

Overview

The Proofpoint Messaging Security Gateway is responsible for enforcing electronic mail (email) anti-spam, anti-virus, advanced threat and content policies. All incoming email is inspected by the Proofpoint Messaging Security Gateway before being delivered to you.

Messages that contain a virus, spam, or contain inappropriate content are blocked. Messages that are potentially valid will be made available to you via your personal Spam Quarantine.

Email classified as “low-priority” – solicitations, newsletters, and advertisements will be sent to your personal Low Priority Mail Quarantine. (Note: Local messaging security policies determine what content will be made available to you through the Spam Digest and or End User Web interface).

A Spam Digest (subject starting with “End User Digest:”) will arrive in your inbox only if new messages have arrived that were blocked. The frequency of the digest distribution will be determined by your administrator.

Email Digest

The Spam Digest displays messages that have been classified as spam or low-priority/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 Spam Digest, the End User Web interface, or both methods.

Note: Links in the Digest are “tokenized”, meaning you can act on the messages directly from the Spam Digest. For this reason, you should always be careful about forwarding your digest to others as that could result in the recipient releasing messages from your personal quarantine or modifying your personal safe and block lists without your knowledge.

Messages are organized into two categories:

- Low Priority Mail – Quarantined
- Spam – Quarantined

If you add a Personal Safelist entry for a given sender, future messages from that address will be delivered regardless of whether they are identified as low-priority/spam. Similarly, if you add the address to your Personal Blocklist, future messages will be discarded.

To mark an email address as safe, simply click the **Allow Sender** (or **Release and Allow Sender**) link next to the appropriate email message in the Spam Digest. To mark an email address as blocked, click the **Block Sender** link for the message.

To receive an email containing a list of personal Safe Senders and Blocked Senders, click the **Request Safe/Blocked Senders** link in your Spam Digest.

Click the **Manage My Account** link in your Spam Digest to connect to the End User Web interface. Within the web interface you can perform various actions on all quarantined messages, including releasing them, adding safe/blocklist entries, or deleting them.

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).

proofpoint. End User Digest: 8 Total Messages
For [Progress Bar]

The messages in your personal Digest represent emails that have been filtered and sorted into different categories, giving you an opportunity to take action on them. Click the link in the Subject column to view the message.

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

The emails listed in this section have been placed in your personal Quarantine. Click Release to deliver the email to your inbox. To report messages that are not spam but are included in the Spam - Quarantined section, click Not Spam.

Low Priority Mail - Quarantined

From	Subject	Date	Action
newsletter@news.info	newsletter test 1A	2018-09-08 14:38:56	Release Allow Sender Block Sender
yetanotherbulkemail@somewhere.com	a third low-priority email	2018-09-08 14:38:21	Release Allow Sender Block Sender
yetanotherbulkemail@somewhere.com	a third low-priority email	2018-09-08 14:38:00	Release Allow Sender Block Sender
mailinglist@bulk.email	another low-priority test	2018-09-08 14:37:39	Release Allow Sender Block Sender
mailinglist@bulk.email	another low-priority test	2018-09-08 14:37:16	Release Allow Sender Block Sender

The emails listed in this section have been placed in your personal Quarantine. Click Release to deliver the email to your inbox. To report messages that are not spam but are included in the Spam - Quarantined section, click Not Spam.

Spam - Quarantined

From	Subject	Date	Action
spammer@foo.bar	a third spam test	2018-09-08 14:18:22	Release Release and Allow Sender Block Sender Not Spam
thisisspam@external.email	another spam test	2018-09-08 14:18:05	Release Release and Allow Sender Block Sender Not Spam
spammer@foo.bar	spam test 1	2018-09-08 14:17:44	Release Release and Allow Sender Block Sender Not Spam

For more information contact your helpdesk.

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- **Request New End User Digest** – sends you the latest Spam Digest, which will also include new messages in the Quarantine.
- **Manage My Account** – connect to the End User Web interface to manage spam, safe/blocked sender lists, and Profile functions.
- **Not Spam** - A *false-positive* is a message that was scored as spam, but really is not spam. While this information will be submitted to Proofpoint, it may not be sufficient to cause future detection to be adjusted in all cases, so a safelist entry may be required.
- 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.

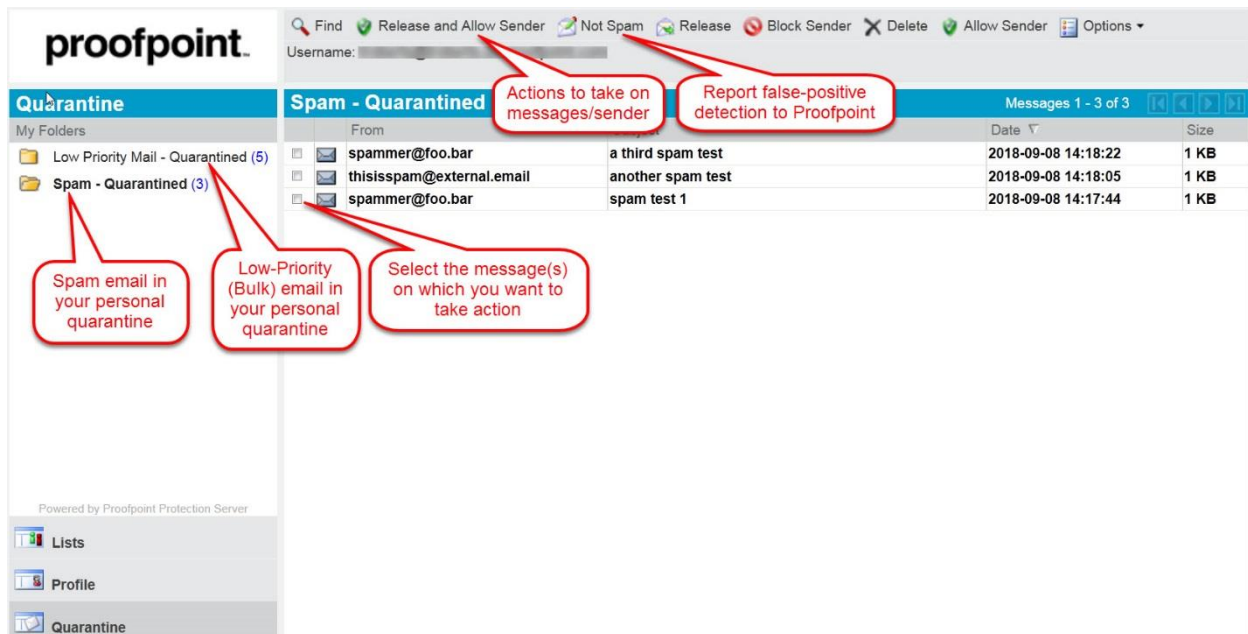
End User Web Interface

The following screen shots provide examples of how the *End User Web interface* may appear to users and illustrates some of the functions that may be performed through that interface. There are two ways to launch the Web Application:

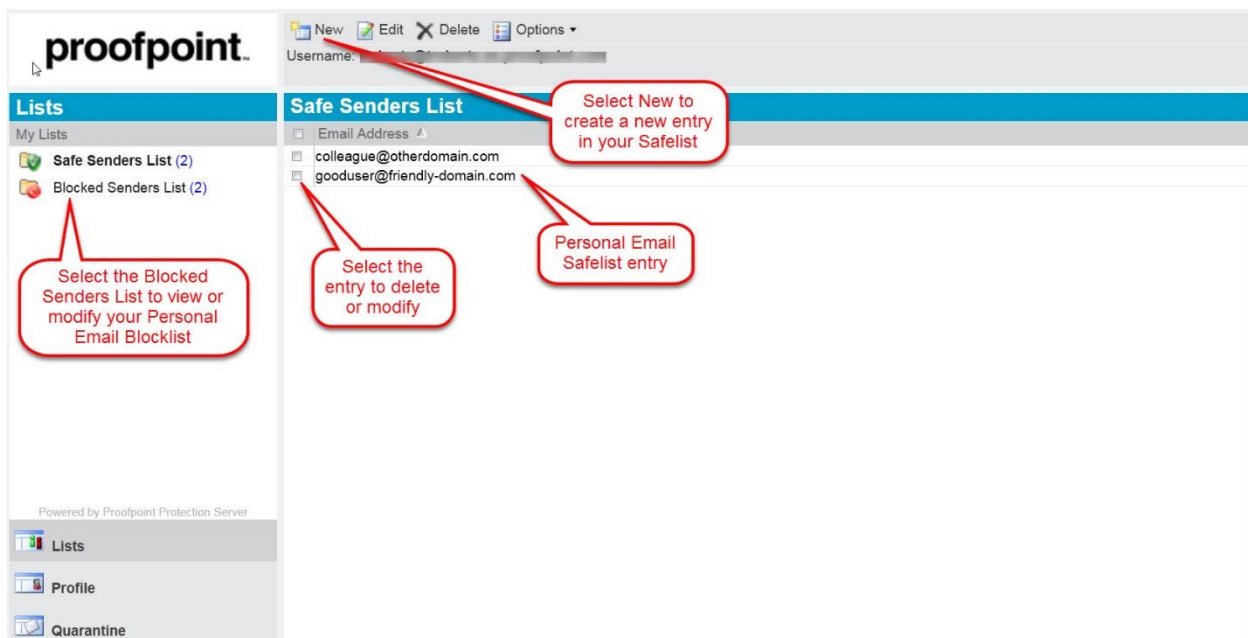
- Enter the URL provided to you by your email administrator in a browser.
- Click the **Manage My Account** link in the email Digest.

After you log in to the End User Web interface, 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**.



Using the “Lists” section, you can manage your Personal Safe and Blocklists, adding new entries or removing existing ones.



Using the “Profile” section, you adjust which spam policy you would like to utilize.



Save

Options

Username:

Profile

My Profile

Settings

Account

My Settings

Preferred Language

English (US)

What type of spam detection do you want? Please select a policy from the list below.

☒ Default

☐ Spam Filtering Allowing Low Priority Email

☐ Spam Filtering BLOCKING Low Priority Email

Save

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Lists

Profile

Quarantine

Select which spam policy to apply for inbound email scanning