

## YOUR PROOFPOINT END USER DIGEST

The Proofpoint email filtering system places messages that are suspected to be spam or other unwanted email into your personal Quarantine, where they are held for one month to give you time to review them. After one month, the messages will be purged from the system and we have no way to retrieve them.

By default, you will receive an End User Digest at 1:00 pm each week day if messages have been placed into your Quarantine since the last Digest was sent. If you do not wish to receive a Digest or wish to receive a Digest every day even if there are no new messages to report, you can change these options in your personal settings on the Web Console.

**NORTON HEALTHCARE** End User Digest

Hi Example User  
You have Spam - Quarantined messages.

**Spam - Quarantined**

Score	<a href="mailto:juicydetails@yourfavsoap.gov">juicydetails@yourfavsoap.gov</a>	
0	Ginger or Mary Anne, who got voted off the isla...	Sep 20 03:55 PM
	<a href="#">Release</a> <a href="#">Release and Allow Sender Not Spam</a>	
Score	<a href="mailto:notifications@kentuckianalottery.tv">notifications@kentuckianalottery.tv</a>	
0	You may have already won. See inside for details	Sep 20 03:54 PM
	<a href="#">Release</a> <a href="#">Release and Allow Sender Not Spam</a>	
Score	<a href="mailto:ObviousSpam@SomeRandomPerson.org">ObviousSpam@SomeRandomPerson.org</a>	
0	Brooklyn Bridge. FOR SALE NOW!	Sep 20 03:25 PM
	<a href="#">Release</a> <a href="#">Release and Allow Sender Not Spam</a>	

Spam - Quarantined  
The emails listed below 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.

For more information contact your System Administrator.

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

Powered by Proofpoint Protection Server

## SYSTEM COMMANDS

- **Request New End User Digest** - If you'd like a new Digest before the scheduled daily delivery, click this link from any previous digest and you'll receive a full listing of all messages currently in your Quarantine.
- **Request Safe/Blocked Senders List** - Click this link to have a full listing of all your safe and blocked senders emailed to you.
- **Manage My Account** - This link will sign you in to your Proofpoint Web Console, where you can access your Quarantine, manage your settings, or update your safe and blocked sender's lists.

## MESSAGE COMMANDS

- **Release** – Releases the message from the quarantine and sends the message to your Inbox.
- **Release and Allow Sender** - Releases the message from the quarantine and sends the message to your Inbox. Also adds the sender to your personal Safe Senders List.
- **Not Spam** – Allows you to report message directly to Proofpoint that you believe it is not spam. Proofpoint will reevaluate the message. Please note this feature sends the contents of the email message to Proofpoint.

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## NOT SPAM?

While Proofpoint filtering is incredibly accurate, no automated system is perfect. We receive an astounding amount of email, and there will be times when a legitimate email message is quarantined as spam. We recommend that you review your quarantined messages periodically, either in your End User Digests or by logging on to your Web Console.

Messages stopped as spam that aren't are called "false-positives" and Proofpoint takes these very seriously. Every time you release a message from your quarantine, this is reported directly to Proofpoint so their engineers can analyze what went wrong and use that information to continually improve detection accuracy.