

Proofpoint Email Filtering Q&A Sheet

Created by IS Operations/Organizational Learning & Development: August 10, 2015

Updated:



What is Proofpoint?

Proofpoint filters all emails originating outside of WellSpan for spam and viruses and protects email users from potentially receiving hundreds of spam messages.

NOTE: This information does not apply to internal email messages.

How does email filtering work?

All incoming (and outgoing) email is currently filtered, but if an incoming email is suspected to contain a virus, spam, or inappropriate content, the message is either deleted or “scored.” In the case of spam, the message score indicates the probability that the message is spam.

- Spam scoring – Messages scoring 100 have 100% chance of being spam (definite spam) and messages scoring 0 have 0% chance of being spam (legitimate correspondence).
- Quarantine scoring - Messages scoring above 50 are quarantined, and messages scoring below 50 are sent directly to the email user’s Inbox.

What is the Quarantine?

The *Quarantine* is a temporary location used for email messages that are suspected to be spam. System administrators can review and retrieve emails in this location, when necessary.

Email users may also review and take action on quarantined email through the use of the End User Digest. See **What is an End User Digest?**

What is an End User Digest?

The *End User Digest* (or Digest) is an email notification sent to the email user’s mailbox. The Digest provides a list of Quarantined messages addressed to the email user.

NOTE: If there are no quarantined messages, no Digest message is delivered.

End User Digest: 3 New Messages
For Michael (@wellspan.org)

The emails listed below have been placed in your personal Quarantine since you received your last End User Digest. They will be deleted after 14 days. To deliver an email to your inbox, click on Release. To deliver an email to your inbox and add the email sender to your Safe Senders List, click on Safelist. This ensures that no emails from that sender will be blocked in the future.

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

Quarantine	
From	Subject
View Release Safelist news@healthcareitnews.com	Senate suggests Stage 3 MU delay

Use **Subject line** of the email to determine the content and decide the appropriate action.

How is the Digest used?

The *Digest* runs daily at two set times - 7:00 AM and 3:00 PM. It provides a list of all quarantined spam captured during these times and indicates each email by subject and sender.

NOTE: IS Security controls the active/expiration time for links in the Digest. EX: If the link for the Quarantine message has expired, a prompt displays to log on to the Web Application to release the message. See **What is the Web Application?**

What are the Digest Quarantine options?

If action is necessary on a message, select **one of the three Digest Quarantine options** to complete an action:



- **View** – click to open the message in the Web Application window for safe viewing and evaluation.
IMPORTANT: Use the View option prior to releasing the message if unsure of the validity of the message.
OR
- **Release** – click to release the message from the Quarantine and route to the email user’s Inbox.
OR
- **Safelist** – click to release the message from the Quarantine, route to the email user’s Inbox and add the sender to the email user’s personal Safe Senders list.
NOTE: Once a sender is added to an email user’s personal Safe Senders list, all future email from this sender is not checked for spam. This is per user and does not impact all other users in the organization.

What are the Digest Management options?

Select **Digest Management options** in an email to provide additional functionality/management:

NOTE: These options are not related to individual quarantined messages.

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

- **Request New End User Digest** – click to immediately generate a list of quarantined messages.
NOTE: This Digest contains a list of all messages currently in the Quarantine, not just those received since the last scheduled Digest update.
- **Request Safe/Blocked Senders list** – click to view a current list of all entries on the email user’s personal Safe and Blocked Senders list.
- **Manage My Account** – click to manage quarantined messages, as well as actively manage the Safe Senders and Blocked Senders lists in the Web Application.

How is Manage My Account used?

Manage My Account is used to manage Safe Senders and Blocked Senders lists, as well as view all quarantined messages.

1. Click [Manage My Account](#) to view account management options.
2. Click **option** in the left navigation pane.

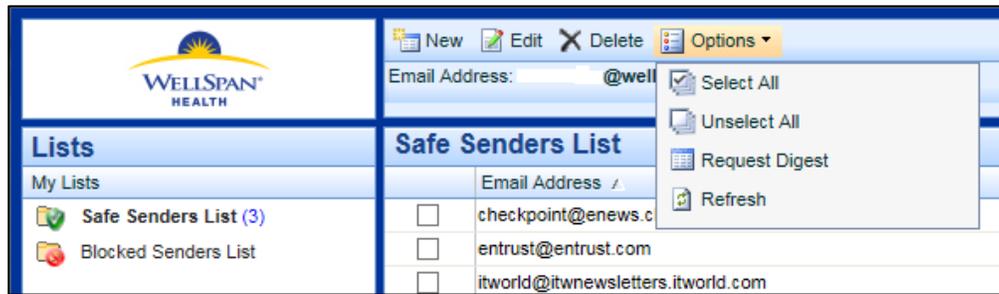
NOTE: Quarantine is the default view.



- **Lists** – click to manage personal Safe Senders and Blocked Senders lists.
- **Quarantine** – click to view a list of all currently quarantined messages.

How is the Lists option used within Manage My Account?

Use the Lists option, if desired, to create a personal list of Safe Senders and Blocked Senders.



1. Click **Safe Senders List**.
OR
Click **Blocked Senders List**.
 - **Safe Senders List** – email senders designated as safe by the email user. These emails will not be filtered for spam, but are filtered for viruses.
 - **Blocked Senders List** – email senders designated as blocked by the email user. These emails are automatically discarded preventing future emails. Should only be used for repeated messages from the same email address that are unwanted.

NOTE: If a spam message does make it to an Outlook Inbox, do not add the email address to the Blocked Senders List since spammers rarely use the same email address twice. Report these messages to the Service Desk.
2. Click **checkbox** to select email address (unless adding new item).
3. Select **option**.
 - **New** – click to add an email sender to a list.
 - **Edit** – click **desired address checkbox** to select address and make changes.
 - **Delete** – click to remove a selected address from the list.
 - **Options** – click drop-down to view options.
 - **Select All**
 - **Unselect All**
 - **Request Digest** – sends an updated Digest to the requester.
 - **Refresh**

How is the Quarantine option used within Manage My Account?

The Quarantine option displays a list of all messages that have been quarantined.



Use **options** to manage quarantined messages.

IMPORTANT: Use caution when releasing unfamiliar messages. Please call Service Desk at (717) 851-5555 for any concerns.

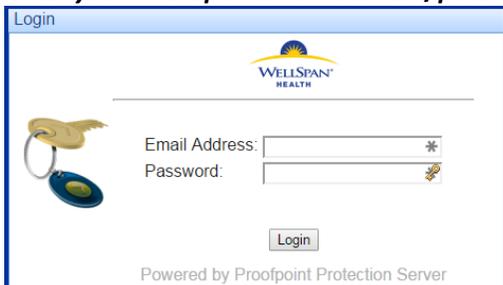
- **Find** – use to search for a message by subject and filter by the message age (up to 14 days).
- **Release** – use to release selected message(s) which route to email user's Inbox.
- **Safelist** – use to release selected message(s) which route to email user's Inbox; add the sending address(es) to the personal Safe Sender list. See [How is the Lists option used within Manage My Account?](#)
- **Options** – click drop-down to view options
 - **Unselect All**
 - **Request Digest** – sends an updated Digest to the requester.
 - **Refresh**
 - **Delete All**

NOTE: It is not necessary to delete messages in the Quarantine. Messages not released and/or viewed as spam are automatically deleted after 14 days.

What is the Web Application?

The Web Application is the area to manage quarantined messages, or manage the Safe Senders and Blocked Senders lists.

1. Type <https://001bc501.pphosted.com:10020/> in Internet browser website address field.
TIP: Bookmark this address to avoid typing address every time the Web Application is used.
2. Enter **your WellSpan email address/password** to access lists and quarantined messages.



Get Support

Please call Service Desk at 851-5555 or if off site, call 1-800-682-9657.