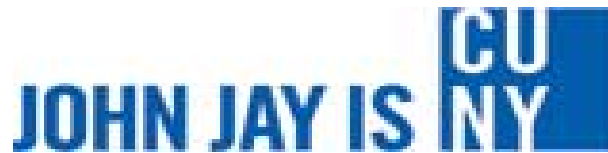




proofpoint[>]



Proofpoint Anti-Spam Software For John Jay College

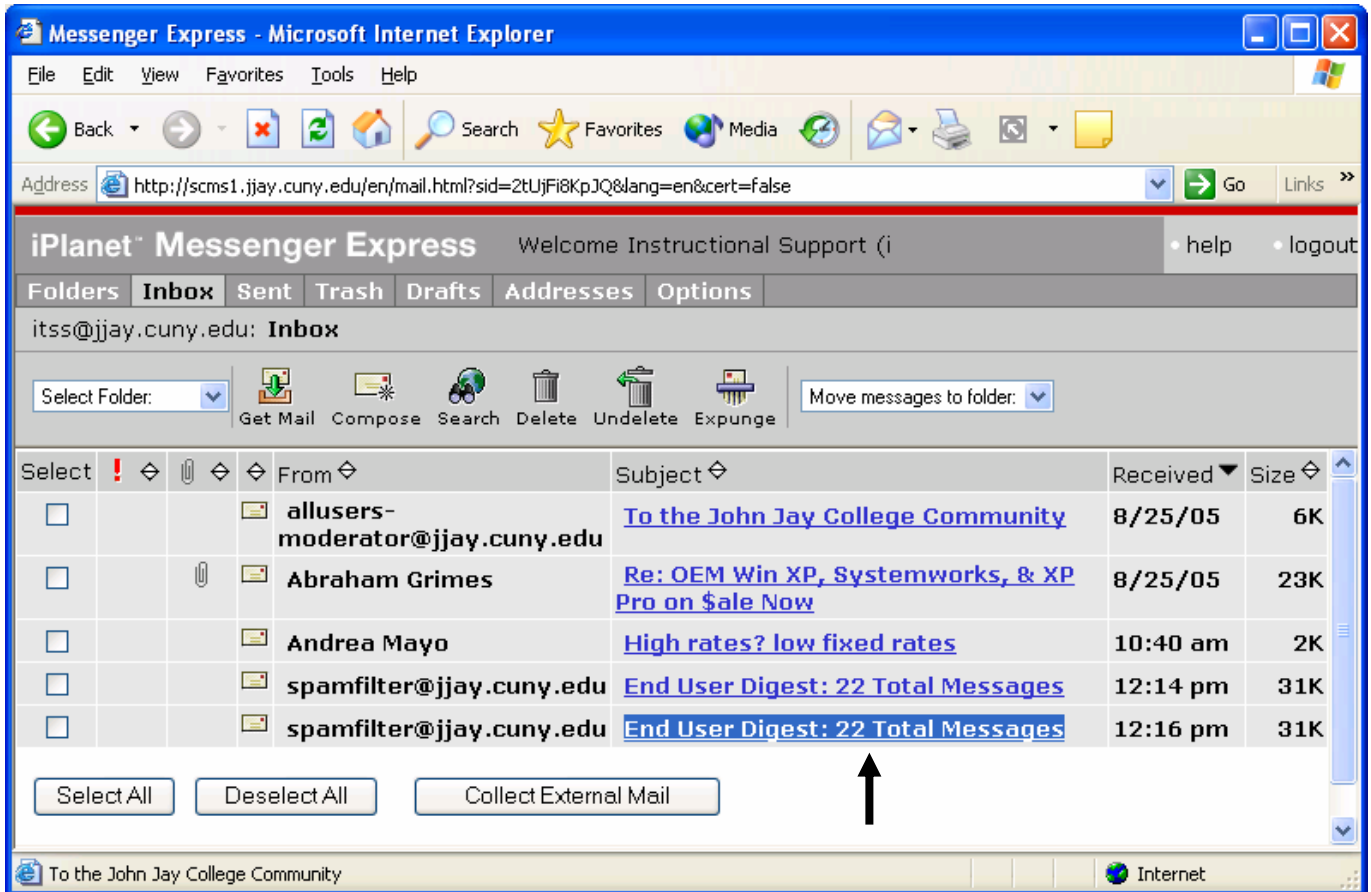
“Spam” as we know it is actually unsolicited email sent to people for many different purposes. Spam email can be sent to advertise new products, or advertise a service. Whatever purpose exists, it is unsolicited junk mail that we would rather not have in our email accounts.

- DIGEST – The Digest sent to your email daily at 5am, contains an email list of messages placed in the “Spam Quarantine” for the previous 24 hours. Digest’s can be requested by the user at any time during the day. Your digests will be deleted every 4 weeks.
- SPAM QUARANTINE – Spam Quarantine is a location in the Proofpoint server where all email classified as “Spam” is contained.

Instructions for Using Proofpoint “Anti-Spam” Software

How to Access Your Quarantined Email

1. At your John Jay email inbox click on the subject portion of the Email Digest **End User Digest:# Total Messages**. The digest will open.



2. Examine the quarantined items listed in your Digest. This is done to ensure legitimate email hasn't been quarantined. If the email listed in the digest is totally spam you do not need to do anything.

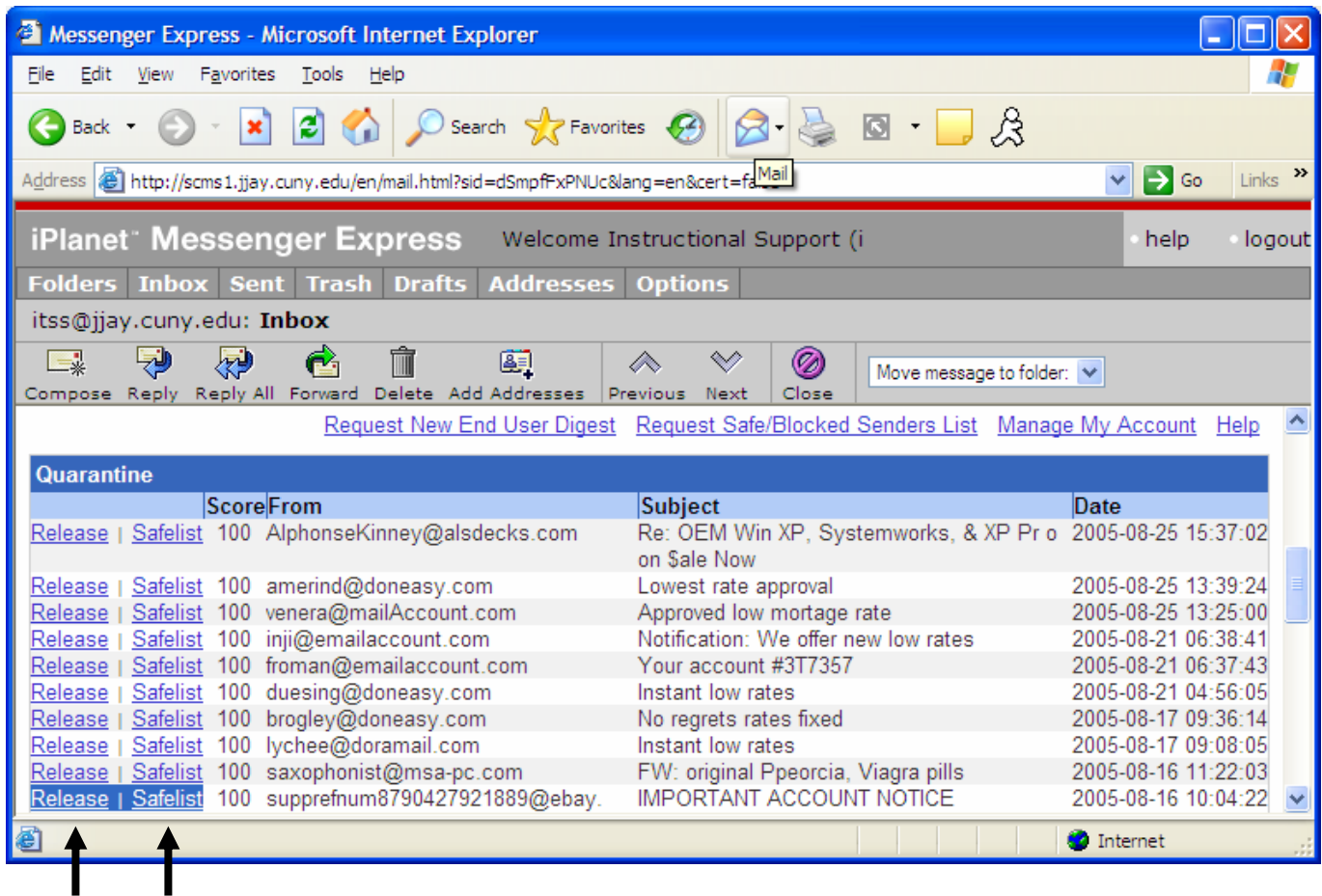
The screenshot displays the iPlanet Messenger Express web interface within a Microsoft Internet Explorer browser window. The browser's address bar shows the URL: `http://scms1.jjay.cuny.edu/en/mail.html?sid=2tUjF18KpJQ&lang=en&cert=false`. The page header includes the text "iPlanet Messenger Express" and "Welcome Instructional Support (i)". Below the header is a navigation bar with tabs for "Folders", "Inbox", "Sent", "Trash", "Drafts", "Addresses", and "Options". The main content area shows the "Inbox" for the email address "itss@jjay.cuny.edu". A toolbar below the inbox contains icons for "Compose", "Reply", "Reply All", "Forward", "Delete", "Add Addresses", "Previous", "Next", and "Close", along with a "Move message to folder:" dropdown menu. Below the toolbar is a table titled "Quarantine" with columns for "Score", "From", "Subject", and "Date". The table lists several email entries, each with a "Release" link and a "Safelist" link. The status bar at the bottom of the browser window shows "Internet".

	Score	From	Subject	Date
Release Safelist	100	AlphonseKinney@alsdecks.com	Re: OEM Win XP, Systemworks, & XP Pr o on \$ale Now	2005-08-25 15:37:02
Release Safelist	100	amerind@doneasy.com	Lowest rate approval	2005-08-25 13:39:24
Release Safelist	100	venera@mailAccount.com	Approved low mortgage rate	2005-08-25 13:25:00
Release Safelist	100	inji@emailaccount.com	Notification: We offer new low rates	2005-08-21 06:38:41
Release Safelist	100	froman@emailaccount.com	Your account #3T7357	2005-08-21 06:37:43
Release Safelist	100	duesing@doneasy.com	Instant low rates	2005-08-21 04:56:05
Release Safelist	100	brogley@doneasy.com	No regrets rates fixed	2005-08-17 09:36:14
Release Safelist	100	lychee@doramail.com	Instant low rates	2005-08-17 09:08:05
Release Safelist	100	saxophonist@msa-pc.com	FW: original Ppeorcia, Viagra pills	2005-08-16 11:22:03
Release Safelist	100	supprefnum8790427921889@ebay.	IMPORTANT ACCOUNT NOTICE	2005-08-16 10:04:22

NOTE: If you find everything in your daily digest is spam, you don't need to do a thing. **Quarantined items are automatically purged from the system after 4 weeks.**

If you find Proofpoint sees legitimate email as spam, apply one of the following actions to the message currently in your Digest:

3. Click on the **Release** link for a message to be released into inbox. Click on the **Safelist** link to release the message and add the sender to your personal Safe Senders list.

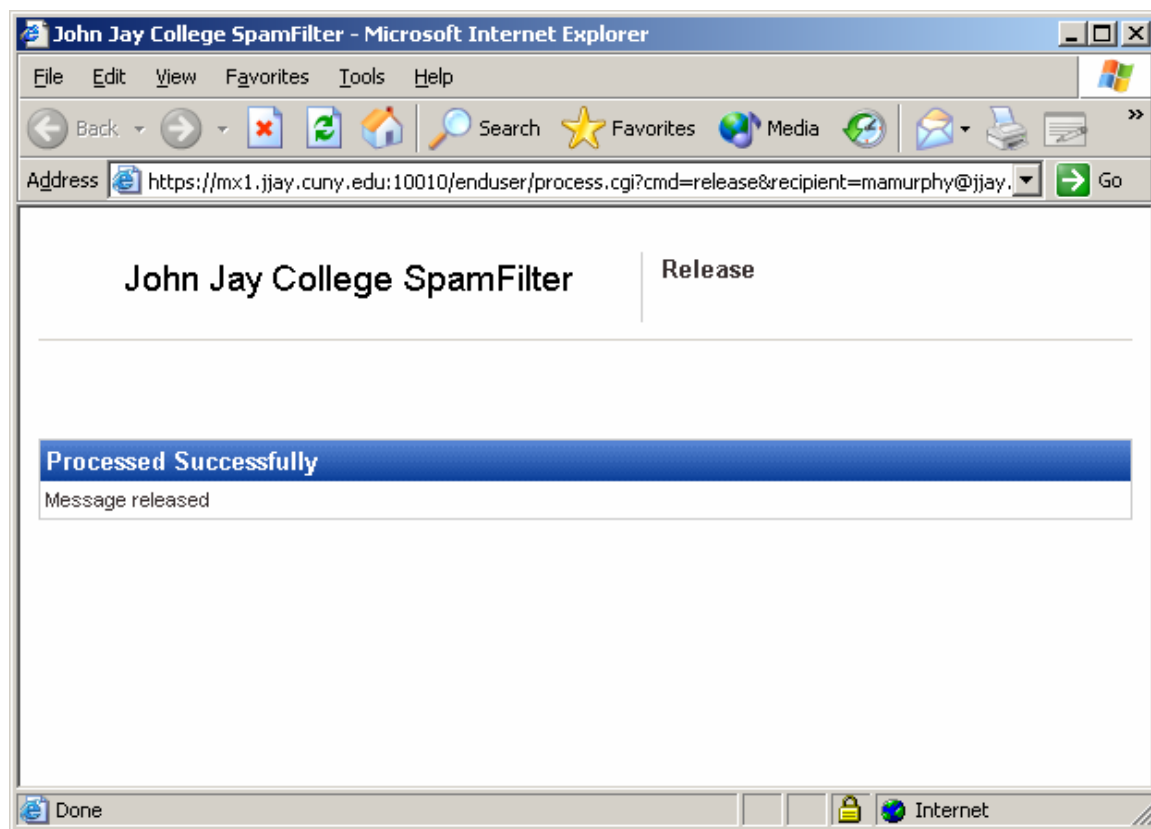


4. When clicking on **Release** or **Safelist** a security alert will appear on screen. Click on the **Yes** button.



Note: Security alert windows will pop-up when choosing any of the given options. (i.e. My Account, Digest Request...)

5. Once you have clicked on **YES** a confirmation window will pop-up alerting you to the status of the option chosen in the **Release** or **Safelist** screen.



Whether the message has been **Released** or **Safe** listed, an email message will be sent to the user, alerting them to the new action taken.

Note: Every time an entry is safe listed or a list is edited, a **Request Safe/Blocked Senders List Summary** email will be sent to the user, supplying the latest edited list.

How To Use Screen Options

Follow the instructions to learn about the options available to you, which include **Request New End User Digest**, **Request Safe/Blocked Senders List**, **Manage My Account** and **Help**.

Messenger Express - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address <http://scms1.jjay.cuny.edu/en/mail.html?sid=ZysaaCkQmW4&lang=en&cert=false> Go Links >>

iPlanet Messenger Express Welcome Christian Delgado (cdelg) help logout

Folders Inbox Sent Trash Drafts Addresses Options

cdelgado@jjay.cuny.edu: **Inbox**

Compose Reply Reply All Forward Delete Add Addresses Previous Next Close Move message to folder: v

Bcc

Subject End User Digest: No Messages

Attachments [background.gif](#) 1K [light.gif](#) 1K [dark.gif](#) 1K
[logo.gif](#) 1K

John Jay College SpamFilter

End User Digest: Total Messages for Christian Delgado (cdelgado@jjay.cuny.edu)

[Request New End User Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

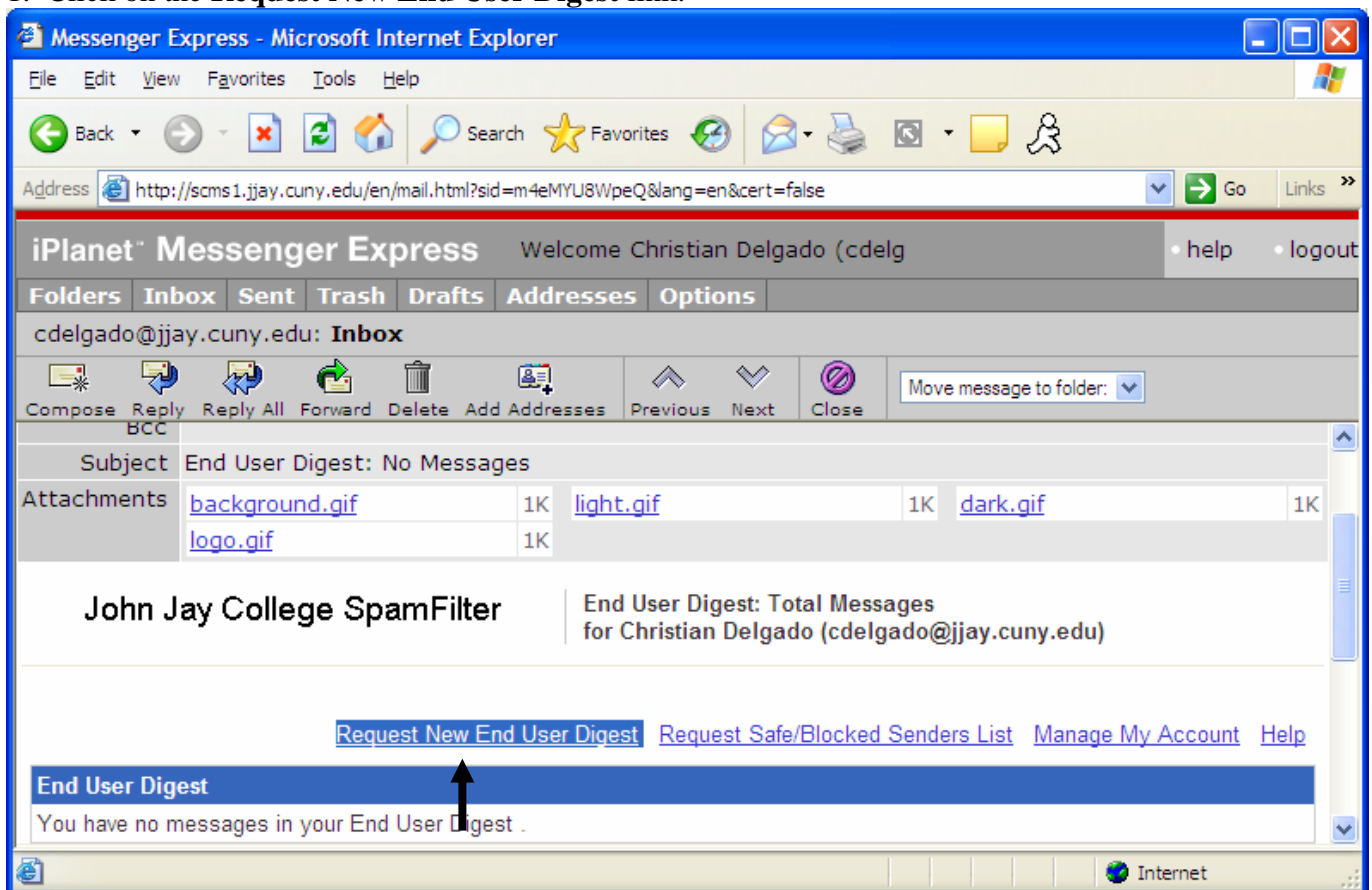
End User Digest

You have no messages in your End User Digest .

End User Digest: No Messages Internet

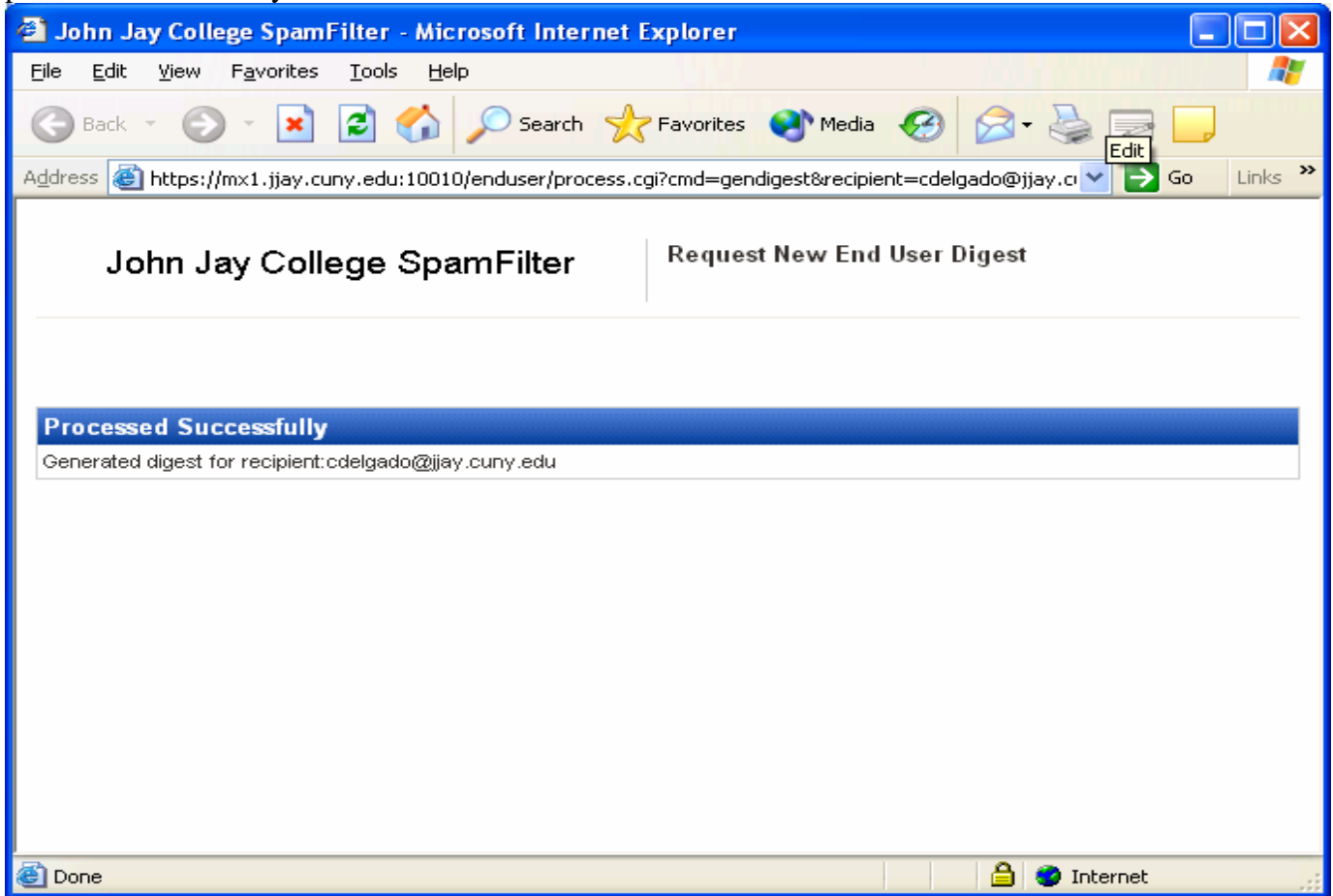
REQUEST NEW END USER DIGEST:

1. Click on the **Request New End User Digest** link.

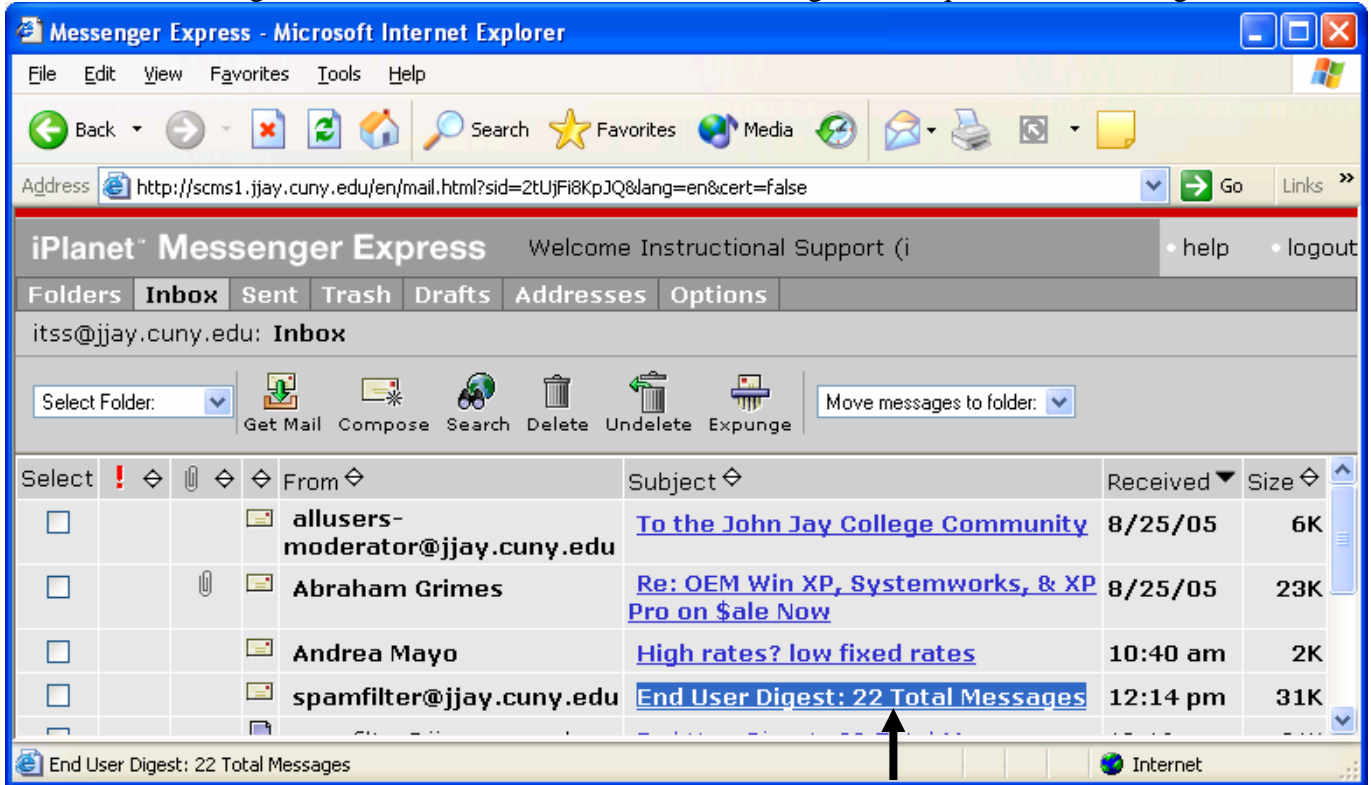


Note: A **New End User Digest** can be accessed at any time during the day. The user does not have to wait for the Digest to be generated by the Proofpoint server at 7am.

2. A **Request New End User Digest** Confirmation Screen will be generated to state the request was processed successfully.



3. An email message will be sent to the user's inbox containing a list of quarantined messages.



The instructions on how to access Quarantined Emails can be followed to read the new digest list.

REQUEST SAFE/BLOCKED SENDER LIST:

1. Click on the **Request Safe/Blocked Sender List** link.

Messenger Express - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://scms1.jjay.cuny.edu/en/mail.html?sid=m4eMYU8WpeQ&lang=en&cert=false> Go Links >>

iPlanet Messenger Express Welcome Christian Delgado (cdelg) help logout

Folders Inbox Sent Trash Drafts Addresses Options

cdelgado@jjay.cuny.edu: **Inbox**

Compose Reply Reply All Forward Delete Add Addresses Previous Next Close Move message to folder: ▾

BCC

Subject End User Digest: No Messages

Attachments [background.gif](#) 1K [light.gif](#) 1K [dark.gif](#) 1K
[logo.gif](#) 1K

John Jay College SpamFilter | End User Digest: Total Messages for Christian Delgado (cdelgado@jjay.cuny.edu)

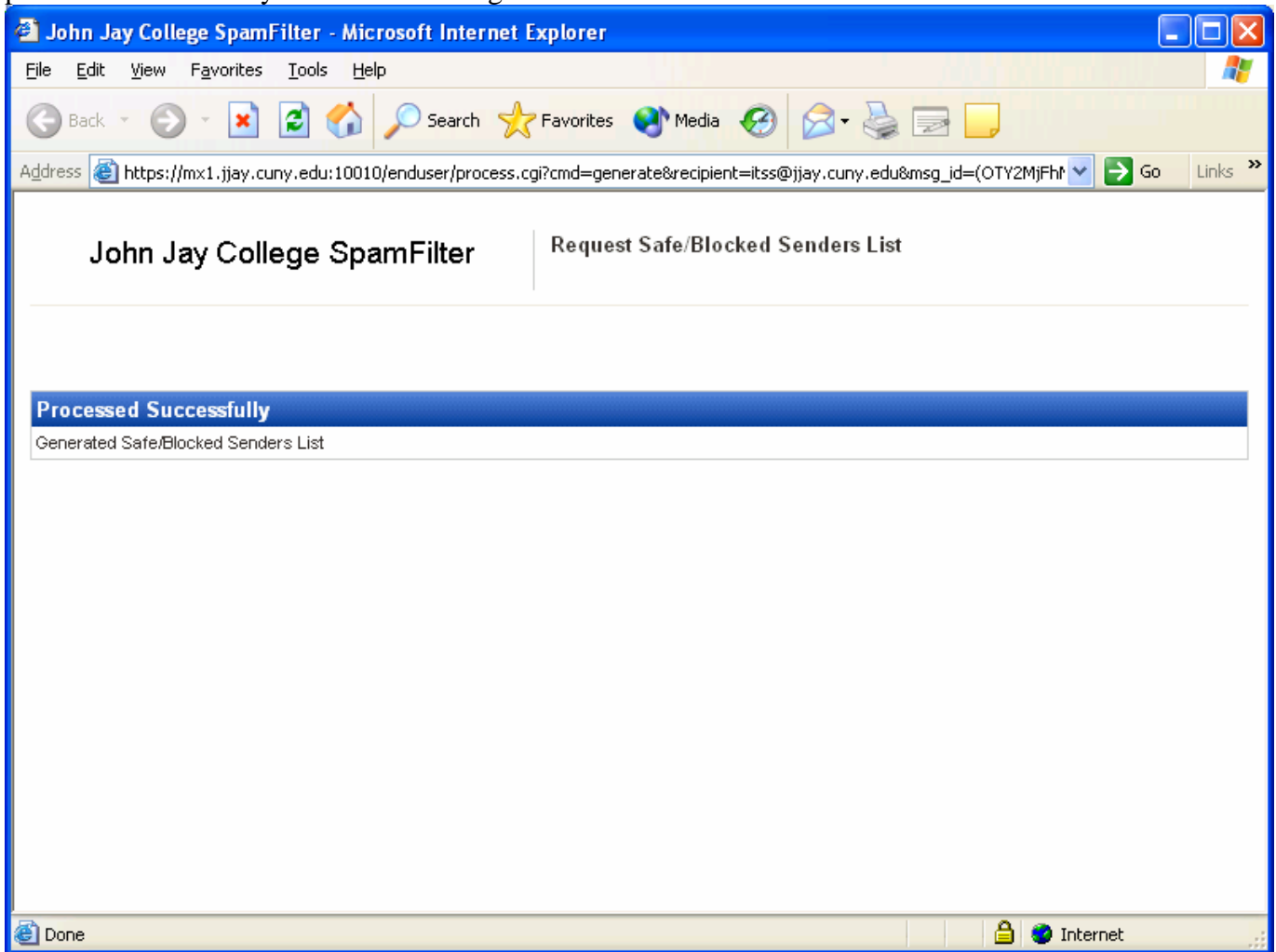
[Request New End User Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

End User Digest

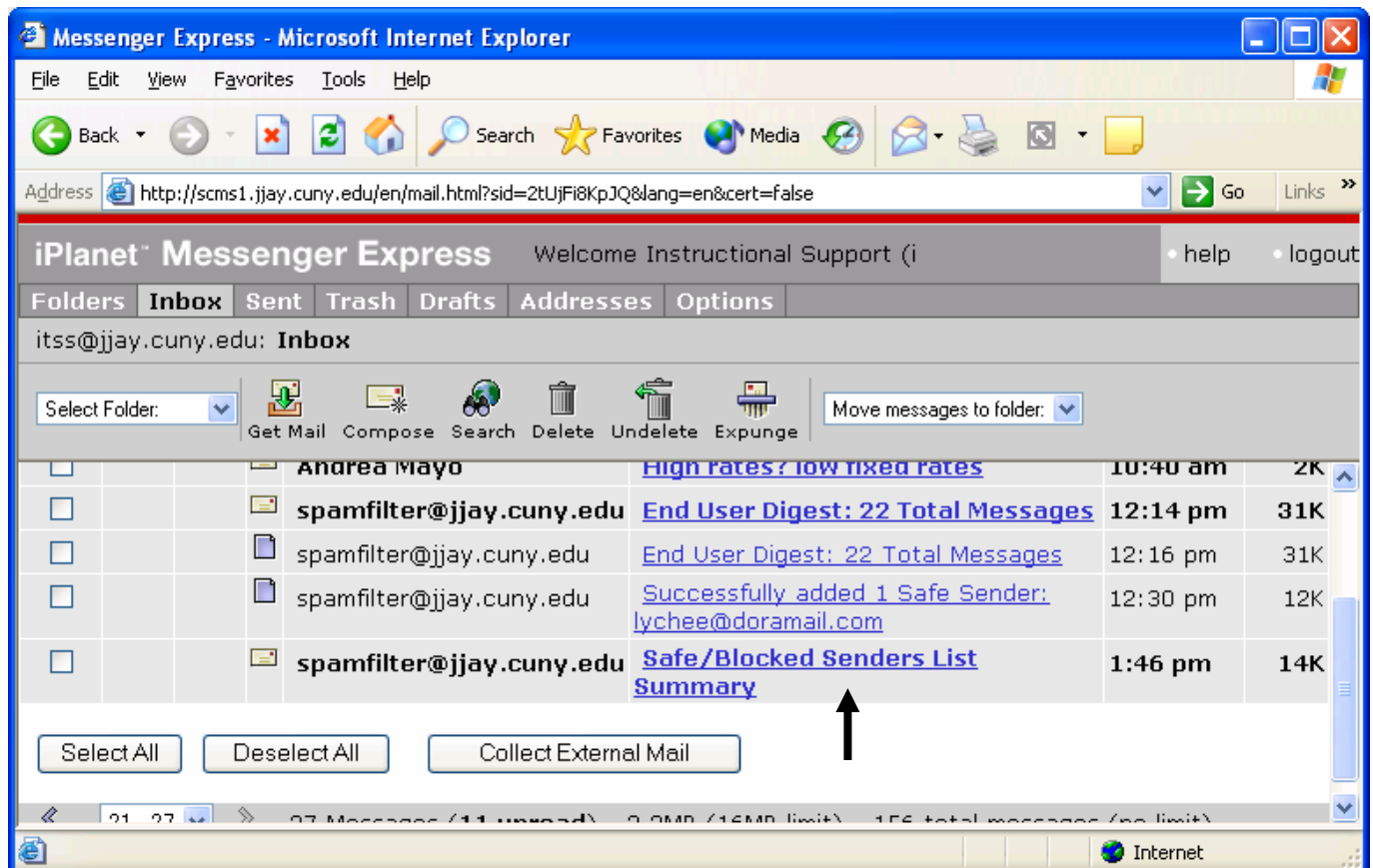
You have no messages in your End User Digest .

Internet

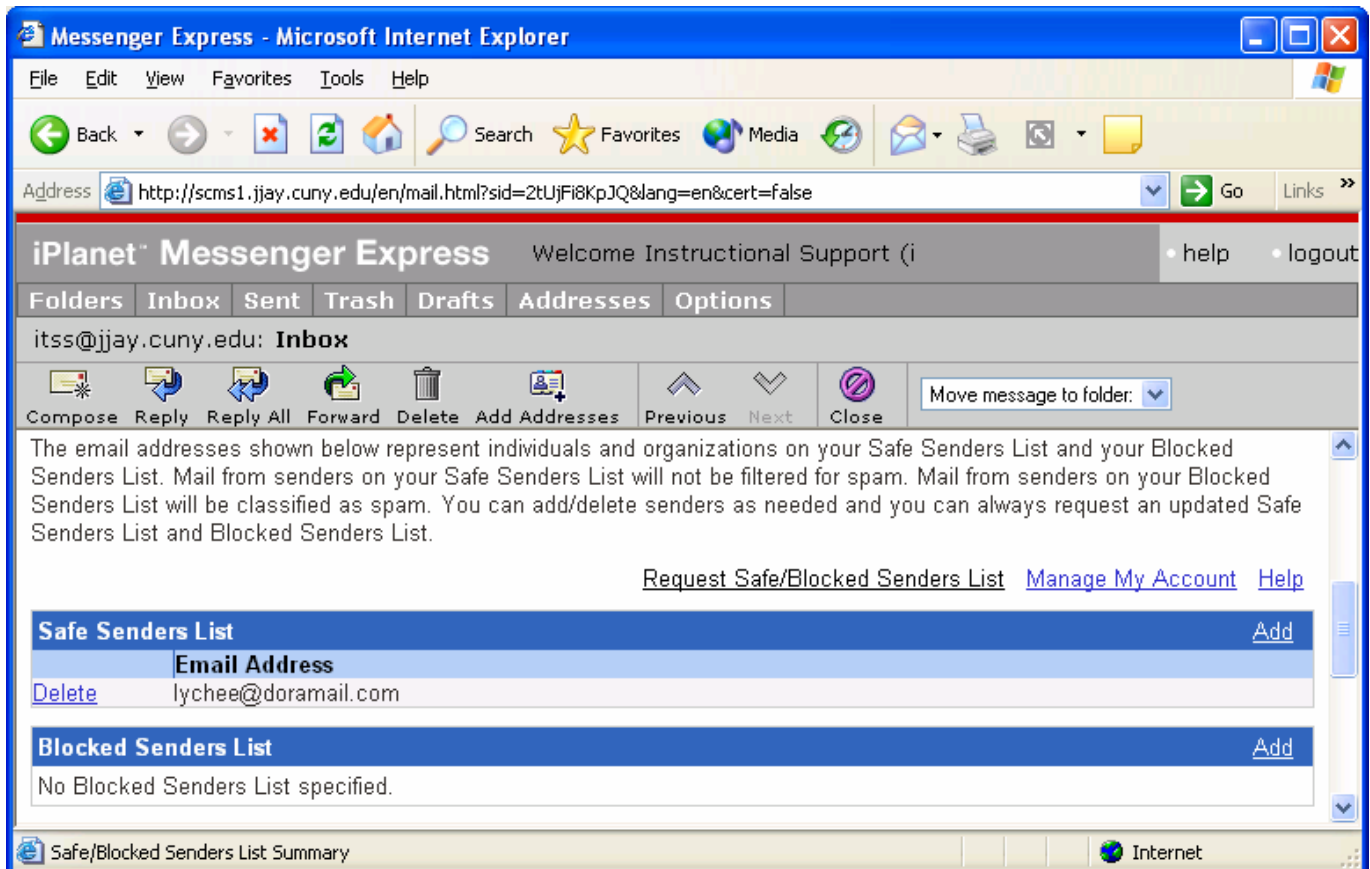
2. A **Request Safe/Blocked Senders** list confirmation screen will pop-up to state the request was processed successfully. An email message will then be sent to the user's inbox.



3. Click on “Safe/Blocked Senders List Summary” in your John Jay college inbox.



4. The **Safe/Blocked Senders list** displays the lists with all the entries in both **Safe** and **Blocked Senders** List. From this window you can delete entries by clicking on the delete button. Upon doing so, either the Safe or Blocked list will appear, depending on where the entry is to be deleted from. An updated list will appear without the deleted entry. Simply close the window after the process is done.



Note: Once again, after either list had been edited, the user will receive email containing the most updated list of entries.

MANAGE MY ACCOUNT

1. At the user's email inbox click on the subject portion of the email Digest
End User Digest:# Total Messages.

The screenshot shows the Messenger Express web interface in Microsoft Internet Explorer. The browser address bar displays the URL: <http://scms1.jjay.cuny.edu/en/mail.html?sid=2tUjFi8KpJQ&lang=en&cert=false>. The page title is "iPlanet Messenger Express" and the user is logged in as "Welcome Instructional Support (i)".

The interface shows a navigation bar with folders: **Inbox**, Sent, Trash, Drafts, Addresses, and Options. Below this, the current folder is "itss@jjay.cuny.edu: **Inbox**".

The main area contains a toolbar with icons for "Get Mail", "Compose", "Search", "Delete", "Undelete", and "Expunge". There is also a "Move messages to folder:" dropdown menu.

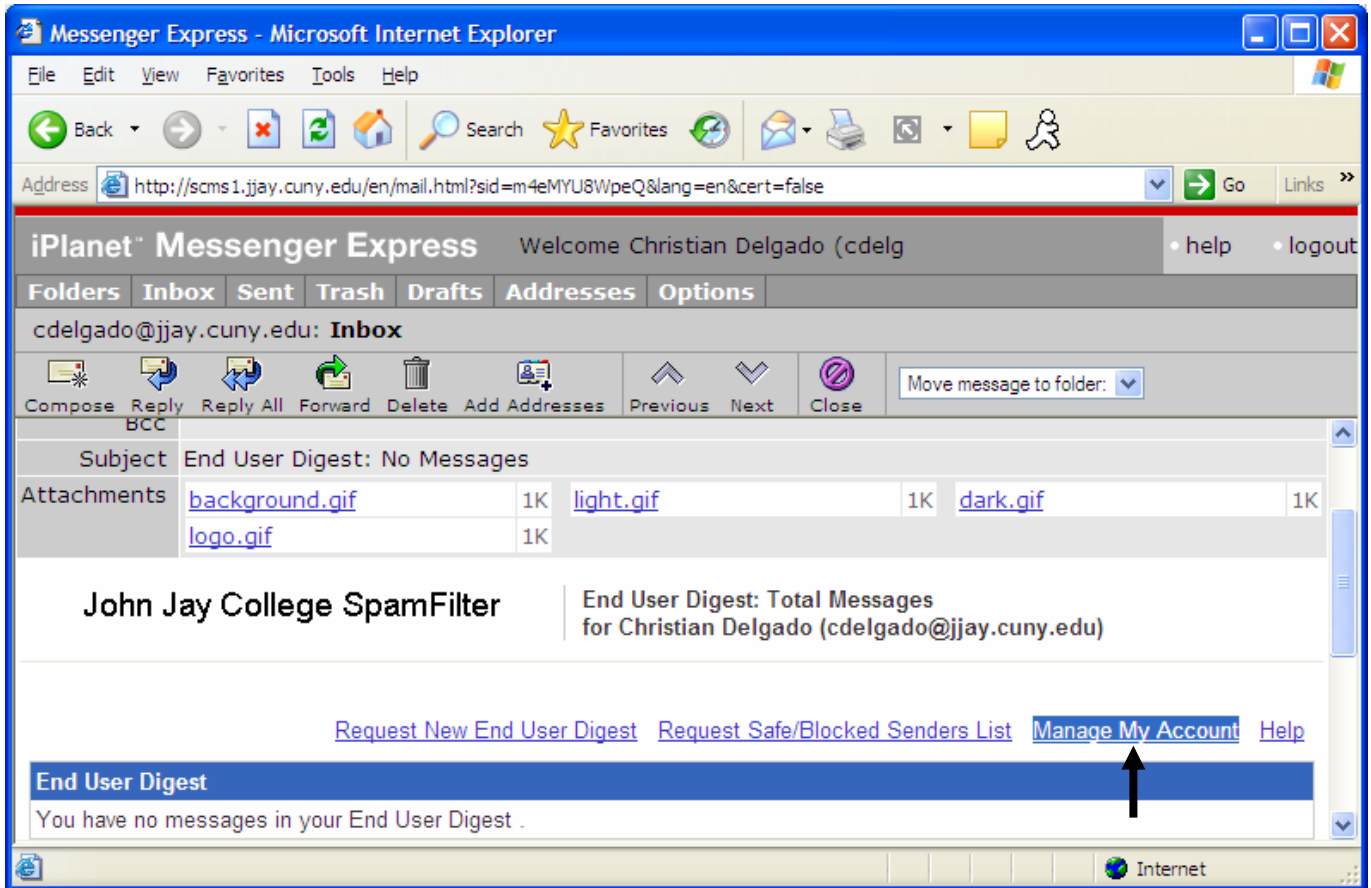
The email list is displayed in a table with columns: Select, From, Subject, Received, and Size. The selected email is highlighted in blue.

Select	From	Subject	Received	Size
<input type="checkbox"/>	allusers-moderator@jjay.cuny.edu	To the John Jay College Community	8/25/05	6K
<input type="checkbox"/>	Abraham Grimes	Re: OEM Win XP, Systemworks, & XP Pro on \$ale Now	8/25/05	23K
<input type="checkbox"/>	Andrea Mayo	High rates? low fixed rates	10:40 am	2K
<input type="checkbox"/>	spamfilter@jjay.cuny.edu	End User Digest: 22 Total Messages	12:14 pm	31K
<input type="checkbox"/>	spamfilter@jjay.cuny.edu	End User Digest: 22 Total Messages	12:16 pm	31K

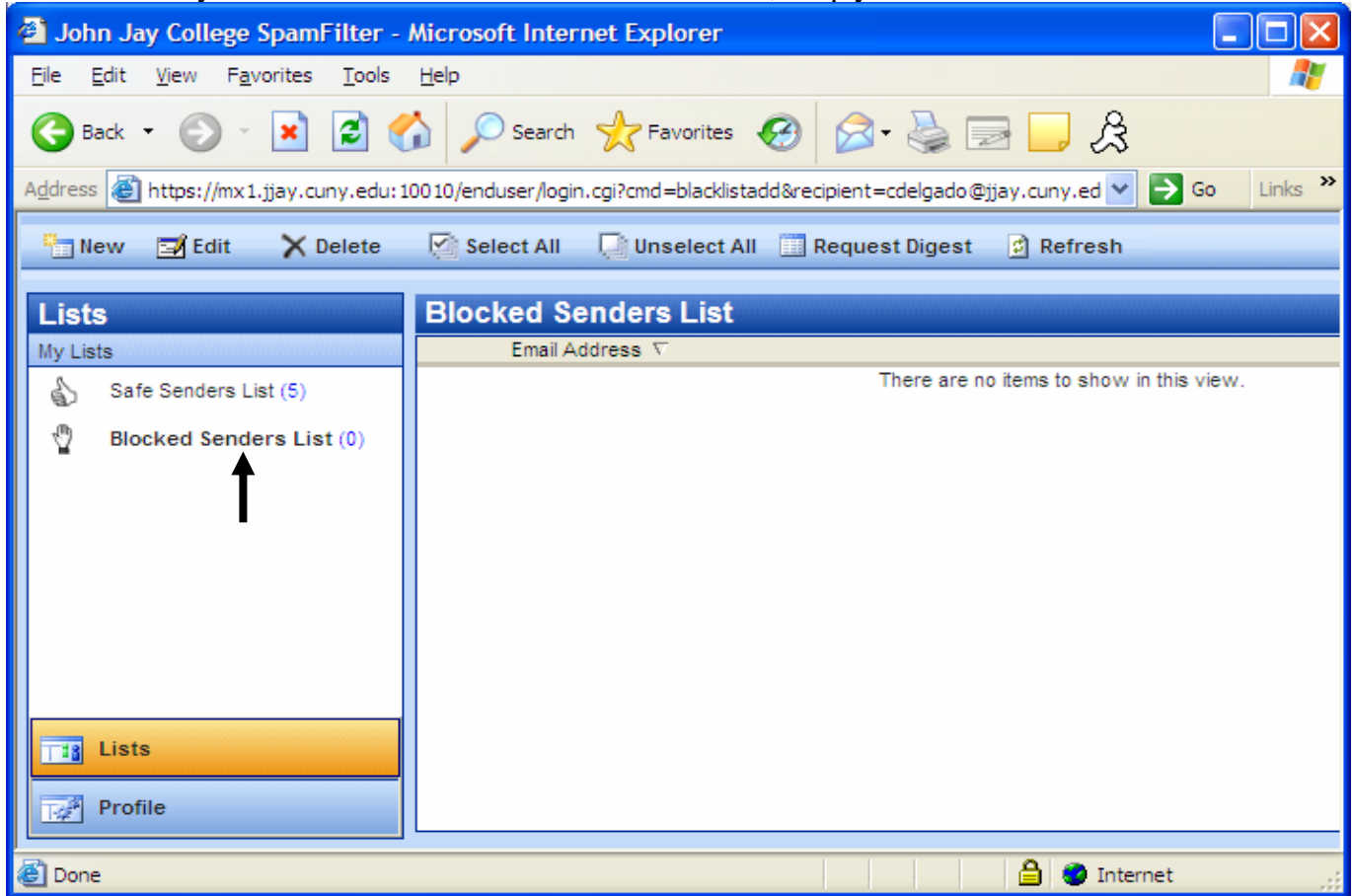
Below the table are buttons for "Select All", "Deselect All", and "Collect External Mail". An arrow points to the selected email subject.

The status bar at the bottom shows "To the John Jay College Community" and "Internet".

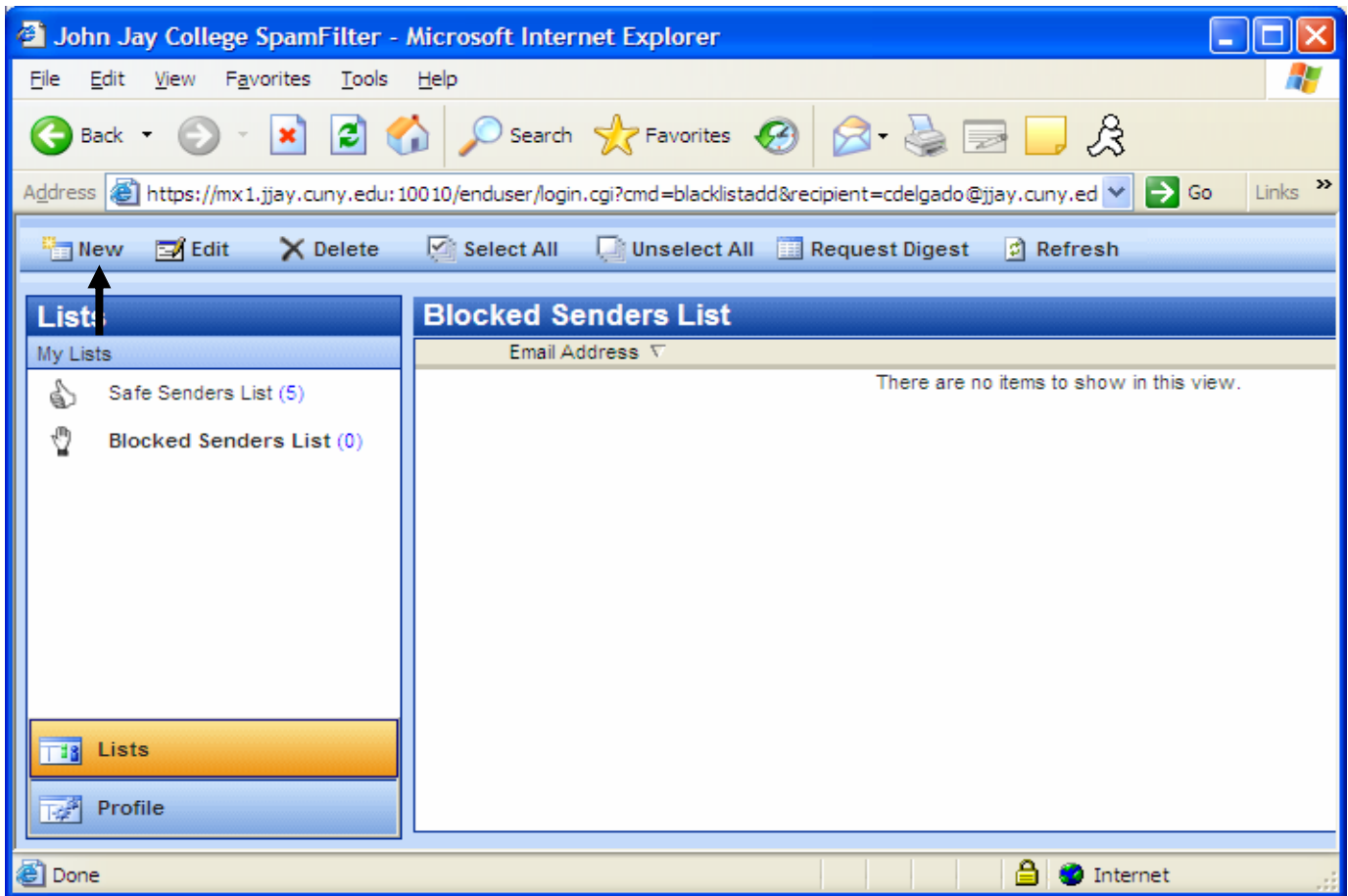
2. Click on **Manage My Account** once the message has opened.



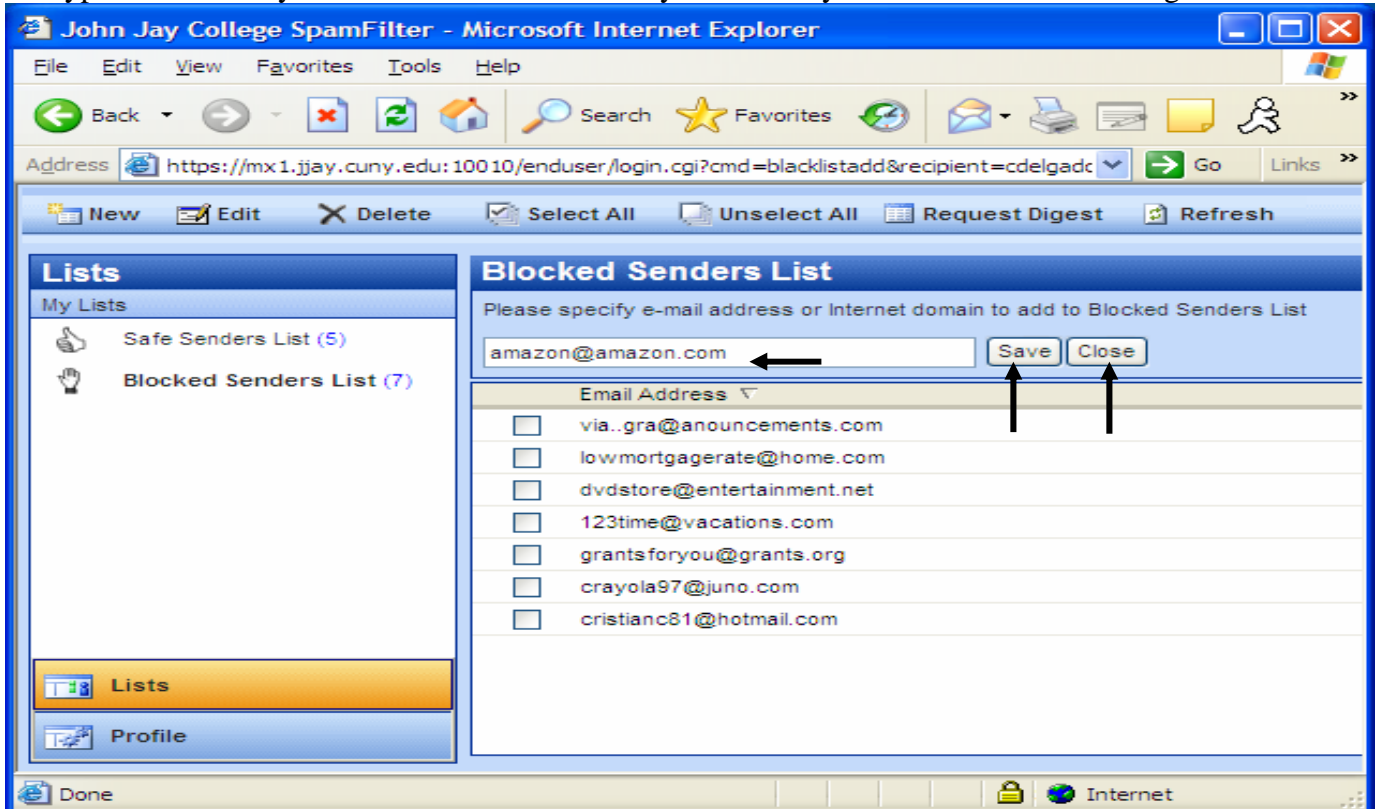
3. At the John Jay SpamFilter account window, you will have the ability to configure emails that have not been blocked by the filter server. To block an email address, simply click on **Blocked Senders List** link.



4. Click on the **NEW** tab

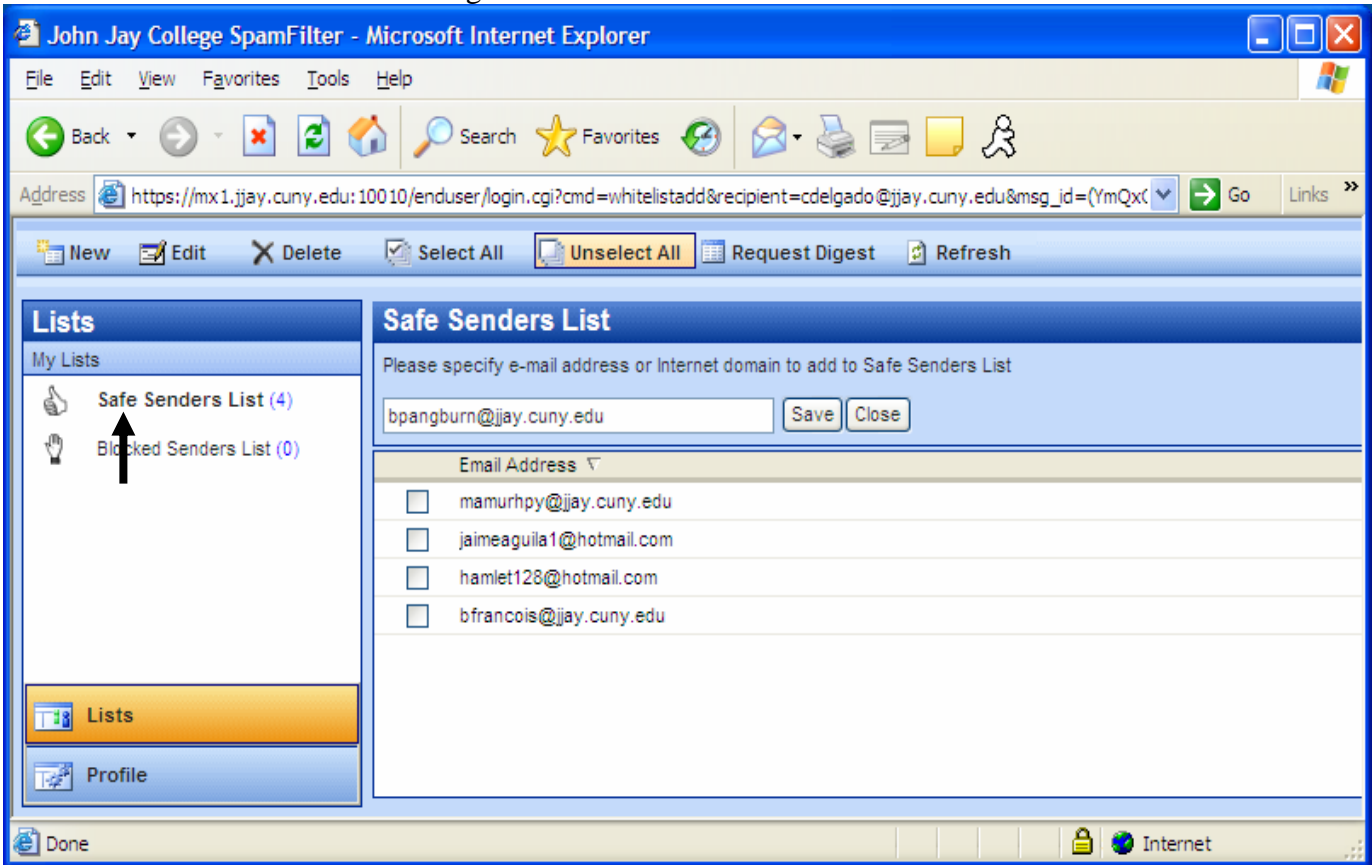


5. Type in the email you would like to block from your John Jay email account in the designated area.



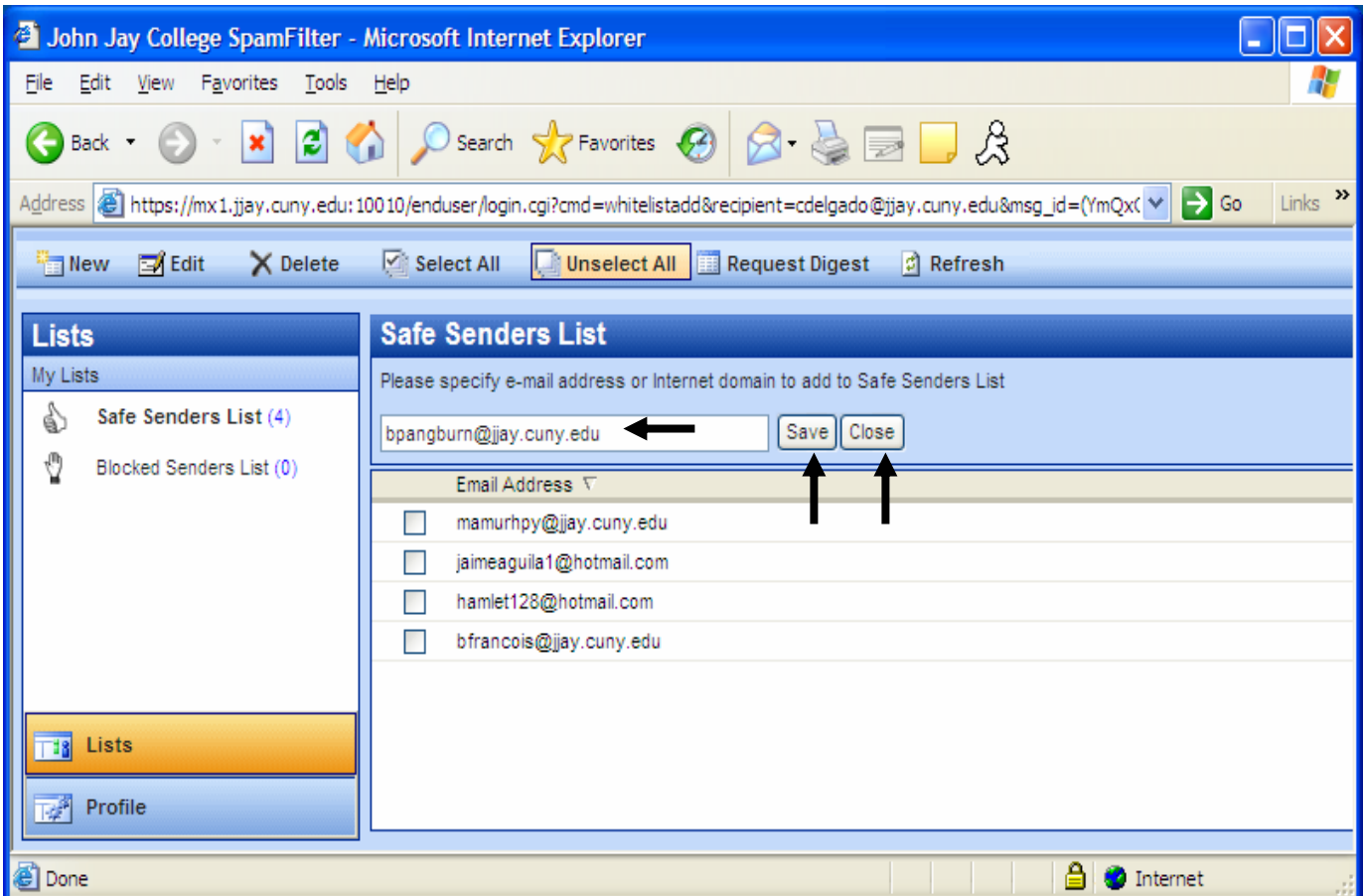
Then Click on **Save**. Once all desired addresses have been entered, click on **Close**.

6. Email addresses can also be configured into the **Safe Senders List**.



Click on the **Safe Senders List** link to access it.

7. Type the email you would like to add to the safe list in your John Jay email account in the designated area.



Then Click on **Save**. Once all desired addresses have been entered, click on **Close**.

ASSISTANCE

If additional information is needed

contact the

JJC Help Desk

At

helpdesk@jjay.cuny.edu

or call

212-237-8200.