

Topic: Proofpoint Anti-Spam System for GroupWise users**Article: Basics****Proofpoint Anti-Spam System for GroupWise users**

Proofpoint Anti-Spam system analyzes e-mail entering Hamline University and moves spam and suspicious messages into user-specific quarantines. The software allows users to customize how the system manages spam and suspicious messages.

- E-mail messages are not 'dropped' or deleted; spam messages and suspicious messages are moved into user-specific quarantines.
- Each weekday morning users receive e-mail digests listing recently identified spam and suspicious messages so that users can review items and release legitimate messages.
- Quarantined items are automatically deleted after the item is 14 days old.

The Proofpoint Digest

- Review items listed in your digest to ensure legitimate email is not quarantined.
- Please be aware, Proofpoint occasionally sees legitimate bulk e-mail as spam. You can examine items on the list and take further action if desired.
- If all items in your digest are spam, no action is needed.

Actions you can take:**Release**

- Release a message from quarantine to be delivered to your Inbox

Safelist

- Release a message and add the sender to your personal Safe Senders list: Future messages from this sender will not be sent to the quarantine

Manage your Proofpoint account by using links in the digest to the Proofpoint system:**Request New End User Digest**

- Generate an updated digest of all items in your quarantine (items received since the prior digest was generated)

Request Safe/Blocked Senders List

- Generate a list of senders that you have identified as "safe" or senders that you have asked to be "blocked" from sending you e-mail

Manage My Account

- Edit your Safe Senders and Blocked Senders Lists
- Set your Proofpoint account preferences in your profile

The Proofpoint system:

1. Click on **Lists** to review and edit your Safe Senders and Blocked Senders Lists



To add an address to your "Safe Senders" or "Blocked Senders" Lists (fig. 1 and fig. 2):

- Select the list you want to edit
- Click **New** on the toolbar



- Enter the e-mail address in the space provided
- Click **Save**

A dialog box titled "Safe Senders List" with a blue header. Below the title is a text input field and "Save" and "Close" buttons. Below that is a section titled "Email Address" with a dropdown arrow, containing two entries: "sanfordf@optonline.net" and "janine1248@aol.com", each with an unchecked checkbox to its left.

fig. 1

A dialog box titled "Blocked Senders List" with a blue header. Below the title is a text input field and "Save" and "Close" buttons. Below that is a section titled "Email Address" with a dropdown arrow, containing one entry: "bigdummy@bigdummyemail.com" with an unchecked checkbox to its left.

fig. 2

Note: Portions of an e-mail address, such as a domain (@isp-name.com, for example) can be added to the Safe Senders or Blocked Senders lists to allow / block e-mail traffic from that domain

Note: It is not necessary to add addresses from the Global Address List to your Safe Senders List

2. Click on **Profile** to review and change your account settings



On the "My Settings" window:

- Select whether to send a Digest only when you have new messages blocked
- Select an appropriate filtering policy (see FAQ for more information ****Add link****)
- Click **Save**

