

## YSU Spam Solution Guide to Using **proofpoint**



### Introduction:

In June 2006, YSU Network Services deployed the Proofpoint appliance in response to a growing number of spam messages infiltrating their way past current detection technologies into user's mailboxes.



### How It Works:

The Proofpoint appliance acts as a mail proxy, filtering mail and passing what it believes are legit messages to the user's inbox. The system uses a very detailed set of algorithms to accurately determine spam from legit mail. This means fewer false-positives and more protection for your mailbox.



### What Do I Have To Do?

On a daily basis, users will receive an End User Digest in their inbox. From the digest, users can delete, release, or mark messages as "Not Junk" that were filtered and identified by Proofpoint. All filtered mail will reside on the Proofpoint appliance **for 21 days** until the messages are deleted or released manually to the user's inbox. After 21 days, the mail flagged as spam **will be eliminated** automatically.

The Tech Desk recommends that users disable additional spam filtering tools such as SpamAssassin or any detection technologies built in to applications such as Microsoft Outlook. While additional spam filtering technologies are compatible with Proofpoint, using two or more spam detection tools may interfere with the delivery of the End User Digest or cause legitimate e-mail messages to be misplaced.



The Proofpoint appliance is a global mail filtering device, protecting all mail server accounts on the YSU campus. If you do not wish to have your mail filtered for spam, or are comfortable with your desktop client filtering software, please see the section 'Opt-Out!' at the end of this document.

## Welcome to the Proofpoint End User Digest

So, what do all these fancy links do?

**Release:** Sends a message marked as spam from the Proofpoint appliance to your mailbox. Use if a message is incorrectly identified as spam.

**Safelist:** Adds the sender to your whitelist if messages are incorrectly marked as spam.

**Not Spam:** Sends a request for analysis of the e-mail to Proofpoint so further messages of this type are not marked as spam.

**Score:** The Proofpoint appliance's confidence percentage that the message is spam.

### Request Safe/Blocked Senders

**List:** e-Mails the user a copy of safe and blocked e-mail addresses.

### Request New SPAM Summary:

Sends the user an updated e-mail digest like the one below.

### Manage My Anti-SPAM Account:

Redirects the user to the Proofpoint web interface to modify their account

Youngstown STATE UNIVERSITY

End User Digest: Total Messages For @ysu.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 21 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 SPAM summary](#) | 
 [Request Safe/Blocked Senders List](#) | 
 [Manage My Anti-SPAM Account](#) | 
 [Help](#) | 
 [YSU Tech Desk](#)



Quarantine	Score	From	Subject	Date
<a href="#">Release</a>   <a href="#">Safelist</a>   <a href="#">Not Spam</a>	100	beodykk@runlocomotion.com	bidder	2006-06-06 08:39:38
<a href="#">Release</a>   <a href="#">Safelist</a>   <a href="#">Not Spam</a>	100		Fwd: Zales- Offer Confirmation #635G 5e1z6	2006-06-06 07:42:27

For more information contact the YSU Tech Desk at extension 1595.

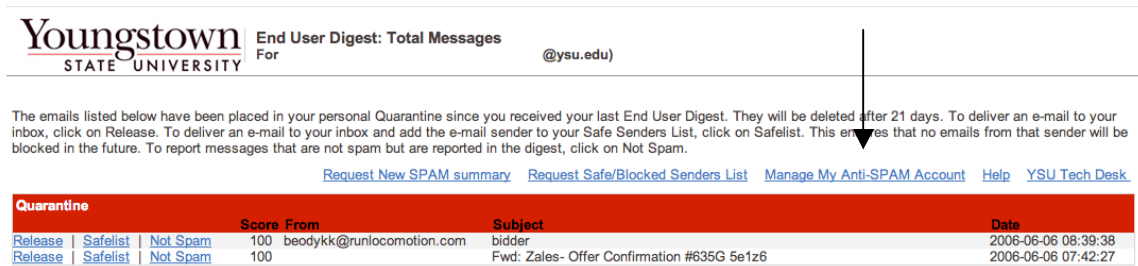
Powered by Proofpoint Protection Server

## Using the Proofpoint Web Interface

After reviewing the End User Digest, a user may want to delete messages from the Proofpoint appliance, add a user to their Safe Senders List or Blocked Senders List, or change their End User Digest options. In order to access the Proofpoint web interface, a user may visit the following locations:

-  <http://techdesk.ySU.edu/onlinehelp.htm>
-  <http://network-services.ySU.edu>

 Any End User Digest in your mailbox. Click the 'Manage My Anti-SPAM Account' link.



**Youngstown STATE UNIVERSITY** End User Digest: Total Messages For @ysu.edu

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Quarantine		Score	From	Subject	Date
<a href="#">Release</a>	<a href="#">Safelist</a>	100	beodykk@runlocomotion.com	bidder	2006-06-06 08:39:38
<a href="#">Release</a>	<a href="#">Safelist</a>	100		Fwd: Zales- Offer Confirmation #635G 5e1z6	2006-06-06 07:42:27

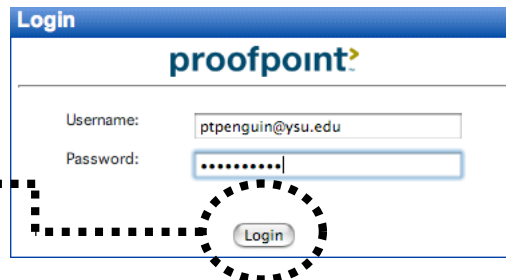
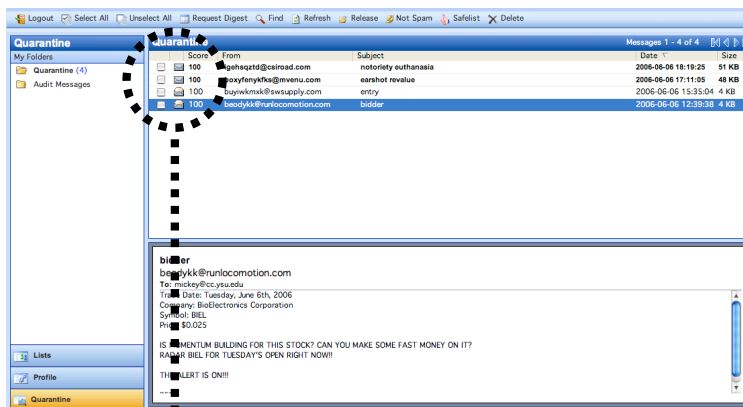
For more information contact the YSU Tech Desk at extension 1595.

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**Proofpoint Appliance Login:** In order to make changes to your Proofpoint account, please log in with your full YSU CUE / MyYSU e-mail address and YSU Directory Account password.

Click 'Login'

*\* If you cannot remember your directory account password, please contact the Tech Desk at 330-941-1595 for assistance.*

### Proofpoint Quarantine:

Quarantine is location where messages marked as spam reside on the Proofpoint appliance.

From the quarantine page, users can release a message, read messages marked as spam, or create a Safe Sender / Blocked Sender List.

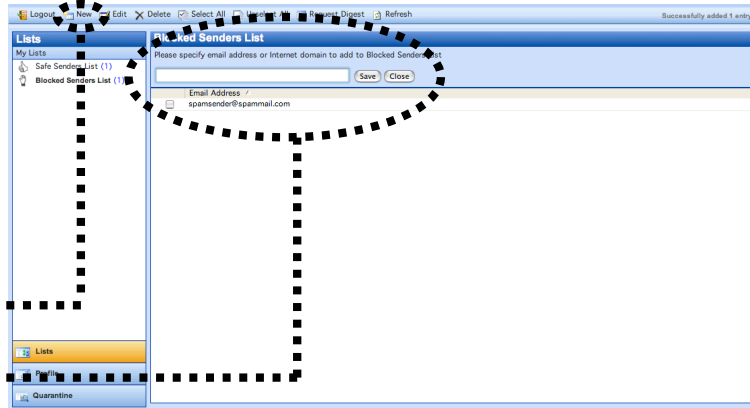
To modify the message settings, click the checkbox to the left of the message and select an option from the Proofpoint toolbar.

**Proofpoint Lists:** The lists page contains a Safe Senders List and a Blocked Senders List.

**Blocked Senders List:**  
To add an e-mail address to your Blocked Senders List, click on the list to the left.

Click the 'New' button

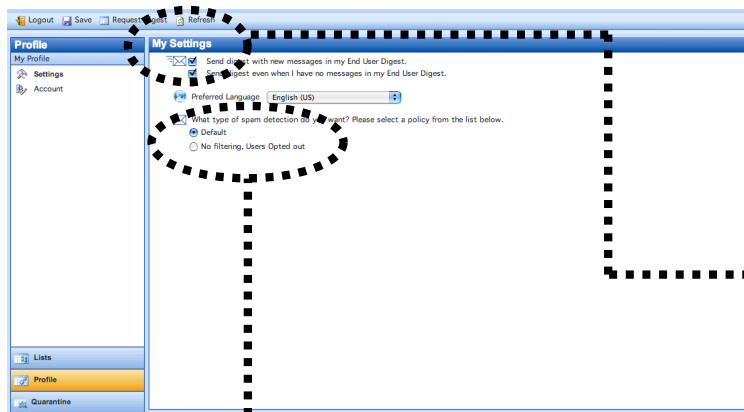
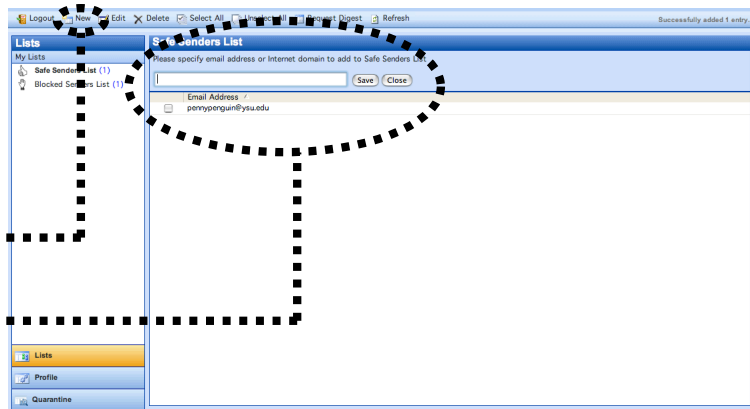
Type an e-mail address in the text field and click the 'Save' button.



**Safe Senders List:**  
To add an e-mail address to your Safe Senders List, click on the list to the left.

Click the 'New' button

Type an e-mail address in the text field and click the 'Save' button.



**Proofpoint Profiles:** The location of user-configurable options for the Proofpoint appliance.

**My Settings:**  
Users can make minor adjustments to the way User End Digests are sent to their mailboxes. They can also change their preferred language options.

### Opt-Out! – NOT Recommended

Some users may feel as if their own spam detection and filtering options are good enough for the mail that they currently receive. The Proofpoint appliance allows those users to stop any spam filtering from being performed on their e-mail.

Even though opting out is **NOT** recommended, the Proofpoint filtering can be turned off for any user account by selecting the 'No Filtering, Users Opted out' button.