ProofPoint Encryption and Data Loss Prevention FAQ

What is ProofPoint DLP?

Proofpoint is an email filtering system designed to protect users from phishing attempts and malware attacks. Proofpoint also provides Data Loss Prevention by quarantining emails sent with confidential information (social security number, credit card numbers, driver's license number, etc.) outside of the Tarleton State University network.

What happens if someone sends an email with confidential information from their Tarleton email to an email address outside the Tarleton network?

If the user sends an email with confidential information outside the Tarleton network, the email will be blocked (not delivered) and the user will receive the following email,

${OriginalSender},

What is this message?
The message sent to ${OriginalRecipients} with the subject "${Subject}" was flagged as containing potential confidential or sensitive data (such as social security number, credit card number, etc.). Tarleton State University "SAP No. 29.01.03.T0.05 Information Technology Services - Email Use" prohibits the transmission of confidential data via email without encryption.

What are examples for confidential or sensitive data?
Examples of confidential data include information such as date of birth, social security number, driver license number, credit card number, etc. There is also a risk associated with sending combinations of data such as driver license number and date of birth.

What steps should I take to remediate the risk?
It is recommend that you reconsider the content (confidential information) of the email. Is it necessary to transmit this information via email? If you have a legitimate business need and you determine you must send this information via email, the data must be encrypted per the previously mentioned SAP.

If I determine I must send this information via email, what are my options for encrypting this email and/or the data?
To encrypt your email, type (encrypt) in the subject line of the email followed by the subject text. For example:

Subject: (encrypt) test

Please note that the recipient of the email will not receive the encrypted email message directly. The recipient will be required to register in Tarleton's Proofpoint solution. Next, they will login to Proofpoint's secure website to view the information in the email or to download any attachments.

For additional information, please visit https://www.tarleton.edu/technology/documents/proofpointdlp.pdf.

If you believe this message was received in error, please contact:

Tarleton State University – Help Desk
- *Phone: 254-968-9885 opt: #1*
- *Email: helpdesk@tarleton.edu*
- *Web: https://helpdesk.tarleton.edu*

Tarleton State University – Information Technology Services

How do I encrypt or securely send an email that contains confidential information?

To encrypt your email: Type (encrypt) in the subject line of the email followed by the subject text.

If your email subject is Transfer Student Data, the email subject would look like this:

How does the email recipient read an encrypted email?
The email recipient will receive a message similar to the following:

Select the 'Click here' link and complete the registration process.
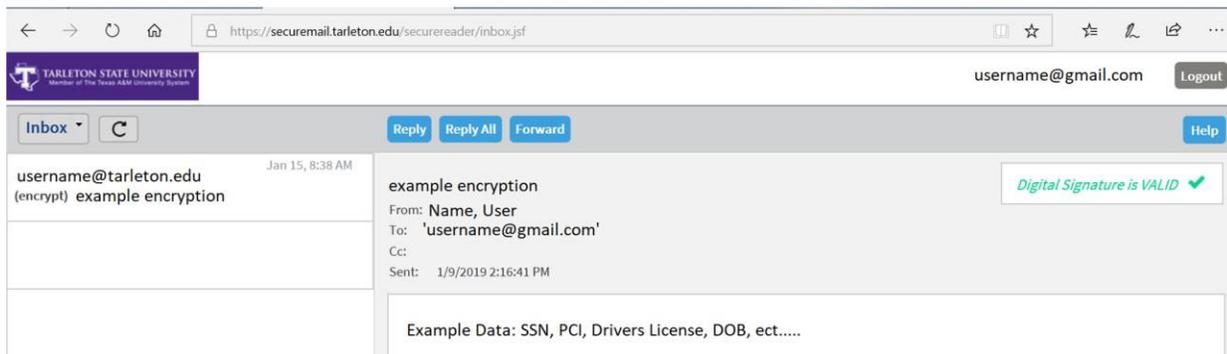After registering, email recipients will not be prompted to register in the future.
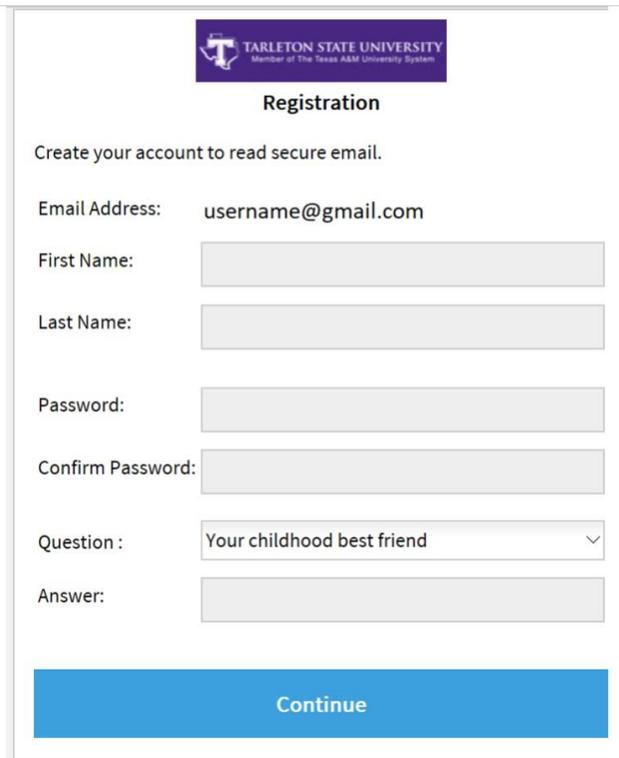
Click Continue to view the email.

Will the recipient's email message expire?

Encrypted email messages expire in 14 days.

What are the Benefits of Proofpoint Email Encryption?

• Security and compliance policies are consistently and accurately applied.
• It doesn't require users to use personal digital certificates or encryption keys.
• It doesn't require special client software installations or downloads.

If I have other questions that are not addressed in these FAQ's, who should I call?

We ask email recipients to first contact the sender to see if they can help. If you still have questions, contact User Support Services.
Phone: 254-968-9885 opt: #1
Email: helpdesk@tarleton.edu
Web: https://Helpdesk.tarleton.edu