

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.
- 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).

End User Digest: 19 New Messages - Message (HTML)

From: proofpoint_quarantined@proofpoint.com
To: Celia Torres
Cc:
Subject: End User Digest: 19 New Messages

Sent: Wed 2/6/2008 3:01 PM

proofpoint® End User Digest: 19 New Messages
For Celia Torres (ccelortor@proofpoint.com)

The emails listed below have been placed in your personal Quarantine since you received them after 14 days. To deliver an e-mail to your inbox, click on Release. To deliver an e-mail to your inbox and report the message to Proofpoint, click on Not Spam. To report messages that are not spam but are reported in the digest, click on Not Spam.

[Request New End User Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

View	Release	Safelist	Not Spam	Score	From	Subject	Date
View	Release	Safelist	Not Spam	100	JulietcrosscutRomo@wiktionary.org	Small Business Funding	2008-02-06 14:54:55
View	Release	Safelist	Not Spam	99	-san	o: celia	2008-02-06 14:11:03
View	Release	Safelist	Not Spam	100	Lawa	WV: Renew your qualification.	2008-02-06 14:10:24
View	Release	Safelist	Not Spam	100	ho@	ave 85% on your medications.	2008-02-06 13:54:52
View	Release	Safelist	Not Spam	100	yww	oupon #NZsme ake PhD that you deserve of established First- Rate Institution.	2008-02-06 13:43:54
View	Release	Safelist	Not Spam	100	lycopenhagenComes@veracon.net	perfectly crafted rolex	2008-02-06 12:52:16
View	Release	Safelist	Not Spam	100	AutumncokeDawkins@forgetcassettes.com	Loans - Small Business	2008-02-06 12:33:44
View	Release	Safelist	Not Spam	100	Tracietender		2008-02-06 11:40:18
View	Release	Safelist	Not Spam	100	hale@toyota		2008-02-06 11:37:53
View	Release	Safelist	Not Spam	100	Bettiesearch		2008-02-06 11:37:52
View	Release	Safelist	Not Spam	100	_fauzi@99n		2008-02-06 11:01:25
View	Release	Safelist	Not Spam	100	octangle@Cf		2008-02-06 10:59:41
View	Release	Safelist	Not Spam	100	gl198		2008-02-06 10:58:57
View	Release	Safelist	Not Spam	100	@technoconsult.com	quarterback! Get her back with this. for men and women	2008-02-06 10:30:01
View	Release	Safelist	Not Spam	100	pranac@maik.lm.lt	From: Medicine news	2008-02-06 10:28:27
View	Release	Safelist	Not Spam	100	ragland@fuse.net	4 mens health	2008-02-06 10:27:13
View	Release	Safelist	Not Spam	100	MariandifficultVigil@traditionalmedicinals.com	diamond Replicas	2008-02-06 09:16:20
View	Release	Safelist	Not Spam	100	lrmastagnateSelf@commandercody.com	Your life	2008-02-06 09:13:47
View	Release	Safelist	Not Spam	100	-diw@aacclists.org	To: celia	2008-02-06 08:33:51

If any problems are found, please [Click Safelist](#) to add this sender to your Safe Senders list. us.proofpoint.com/

Proofpoint Protection Server.

Proofpoint Overview

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 – 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 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.
- Change your Digest preferences. Click **Profile** on the left side of the window.

The screenshot displays the Proofpoint web application interface. At the top, there is a navigation bar with the Proofpoint logo, a search bar, and several utility links: Find, Release, Not Spam, Safelist, and Options. The user's name and email address are visible in the top right. Below the navigation bar, the main content area is titled "Quarantine" and shows a list of email messages. The messages are displayed in a table with columns for checkboxes, scores, sender information, subject lines, dates, and sizes. A red box highlights the "Audit Messages" folder in the left sidebar, with a callout stating: "The Audit Messages folder is only available if you administrator enabled this feature." Another red box highlights the "Not Spam" link in the top navigation bar, with a callout: "Click Not Spam to report a false positive." A third red box highlights the "Release" link in the top navigation bar, with a callout: "To release a message from the Quarantine to your inbox, select the check box next to the message and click the Release link." A fourth red box highlights the "Lists" link in the left sidebar, with a callout: "Select Lists to add senders to your personal Safe and Blocked lists." A fifth red box highlights the "Profile" link in the left sidebar, with a callout: "Select Profile to change your preferences." A sixth red box highlights the "Quarantine" link in the left sidebar, with a callout: "The current view is highlighted. Your messages in the Quarantine are currently displayed." The bottom of the page shows the footer text: "Powered by Proofpoint Protection Server".