

Proofpoint Frequently Asked Questions

Why are we moving to Proofpoint for email security?

Proofpoint is a leading cybersecurity company that protects data against advanced threats; we have partnered with them to enhance the state's security posture.

Will I still be able to send secure messages?

Yes, secure messaging is a feature in Proofpoint, to send a secure message. Simply put [secure] in the beginning of your subject line and the message will be sent securely by Proofpoint.

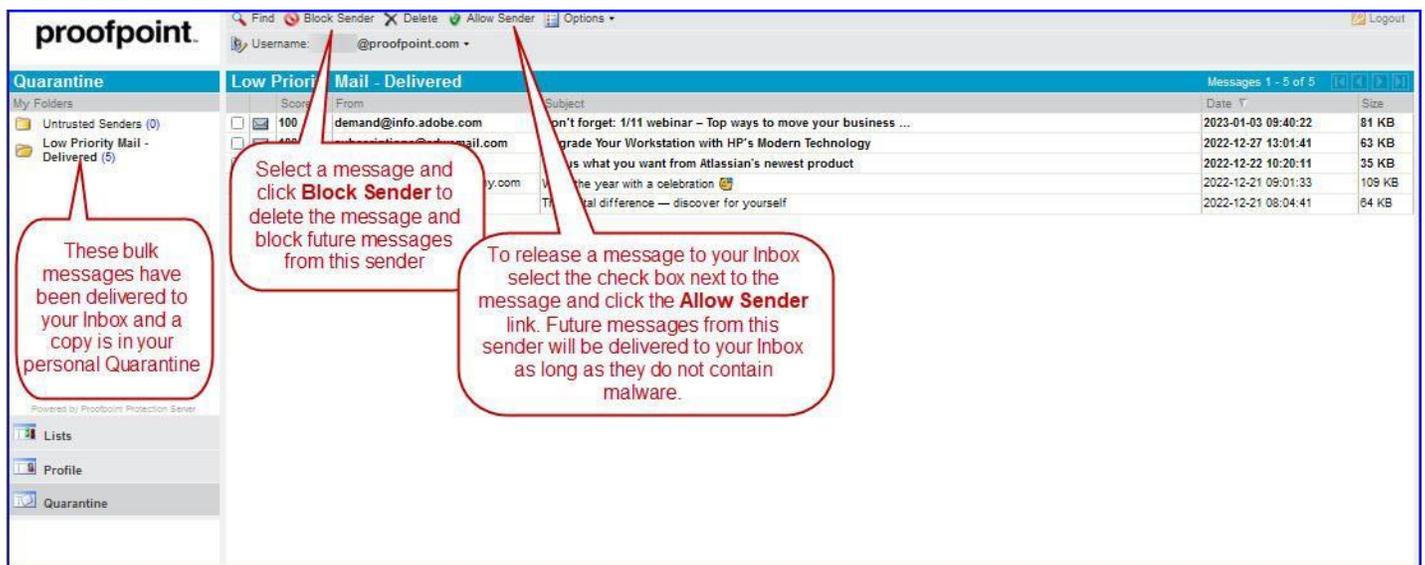
To learn more about Secure Messaging view [this resource](#).

What is Spam Quarantine?

All incoming emails are inspected by the Proofpoint Messaging Security Gateway as soon as it arrives. Messages that contain a virus, spam, or inappropriate content are sent to your personal spam quarantine. You will receive an email every morning named Digest to let you know you have messages in the spam quarantine.

How do I release messages from the Spam Quarantine?

- Select the **Manage My Account** link in the email Digest.
- After you log into the web application, you can decide how to handle future messages from each sender:
 - Release the selected messages from the Spam Quarantine and allow future messages from the senders to be delivered – select the messages and **Allow Sender**.
 - Delete the selected messages from the Spam Quarantine and block future messages from the senders to be delivered to your inbox – select the messages and **Block Sender**.
- Here is an example of the web application interface:



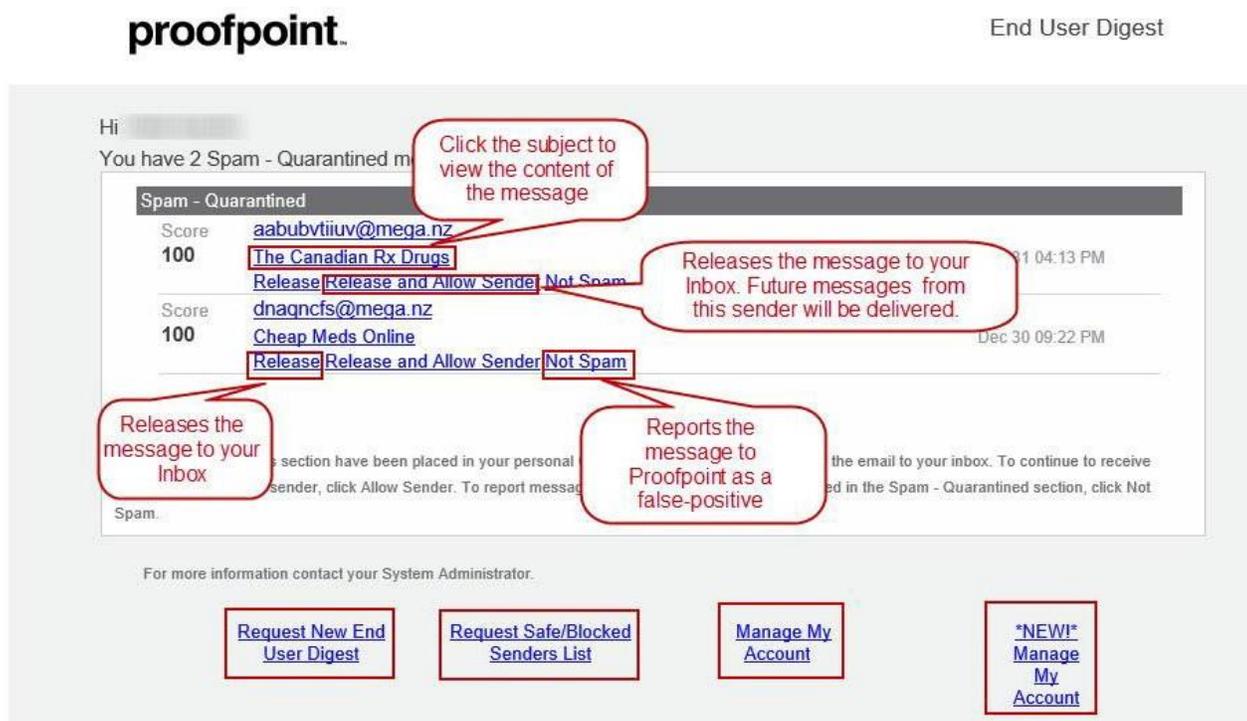
The screenshot shows the Proofpoint web application interface. On the left, there is a navigation menu with 'Quarantine' selected. The main content area displays a list of messages in the 'Mail - Delivered' section. The table has columns for 'Score', 'From', 'Subject', 'Date', and 'Size'. Three callout boxes provide instructions:

- These bulk messages have been delivered to your Inbox and a copy is in your personal Quarantine
- Select a message and click **Block Sender** to delete the message and block future messages from this sender
- To release a message to your Inbox select the check box next to the message and click the **Allow Sender** link. Future messages from this sender will be delivered to your Inbox as long as they do not contain malware.

- The selected folder in the left pane displays messages in that folder. In the image, the **Low Priority Mail – Delivered** messages display in the right pane.
- The Options menu in the menu bar provides the following choices:
 - Request Digest – this choice sends you the latest email Digest.
 - Refresh – refreshes the right pane.
 - Delete All – deletes the currently-displayed messages in your personal quarantine.

How do I create a list of safe senders and senders to block?

- To mark an email address as safe, select the **Allow Sender** link next to the appropriate email message in the Digest.
- To mark an email address as blocked, select the **Block Sender** link for the message.
- To see your list of personal safe senders or blocked senders, select the **Request Safe/Blocked Senders** link in your email Digest.
- Here is an example of a Digest email:



- Not Spam – a false positive is a message that was scored as spam, but really is not spam. Future messages with these characteristics will not be scored as spam.
- Request New End User Digest – sends you the latest Digest, which may or may not include new messages in the spam quarantine.
- Release and Allow Sender- delivers the message to your inbox and the address from that sender is added to your personal safe sender’s list.
- To manage your personal safe/blocked senders list, select the **Request Safe/Blocked Senders List** link.
- To manage your quarantine and preferences from the web application, select the **Manage My Account** link.
- To manage your quarantine and preferences from the email protection (cloud version) portal, select **NEW Manage My Account**.

How does targeted threat protection: URL protection work?

When you hover over links, you will see '[https://urldefense.proofpoint.com/v1/url?='](https://urldefense.proofpoint.com/v1/url?=)'.

Depending on the message, the following is expected:

- For safe links, Proofpoint redirects you to the original destination without manual intervention.
- For unsafe links, when a block policy has been enforced and the destination site contains malicious content, you will not be taken to the original destination. Instead, you will receive a notification in your web browser letting you know the link is blocked.

Are my emails being read by the OMES email administrator to determine whether they have suspicious content?

Emails are not read; they are scanned by Proofpoint algorithms to determine the probability of malicious and dangerous content.

I received a Suspected Malware Notification advising my email may contain suspected malware.

Only administrators can release the email. Please submit a Service Desk case to have the email released.

Why does my Digest notification only show the sender's email address and not any content?

Proofpoint notifications only present the sender's email address; they do not give a preview of the email content because once content of an email starts to download, it increases the state's security risk.

If an item is permitted/released, will it be allowed next time?

Yes, Proofpoint is adaptive and once an item is permitted, it will be added to a safe list.

Can I check to see if I inadvertently blocked a business email?

Yes, view your End User Digest to review any blocked emails.

I don't like the mail filter – it blocks too many messages I need!

The messages you can permit/release in the portal are not blocked, they are simply held. You have full control to release that mail and have 14 days to do so. In almost all cases, false positives are bulk commercial mail, the type most people delete immediately upon receiving it.

We encourage you to be diligent in permitting domains and senders and the number of false positives you receive will decrease.

If I ignore a held message indefinitely, will Proofpoint eventually regard it as outright spam?

No, if you take no action and Proofpoint only holds the message, it will continue to hold messages and not take additional algorithmic action.

How long is a message held?

Proofpoint holds messages for 14days.

I have a message that is clearly spam that made it to my inbox. How did that happen?

That would be an impressive spam message as it got through two of the world's top spam filters. Report it to the OMES Service Desk.

Can I still right-click to copy and paste a link?

Yes, you can right-click on a link and paste it into a presentation or email.

How can I get a clean link to include in a communication?

If you require a clean link, it can be obtained by copying the link directly from the website.

Can I receive a secure message from an external user?

Yes, start by sending the first email to the external recipient using the [Secure] in the subject line. The external recipient will be prompted to set up an account to access the secure message portal. Once set up, the external recipient can send and receive secure messages by typing [Secure] in the subject line of the email.