

## *Proofpoint “Anti-Spam” Software Frequently Asked Questions*

### **What is Spam?**

Spam is “**electronic junk mail**” or unsolicited email.

### **What does Proofpoint do?**

Proofpoint examines all incoming mail. As a result, you will find little or no spam in your John Jay College email. Items identified as spam are collected in a digest, and held in quarantine.

### **What is a Proofpoint Digest?**

The digest lists all quarantined email identified as spam.

### **When are digests distributed?**

Digests are distributed once a day, at 5am. A digest is distributed even if the user does not receive spam messages.

### **What should you do to manage your digest?**

Review quarantined items listed in your digest to ensure legitimate email hasn't been quarantined.

### **What happens to quarantined email?**

Quarantined items are purged from the system in 4 weeks.

### **How do I update my profile?**

Click on the “**Manage My Account**” link within the digest to have your web browser connect to your account on the server. When you have connected, click on the “**Profiles**” button, on the bottom left of the displayed page. You can select “**Send digest even when I have no messages in my End User Digest**” option to receive a digest.

### **What if I am missing email?**

Proofpoint never discards email. Mail containing spam is displayed in your daily digests. Messages containing a virus that could not be disinfected are not displayed in your digests but they are kept on the Proofpoint server. A record is kept of the date, subject and sender of all emails received.

### **Why do I still get spam?**

Proofpoint is constantly updating the definitions to detect new versions of spam. Occasionally, items may slip through the filters, until definitions are updated.

### **Does Proofpoint detect viruses?**

Yes Proofpoint detects and cleans or quarantines viruses.

### **How can I get assistance?**

For assistance contact the Help Desk at [helpdesk@jjay.cuny.edu](mailto:helpdesk@jjay.cuny.edu) or call 212-237-8200.