

## Managing Your Quarantine

Quarantined email messages are messages analyzed by Proofpoint and categorized as **Potential Spam** or as **Bulk Mail**.

- Potential Spam
  - Messages that have some indicators of possibly being malicious.
- Bulk Mail
  - Mass email communications from outside entities, or advertisements for products or services.


Messages categorized as Potential Spam or Bulk Mail will be held in a personal quarantined list for review.

There are two methods available to review and manage quarantined emails. These methods include a daily emailed **End User Digest**, and an **End-User Portal**. Below are common tasks that can be performed for each method.

### End User Digest

The End User Digest is a daily email that is delivered to your inbox listing messages that were quarantined over the past 24 hours.

The email that you will receive will look similar to the following: |



**End User Digest: 4 Total Messages**  
For Rocky Rocket [Rocky.Rocket@utoledo.edu](mailto:Rocky.Rocket@utoledo.edu)

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


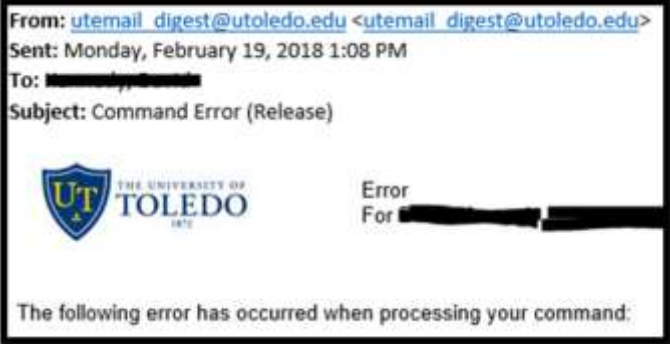
Spam - Quarantined			
From	Subject	Date	Action
<a href="mailto:editor@ijritcc.org">editor@ijritcc.org</a>	<a href="#">Dead Line Approaching Call for Papers January 18 Issue Publishing Over 25 Countries</a>	2018-01-15 15:58:43	<a href="#">Release</a> <a href="#">Allow Sender</a> <a href="#">Block Sender</a> <a href="#">Delete</a>
<a href="mailto:online_resources@online.itwhitepapers.com">online_resources@online.itwhitepapers.com</a>	<a href="#">Practical Advice for Migrating to Cloud Services</a>	2018-01-15 14:33:55	<a href="#">Release</a> <a href="#">Allow Sender</a> <a href="#">Block Sender</a> <a href="#">Delete</a>
<a href="mailto:marketing@geminidata.com">marketing@geminidata.com</a>	<a href="#">Video Demo: Simplify Your Splunk Deployment and Management</a>	2018-01-15 14:09:16	<a href="#">Release</a> <a href="#">Allow Sender</a> <a href="#">Block Sender</a> <a href="#">Delete</a>
<a href="mailto:connect@nexsan.com">connect@nexsan.com</a>	<a href="#">Tomorrow: Keeping Storage Costs Under Control – Cloud vs. On-Premises Tradeoffs</a>	2018-01-15 13:23:54	<a href="#">Release</a> <a href="#">Allow Sender</a> <a href="#">Block Sender</a> <a href="#">Delete</a>

For more information contact your System Administrator.

When you review this list, you have options available to you:

- **Release**
  - This will immediately deliver the message to your inbox. Use this method when you would like to continue quarantining messages from this sender, but are interested in just this message.
- **Allow Sender**
  - This will add the sender to your *Allow Senders List*. Any future messages from this sender will no longer be quarantined and will be automatically be delivered to your inbox.
- **Block Sender**
  - This will block any future messages from this sender. These messages will be blocked and no longer be delivered to your inbox or show up in your quarantine folder.
- **Delete the message**
  - This will delete the message from the quarantine. Messages are automatically deleted from the quarantine after 14 days.

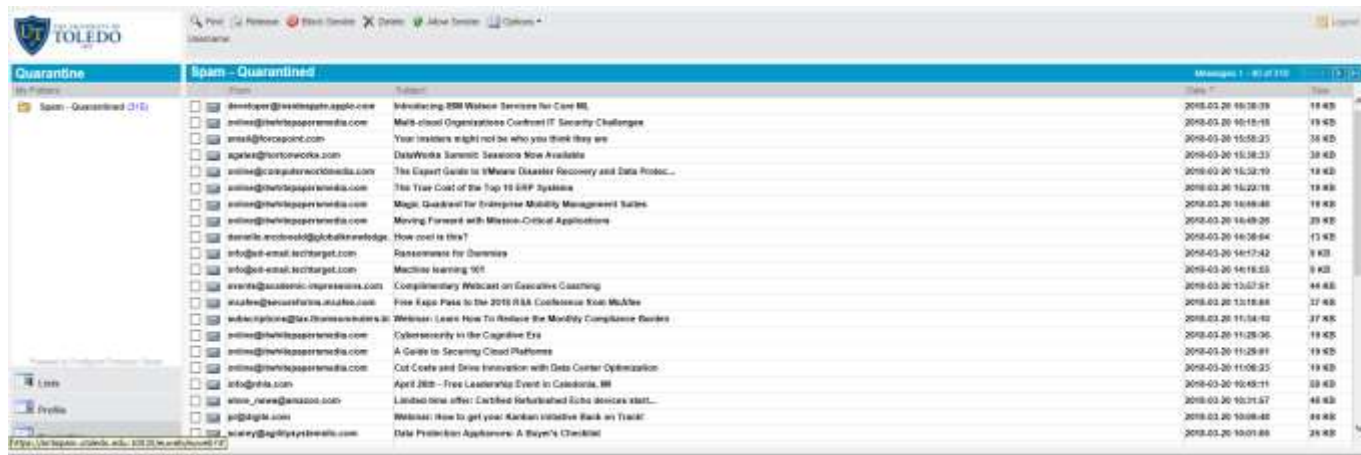
**Please Note:** If you perform a *Release* or *Delete* action on a message from your End User Digest, you may not perform any other action on the same message. If you try to perform another action to the same message, you will receive a pop up error or an email message error will be sent to your inbox. These errors indicate the message already been released or deleted.

Pop Up Error	Email Message Error
 <p>The screenshot shows a pop-up error window with the University of Toledo logo at the top. The text inside the window reads: "Error processing command" in a grey bar, followed by "Message no longer available" in red text.</p>	 <p>The screenshot shows an email message header from "utemail_digest@utoledo.edu" with the subject "Command Error (Release)". Below the header is the University of Toledo logo and the text "Error For [redacted]". At the bottom, it says "The following error has occurred when processing your command:".</p>

## End User Portal

If you would like to view your quarantined emails, click the **Manage My Account** link in the upper right-hand corner of the End User Digest email message or visit: <https://antispam.utoledo.edu:10020>.

When you enter the Portal, you are provided with a list of all messages that have been quarantined. You can select messages and perform operations similar from the end-user digest email you receive.



Below are the options available from the Portal:

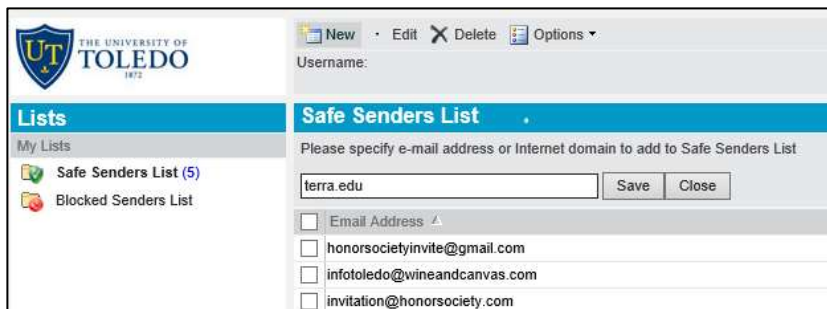
- **Find:** You will be presented with a search box to find messages.
- **Release:** Releases message immediately to your inbox that you have selected. Use this method when you would like to continue quarantining messages from this sender, but are interested in the message(s) you selected. You can select up to 20 messages before selecting Release.
- **Block Sender:** Add sender email addresses to your *Block Senders* List. This will block any future messages from the email addresses you selected. Messages from these senders will no longer be delivered to your inbox or show up in your quarantined list. You can select up to 5 messages at a time when selecting *Block Sender*.
- **Delete:** Deletes the message from your quarantined list. Messages are automatically deleted after 14 days from your list.
- **Allow Sender:** Add sender email addresses to your Safe Senders List. Any messages from this sender will no longer be quarantined, and will be automatically delivered to your inbox. You can select up to 5 messages at a time when selecting *Allow Sender*.
- **Options:**
  - **Request Digest:** Will email you a list of all messages listed in your quarantined list.
  - **Refresh:** Refreshes quarantined messages.
  - **Delete All:** Deletes all quarantined messages.

If you would like to view or modify your Safe or Block Senders List, select Lists and then choose a list to modify.



If you would like to add an email address to any of the lists, select the specified list, and click New. Enter the email address and click Save.

**Note:** You can enter an entire email address ([john@domain.com](mailto:john@domain.com)) or specify a domain (domain.com) to add to your *Safe Senders List* or *Block Senders List*. When a domain is entered, all messages from the domain will be considered safe or blocked, depending on the list they were added to.



- If you would like to edit an item on your list, select the item and click *Edit*. Once modified, click *Update*.
- If you would like to remove one or more items, select your items and click *Delete*.

If you have any questions about email security, please contact the IT Help Desk at 419-383-2400 (HSC) or 419-530-2400 (MC).