

MCW Spam Quarantine User Guide

To protect MCW from virus attacks, malware, ransomware, and phishing, we filter all incoming email with Proofpoint Protection Server, an industry-leading email filtering service. Messages identified as spam are held in quarantine for up to 21 days before automatic deletion. This user guide explains how to review your spam, release legitimate email, and create both a safe sender list and a blocked sender list.

How to Login

1. Open your internet browser and navigate to <https://quarantine.mcw.edu:10020>. *Note: you must use https:// instead of http:// or the page will not open correctly.* Alternatively, you can click the icon in the app bar on the front page of InfoScope:



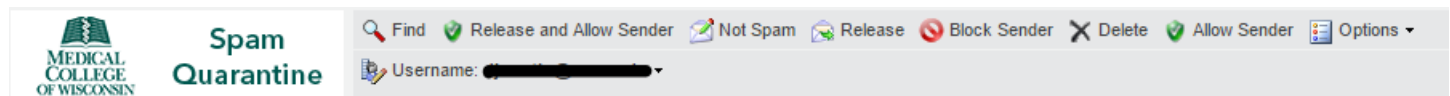
2. Login with your MCW username and password.

A screenshot of the Spam Quarantine login page. It features a blue header with the text "Login". Below the header is the Medical College of Wisconsin logo and the text "Spam Quarantine". There are two input fields: "Username:" and "Password:". Below the password field is a "Login" button. At the bottom, it says "Powered by Proofpoint Protection Server".

3. After you log in, you will immediately be placed into your Spam Quarantine.

Manage Your Quarantine

You can manage your spam with these available functions:



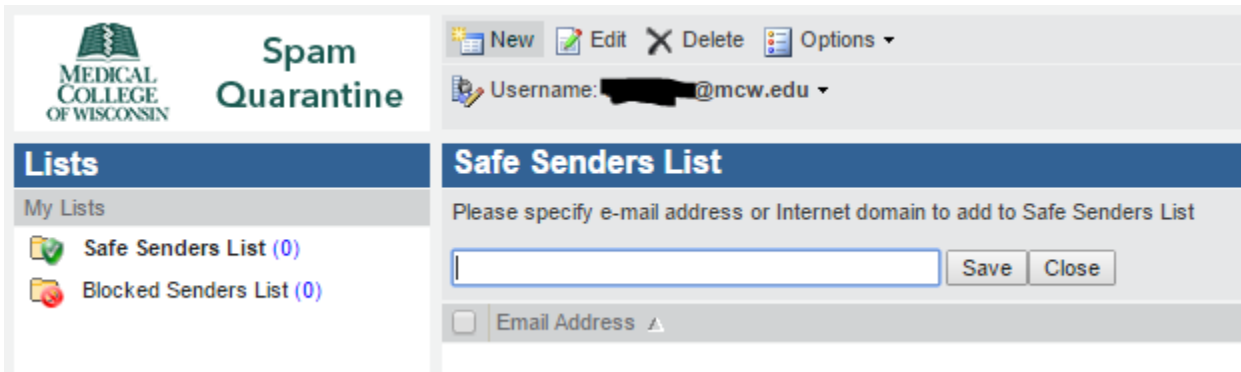
- **Find** - search for a specific message
- **Release and Allow Sender** - allows the selected message(s) through to your inbox and adds the sender to your Safe Senders List
- **Not Spam** - flags the sender of the selected message(s) as being safe and alerts Proofpoint that this is not spam
- **Release** - allow the selected message(s) through to your inbox but does not add sender to the Safe Senders List
- **Block Sender** - adds the sender of the selected message(s) to your Blocked Senders List
- **Delete** - removes the selected message(s) from your Quarantine
- **Allow Sender** - adds the sender of the selected message(s) to your Safe Senders List allowing future messages from that address to bypass the Quarantine
- **Options** - You can either **Refresh** your view to see if any new messages have come in or **Delete All** which will delete all messages in your Quarantine.
- **Username** - If you have access to multiple email addresses (or distribution lists), you can manage the Quarantine for each by selecting the desired address after clicking the down arrow.

You are not required to delete any messages that are spam. The system will automatically delete messages after 21 days.

Manage Your Safe Sender List

Email addresses or domains that are added to this list will automatically bypass the Quarantine and be delivered to your inbox.

1. Click the **Lists** tab in the lower left corner. Here you can manually add or delete email addresses or domains from either of these lists.
2. Click on **Safe Senders List** under My Lists.

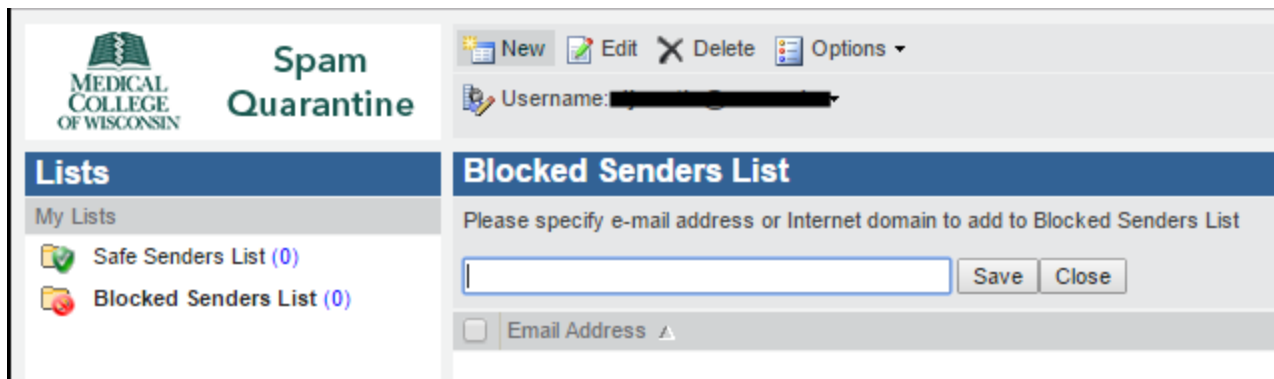


3. Click on the **New** button.
4. In the field that appears, type in the sender's email address. To make an entire domain safe, enter the domain in the format **@domain.com** (for example, @jsonline.com or @mcw.edu)
5. Click **Save**.
6. To remove an email address or domain from your Safe Senders List, check the box next to the address or domain and then click **Delete**.

Manage Your Blocked Sender List

Email addresses or domains that are added to this list will automatically be blocked and will not appear in your Quarantine.

1. Click the **Lists** tab in the lower left corner. Here you can manually add or delete email addresses or domains from either of these lists.
2. Click on **Blocked Senders List** under My Lists.



3. Click on the **New** button.
4. In the field that appears, type in the sender's email address. To block an entire domain, enter the domain in the format **@domain.com** (for example, @jsonline.com or @mcw.edu)
5. Click **Save**.
6. To remove an email address or domain from your Blocked Senders List, check the box next to the address or domain and then click **Delete**.

Manage Your Profile

1. Click the **Profile** tab in the lower left corner.
2. If you wish to select a new preferred language, you can select it from the drop-down menu. Click **Save**.
3. Under **Account** you can review your name and primary email address. All email alias addresses will also appear.

How to Get Support

If you have any questions regarding Spam Quarantine, please contact your department's IT support representative.