

Quarantine Message Overview

The campus Email gateway provides phishing, spam, virus and content policy scanning to all Campus Exchange email accounts.

All incoming email is inspected by the gateway as it arrives. Messages that contain a spam or other inappropriate content are sent to a personal Quarantine area. Messages containing viruses, or messages that are locked and prevent virus scanning are routed to a system administrator queue to prevent the spread of viruses on campus.

If email messages addressed to you end up in your personal Quarantine queue, you will receive a notification at approximately 6am each day. This notification is called a SPAM Digest. Look for the address of SPAMDigest@cofc.edu in your inbox to verify legitimacy.

Release Messages from your Quarantine Queue – Web Application

The illustration on this page provides an example of the End User Web Application – it displays in a browser. There are three ways to launch the Web Application:

- Enter the URL <http://quarantine.cofc.edu>
- Go to MyCharleston, click on the Help & Training Tab, look for the box “Exchange Support” and click the Quarantine link.
- Click the **Manage My Account** link any email Digest. (Shown on the next page.)

Once you arrive at this web page -- you may be prompted to login – just use your campus username and password. Here you can:

- Release email messages from the Quarantine. Select the message check box and click **Release**.
- Add senders to your Safe Senders and Blocked Senders lists. Click **Lists** on the left side of the window, and then click **New** to add a Safe Sender to the list. The procedure is the same for your Blocked Senders list.
- Change your Digest preferences. Click **Profile** on the left side of the window.

COLLEGE of CHARLESTON

Find Release Not Spam Safelist Options Logout

Username: admin@proofpoint.com

My Folders: Quarantine (307) Audit Messages

Quarantine

Score	From	Date	Size
100	Jerome, Yracanth Wagner @zabasear	2007-11-14 16:11:51	6 KB
100	maurits807@na.iaa.or	2007-11-14 14:35:05	2 KB
100	Simonbind@stul	2007-11-14 14:22:39	4 KB
100	Britney@whitlock	2007-11-14 10:45:32	4 KB
	kelocn.ne.jp	2007-11-14 10:04:25	4 KB
	icamediaBrewster@willieruff.c	2007-11-14 09:45:52	6 KB
	@ferndalelabs.com	2007-11-14 09:29:27	4 KB
	an@paratype.com	2007-11-14 07:10:48	4 KB
100	AndreaslantMayer@lyricsfre	2007-11-14 05:31:56	6 KB
100	FL300G5@rrlive.net	2007-11-14 04:50:06	1 KB

Lists Profile Quarantine Encryption

Powered by Proofpoint Protection Server

Release Emails from Quarantine – SPAM Digest

You will receive a SPAM digest if the system is holding messages for you that qualified as SPAM. The SPAM Summary is sent daily at 6am if you received any SPAM in the previous 24hrs. You will not receive a summary if you did not receive any new SPAM. No system is perfect and some legitimate mail may be accidentally quarantined. If a legitimate message from a person you know or a mailing lists from you wish to receive messages – add it to your safe senders list.

- To mark an email address as safe, simply click the **Safelist** link next to the appropriate email message in the Digest.
- To see your list of personal Safe Senders or Blocked Senders, click the **Request Safe/Blocked Senders** link in your Digest email message.
- Click the **Manage My Account** link in your Digest to create a list of Safe Senders or Blocked Senders or to change your language preference. *A web browser opens, allowing you to add or edit your lists.*
- Click **New** to add a Safe Sender to the list.

Safe Senders List

Please specify email address or Internet domain to add to Safe Senders List

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.” To restrict the safe list to specific senders, simply enter their full email address (e.g., john.doe@yahoo.com).

The screenshot shows an email client window titled "End User Digest: 19 New Messages - Message (HTML)". The main content is a "Quarantine" list with columns for "View", "Release", "Safelist", "Not Spam", "Score", "From", "Subject", and "Date".

Annotations with red boxes and arrows point to specific actions in the interface:

- Click Request New End User Digest to view all quarantined messages.** (Points to the "Request New End User Digest" link at the top of the digest.)
- Click View to see the message.** (Points to the "View" link in the first row of the quarantine list.)
- Click Not Spam to deliver a message to your inbox and report the message to Proofpoint.** (Points to the "Not Spam" link in the first row of the quarantine list.)
- Click Manage My Account to add or remove email addresses from your Safe or Blocked senders list and change language preference. This link opens the Web Application in a browser. (See the other side of this page for an illustration.)** (Points to the "Manage My Account" link at the top of the digest.)
- Click Release to deliver a message to your inbox.** (Points to the "Release" link in the first row of the quarantine list.)
- Click Safelist to add this sender to your Safe Senders list.** (Points to the "Safelist" link in the first row of the quarantine list.)

The "Quarantine" list contains the following data:

View	Release	Safelist	Not Spam	Score	From	Subject	Date
View	Release	Safelist	Not Spam	100	JulietcrosscutRomo@wiktionary.org	Small Business Funding	2008-02-06 14:54:55
View	Release	Safelist	Not Spam	99	-sanciet@a-d.fr	To: celia	2008-02-06 14:11:03
View	Release	Safelist	Not Spam	100	LawandkambchatkaStornes@afnc.org	EMV: Renew your qualification.	2008-02-06 14:10:24
View	Release	Safelist	Not Spam	100	ho@shc	85% on your medications.	2008-02-06 13:54:52
View	Release	Safelist	Not Spam	100	yww@p	on #NZsme	2008-02-06 13:43:54
View	Release	Safelist	Not Spam	100	lyycoper	PhD that you deserve of	2008-02-06 12:52:16
View	Release	Safelist	Not Spam	100	Autumn	blished First- Rate Institution.	2008-02-06 12:33:44
View	Release	Safelist	Not Spam	100	forgetcassettes.com	ctly crafted rolex	2008-02-06 11:40:18
View	Release	Safelist	Not Spam	100	TracietenderfootAkins@ pennhealth.com	s - Small Business	2008-02-06 11:37:53
View	Release	Safelist	Not Spam	100	hale@toy	affordable prices rolex	2008-02-06 11:37:52
View	Release	Safelist	Not Spam	100	Bettiese	good	2008-02-06 11:01:25
View	Release	Safelist	Not Spam	100	_fauzi@99	ker room	2008-02-06 10:59:41
View	Release	Safelist	Not Spam	100	gle@	t to the	2008-02-06 10:58:57
View	Release	Safelist	Not Spam	100	regl	with this.	2008-02-06 10:30:01
View	Release	Safelist	Not Spam	100	da@	From: Medicine news	2008-02-06 10:28:27
View	Release	Safelist	Not Spam	100	jraila@kmaik.lm.lt	4 mens health	2008-02-06 10:27:13
View	Release	Safelist	Not Spam	100	jragland@fuse.net	diamond Replicas	2008-02-06 09:16:20
View	Release	Safelist	Not Spam	100	MariandifficultVigil@traditionalmedicinals.com	Your life	2008-02-06 09:13:47
View	Release	Safelist	Not Spam	100	lrmastagnateSelf@commandercody.com	To: celia	2008-02-06 08:33:51
View	Release	Safelist	Not Spam	100	-diw@aacclists.org		