Proofpoint user guide

The Proofpoint system allows you to view blocked email messages and release them to Outlook if required.

Warning: Please <u>do not</u> release messages you are not sure about – ensure you recognise the sender's address and are expecting the message.

Automatic email notification

1. You'll be notified of blocked messages via an email from proofpoint-pps@ppops.net

0.	End User D Lewisham	igest: 1 New Message Gani <u>nasim.gani@lewisham.gov.uk</u>	
The messa Click the lin	ges in your personal Digest represent em k in the Subject column to view the mess	ails that have been filtered and sorted into diffo sage.	erent categories, giving you an opportunity to take action on them.
		Request New End User	Digest Request Safe/Blocked Senders List Manage My Account
The emails sender, clic	listed below have been placed in your pe k Allow Sender. To report messages tha	ersonal Quarantine. Click Release to deliver the t are not spam but are included in the Spam - Q	email to your inbox. To continue to receive future emails from the Quarantined section, click Not Spam.
Spam - Qu	Jarantined		
Score	From	Subject	Action
99	events@eml.qassociates.co.uk	TechTalk London - February Meeting	Release Release and Allow Sender Not Spam
For more inf	ormation contact your System Administr	ator.	
		Powered by Proofpoint Protection Server	r

Messages will be filtered and sorted into different categories, giving you an opportunity to take action on them.

- 2. Click the link in the **subject** column to view the message.
- 3. Select the **action** you want to take:

Action	Explanation
Release	Click Release to deliver the email to your inbox (this is the only
	option available for password protected files)
Release and Allow Sender	To continue to receive future emails from the sender, click Allow
	Sender
Not Spam	To report messages that are not spam but are included in the Spam

4. After you release a message, you will get a confirmation popup in a browser window and the email should instantly appear in Outlook.

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Release Lewisham	
Command processed successfully Message released	€ 100% ▼ .
	- 100% ·

Manual check for blocked messages

Proofpoint takes approximately 5-10 minutes to register blocked emails for release. They will not be visible before this.

1. Open an old message and click **Request New End User Digest.** This will send a message to you showing your current blocked messages.

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The messa Click the lir	ges in your personal Digest represent email nk in the Subject column to view the messag	s that have been filtered and sorted into different categories, giving yo ge. Request New End User Digest Request Safe/	u an opportunity to take action on them. Blocked Senders List Manage My Account
Email Firev	vall		
Email Fin	ewall		
Score 0	IFrom nasimg@hotmail.com	Subject Fw: Password protection 2	Action Release
For more in	formation contact your System Administrate	Yr	
		Powered by Proofpoint Protection Server	

2. You can also visit the webpage to view blocked messages using the **Manage My Account** link. This can be accessed via the **Request New End User Digest** link. Click on the folders to refresh.

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10000	G Find	Release 🔛 Options 🕶		
Lewisham	Username: I	nasım.gani@lewisham.gov.uk		
Quarantine	Email F	irewall	Messages 1 - 1 of 1	
vly Folders	S	core From	Subject Date V	Size
Spam - Quarantined (0)	0 🖂 🚺	nasimg@hotmail.com	Fw: Pa 2017-02-04 00:48:30	34 KB
🚞 Email Firewall (1)				
Powered by Proofpoint Protection Server				
I Lists				

You will not be able to view messages that IT have identified as having viruses – these will be permanently blocked.