

PROOFPOINT END USER GUIDE

Logging in

1. Open a web browser and navigate to the appropriate URL
2. Enter your login email address and password
3. If you do not have a password, contact your company administrator

Resetting your Password

1. Click on your name in the top right-hand side of the screen
2. Select Profile
3. Type in your new password in the Password field
4. Type in your new password in the Retype Password field
5. Click Save

END USER SETTINGS

Quarantine

The quarantine tab allows you to view your quarantined email. In addition, you can adjust the options to display additional email messages such as all email, or email that has been cleared or blocked.

1. To view your Quarantine, click on the Log Search button on the left hand side
2. Select one of the following from the Type drop-down:
 - a. Inbound: will include emails that were sent to you
 - b. Outbound: will include emails that were sent by you
3. Select one of the following from the Status drop-down:
 - c. Any: will include all email types
 - d. Quarantined: will include emails that have been quarantined
 - e. Reported: will include emails that have been reported as spam by the user
 - f. Blocked: will include emails that have been blocked by a filter
 - g. Cleared: will include emails that were received and delivered
 - h. Cleared (but queued for delivery): will include emails that have been received but are queued for delivery
 - i. Cleared (but bounced by destination): will include emails that have been received but were bounced by the target destination server

- j. Cleared (released from quarantine): will include emails that have been released from the quarantine
4. Click on Date field to select desired date range
5. Click Search

Profile

Use this page to update your personal information. You can also access this screen by clicking on your name in the header and selecting Profile. To make changes to your profile:

1. Click on the Settings tab
2. Click on the Profile tab
3. Update your information
4. Click Save

Digests

This page allows you to change your quarantine digest delivery settings. The following settings can be changed:

1. To view and change these settings, navigate to User Management on the left hand side
 1. Click on Users
 2. On the top bar, click on Digests
2. Enable digests for user: enables quarantine emails to be sent to you
3. Only include messages quarantined since the last Quarantine Digest was sent: use this option to only send out digests if new mail has been received
4. Quarantine Digest delivery start time: the first time of the day that the digest should be delivered
5. Interval between digest checks: use this option to choose the frequency of digest delivery
6. Retention period: use this option to choose how long mail will remain in the quarantine
7. Timestamp of last Quarantine Digest Check: the timestamp of the last digest delivered to you
8. Include emails that have been quarantined by: will add emails quarantined as a result of a filter or sender list to the quarantine digest

Sender Lists

Sender lists allow you to define senders (someone@domain.dev) or domains (domain.dev) that you wish to either receive or block email from.

1. To add an entry to the Safe/Blocked sender list:
 - a. Click on the Email tab
 - b. Click on the Sender Lists tab
 - c. Type in an SMTP address (user@domain.dev) or domain (domain.dev)
 - d. You can add more than 1 entry by separating them with a comma or semi-colon
 - e. Click Save
2. To remove an entry from the Safe/Blocked sender list:
 - a. Click on the Email tab
 - b. Click on the Sender Lists tab
 - c. Highlight the entry you wish to remove and hit delete using your keyboard
 - d. Click Save

Emergency Inbox

The Emergency Inbox allows users to send and receive email when their company mail systems are offline, either for planned maintenance or an unexpected outage. The Emergency Inbox will automatically begin populating your email when your mail systems stop receiving email and will clear out once your systems are functioning again. Contact your company administrator to learn more about when to use the Emergency Inbox.