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.

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:
- Unselect All – clears the selection box for all of the currently-selected messages.
- 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 or bulk. These messages are stored in your personal Quarantine, allowing you to determine how to handle future messages from the senders – either allow the messages to be delivered or block them. 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.

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.

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).

- 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.
- Each time you select Allow Sender, 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.
- 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.