

Proofpoint Quick Start Guide

What is Proofpoint?

Proofpoint is a spam blocking service that drastically reduces the amount of spam Tufts email users receive. The Proofpoint anti-spam product acts as a gatekeeper for our email servers. It inspects more than 200,000 message attributes and currently has a high degree of success at detecting spam. Once examined, legitimate messages are routed to the recipient's mailbox while suspected spam is quarantined by Proofpoint. Each morning Tufts email users receive a personal digest consisting of one email that contains links to all the messages tagged as spam and quarantined over the past 24 hours. In the rare event that a message marked as spam is legitimate, the message can be released to your inbox with the click of a button. The digest can then be deleted like any other email. Quarantined spam is deleted automatically after 14 days.

What I Need to Do at a Glance


1. Open the End User Digest each morning and review the email listings.
2. If any messages are not spam, click the "Release" link.
3. If all messages are spam, just delete the digest.

It's a good idea to keep at least one digest, since the links they contain provide quick access to other Proofpoint tools. Over time, when you are comfortable that Proofpoint is correctly tagging only spam, you may not even need to review the digest.

What is an End User Digest?

An End User Digest is a summary email that you receive daily before 9:00 am from the Proofpoint server. It contains a listing of the suspected spam that has been filtered in the previous 24 hours.

Sample digest message:

 **proofpoint-digest@tufts.edu** **Wed 6:57 AM**
End User Digest: 32 New Messages

Opening the End User Digest displays an email listing of the suspected spam messages. The spam score, from field and subject field are viewable.

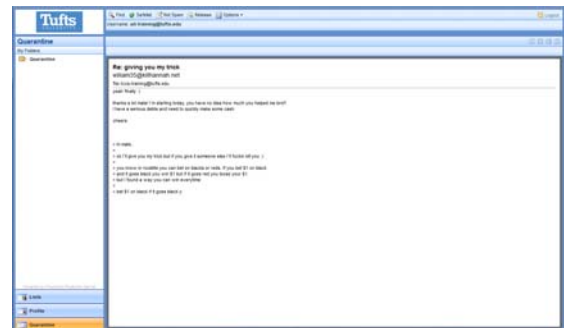


In my End User Digest I see an email that is not spam. What are my options?

There are 4 primary options available in the End User Digest that will be useful if Proofpoint has registered an incoming email as a "false positive." A false positive is a valuable email that Proofpoint has mistakenly labeled as spam. The options are:

View

The View link opens the email from within the Proofpoint server so that it can be safely read. By reading the content, you can determine whether or not it is spam.



To view a message:

1. **Open the End User Digest.** *The list of messages display.*
2. In the quarantine column, to the left of the message that you wish to view, **click the View link.** *The message opens.*

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Release

The Release link releases the email from the Proofpoint quarantine and delivers it to your inbox.

Command processed successfully

Message released

Please take into account that if you have a Junk E-mail or spam filter enabled on your desktop mail client such as Outlook, the filter may also place the released email into a Junk folder. Consequently, if you do not see the released email in your inbox, check your mail client's Junk folder. To release a message:

1. **Open the End User Digest.** *The list of messages display.*
2. In the quarantine column, to the left of the message that you wish to release, **click the Release link.** *The message is released from the Proofpoint quarantine and is delivered to your inbox.*

Safelist

The Safelist link releases the email into your inbox and places the sender on a safelist so that subsequent emails from the sender arrive in your inbox. A safelist is also known as a whitelist (as opposed to blocked senders or blacklist).

To safelist a message:

1. **Open the End User Digest.** *The list of messages display.*
2. In the quarantine column, to the left of the message that you wish to safelist, **click the Safelist link.** *The message is released into your inbox and the sender is placed on your safelist.*

Not Spam

The Not Spam link releases the email into your inbox and sends a notification indicating that the email was not spam. Future messages that are similar to that message will not be filtered out as spam.

To mark a message as not spam:

1. **Open the End User Digest.** *The list of messages displays.*

2. In the quarantine column, to the left of the message that you wish to mark as not spam, **click the Not Spam link.** *The message is released into your inbox and a notification is sent indicating that the email was not spam.*

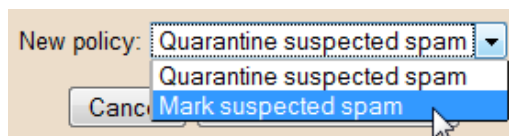
Can I Turn Off or "Opt Out" of Proofpoint?

Yes, you may turn off or "opt out" of using Proofpoint spam filtering. Although Proofpoint will continue to mark incoming email, suspected spam will no longer be moved to the quarantine **and will be delivered to your inbox.** To opt out, you may use the Trumpeter tools following the steps listed below or you may contact the UIT Client Support Center at 617-627-3376 (uitsc@tufts.edu) to do it for you.

1. Navigate to <https://trumpeter.tufts.edu/>.
2. In the Trumpeter Username field, **enter your Tufts Username** (e.g. jsmith01).
3. In the Trumpeter Password field, **enter your Tufts Password.**
4. **Click Login.** *The tools display.*
5. In the Spam Filtering field, **click the update policy button.** *The Update Spam Filtering Policy page opens.*



6. In the New policy field, click the dropdown arrow and **select Mark suspected spam.**



7. **Click Update spam policy.** *The confirmation page displays.*
8. **Click Continue.** *The Trumpeter Tools page displays the updated Mark suspected spam policy.*