



Proofpoint Spam Quarantine Guide for RSCCD Employees

Updated 06/22/23

About

Proofpoint Messaging Security Gateway helps protect your employee email by scanning it for spam, viruses, and other harmful content.

This guide explains how to manage and release messages from your personal Spam Quarantine, using the daily [End User Digest emails](#) and the [End User Web Application](#).

It also explains how to manage your own lists of [personal lists of Safe Senders and Blocked Senders](#), which gives you control of what gets filtered as spam.

If you need help, please [contact the ITS Help Desk](#).

NOTE: This guide is intended for faculty and staff at RSCCD (Rancho Santiago Community College School District).

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End User Digest email

What is an End User Digest email?

When spam messages are identified by Proofpoint, they are sent to your personal Spam quarantine for review.

An email notification with the subject line **“End User Digest”** will be sent to your Inbox from noreply-proofpoint@rsccd.edu to let you know that you have messages waiting in your Spam Quarantine.

The End User Digest email is sent to your inbox daily, once a day.

The screenshot shows an email interface for 'End User Digest: 5 Total Messages' from 'Spam Digest <noreply-proofpoint@rsccd.edu>'. The interface includes a header with 'Proofpoint Protection Server' and a main body with instructions on how to manage messages. Below the instructions are two tables of message lists.

Low Priority Mail - Quarantined

From	Subject	Date	Action
badguy@proofpoint.com	[EXTERNAL] Test Message [Bulk] [RunId: 934980f8]	2023-05-02 14:38:59	Release Release and Allow Sender Allow Sender Block Sender Delete

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

Spam - Quarantined

From	Subject	Date	Action
nobody@impostor_email	[EXTERNAL] Test Message [Antispool] Email Address in 5322.From Display Name [RunId: 934980f8]	2023-05-02 14:39:56	Release Release and Allow Sender Allow Sender Block Sender Delete
badguy@proofpoint.com	[EXTERNAL] Test Message [Phish] [RunId: 934980f8]	2023-05-02 14:39:02	Release Release and Allow Sender Allow Sender Block Sender Delete
nobody@probe_email	[EXTERNAL] Test Message [Spam] [RunId: 934980f8]	2023-05-02 14:39:01	Release Release and Allow Sender Allow Sender Block Sender Delete
badguy@proofpoint.com	[EXTERNAL] Test Message [Normal] [RunId: 934980f8]	2023-05-02 14:38:57	Release Release and Allow Sender Allow Sender Block Sender Delete

What is inside an End User Digest email?

The End User Digest email displays all your quarantined messages in a list for the past 45 days.

The list shows information about who sent the email (“From”), the email subject (“Subject”), the date it was sent (“Date”), and an action to be taken (“Action”).

You can take the following actions with a quarantined email:

1. **Release:** Releases the email to your inbox.
2. **Release and Allow Sender:** Releases the email to your inbox and adds the sender’s email address to your personal Safe Senders List.
3. **Allow Sender:** Adds the sender’s email address to your personal Safe Senders list.
4. **Block Sender:** Blocks the email and adds the sender’s email address to your personal Blocked Senders list.
5. **Delete:** Deletes the email from the Quarantine.

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

Spam - Quarantined			
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badguy@proofpoint.com	[EXTERNAL] Test Message [Phish] [RunId: 934980f8]	2023-05-02 14:39:02	1 Release 2 Release and Allow Sender 3 Allow Sender 4 Block Sender 5 Delete
nobody@probe.email	[EXTERNAL] Test Message [Spam] [RunId: 934980f8]	2023-05-02 14:39:01	Release Release and Allow Sender Allow Sender Block Sender Delete
badguy@proofpoint.com	[EXTERNAL] Test Message [Normal] [RunId: 934980f8]	2023-05-02 14:38:57	Release Release and Allow Sender Allow Sender Block Sender Delete

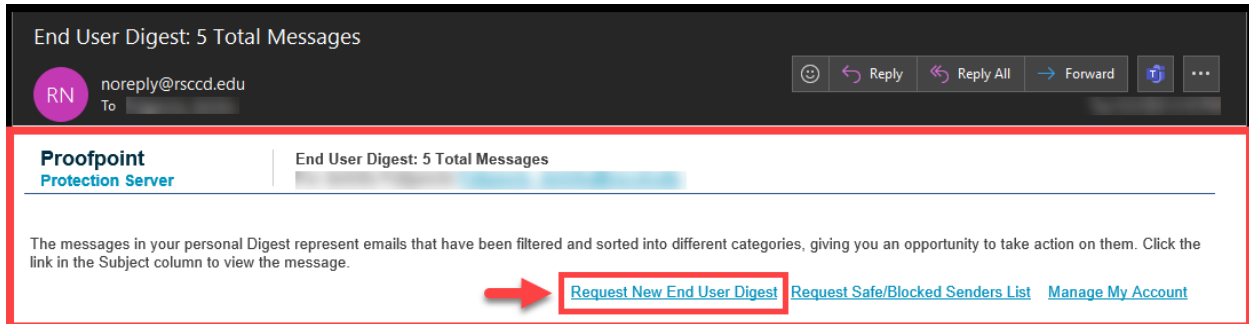
What happens to Spam messages in the Quarantine if no action is taken?

The End User Digest shows you messages that have been stored in your Quarantine for 45 days. **After 45 days, messages will be automatically deleted from your Quarantine.**

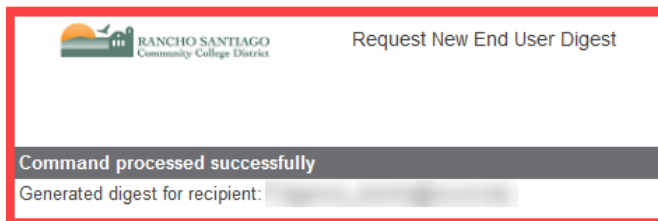
How do I deliver a New Email Digest to my Inbox?

From an existing End User Digest email

To see the most recent messages in your Quarantine, click "**Request New End User Digest**" in one of your existing End User Digest emails.



A new webpage will open for Request New End User Digest displaying the Rancho Santiago logo, with a header that reads **Command processed successfully** and a confirmation message that reads **"Generated digest for recipient: <your email address>."** From here, check your inbox again for a new End User Digest email.

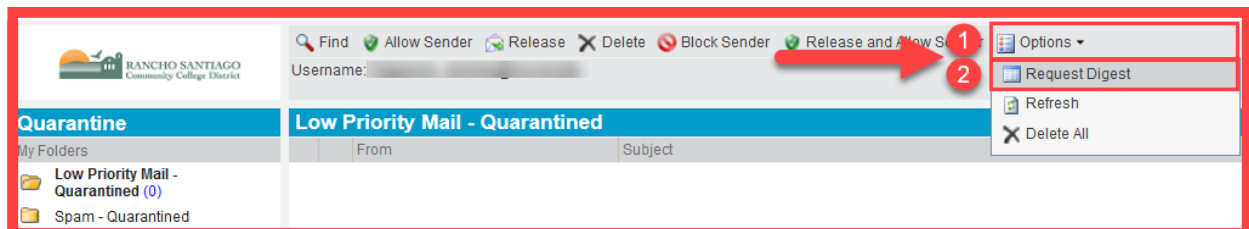


From the End User Web Application

You can also go directly to the End User Web Application *website* here:

<https://0031c602.pphosted.com:10020/euweb/login>

From the web portal, select "**Options**" on the menu at the top of the page, then "**Request Digest**". This will manually send a new digest email to your mailbox.



Personal Lists for Safe Senders and Blocked Senders

What are Safe Senders & Blocked Senders?

You can make two lists to manage your email:

- Your **Safe Senders list** is for approved senders that won't be checked for spam (but still for viruses).
- Your **Blocked Senders list** is for people or mailing lists you don't want to receive email from.

How do I add to the Safe Sender or Blocked sender lists?

From the End User Digest email:

1. Click "**Release and Allow Sender**" to release an email to your mailbox and make an email address safe.
2. Click "**Allow Sender**" to add an email address to your Safe Senders list.
3. Click "**Block Sender**" to block an email address.

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

Spam - Quarantined				
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nobody@probe.email	[EXTERNAL] Test Message [Spam] [RunId: 934980f8]	2023-05-02 14:39:01	Release	Release and Allow Sender Allow Sender Block Sender Delete
badguy@proofpoint.com	[EXTERNAL] Test Message [Normal] [RunId: 934980f8]	2023-05-02 14:38:57	Release	Release and Allow Sender Allow Sender Block Sender Delete

How do I view and manage the Safe Senders & Blocked Senders Lists?

To view your lists, click "**Request Safe/Blocked Senders**" in the End User Digest email.

End User Digest: 5 Total Messages

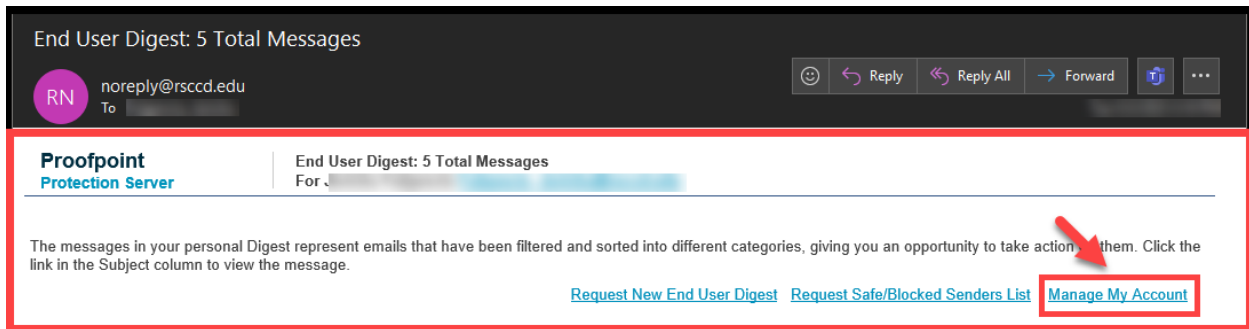
noreply@rsccd.edu
To [redacted]

Proofpoint Protection Server | End User Digest: 5 Total Messages
For Jericho Fulgencio [redacted]

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](#)

To edit them, click "**Manage My Account**" in the Digest, which opens a web browser to the [End User Web Application](#).



What tips do you have for managing these lists?

- **Be careful when adding domain names to your Safe Senders list.**
 - **Instead, add specific email addresses to ensure only approved senders get through.**
- 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 (e.g., john.doe@yahoo.com).

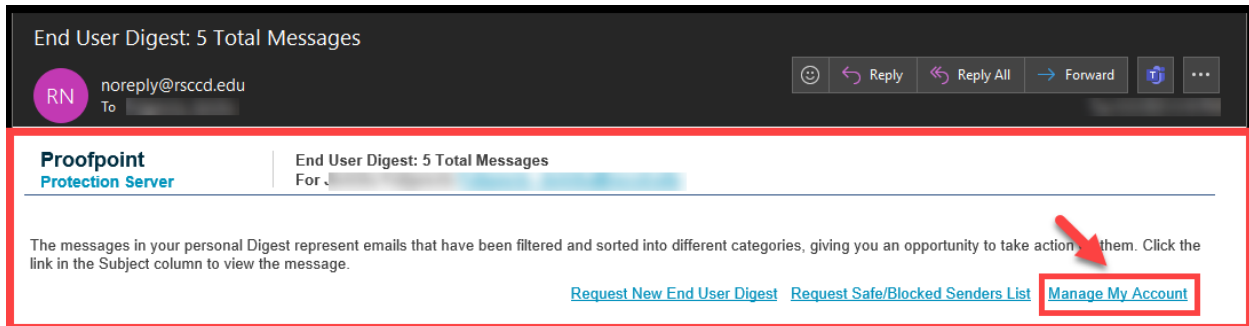
End User Web Application

How do I access the End User Web Application?

The direct website address for the End User Web Application is:

<https://0031c602.pphosted.com:10020/euweb/login>

You can also find this link by opening an End User Digest email, by clicking **"Manage My Account"** in the email Digest. This will open the End User Web Application in a browser.



How do I manage my spam Quarantine from the End User Web Application?

To view your personal Spam quarantine, select from the left menu the **Spam – Quarantined** and **Low Priority Mail – Quarantined** folders.

Use the **checkboxes** to select the emails you want to take action on.

Below is the **list of actions** you can take:

1. Use the **Allow Sender** button to get a message in your Inbox and allow future messages from that sender to be delivered to your Inbox.
2. Use the **Release** button to get a message in your Inbox.
3. Use the **Block Sender** button to delete the message and block future messages from that sender.
4. Use the **Release and Allow Sender** button to release an email to your mailbox and make an email address safe.
5. Use the **Delete** button to remove the message from the spam quarantine.
 - a. Note that spam messages will be deleted automatically after 45 days.

The screenshot shows the Proofpoint Spam Quarantine web application interface. The interface is divided into several sections:

- Top Navigation:** Includes a search bar, a 'Find' button, and five action buttons: 'Allow Sender' (1), 'Release' (2), 'Delete' (3), 'Block Sender' (4), and 'Release and Allow Sender' (5). There is also an 'Options' dropdown and a 'Logout' button.
- Left Menu:** Shows 'My Folders' with 'Low Priority Mail - Quarantined (1)' and 'Spam - Quarantined' listed. A red arrow points to the 'Low Priority Mail - Quarantined' folder.
- Main Content Area:** Displays a table of messages under the 'Low Priority Mail - Quarantined' folder. The table has columns for 'From', 'Subject', 'Date', and 'Size'. A single message is shown with a checked checkbox in the first column. The message details are: From: badguy@proofpoint.com, Subject: [EXTERNAL] Test Message [Bulk] [RunId: 934980f8], Date: 2023-05-02 14:38:59, Size: 8 KB.

At the bottom of the interface, there is a 'Powered by Proofpoint Protection Server' notice and a 'Lists' section with a 'Quarantine' link.

How do I manage my Safe Senders and Blocked Senders lists from the End User Web Application?

To add senders to your Safe Senders or Blocked Senders, click "Lists" in the left pane.

Under **My Lists**, select from the **Safe Senders List** or **Blocked Senders List**.

From here you can:

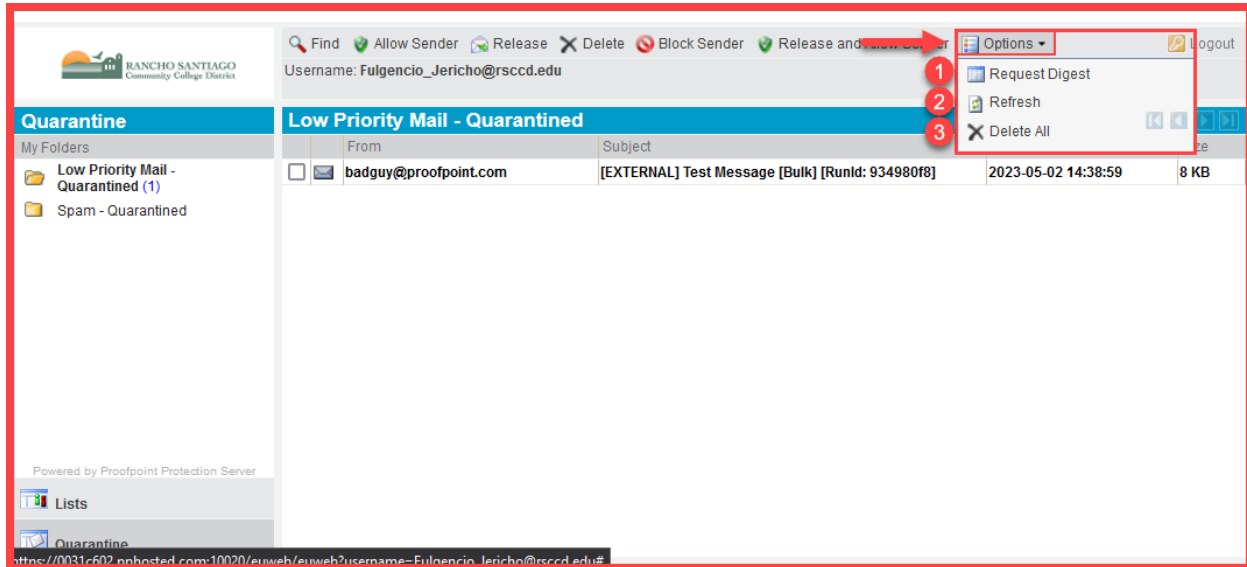
1. Add **New** email addresses.
2. **Edit** email addresses.
3. **Delete** email addresses from the list.

The screenshot displays the Proofpoint Spam Quarantine web application interface. At the top, there are three red circles numbered 1, 2, and 3, indicating the location of the 'New', 'Edit', and 'Delete' buttons respectively. The interface includes a header with the Rancho Santiago Community College District logo and a navigation bar with buttons for 'New', 'Edit', 'Delete', 'Options', and 'Logout'. The left sidebar shows 'My Lists' with 'Safe Senders List (1)' and 'Blocked Senders List'. The main content area displays the 'Safe Senders List' with a table containing one entry: 'helpdesk@rsccd.edu'. A red arrow points to the 'Lists' link in the bottom left sidebar.

What other options are available in the End User Web Application?

The **Options** menu in the menu bar lets you:

- **Request Digest**, which sends a new End User Digest email to your inbox,
- **Refresh** the right pane (useful after deleting all messages).
- **Delete All** currently-displayed messages from your Quarantine.
 - *Note that spam messages will be deleted automatically after 45 days.*



Troubleshooting problems

Troubleshooting problems for Faculty and Staff

Faculty and Staff may contact the **ITS Help Desk** for further assistance at the [ITS Help Desk page](#).

[\(Select this link to return to the beginning of the document\)](#)