

SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

SPAM – SASD PROOFPOINT BASICS ON HOW TO USE

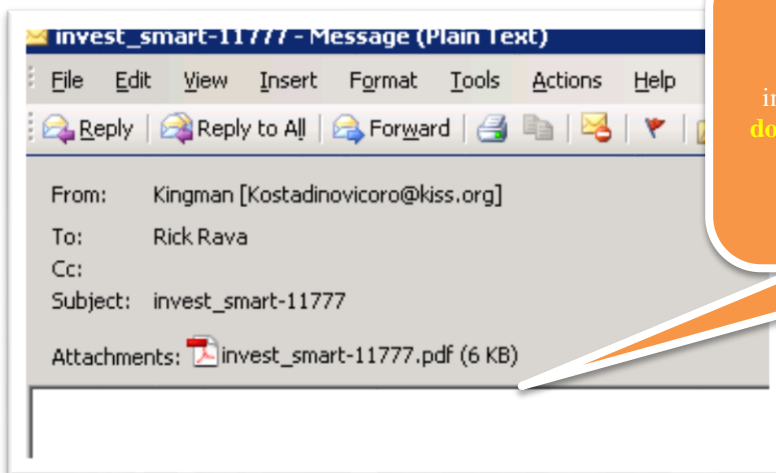
Purpose

SASD uses a product called PROOFPOINT to filter out unneeded email (commonly called SPAM). This handout describes how to use our PROOFPOINT SPAM filtering system.

What Does PROOFPOINT Protect Us From?

- Email SPAM (unwanted emails)
- Email Viruses
- Image SPAM (unwanted emails sent as images or PDFs)
- Denial of Service Attacks
- Anti-Phishing

Here's a sample SPAM email:



In this example, the email was a fake investment email. **Rule of Thumb: If you do not know who the sender is, do not open the email.**

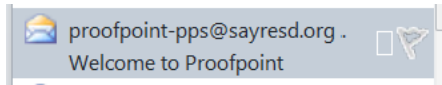
Who Is Responsible For Maintaining Quarantined / Blocked Email Messages?

- Each SASD user will be responsible for maintaining your own personal quarantined messages.
- User quarantines will only hold the last **14 days worth** of email messages. Messages older than **14 days** will be automatically purged, and will not be recoverable.
- Please check your quarantine regularly (at least daily) for any “false positive” messages – it is simple to manage, and only takes a few minutes to. Messages within the quarantine will be sorted from top to bottom with the top most messages being more likely to be false positives.

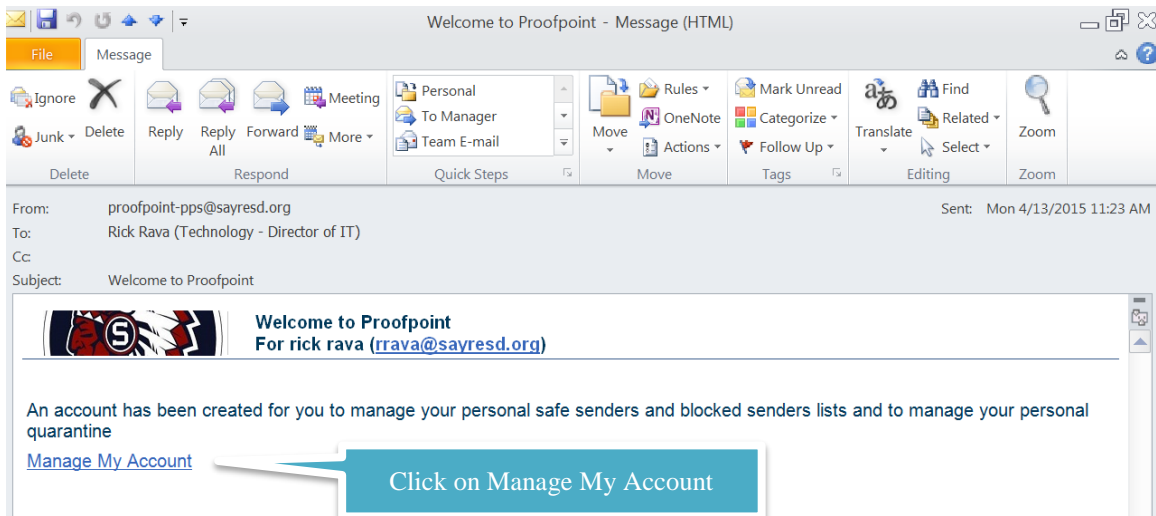
IMPORTANT: Each user does not have to delete the SPAM messages that MS EOP detects – MS EOP will automatically delete the messages once they are over 14 days old.

How Can I Check TODAY's MS EOP Quarantined Messages?

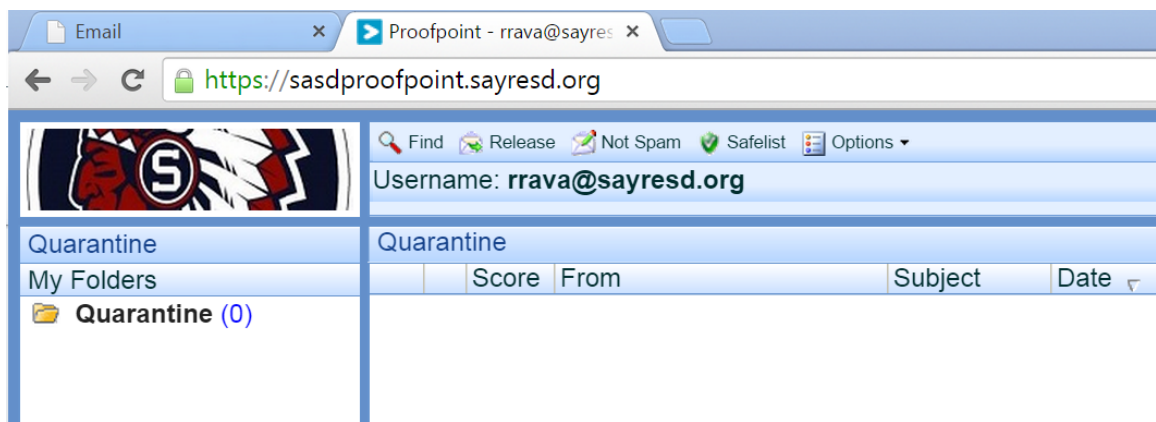
Each day for any blocked SPAM email messages, you will receive an email in your inbox (see sample below):



Open up the email



You will now see all of your SPAM for that specific DAY. Just review all the messages and any that are not SPAM just click on the Release to Inbox (next to that specific email message)



In this example, there are no SPAM / quarantined email messages.

PLEASE NOTE: It is key to check your SPAM each day in case of a valid email message being blocked.

How Can I Check ALL of my ProofPoint Quarantined Messages?

PLEASE NOTE: This will allow you to review ALL of your messages that are blocked for the last 14 days.

Startup Internet Explorer and go to our website www.sayresd.org

Click on the **Email** Quick Link – the following screen appears:

EMAIL

(Sayre Area School District Employees and Students Only)

Click on the Access ProofPoint link to check your SPAM

Web Users: click [here](#) to access your email.

Outlook Web Access: click [here](#) to get help (instructions on how to use the new version of our Outlook Web Access).

SPAM ProofPoint

Access ProofPoint: click [here](#) to access your SPAM via ProofPoint.

Need Help with ProofPoint: click [here](#) to get help (instructions on how to manage your SPAM via ProofPoint).

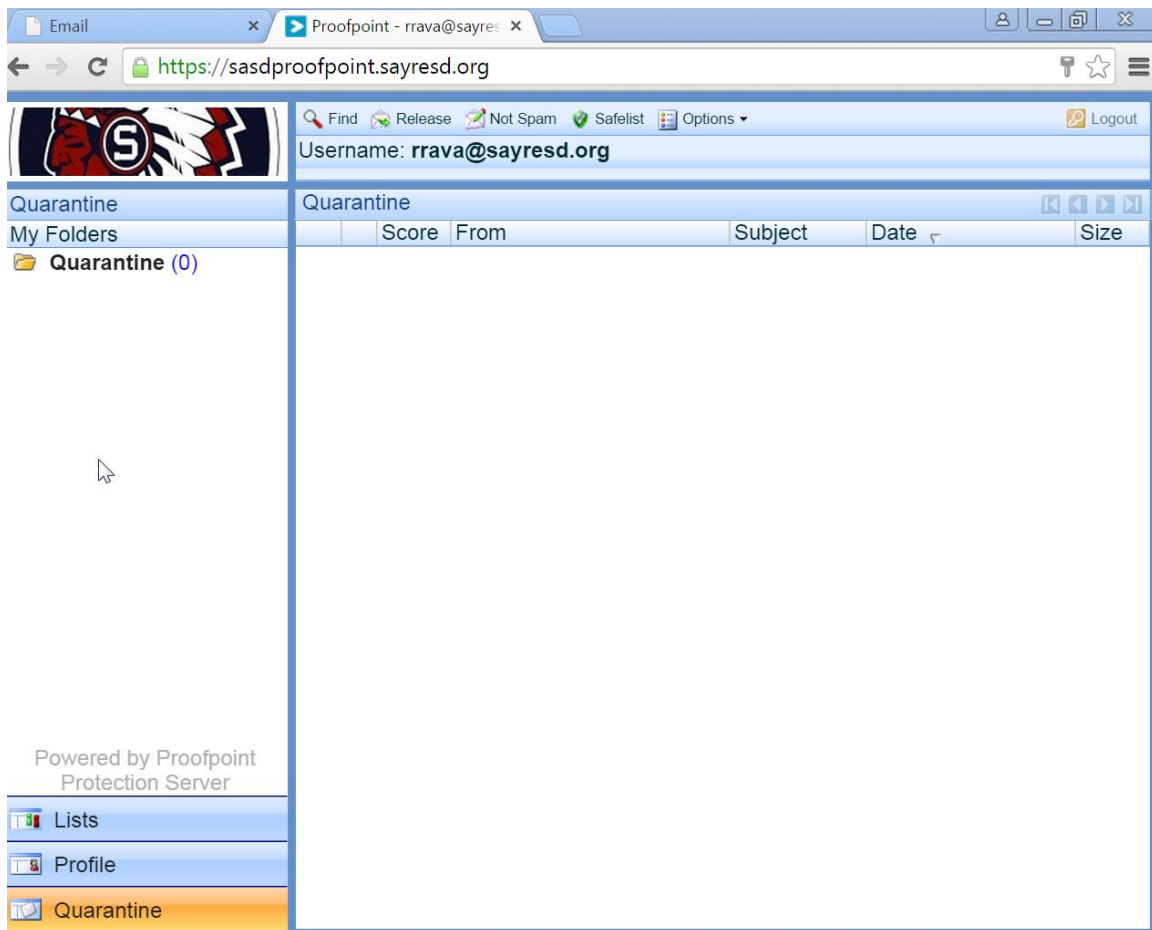
Click on the Access EOP link – the following screen appears:

Enter your SASD account name (see this example)

Type in **SASD Account** Name (see the above example).

Type in your **password**

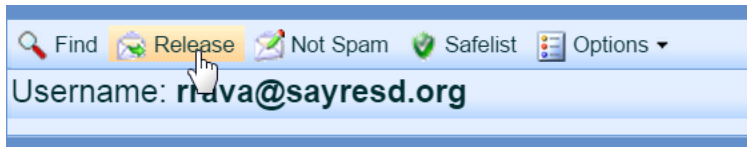
Click on Login



In the above example, there are no SPAM emails to release in the quarantine.

How Can I Release an Email?

If you have an email in your quarantine that you wish to release (that should not have been blocked), just select the email and click on the release email icon



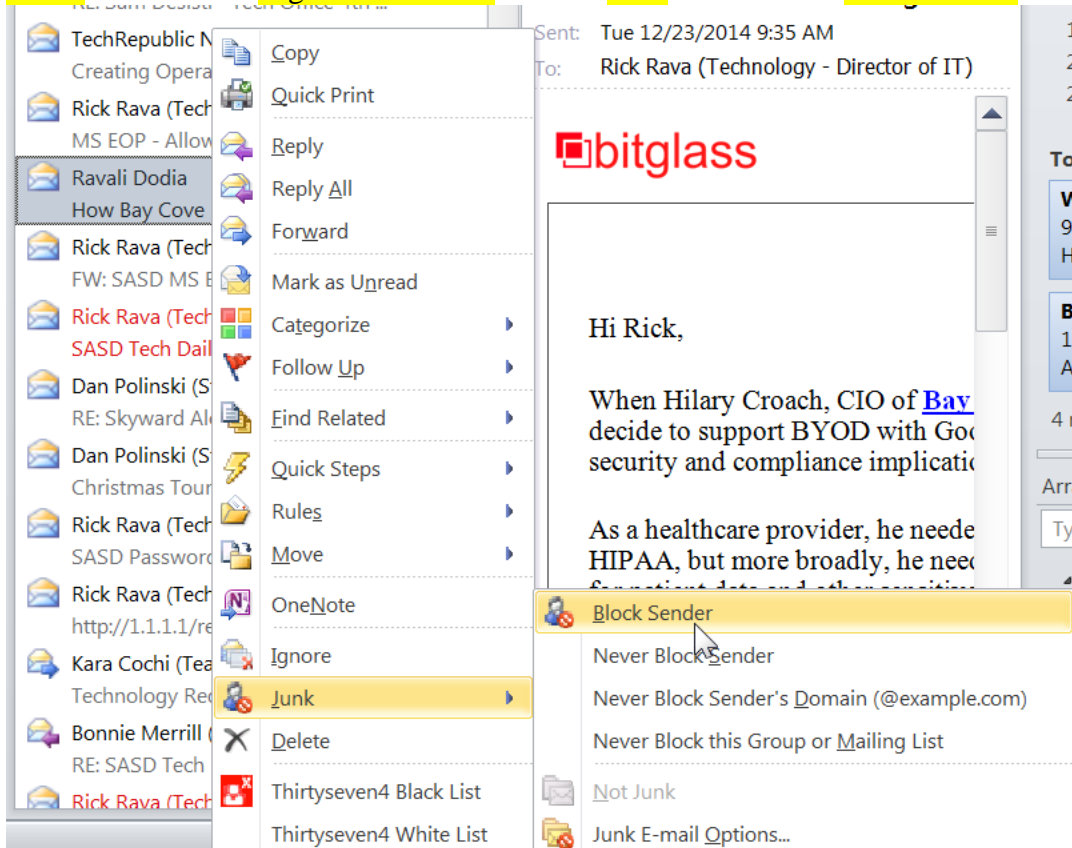
All you need to do is select the desired email and click on the Release button

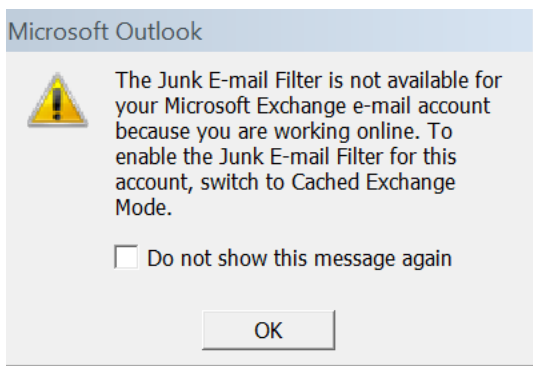
How Can I Block an Inappropriate Email?

If you have an email that is inappropriate, you can block it one of two ways.

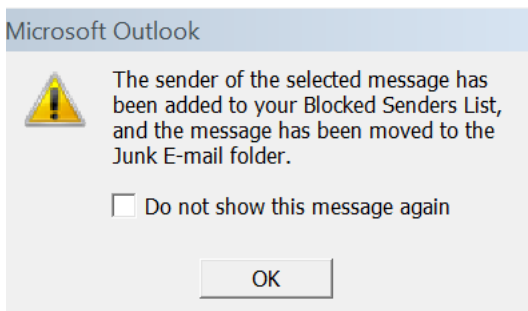
First method (personal block):

Select email – then Right Mouse click – select Junk – then select Block Sender





OK



OK

Method 2: Block for all users (also this method can be used to allow (**BLACKLIST**) an email for all users.

The other method is for an email that looks very suspicious and you wish to have it Blocked for all SASD users (let's say it's a Ponzi scheme or other financial scheme).

Just forward it to Group Technology and we will block it (blacklist it) for all users.

