PROOFPOINT - SPAM MANAGEMENT

**Proofpoint** is used to manage spam in your UF mailboxes. To access **Proofpoint** go to [https://hosted.spam.mail.ufl.edu:10020](https://hosted.spam.mail.ufl.edu:10020).

**PROOFPOINT NOTIFICATIONS**

When an email is put into Quarantine, you will receive an email message from proofpoint-pps@ufl.edu. From this email you can: Request Quarantine Summary, Request Safe/Blocked Senders List, and Manage My Account.

To sign into the **Proofpoint** service, click Manage My Account in the email or go to the website: [https://hosted.spam.mail.ufl.edu:10020](https://hosted.spam.mail.ufl.edu:10020).

**BLOCKED SENDERS LIST & SAFE SENDERS LIST**

Click the Lists tab in the left menu. Selecting an action on the top menu allows you to; manually add a New email address, Edit an existing email address, or Delete an email address from the list.

**CHANGING SPAM DETECTION LEVEL**

Access this option by clicking Profile > Settings on the left menu.

Spam Detection Levels are determined by Spam Scores:

<table>
<thead>
<tr>
<th>Setting Level</th>
<th>Score</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>80-100</td>
<td>Deleted</td>
</tr>
<tr>
<td></td>
<td>50-79</td>
<td>Placed in Spam Quarantine</td>
</tr>
<tr>
<td>Medium</td>
<td>99-100</td>
<td>Deleted</td>
</tr>
<tr>
<td></td>
<td>50-98</td>
<td>Placed in Spam Quarantine</td>
</tr>
<tr>
<td>Low</td>
<td>50-100</td>
<td>Placed in Spam Quarantine</td>
</tr>
</tbody>
</table>

Select Spam Detection Level and click Save!

**MANAGE YOUR PROOFPOINT**

Once logged into **Proofpoint** you will see your Quarantine items. There are two types of messages in your quarantined items which each have their own folder.

**Spam - Quarantined** - Messages listed are blocked from being delivered to your inbox because they looked like spam. Click the checkbox and select an action on top menu.

**Available Actions:**

Release - Release this message from the quarantine and deliver it to your mailbox.

Release and Allow Sender - Release the message to your mailbox and add the sender to your personal safe list.

Not Spam - Report this message to Proofpoint as “not spam” to help improve future scoring of similar messages.

**Low Priority Mail - Delivered** - Messages listed are a copy of “spam-like” messages. This allows you to tell the Proofpoint system if you want to continue to receive from this sender.

**Available Actions:**

Allow Sender - Add this sender to your personal safe list.

Block Sender - Add this sender to your personal block list.