

Email Protection

User Guide

March 22, 2021

Proofpoint End-User Quarantine for
TitleWorkPlace



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Overview

The **Proofpoint Messaging Security Gateway** enforces anti-spam, anti-virus, and content policies for our **TitleWorkPlace** email accounts. All incoming email is inspected by the cloud hosted Proofpoint Secure Messaging Gateway before it enters our organization.

For messages determined to be safe but classified as spam, Proofpoint delivers to your personal Spam Quarantine. The quarantine web application can be accessed here: <https://001a8d01.pphosted.com:10020/>.

You will receive an email message referred to as an *End User Digest* each morning at 7:00 CT when you have received new spam within the previous 24 hours. This message will include a list of all newly received spam and includes links to perform similar functions as the web application directly from the email message. By Default, the *End User Digest* will not be delivered if you have not received any new spam within the last 24 hours.

Releasing Messages from Quarantine – Web Application

The following illustration provides an example of the End User Web Application. There are two ways to launch the Web Application:

- Enter the URL provided above to open in a web browser using your **TitleWorkPlace** credentials.

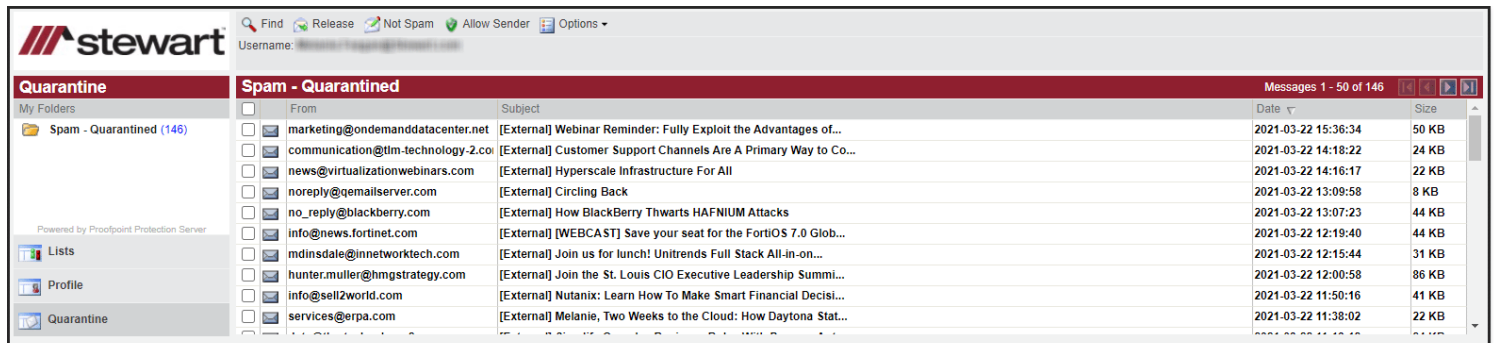
Note: Users who access **TitleWorkPlace** via Agency Secure must use the second method below instead.

- Click the **Manage My Account** link in the email digest where you are automatically signed in.

When opened, the console defaults to the **Quarantine** tab in the left pane and presents you with a view of all your spam messages that were blocked. Selecting **Lists** allows you to add senders to your personal **Safe Senders** and **Blocked Senders** lists. Note that adding addresses to the Safe Senders list will only override spam filters, messages from these senders will still be blocked if they contain viruses and other malicious content.

Selecting **Profile** allows you to change the following user preferences:

- **Send Digest** – you can opt to receive digest messages every morning even when empty if you choose.
- **Preferred Language** – language can be changed to desired preference.
- **Spam Detection** – allows you to select between varying degrees of spam control with these settings.
 - Relaxed filter
 - Moderate filter
 - Aggressive filter



Message commands are available along the top of the console window. They are:

- **Find** – allows you to locate specific content within the quarantine.
- **Release** – releases the messages you have selected to your mailbox using the appropriate checkbox.
- **Not Spam** – reports to Proofpoint that the blocked message is legitimate, known as a *false-positive* so that future filtering logic is improved.
- **Allow Sender** – adds the senders of selected messages to your *Safe Senders* list.

Note: When you add a domain name (e.g., yahoo.com) to the **Safe Senders** list, all email addresses from that domain will be considered **Safe**. You should restrict the safe list to specific senders by entering their full email addresses (ex. john.doe@yahoo.com).

- **Options** – provides additional functions including:
 - **Request Digest** – emails you an up-to-date digest message.
 - **Refresh** – displays any newly received spam that arrived after you logged in to the web application.
 - **Delete All** – clears all messages from your spam quarantine.

Releasing Messages from Quarantine – End User Digest

Like the Web Application, the email Digest displays messages that have been classified as spam. These messages are still stored in your personal Quarantine; the Digest only provides a way to manage your quarantine from email.

Note: if the links in the Digest have expired, you will be prompted to log in to the **Web Application** to release a message. Within the digest message, you're presented with a few options along the top row that are unique to the digest.

- Selecting **Request New End User Digest** will email you a new digest, to include any newly quarantined mail since delivery of the last digest.
- Selecting **Request Safe/Blocked Senders** will email you a list of addresses you currently have included on your Safe and Blocked Senders lists.
- Selecting **Manage My Account** will simply open the web application should you need update your Blocked Senders lists or your preferences.

The messages in your personal Digest represent emails that have been filtered and sorted into different categories, giving you an opportunity to take action on them. Click the link in the Subject column to view the message.

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

The emails listed in this section have been placed in your personal Quarantine. Click Release to deliver the email to your inbox. To continue to receive future emails from the sender, click Allow Sender. To report messages that are not spam but are included in the Spam - Quarantined section, click Not Spam.

From	Subject	Date	Action
glen.s@cx.egain.com	[External] Last chance: Webinar on elevating the IVR customer experience in the smartphone world	2021-03-22 17:54:11	Release Release and Allow Sender Not Spam
marketing@ondemanddatacenter.net	[External] Webinar Reminder: Fully Exploit the Advantages of Cloud Resources Using Adaptive Computing's On-Demand Data Center	2021-03-22 15:36:34	Release Release and Allow Sender Not Spam
communication@tlm-technology-2.com	[External] Customer Support Channels Are A Primary Way to Connect	2021-03-22 14:18:22	Release Release and Allow Sender Not Spam
news@virtualizationwebinars.com	[External] Hyperscale Infrastructure For All	2021-03-22 14:16:17	Release Release and Allow Sender Not Spam
noreply@qemailserver.com	[External] Circling Back	2021-03-22 13:09:58	Release Release and Allow Sender Not Spam
no_reply@blackberry.com	[External] How BlackBerry Thwarts HAFNIUM Attacks	2021-03-22 13:07:23	Release Release and Allow Sender Not Spam
info@news.fortinet.com	[External] [WEBCAST] Save your seat for the FortiOS 7.0 Global Launch!	2021-03-22 12:19:40	Release Release and Allow Sender Not Spam
mdinsdale@innetworktech.com	[External] Join us for lunch! Unitrends Full Stack All-in-one Data Protection & DR	2021-03-22 12:15:44	Release Release and Allow Sender Not Spam
hunter.muller@hmcstrategy.com	[External] Join the St. Louis CIO Executive Leadership Summit on April 20th	2021-03-22 12:00:59	Release Release and Allow Sender Not Spam

Message commands are available as links next to each message. From the digest, you will select the desired link next to the appropriate message. You will not select check boxes for messages to process like with the web application. These links are as follows:

- Selecting **Release** will cause the message to be delivered to your mailbox.
- Selecting **Release and Allow Sender** will also deliver the message but will also add the sender to your Safe Senders list.
- Selecting **Not Spam** will report the message as a false-positive to **Proofpoint** so that future messages with these characteristics will not be scored as spam.