

ProofPoint Email Protection
Email Perimeter Security
Daily Digest and Configuration Guide



Faculty/Staff Guide

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Introduction and ProofPoint Overview

Beginning in the Spring 2017 semester, Bloomsburg University began using ProofPoint Protection Server as the perimeter email security product for the Faculty/Staff email system and it has been doing an excellent job blocking incoming spam, phishing, viruses, and malware. While BU has been running perimeter email security products since 2008, Faculty/Staff did not really have control over how much incoming email was blocked and there was no way for Faculty/Staff to check which messages were blocked - until the full implementation of ProofPoint in August 2017. This guide provides an overview of how ProofPoint works and shows what to expect when you receive a daily email digest of blocked emails as well as what is available to you on the ProofPoint Portal.

With the adoption of ProofPoint, Faculty/Staff will now have the power to gain visibility into their own blocked messages that ProofPoint classified as harmless spam messages. Each day that at least one message intended for you is blocked, you will receive an email digest at 3PM showing the blocked emails with the opportunity to view the content of blocked messages, release a blocked message to your mailbox, and you may also prevent the senders' messages from being quarantined in the future. There is also no need to wait for the daily digest if you know you are missing a message. Instead, you can log in to your ProofPoint portal at <http://proofpoint.bloomu.edu/> to view your personal quarantine.

ProofPoint also offers the ability to block messages it classifies as "Bulk" if you decide to opt-in. Messages classified as "Bulk" are largely unwanted messages that the system detects have been sent to a large list of recipients instead of just to you. The system does an excellent job of not blocking what it considers legitimate bulk-email, such as a message that is sent to a large list of recipients who have either directly or passively agreed to receive communications from the sender(s). If you do have any false positives, you can simply add the sender to the ProofPoint Safe Senders List with the click of a link in the daily digest, and then you will not have to worry about that type of email being blocked in the future.

Before now, BU was unable to offer a customized email perimeter experience, but instead had to set global options that affected everyone and if you could not find a message you were expecting, you had to contact Network Services to look into the potential issue. With the implementation of ProofPoint, now each Faculty/Staff member has visibility into their own harmless blocked messages, with the ability to allow or block particular senders based on their own ProofPoint safe/blocked list, and the power to enable Bulk filtering to filter even more unwanted emails that typically cause distractions throughout the day.

While the false positive count we've observed has been very low, even with the Bulk filter turned on, when you run into a false positive, simply click "Release and Allow Sender" for the message in the daily digest and you will instantly receive the message in your inbox and future messages will not be blocked from that sender. If you take this action on the few false positives you see, you will find that each daily digest is full of unwanted email that you can scan through very quickly. Not having all of that unwanted email mixed in with your legitimate email messages in your Inbox will be a very welcoming sight.

Daily Email Digest

Each Faculty/Staff member that has had a message blocked within the previous 24 hours will receive a digest email message at 3PM showing the message(s). A sample email digest message is shown below.

The screenshot shows an email message titled "End User Digest: 1 New Message - Message (HTML)". The message is from "proofpoint-pps@ppops.net" and subject is "End User Digest: 1 New Message". It is addressed to "Kozlek, Vincent". The message content includes a link to "End User Digest: 1 New Message For Vincent Kozlek vkozlek@bloomu.edu". Below the message, there is a "Spam - Quarantined" section with one item:

Score	From	Subject	Action
0	Communication@k2.com	Was your software investment worth it?	Release Release and Allow Sender Not Spam

For more information contact your System Administrator.
Powered by Proofpoint Protection Server

If you are not sure what a particular message is, you can simply click on the **Subject** of the message to see the contents of the message through your browser in the ProofPoint portal.

You may take the following actions on any particular message listed in your daily digest by clicking:

Release – this will release the message from quarantine and immediately send it to your mailbox.

Release and Allow Sender – this will release as stated above, but will also add the sender to your individual ProofPoint Safe Senders list, which will prevent the blocking of future messages that sender sends to you. You should use this action as the primary selection when you identify a false positive that you want to receive in your Inbox.

Not Spam – this will report the message as a false positive (not spam) to ProofPoint directly to help shape their spam detection technology for future incoming message scans. There is no need to use this option unless you decide you want to help by submitting the message.

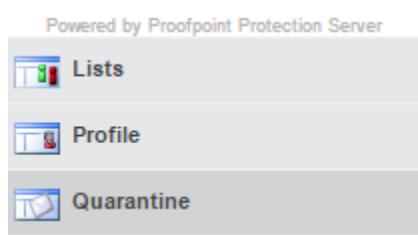
ProofPoint Portal - Overview

You can access your ProofPoint portal at any time by clicking “Manage My Account” in any of your daily email digest messages, or you can simply navigate to <http://proofpoint.bloomu.edu/>

In order to access the ProofPoint Portal, you will need to be authenticated through HuskyID Single Sign-On, so if you do not already have an active session, you will be prompted to sign on.

The screenshot shows a web browser window for "HuskyID Single Sign-On" at the URL <https://sso.bloomu.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s2>. The page features the Bloomsburg University logo and the text "HuskyID Single Sign-On". On the right, there's a "System Status" box showing "Internet 0 outages", "Network 0 outages", "Servers 0 outages", and "WiFi 0 outages", updated at "May 11 5:45 PM". The main form area has a "HuskyID Single Sign-On" heading with a husky icon. It contains fields for "HuskyID:" (username) and "Password:", both with placeholder text. Below the fields is a note: "This is a private system for use of Bloomsburg University Faculty, Staff, and Students only. Unauthorized access is prohibited." At the bottom are "Forgot My Password" and "Sign On" buttons.

The ProofPoint Portal contains three main sections found at the bottom left of the page:



Quarantine – allows you to view all the blocked messages in your quarantine. Quarantined messages are available for 1 month, so be sure to view and release any false positives before they expire.

Profile – allows you to change your personal ProofPoint settings, including turning on/off the Bulk email filter, as well as changing your language and some other digest behavior.

Lists – allows you to view and manually change your personal Safe Senders List and personal Blocked Senders List. These lists change how ProofPoint handles incoming email addressed to you. Messages from email addresses on your blocked senders list will never show up in your mailbox, while messages from email addresses on your safe senders list will not be blocked by ProofPoint and will always make it to your mailbox.

ProofPoint Portal - Quarantine (Show blocked messages)

Once logged in to the ProofPoint portal you arrive on the Quarantine page, which shows all the messages in your personal quarantine. From here you can view any message by clicking the Subject, or if you know you want any of the messages delivered to your mailbox, you can select them and choose the option “Release”. Similar to the digest, there are also options to “Allow Sender” (adds sender to the safe senders list) and “Not Spam” (reports the message to Proofpoint directly as not spam). You are also able to search by clicking “Find” or under “Options” you can “Refresh” the quarantine message list, “Request Digest” outside the normal schedule, or irretrievably “Delete All” messages in your quarantine.

The screenshot shows the ProofPoint Quarantine interface. At the top, there's a header bar with the university logo, a search bar, and various menu options like 'Find', 'Release', 'Not Spam', 'Allow Sender', 'Logout', and a dropdown menu for 'Options' which includes 'Request Digest', 'Refresh', and 'Delete All'. Below the header is a search/filter bar with fields for 'Look for', 'From:', 'Subject:', 'Age: All', 'Find Now', and 'Clear'. A message count 'Messages 1 - 40 of 268' is displayed. The main area is a table titled 'Spam - Quarantined' showing 268 entries. The columns are 'Score', 'From', 'Subject', 'Date', and 'Size'. Each row contains a checkbox, the score, the sender's email, the subject of the message, the date it was received, and its size. Some subjects are truncated. At the bottom left, there are links for 'Lists', 'Profile', and 'Quarantine'. The URL in the address bar is https://00270501.phhosted.com:10020/euweb/euweb#.

Score	From	Subject	Date	Size
0	PowerBI@Microsoft.com	Create your own custom data connectors for Powe	2017-05-11 17:50:43	34 KB
0	Informationweek@am.amtechwebres	8 Non-Tech Skills IT Pros Need To Succeed	2017-05-11 16:03:08	23 KB
0	educause@educause.edu	EDUCAUSE For Your Entire Campus, Leadership Pr	2017-05-11 15:51:39	82 KB
99	marketing@email.foxitsoftware.com	How to update documents when you only have the	2017-05-11 14:56:30	39 KB
0	jariza@nhnepa.com	Technology is Advancing....Are You?	2017-05-11 14:18:14	60 KB
0	Email@info.cdw.com	AI and machine learning are coming to a college ne	2017-05-11 14:04:20	95 KB
0	hello@oxfordcomputergroup.com	Upgrading to MIM? Don't miss our webinar!	2017-05-11 13:15:20	62 KB
0	educause@educause.edu	May 26 ELive Webinar: Leveraging IoT Technologie	2017-05-11 12:10:20	32 KB
0	lola.roberts@conexta.uk	How Bloomsburg University of Pennsylvania can s	2017-05-11 11:46:58	21 KB
0	subscriptions@tax.thomsonreuters.b	[Complimentary Guide] Sales and Use Tax Change	2017-05-11 11:05:09	20 KB
0	community@nimblestorage.com	Nimble Storage Flash News: Is Your Backup Data W	2017-05-11 10:42:14	36 KB
0	conference@terradotta.com	Register for Terra Dotta's Boot Camp Today!	2017-05-11 09:35:56	21 KB
0	ITDailyAdvisor@e.nl.blr-news.com	Project Management Certifications for Free!	2017-05-11 07:04:35	45 KB
0	reply@selleckchemicals.com	Hit to lead by utilization of this screen ready drugg	2017-05-11 04:56:24	47 KB
0	Microsoft@e-mail.microsoft.com	TechNet Flash - Vincent, get the new performance i	2017-05-10 17:33:08	131 KB
0	training@email.cnet-training.com	Professional Data Center Management Education	2017-05-10 15:02:31	58 KB
0	info@knowledgenet.com	Training Specials for Government & Education Dep	2017-05-10 14:38:00	29 KB
0	vmwareteam@engage.vmware.com	VMworld 2017: Register now, save on education en	2017-05-10 13:47:39	62 KB
0	rjaksic@coretekservices.com	[Webinar] Ransomware: Know Your Enemy	2017-05-10 13:14:14	37 KB
0	EDUCAUSE@educause.edu	New Content Alert	2017-05-10 13:04:00	34 KB
0	reply@terradotta.com	Dottans, NAFSA, and Professional Services	2017-05-10 12:18:13	74 KB
0	mcafee@secureforms.mcafee.com	Call for Presentations Closes in 5 days for MPOWE	2017-05-10 11:07:21	24 KB
0	cio_events@cio.com	CIO Perspectives is coming to Reston in just a few	2017-05-10 10:56:53	21 KB
0	hps-news@your.mail.hpe.com	Your May Technology Now Newsletter	2017-05-10 10:27:00	91 KB
0	communications@zscaler.com	Live Webcast - How to Optimize your Office 365 de	2017-05-10 09:34:55	41 KB
0	info@svrf.co.uk	Microsoft Office 2016 - Reference Cheat Sheet Kit	2017-05-10 09:16:45	35 KB
0	anna.kingston@goliathtechnologies.r	Live Webinar Today: Proactively Manage the Entire	2017-05-10 09:07:37	25 KB
0	UBMTechResearch@am.amtechwebre	Tell Dark Reading How Security Events Can Help Yc	2017-05-10 09:04:04	19 KB
0	oo@exagrid.com	Hit a home run for your business with Involve IT Sc	2017-05-10 09:01:18	21 KB

ProofPoint Portal - Profile (Configure Bulk filter)

On the profile tab, in the Settings section, you are able to change your spam detection policy. By default, everyone has what is classified as harmless spam quarantined, but does not have what is classified as bulk email quarantined. On this section of the portal you can change your spam detection policy to "Block/Quarantine BULK email messages (Do not Deliver BULK)" and then bulk email will be blocked/quarantined as well and will also be included in your daily email digests. If you wish to change it back, you simply have to come back and instead choose "Deliver BULK email messages (Do not Block/Quarantine BULK) – Default" as your spam detection policy. Always remember to click "Save" after you make a change.

The screenshot shows the ProofPoint Portal interface. At the top, there's a header bar with the title 'Proofpoint - vkozlek@bloomu.edu', a 'Save' button, an 'Options' dropdown, and a 'Logout' link. Below the header, the URL 'https://00270501.pphosted.com:10020/euweb/login' is displayed. The main content area is titled 'My Settings'. On the left, a sidebar titled 'Profile' lists 'My Profile', 'Settings', and 'Account'. The 'Settings' section contains the following configuration:

- A checkbox labeled 'Send digest with new messages in my End User Digest.' is checked.
- An unchecked checkbox labeled 'Send digest even when I have no messages in my End User Digest.'
- A 'Preferred Language' dropdown set to 'English (US)'.
- A section titled 'What type of spam detection do you want? Please select a policy from the list below.' with three radio button options:
 - 'Default' (unchecked)
 - 'Block/Quarantine BULK email messages (Do not Deliver BULK)' (checked)
 - 'Deliver BULK email messages (Do not Block/Quarantine BULK) - Default' (unchecked)

A 'Save' button is located at the bottom of this section. At the very bottom of the page, there's a footer note: 'Powered by Proofpoint Protection Server' and a sidebar with links to 'Lists', 'Profile', and 'Quarantine'.

(There is no difference between "Default" and "Deliver BULK email messages (Do not Block/Quarantine BULK) – Default")

ProofPoint Portal – Lists (Safe Senders and Blocked Senders)

On the Lists tab, you have the ability to view and manually change your ProofPoint Safe Senders List and ProofPoint Blocked Senders List. As far as adding Safe Senders, It is far easier to use the “Allow Sender” action on your daily email digest or from your ProofPoint Portal Quarantine than to manually create the list, so most of the time it should be sufficient to wait for false positives to begin populating the list.

You may also add email domains to the lists to match multiple addresses. For instance, if you add “@example.com”, it will match <anyone>@example.com. If you add “example.com” (without the @ symbol), it will also match all hosts/sub-domains such as <anyone>@<anywhere>.example.com

The screenshot shows the ProofPoint Portal interface. At the top, there's a header bar with the title "Proofpoint - vkozlek@blk...", a "Secure" indicator, and a URL "https://00270501.pphosted.com:10020/euweb/login". Below the header is the Bloomsburg University logo. The main area has two tabs: "Lists" (selected) and "Blocked Senders List". The "Lists" tab shows "My Lists" with "Safe Senders List (13)" and "Blocked Senders List (3)". The "Blocked Senders List" tab displays a table with four rows, each containing an unchecked checkbox and an email address: "info@almatinki.com", "newsletters@techtoolsguide.com", and "viktor@lmx.ru". A toolbar above the table includes "New", "Edit", "Delete", and "Options". The "Logout" link is in the top right. At the bottom left, there's a sidebar with links to "Lists", "Profile", and "Quarantine". The footer says "Powered by Proofpoint Protection Server".

Please note that the ProofPoint blocked/safe senders lists are independent of the lists configured in Microsoft Outlook. The lists in Microsoft Outlook primarily refer to the mailbox’s “Junk E-Mail” folder and only apply after the message makes it through the ProofPoint perimeter filtering/quarantining. The Outlook blocked senders list will move a matching message to the Junk E-Mail folder, while the Outlook safe senders list will prevent the matching message from being moved into the Junk E-Mail folder. At this time, ProofPoint has no visibility into your Microsoft Outlook blocked/safe senders lists.

Frequently Asked Questions

I received an e-mail message from ProofPoint. What is this message?

You have received a “Spam Digest” report that is automatically generated from the ProofPoint system listing messages that are now being held in a special Quarantine. Once a day at 3PM, 7 days a week, a digest message is sent showing a list of your new e-mail messages that have arrived from outside Bloomsburg University that appear to be spam. The report only shows messages added to the Quarantine since the last report was generated. A message placed in the Quarantine resides there for 1 month and then is automatically deleted from the ProofPoint system.

Do I need to do anything? What should I do with this digest report?

You do not need to do anything but delete the message after scanning it first for messages that you might not consider spam. If all messages are spam, just delete the Digest message. If not, you can take an action on the message using the links in the digest email, such as clicking the subject to view the contents of the message or clicking “Release and Allow Sender” if you want to receive the message in your mailbox and prevent future messages from that sender from being blocked.

At 3PM I did not receive an email digest, is something wrong?

You will only receive an email digest when any of your messages were quarantined within the past 24 hours. We do not send empty digests, so if nothing was blocked that would explain why you did not receive the email. Feel free to log in and view your quarantine at <http://proofpoint.bloomu.edu> to double check that nothing was quarantined in the past 24 hours.

What if I believe something was blocked that is not showing in my digest/quarantine?

ProofPoint does block some emails that are not shown in your digest/quarantine. This includes dangerous messages it classifies as Phishing, Viruses, Malware, ZeroHour, and advanced targeted threats. In addition, it blocks what it classifies as “Adult Spam” and “Definite Spam”, which are messages the system is so sure are spam (and can occasionally also be dangerous such as a phishing message classified incorrectly) that we don’t want to fill up daily digests with dozens or hundreds of additional messages. None of these types of messages are discarded by ProofPoint and the sender will receive a Non-Delivery Report (“Undeliverable”). If you hear from someone that received an “Undeliverable” or otherwise believe you are missing a message, feel free to send as much detail as possible to postmaster@bloomu.edu and we’ll take a look to see if we can find the message and release it from a non-visible quarantine and work to prevent the same thing from happening again. False positives in these categories are extremely rare.

I am still getting spam in my Inbox. What can I do about it?

First, make sure you have opted-in to the Bulk email filter by logging in to the ProofPoint Portal at <http://proofpoint.bloomu.edu/> and clicking “Profile” on the bottom left side and making sure your spam detection policy is set to “Block/Quarantine BULK email messages (Do not Deliver BULK)”. This will ensure that bulk email is quarantined in addition to spam. If you still are receiving spam messages, forward them as an attachment to postmaster@bloomu.edu. Having it as an attachment allows us to upload the unidentified spam message with its full headers directly into ProofPoint’s spam learning engines. In order to forward a message as an attachment in Outlook for PC, highlight the message in your message list and then to the right of Reply and Forward at the top click “More”, then “Forward as Attachment”. Otherwise you can open a new message to compose, then drag the message from your message list into the compose window to make it attach to the email.