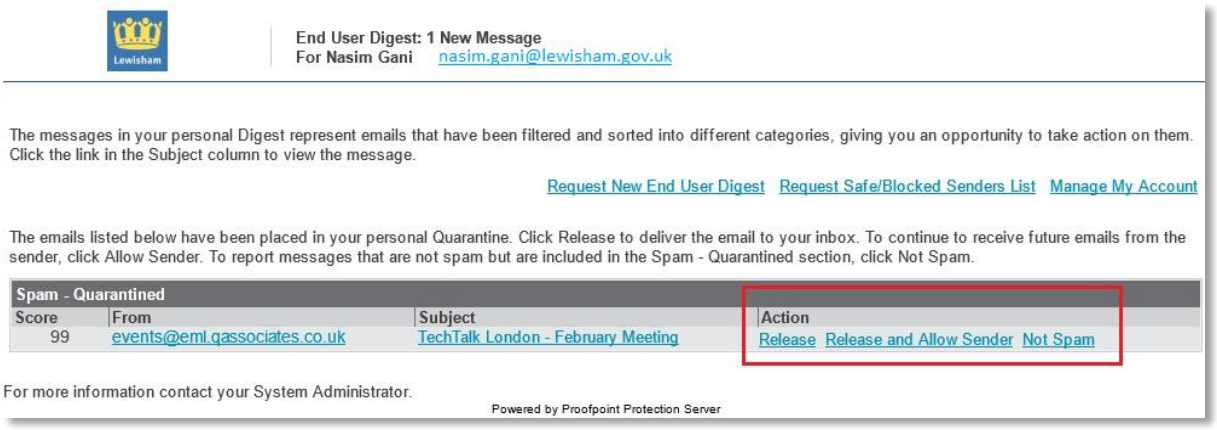
Proofpoint user guide

The Proofpoint system allows you to view blocked email messages and release them to Outlook if required.

Warning: Please do not release messages you are not sure about – ensure you recognise the sender's address and are expecting the message.

Automatic email notification

1. You'll be notified of blocked messages via an email from proofpoint-pps@ppops.net



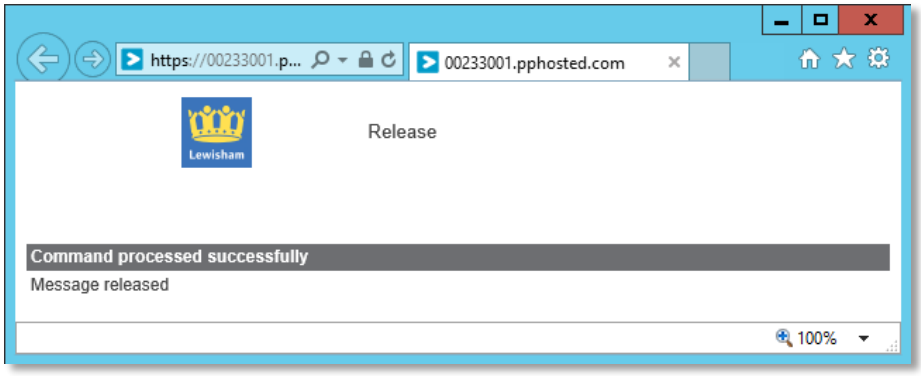
Messages will be filtered and sorted into different categories, giving you an opportunity to take action on them.

2. Click the link in the **subject** column to view the message.

3. Select the **action** you want to take:

Action	Explanation
Release	Click Release to deliver the email to your inbox (this is the only option available for password protected files)
Release and Allow Sender	To continue to receive future emails from the sender, click Allow Sender
Not Spam	To report messages that are not spam but are included in the Spam

4. After you release a message, you will get a confirmation popup in a browser window and the email should instantly appear in Outlook.

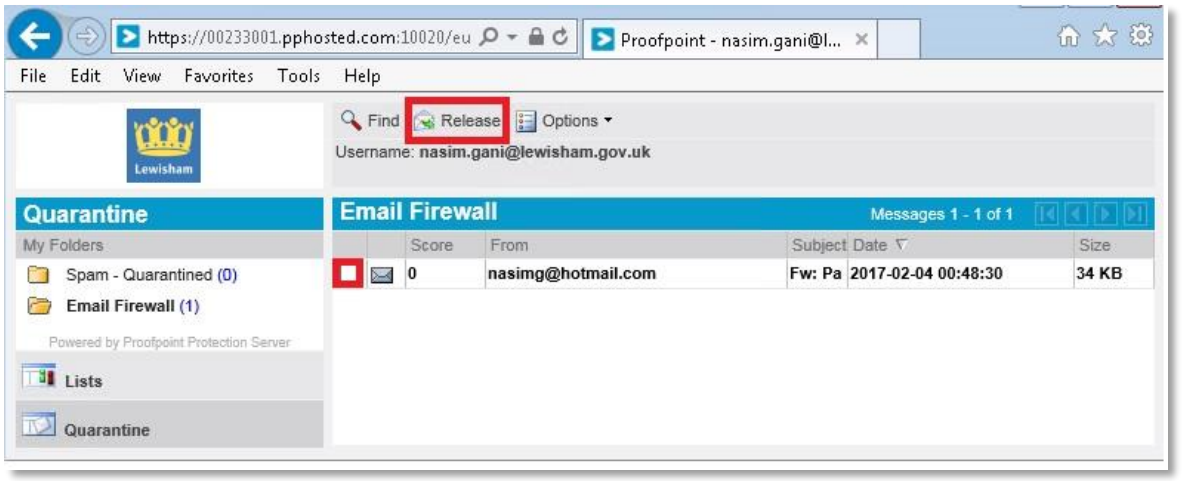


Manual check for blocked messages

Proofpoint takes approximately 5-10 minutes to register blocked emails for release. They will not be visible before this.

1. Open an old message and click **Request New End User Digest.** This will send a message to you showing your current blocked messages.

2. You can also visit the webpage to view blocked messages using the **Manage My Account** link. This can be accessed via the **Request New End User Digest** link. Click on the folders to refresh.



You will not be able to view messages that IT have identified as having viruses – these will be permanently blocked.