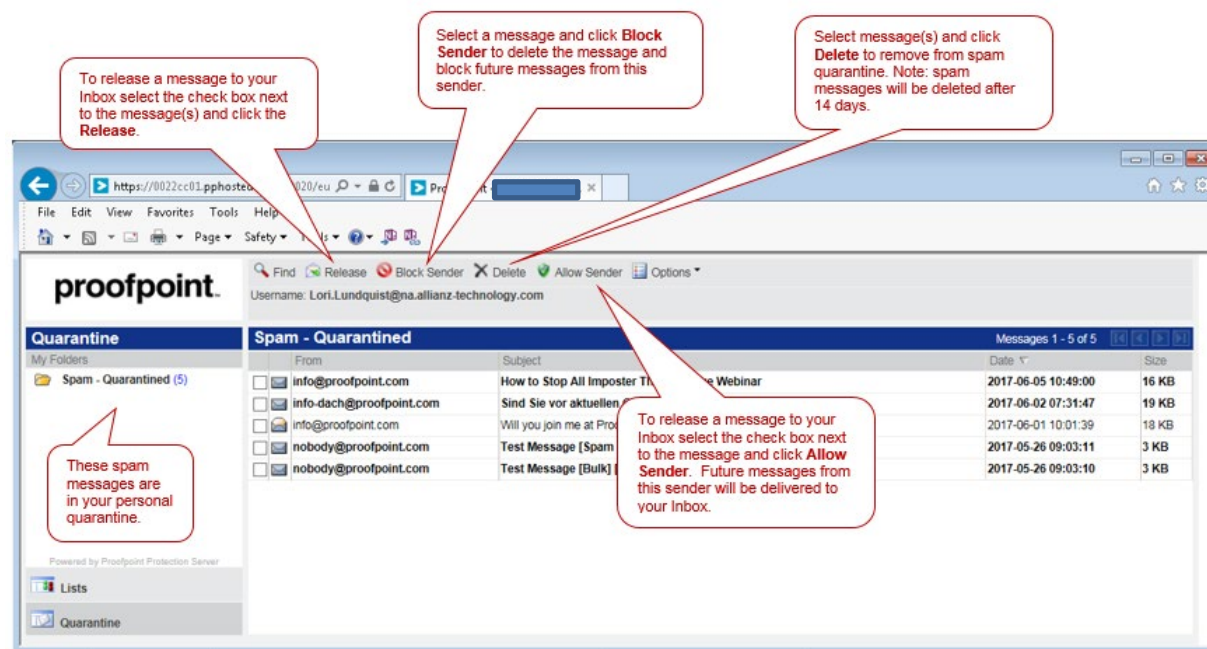
Lists for Safe Senders and Blocked Senders

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

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**.



- The currently-selected folder in the left pane displays messages in that folder.
- 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.

