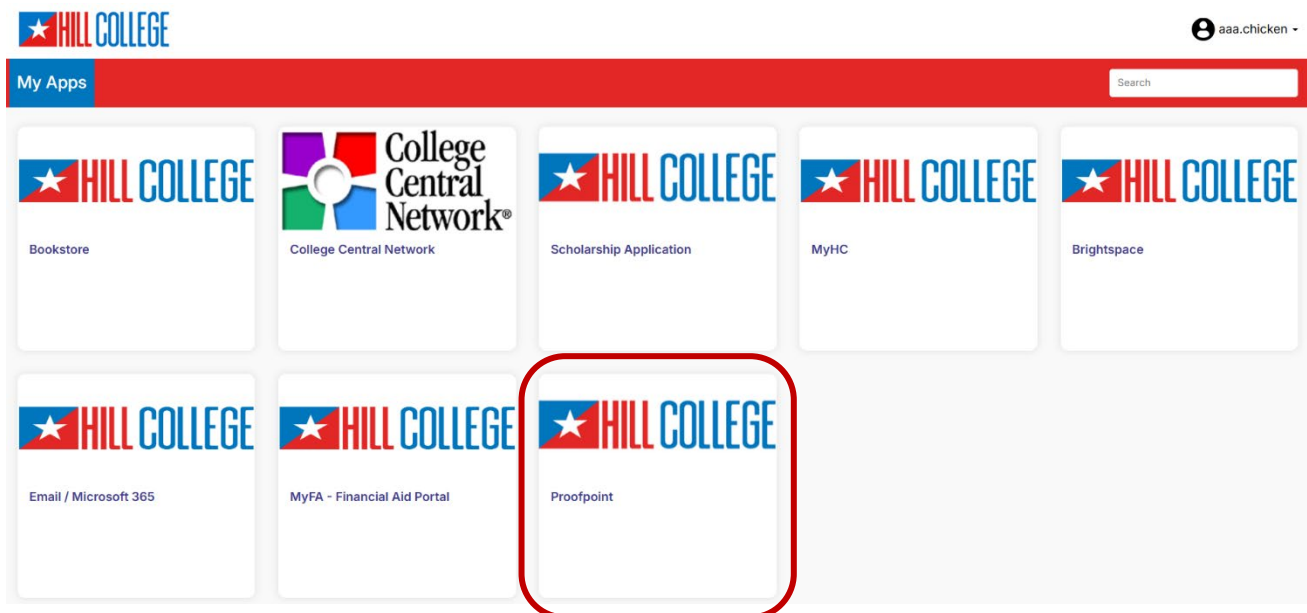# Hill College Proofpoint – End User Guide

Accessing Proofpoint

- Log in to the Hill College Single Sign-On (SSO) Portal.

- Click the **Proofpoint** tile.


Navigating the Proofpoint Portal

When you log in, Proofpoint opens to the quarantine tab - see the **menu on the left-hand side**:

- **Quarantine** – View spam and low-priority quarantined messages.

- **Lists** – Manage Safe Senders and Blocked Senders.

- **Profile** – Set your preferred language and view your email aliases.

Quarantine Tab

- All held messages appear here.

- For each message you can choose to:

  - **Release** – Deliver the message to your Inbox.

  - **Release & Allow Sender** – Deliver the message and add the sender to your Safe Senders list.

  - **Block Sender** – Prevent future emails from this sender.

Tip: Always double-check before releasing an email from quarantine. If you're unsure whether it's safe, forward it to IT for review.
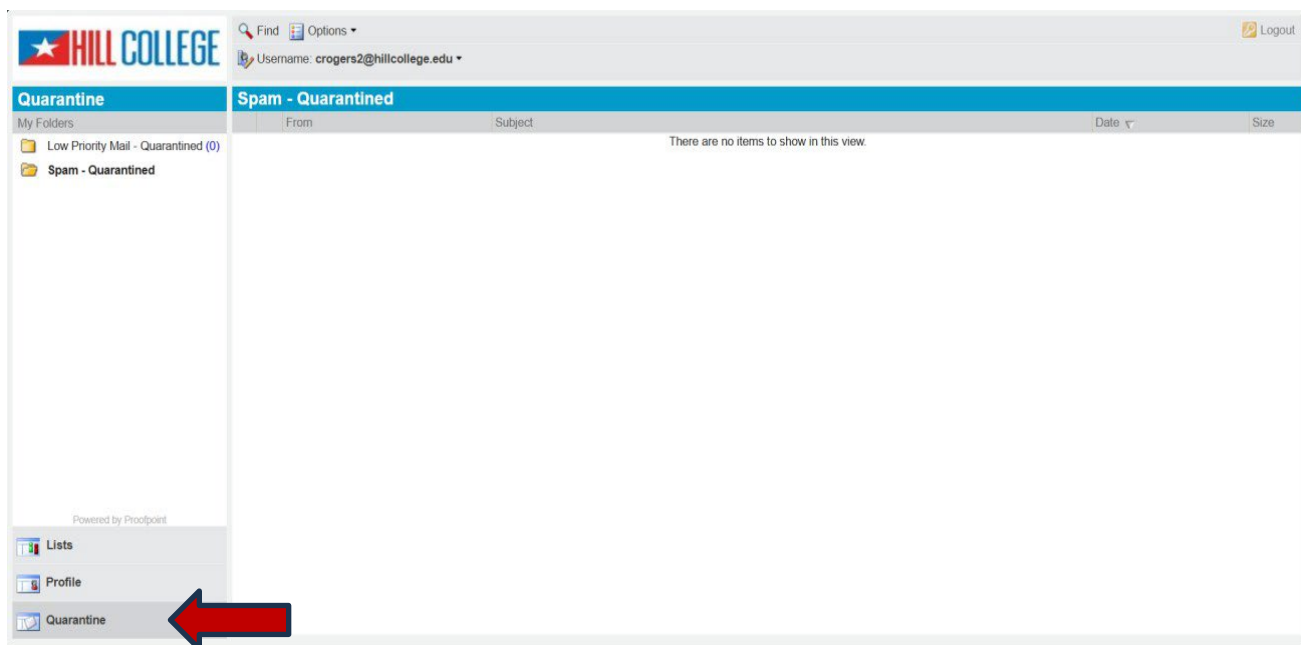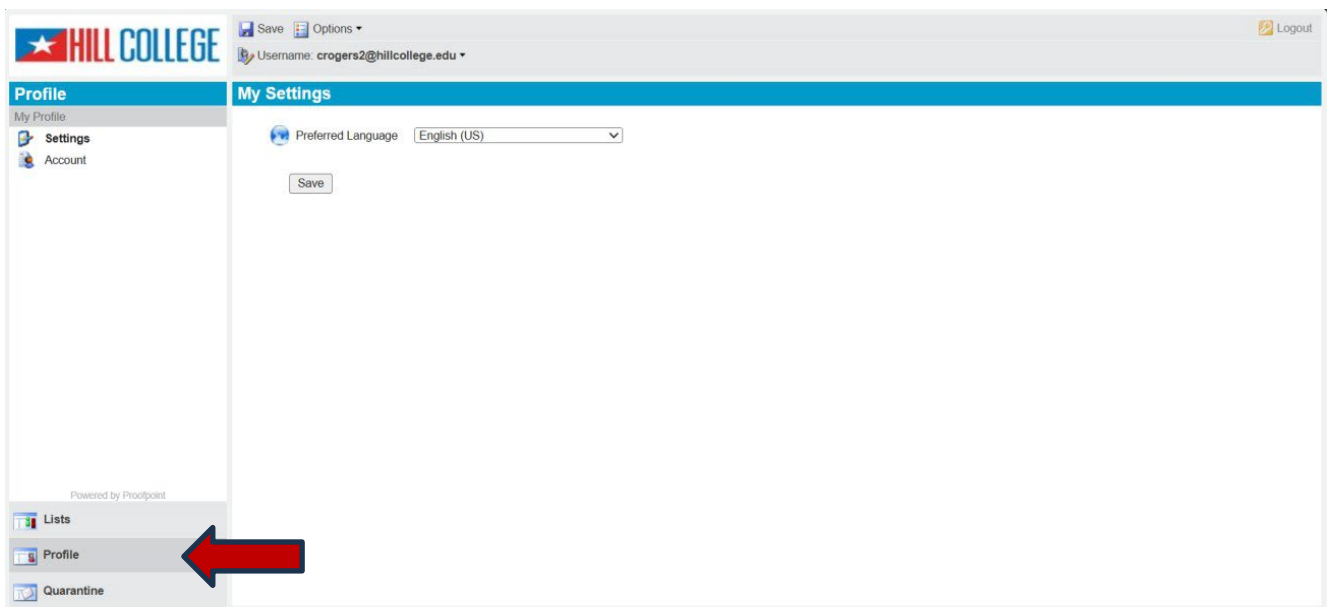
Lists Tab

- **Safe Senders** – Add trusted addresses or domains so their emails always come through.

- **Blocked Senders** – Add unwanted addresses or domains to block them permanently.
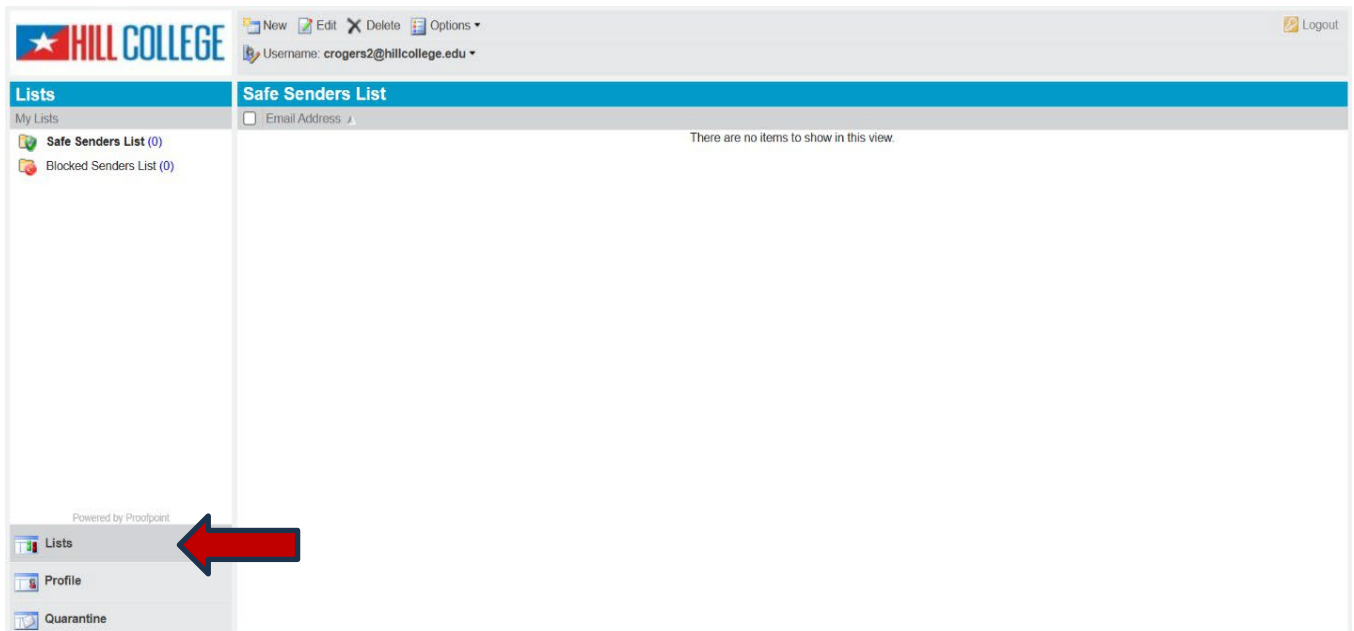

Profile Tab

- Change your **preferred language**.

- View your **email aliases**.

Managing Email Address Profiles

If you have access to more than one Hill College email address (such as a shared departmental mailbox):

1. Hover over your username to open the dropdown menu and select the other account you want to manage.

2. You'll now be able to view Quarantine, Lists, and Profile for that mailbox.
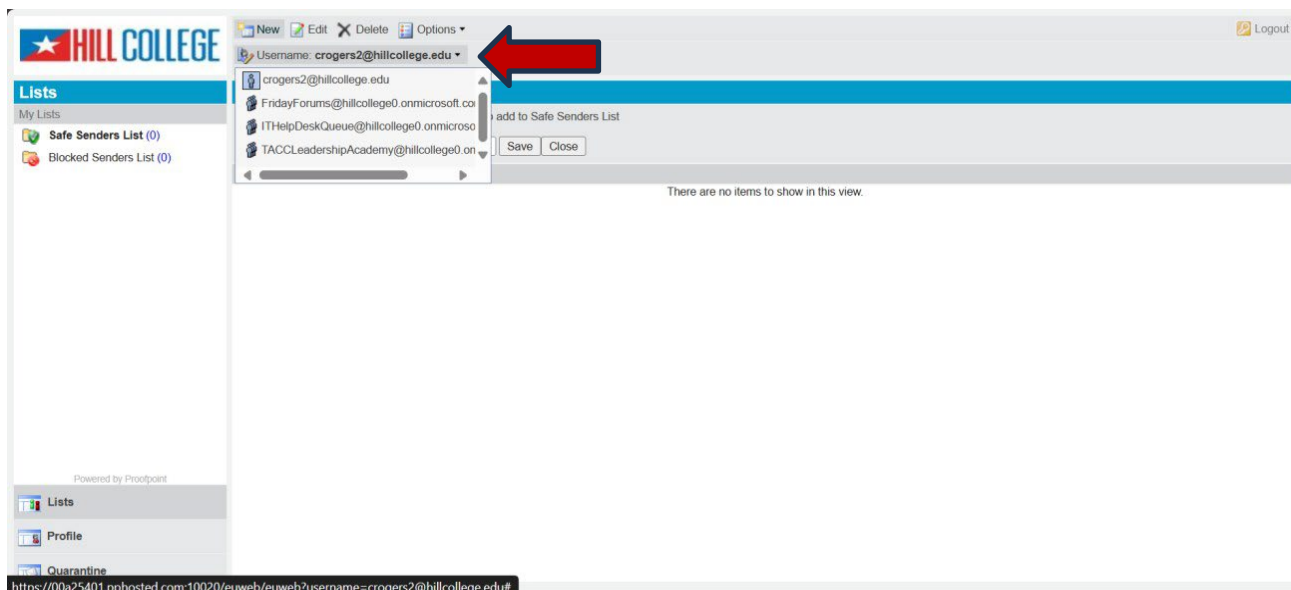
Remember: Any changes you make (safe/block lists, releases, settings) will only apply to the email account you have selected.

Bounce Messages

If you receive an email from **MAILER-DAEMON@mx0b-00a25401.pphosted.com**, it usually means your message was **rejected or could not be delivered**.

- The email will include the reason (such as invalid recipient, mailbox full, or domain not reachable).

- If you get one of these, **contact the IT Help Desk** for assistance.