“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.

![Image of email inbox showing quarantine messages]
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.

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.

![Image of the iPlanet Messenger Express interface]

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

![Image of a security alert]

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.
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.
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.
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**.

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
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At
helpdesk@jjay.cuny.edu
or call
212-237-8200.