

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 or call 212-237-8200.