

From: dopmannouncement
Sent: Friday, March 09, 2018 9:19 AM
To: DOPM All Users <DOPMAILUsers@uabmc.edu>
Subject: Computer Tip of the Week -- Is some of my email filtered out?

Is some of my email filtered out?

Brought to you by
Lisa Schwaiger
- DOPM HelpDesk Triage and
Computer Tech in MT-403



SITUATION:

Is some of my email filtered out?

SOLUTION:

Yes, HSIS (the group that provides @uabmc.edu email accounts) has a “quarantine” system. (This system is sometimes referred to as Proofpoint.)

What that means is:

- It has a system that makes an educated guess as to stuff that’s potentially bad, for example:
 - emails that look like spam or phishing
 - emails that have zip attachments, which could contain damaging code, including ransomware
 - emails that have attachment types it doesn’t recognize
- You can still get to these things, but HSIS wants to force you to go through extra steps just to make sure you truly consider whether or not it’s legit.

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How to get to any quarantined items:

- Wait at least a few minutes after you get a notification email that something was blocked.
 - Search your inbox messages for the phrase **Quarantine Digest**
 - In any one of those **Quarantine Digest** emails, click **Manage My Account**
 - Click **Email Firewall** if applicable.
 - Click **Release** (or **Release and Safelist**) if you trust the sender and was expecting this.

FYI, what **Safelist** means is: “I trust this sender”; and thus all future things sent by them should be considered legit.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>