

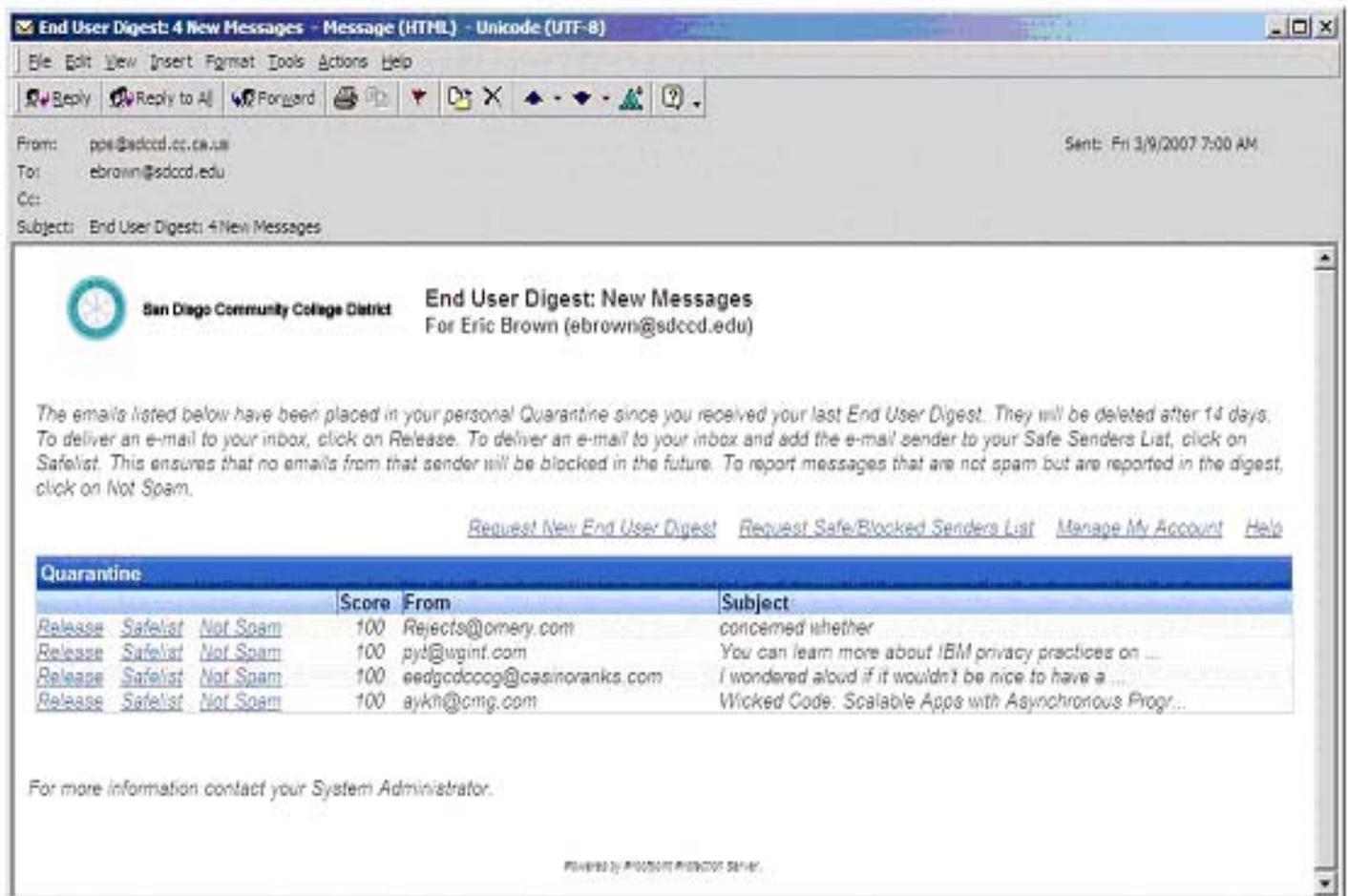
Proofpoint Anti-SPAM Quarantine System

The new Proofpoint Anti-SPAM system works much different than the District's previous system. Although the new system works on a weighted scale, it is designed to eliminate "false positives" and correctly differentiate between legitimate email and SPAM. Because of this accuracy, it is possible that a user may not receive a "quarantine" notice for several months, if ever!

Proofpoint's "quarantine notice" is called an End User Digest, which will look like the screen shot below. This is similar to the quarantine messages we used to get from our old SPAM protection software, but due to the new systems accuracy, should contain very few emails. When the Proofpoint system finds an email that it can't quite decide if it is SPAM or a legitimate email, it will send you a new End User Digest email so you can see the email(s) in question and decide to "release" the email to your inbox, or configure the system to always "trust" email from this sender and add it to your *Safe Sender's List* (this feature is covered on page 2).

Below, is a screen shot of a sample End User Digest. You may notice the page has several additional options to enable you to customize your own Anti-SPAM settings.

Please save the first blank End User Digest, so you can recall it to request a new one at any time. You can always search for it in your inbox from proofpoint@sdccd.edu.



End User Digest: 4 New Messages - Message (HTML) - Unicode (UTF-8)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Delete Move Undo Redo

From: ppl@sdccd.cc.ca.us Sent: Fri 3/9/2007 7:00 AM
To: ebrown@sdccd.edu
Cc:
Subject: End User Digest: 4 New Messages

 San Diego Community College District

End User Digest: New Messages
For Eric Brown (ebrown@sdccd.edu)

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 e-mail to your inbox, click on Release. To deliver an e-mail to your inbox and add the e-mail sender to your Safe Senders List, click on Safelist. This ensures that no emails from that sender will be blocked in the future. To report messages that are not spam but are reported in the digest, click on Not Spam.

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

Quarantine			Score	From	Subject
Release	Safelist	Not Spam	100	Rejects@omery.com	concerned whether
Release	Safelist	Not Spam	100	pyt@wqinf.com	You can learn more about IBM privacy practices on ...
Release	Safelist	Not Spam	100	eedgcdcoog@casinoranks.com	I wondered aloud if it wouldn't be nice to have a ...
Release	Safelist	Not Spam	100	aykh@cmg.com	Wicked Code: Scalable Apps with Asynchronous Progr...

For more information contact your System Administrator.

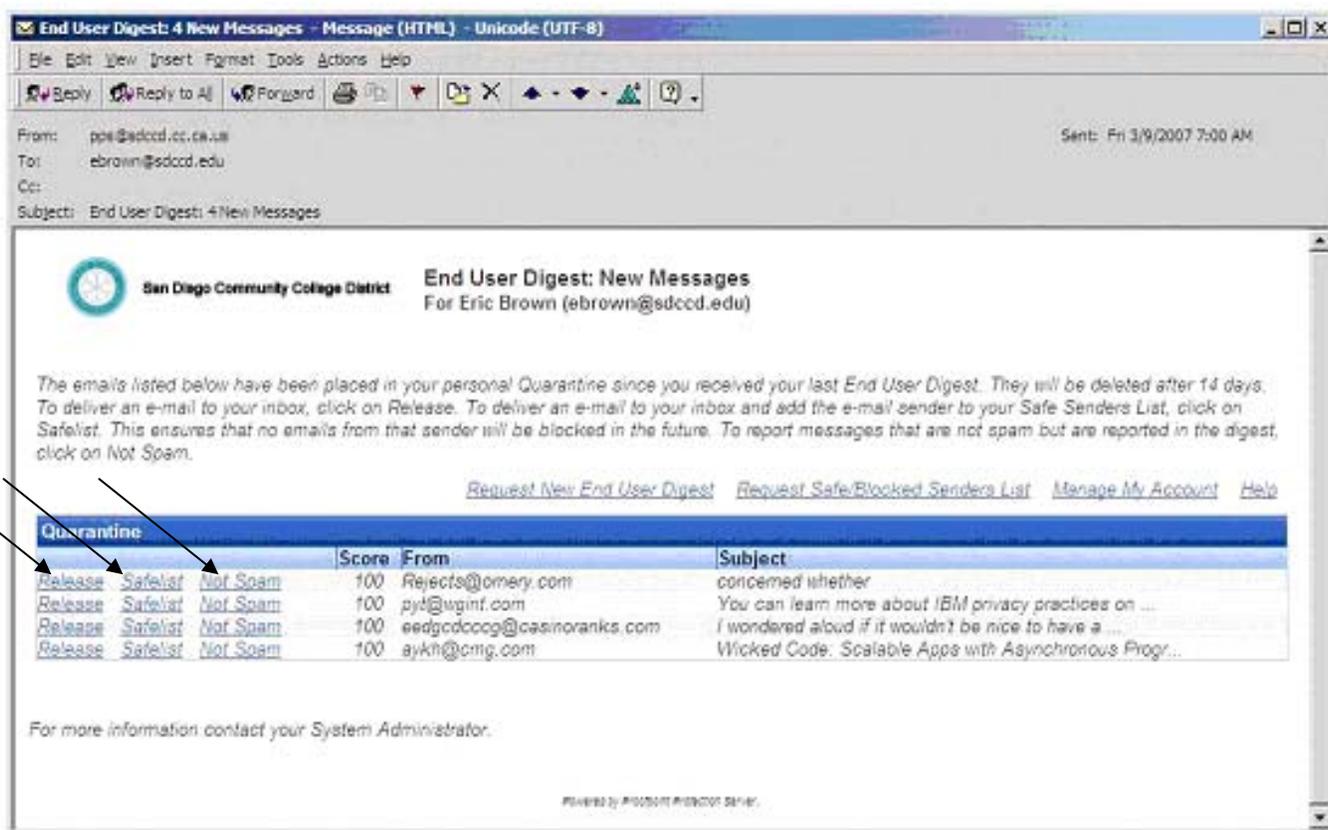
Powered by PROOFPOINT PROTECT SERVER.

On the screen image below, notice under the word **Quarantine** on the left side of the dark blue banner, there are three action options for each message: **Release; Safelist; and Not Spam.**

Release. If you see a message that you feel has been detained in error you can click on **Release**. The anti-SPAM system will then forward this message to your inbox, but all other messages from this email address will continue to be scanned for spam.

Safelist. The Safelist option will not only release the message from the quarantine, but will also add the sender's email address to your **Safe Senders List**. Once an email address is added to the **Safe Senders List** all future messages from this email address will not be scanned through the Proofpoint anti-SPAM system and will be sent directly to your email Inbox.

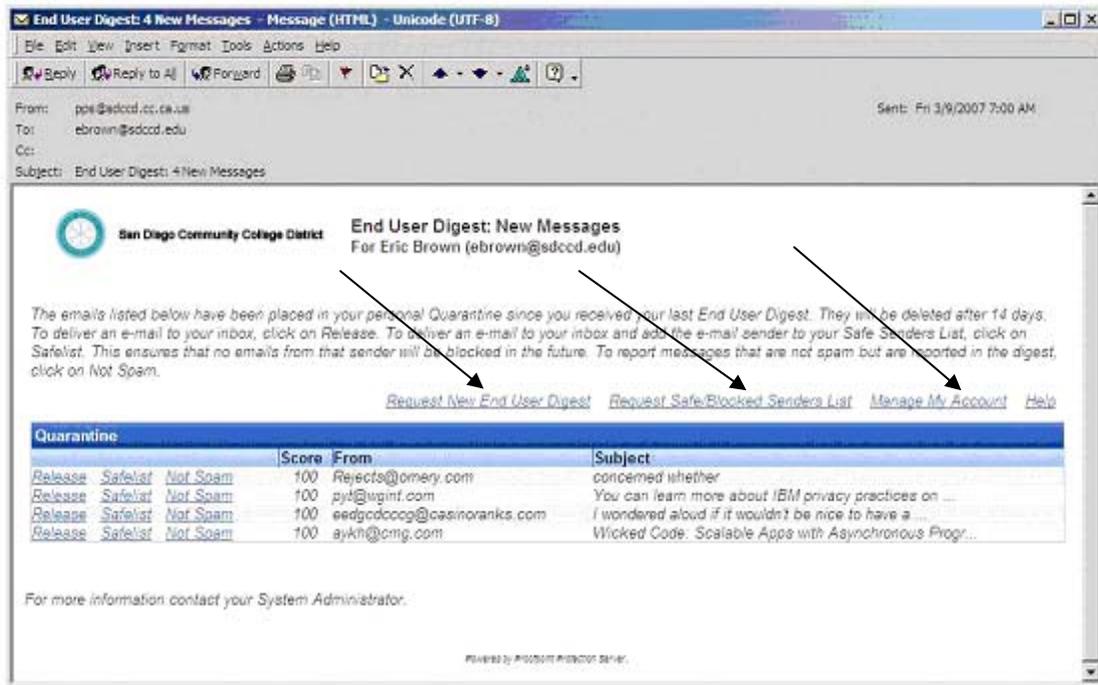
Not Spam. Using this option will send a message to the developers of the Proofpoint software to be reviewed and possibly adjust a filter that allows this e-mail address or type of message to pass through the filter in the future. Never select this option with any confidential or personal identifiable information!



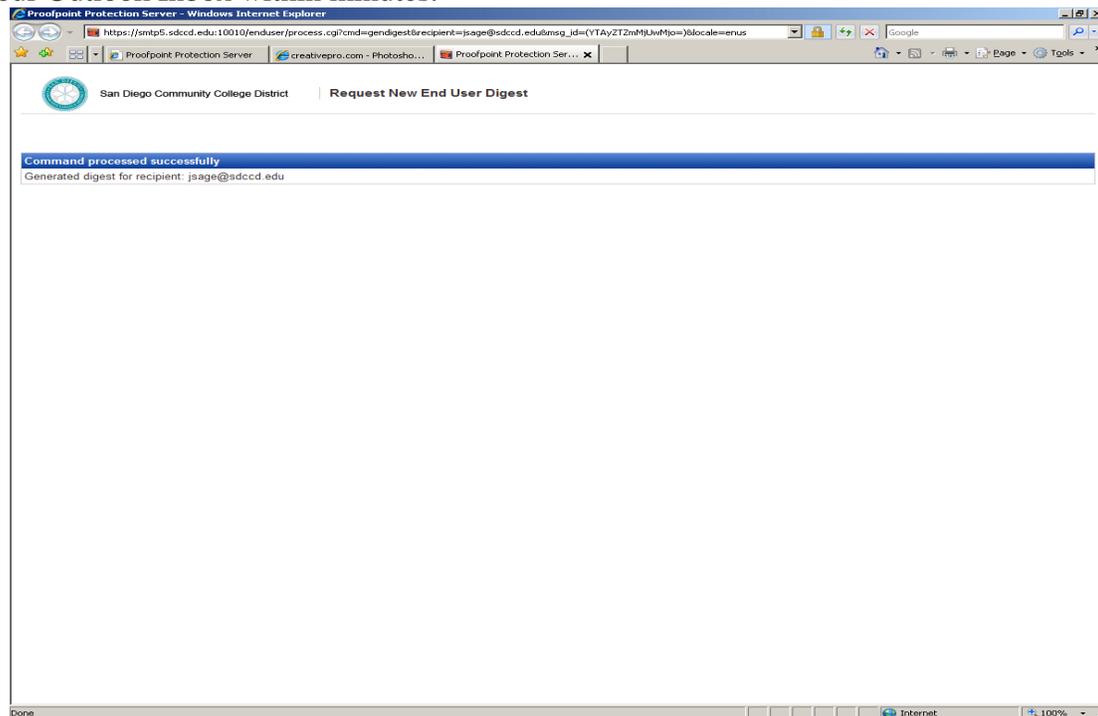
The screenshot shows an email client window titled "End User Digest: 4 New Messages - Message (HTML) - Unicode (UTF-8)". The email header includes "From: pps@sdccd.cc.ca.us", "To: ebrown@sdccd.edu", and "Sent: Fri 3/9/2007 7:00 AM". The main content is an "End User Digest: New Messages" for Eric Brown (ebrown@sdccd.edu) from San Diego Community College District. It explains that emails are in quarantine and provides instructions on how to release them or add senders to a safe list. Below this is a table of quarantined messages with columns for "Score", "From", and "Subject". Each row has three links: "Release", "Safelist", and "Not Spam". Three arrows point to these links for the first three rows. At the bottom, it says "For more information contact your System Administrator." and "POWERED BY PROOFPOINT PROTECTOR SERVER."

Quarantine			Score	From	Subject
Release	Safelist	Not Spam	100	Rejects@omery.com	concerned whether
Release	Safelist	Not Spam	100	pyt@uginf.com	You can learn more about IBM privacy practices on ...
Release	Safelist	Not Spam	100	eedgcdccc@casinoranks.com	I wondered about if it wouldn't be nice to have a ...
Release	Safelist	Not Spam	100	aykh@cmg.com	Wicked Code: Scalable Apps with Asynchronous Progr...

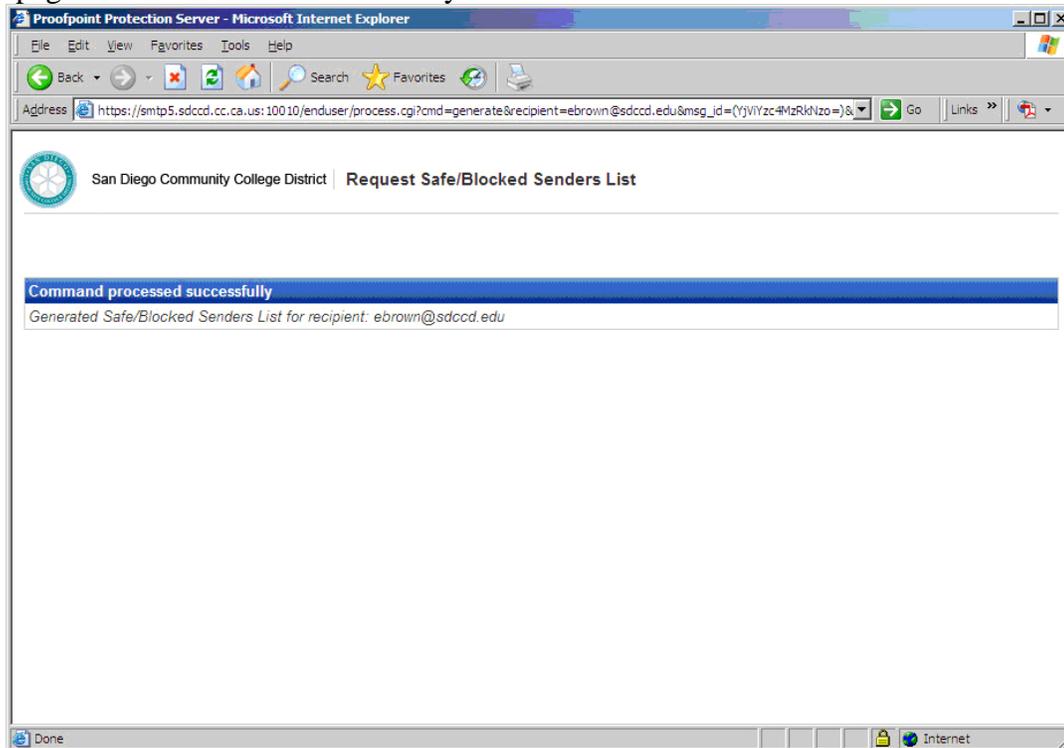
There are three additional options available in this End User Digest: ***Request New End User Digest***, ***Request Safe/Blocked Senders list***, and ***Manage My Account***. These options affect every message that you receive.



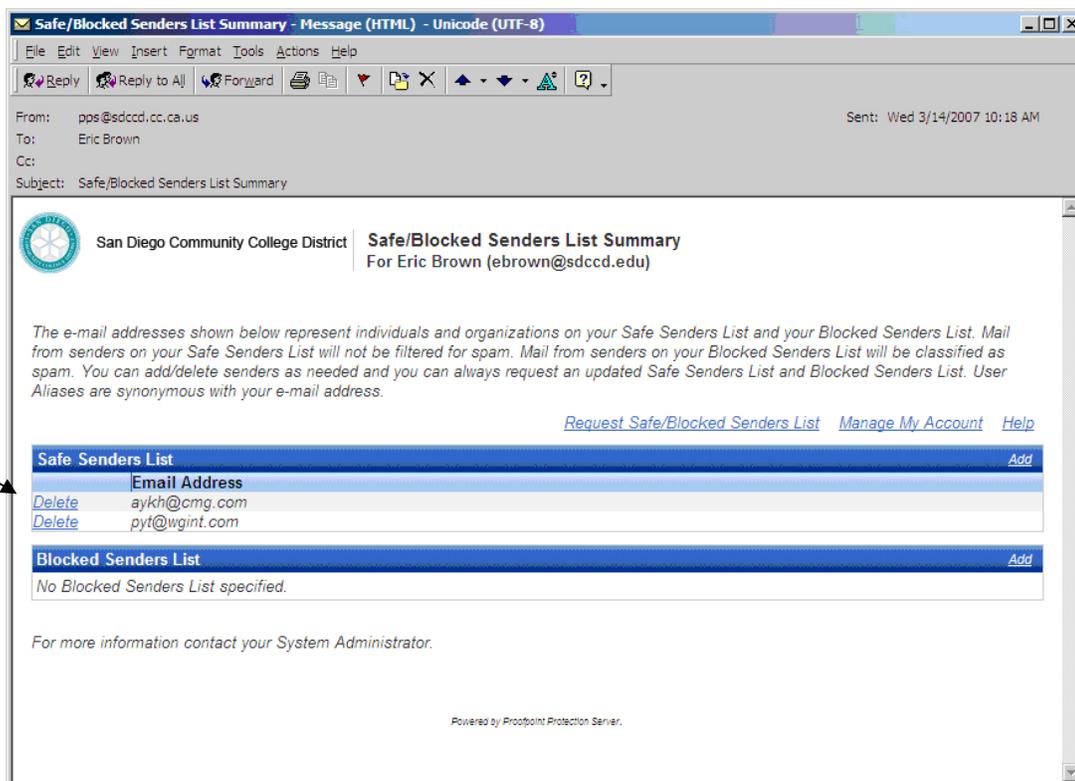
Click on ***Request New End User Digest***. You will then be redirected to a confirmation page that looks like this. You may close this window as no further user interaction is required. You should receive your new digest in your Outlook Inbox within minutes.



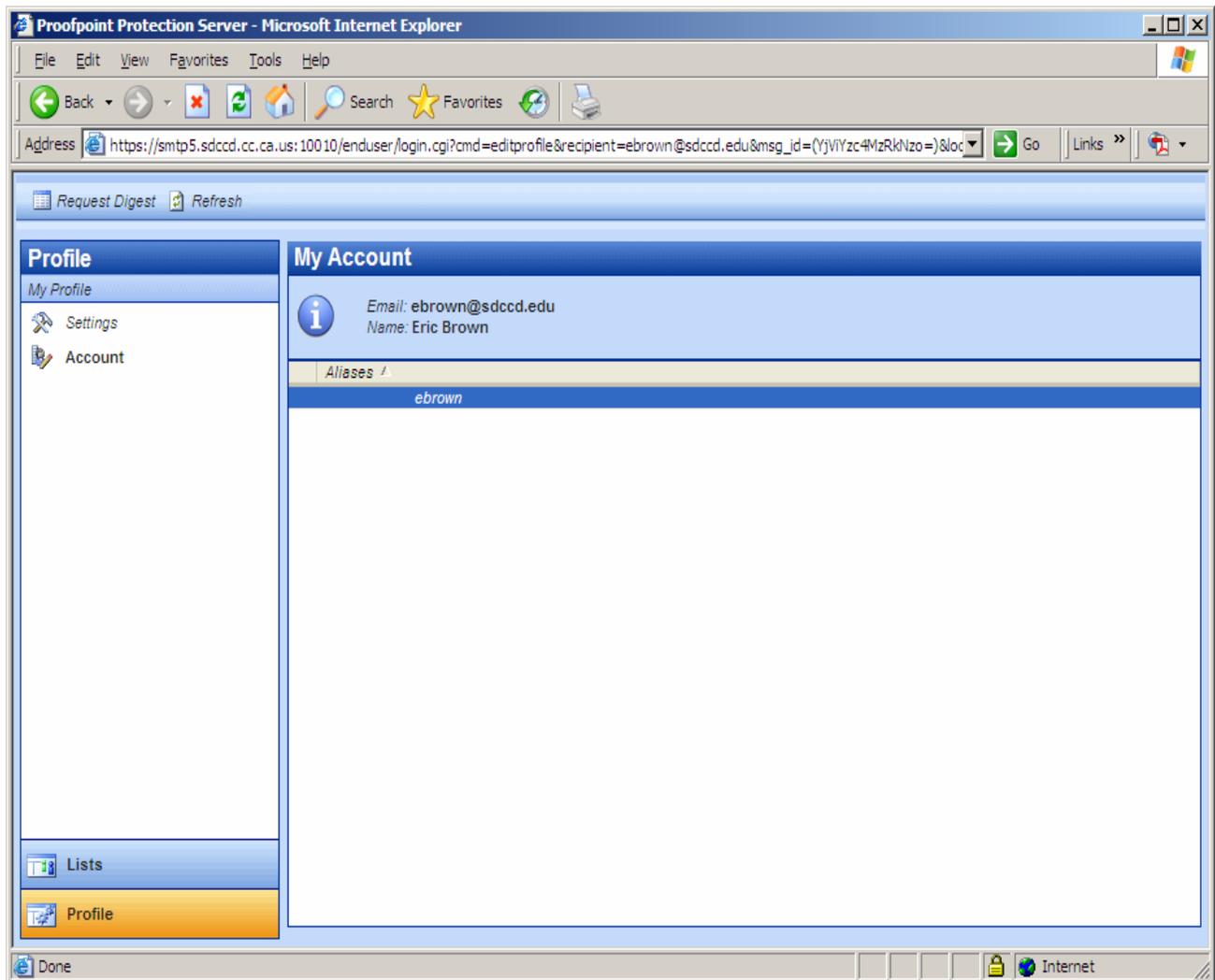
Next option is the **Safe/ Blocked Senders** list. Once you click on this option, you will then be redirected to a confirmation page that looks like this. You may close this window as no further user interaction is required.



Within minutes, you will receive an email with a list of your **Safe Senders** and **Blocked Senders** that will look similar to the graphic below. Select **Delete** if you would like to remove an email address from either list. Notice, you cannot add email addresses from this page. You can only add using the **Safelist** option on page 2, or through **Manage My Account** on the next page.

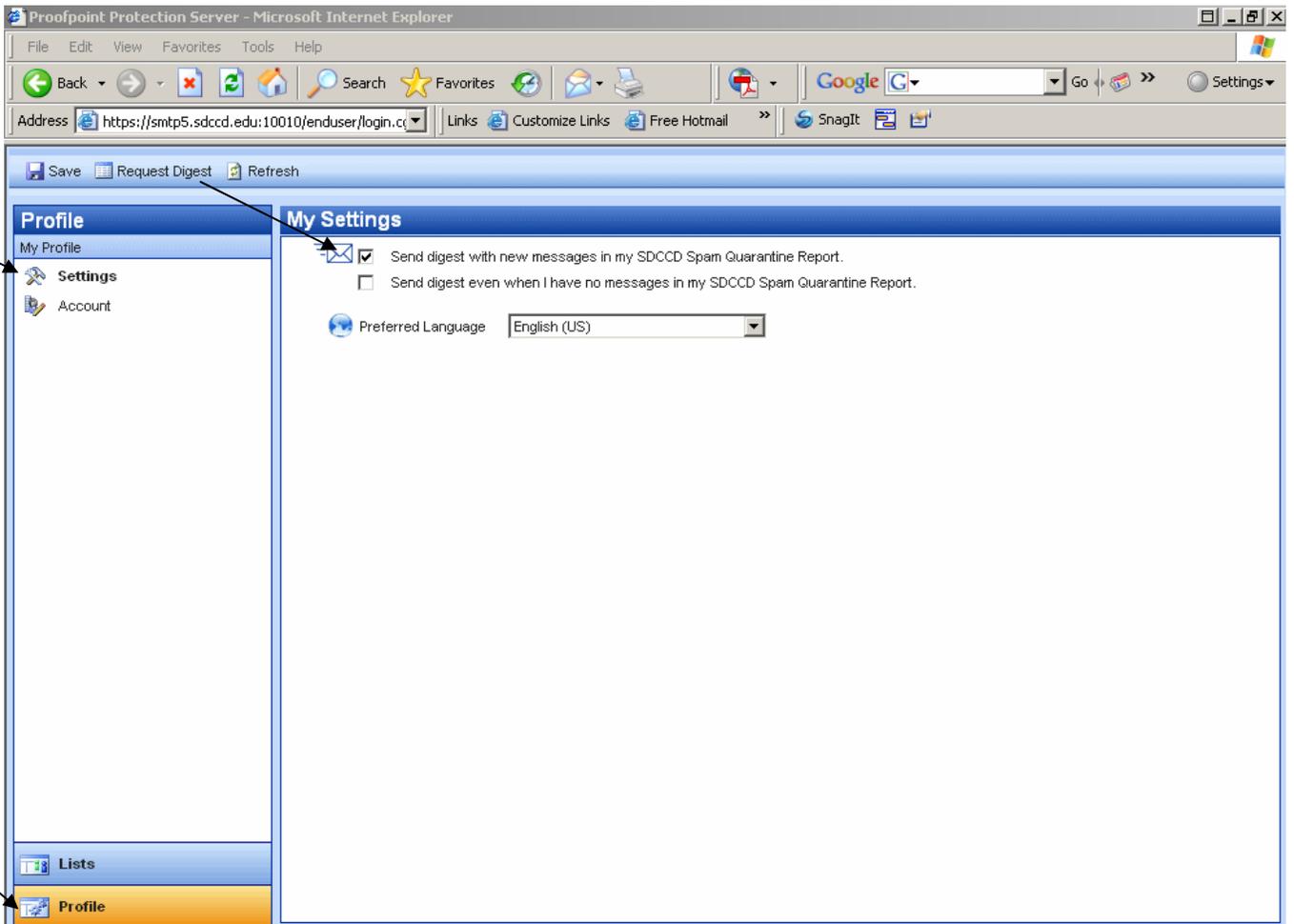


Finally, we have **Manage My Account**. When you click on this option, you will be directed to the **My Account** website similar to the example below, where you can manage various settings like editing email addresses on your **Safe Senders/Blocked Senders** lists, determine how often you want to receive an End User Digest, and the default language for the Digest.



If you click on **Profile** at the bottom left and select **Settings** you can select your preferred language and Digest preferences. Please select just the top box to configure the system to send a new Digest each time a message is moved into quarantine. You can change these options at any time.

The **Account** section identifies your full name and your corresponding email address. No changes can be made to this section.

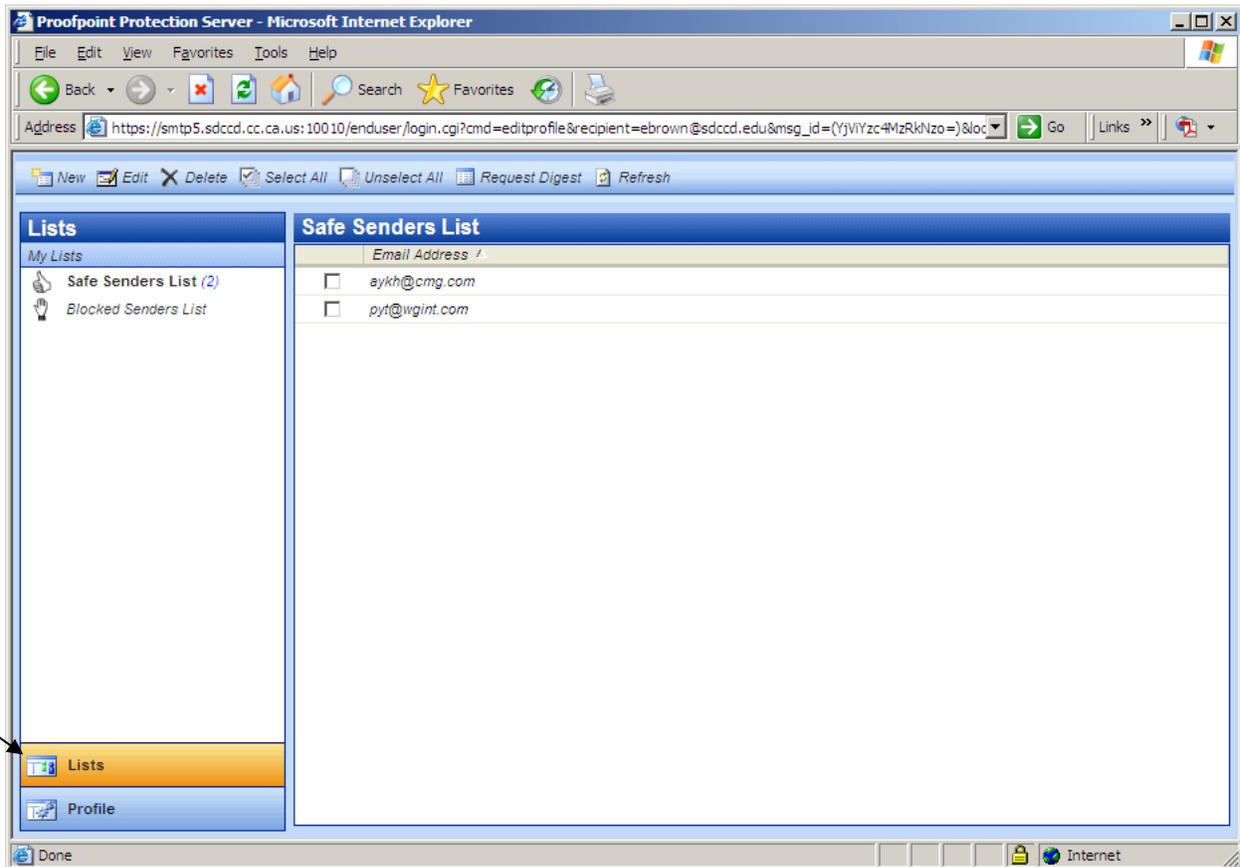


If you click on **Lists** at the bottom left corner, you will be able to edit your *Safe Senders* and *Blocked Senders* lists. You can toggle back and forth between lists by clicking on each list title in the **My Lists** box on the left hand side of the screen.

Once you have a list selected, and if you have email addresses on each list, you can highlight the individual box in front of the email address to select it, then using the top light blue bar, click on the **Delete** icon to delete the email address from either list or the **Edit** button to modify an email address. You can use the **New** icon to add email addresses to each list.

Be careful using the **Select All** option and the **Delete** icon as this will delete all addresses from each list. The **Unselect All** option will remove the highlight off all of the email addresses and will undo the **Select All** action.

If for any reason, you don't know the complete email address of any sender that you want to add to either list, you can also add just the email domain to any list. (Eg. cox.net.). If you use just the domain on either list, you are authorizing or deleting all email addresses from that email domain. Please be careful when using this option.



**If you have any questions on this Proofpoint Anti-SPAM system,
please call the IT Helpdesk at
(619) 388-7000.**