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Getting Started with Quarantined Emails v11/17/21.1

When messages are deemed too risky for delivery to your mailbox, they are held in a spam quarantine that is specific to your 365-email account.

Please continue for more detail on how to manage these emails.

A notification email is sent to your mailbox from quarantine@messaging.microsoft.com. You can choose to "Block Sender," "Release" or "Review" the message directly in the Spam Quarantine.

All quarantined emails will be deleted after 30 days, if they are not released or removed.

When emails are quarantined, you will receive a notice like the one below. Follow the link in the notification and you will be brought to your personal Microsoft 365 Defender quarantine page.

Spam Notification: 2 New Messages

quarantine@messaging.microsoft.com
To [Redacted]

Office 365

Review These Messages

2 messages are being held for you to review as of 11/10/2021 12:00:00 AM (UTC).

Review them within **15 days of the received date** by going to the [Quarantine page](#) in the Security & Compliance Center.

Prevented spam messages

Sender: [Redacted]

Subject: test message

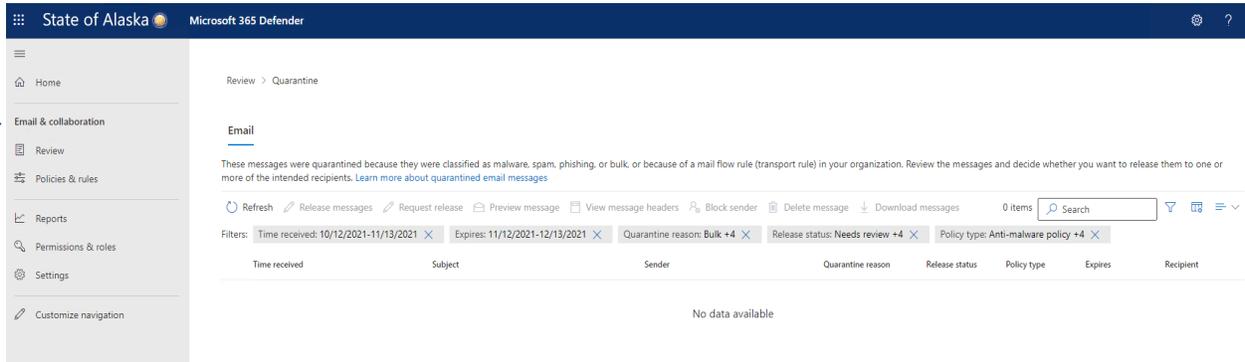
Date: 11/9/2021 12:13:20 AM

Block Sender Release **Review**



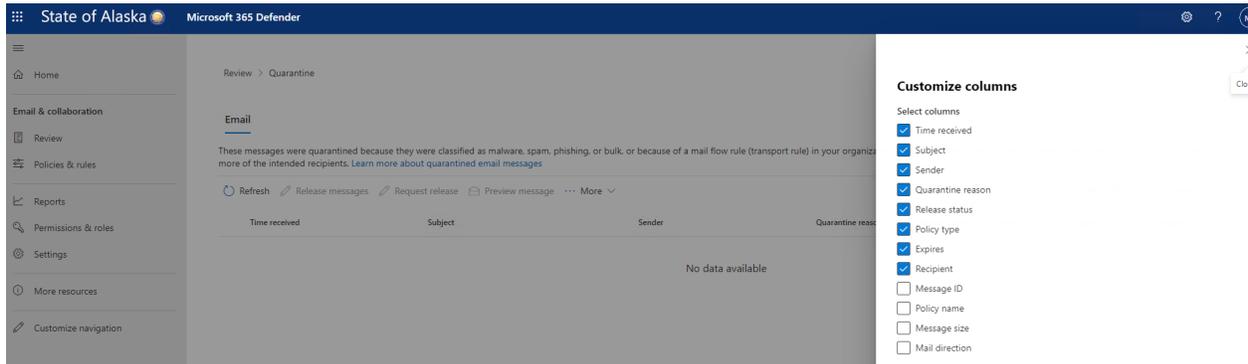
View your quarantined messages directly in the Spam Quarantine

1. In the [Microsoft 365 Defender](#) portal aka Quarantine page go to :
Email & collaboration > Review > Quarantine.



2. On the **Quarantine** page, you can sort the results by clicking on an available column header. Click **Customize columns** to change the columns that are shown. The default values are marked with an asterisk (*):
 - **Time Received***
 - **Sender***
 - **Subject***
 - **Quarantine reason***
 - **Release status***
 - **Policy type***
 - **Expires***
 - **Recipient***
 - **Message ID**
 - **Policy name**
 - **Message Size**
 - **Mail Direction**

When you're finished, click **Apply**.



3. To filter the results, click **Filter**. The available filters are:

- **Message ID**
- **Sender Address**
- **Recipient Address**
- **Subject**
- **Time Received**
- **Start time**
- **End time**
- **Expires**
- **Quarantine reason**
- **Release Status**
- **Policy Type**

To clear the filter, click **Clear filters**. To hide the filter flyout, click **Filter** again.



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Filters

[Clear filters](#)

Message ID

Add a message ID

Sender address

Add sender address

Recipient address

Add recipient email address

Subject

Add a subject

Time received

Start time

Fri Oct 29 2021 00 : 00

End time

Tue Nov 30 2021 00 : 00

Expires

- Today
 Next 2 days
 Next 7 days
 Custom

Start time

Mon Nov 29 2021 00 : 00

End time

Thu Dec 30 2021 00 : 00

Quarantine reason

- Bulk
 Spam
 Malware
 Phishing
 High confidence phishing

Release status

- Needs review
 Approved
 Denied
 Release requested
 Released

Policy type

- Anti-malware policy
 Safe Attachments policy
 Anti-phishing policy
 Anti-spam policy
 Transport rule



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4. Use **Search** box and a corresponding value to find specific messages. Wildcards aren't supported. You can search by the following values:
 - **Message ID**
 - **Sender email address**
 - **Recipient email address**
 - **Subject**. Use the entire subject of the message. The search is not case-sensitive.
 - **Policy name**. Use the entire policy name. The search is not case-sensitive.

After you've entered the search criteria, press ENTER to filter the results.

After you find a specific quarantined message, select the message to view details about it, and to take action on it (for example, view, release, download, or delete the message).

View quarantined message details

When you select quarantined message from the list, the following information is available in the details flyout that appears.

holiday savings
Quarantined due to Anti-spam policy
✓ Release email 👁 View message headers ⋮

✪ Preview message
🗑 Remove from quarantine
🔒 Block sender

Email details

Message ID <1206501010.381595.1628886890278@mail.yahoo.com>	Sender address chris@fabrikant
Received Aug 13, 2021 1:34:54 PM	Subject holiday savings
Quarantine reason Spam	Policy type Anti-spam policy
Recipient count 1	Recipients michelle@contoso.onmicrosoft.com

Expires
Sep 11, 2021 5:00:00 PM



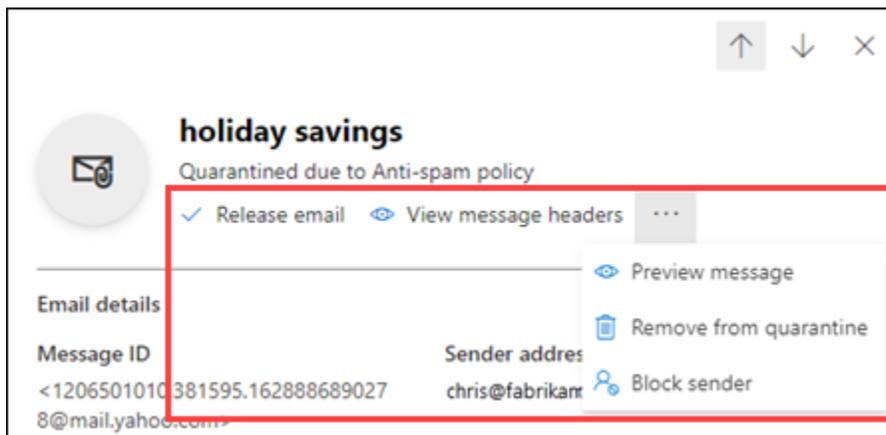
When you select an email message in the list, the following message details appear in the **Details** flyout pane:

- **Message ID:** The globally unique identifier for the message.
- **Sender address**
- **Received:** The date/time when the message was received.
- **Subject**
- **Quarantine reason**
- **Policy type:** The type of policy. For example, **Anti-spam policy**.
- **Recipient count**
- **Recipients:** If the message contains multiple recipients, you need to click **Preview message** or **View message header** to see the complete list of recipients.
- **Expires:** The date/time when the message will be automatically and permanently deleted from quarantine.

To take action on the message, see the next section.

Take action on quarantined email

After you select a quarantined message from the list, the following actions are available in the details flyout:



- ✓ **Release email*:** Delivers the message to your inbox
- 👁 **View message headers:** Choose this link to see the message header text. The **Message Header** flyout appears with the following links:



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- **Copy message header:** Click this link to copy the message header (all header fields) to your clipboard.
- **Microsoft Message Header Analyzer:** To analyze the header fields and values in depth, click this link to go to the Message Header Analyzer. Paste the message header into the **Insert the message header you would like to analyze** section (CTRL +V or right-click and choose **Paste**), and then click **Analyze headers**.
- The following options are available after you click **More actions**:
 -  **Preview Message:** In the flyout that appears, choose one of the following tabs:
 - **Source:** Shows the HTML version of the message body with all links disabled.
 - **Plain Text:** Shows the body in plain text
 -  **Remove from quarantine:** After you click **Yes** in the warning that appears, the message is immediately deleted without being sent to the original recipients.
 -  **Download email:** In the flyout that appears, select **I understand the risks from downloading this message**, and then click **Download** to save a local copy of the message in .eml format
 -  **Block sender:** Add the sender to the Blocked Senders list in **your** mailbox. For more information, see [Block a mail sender](#).

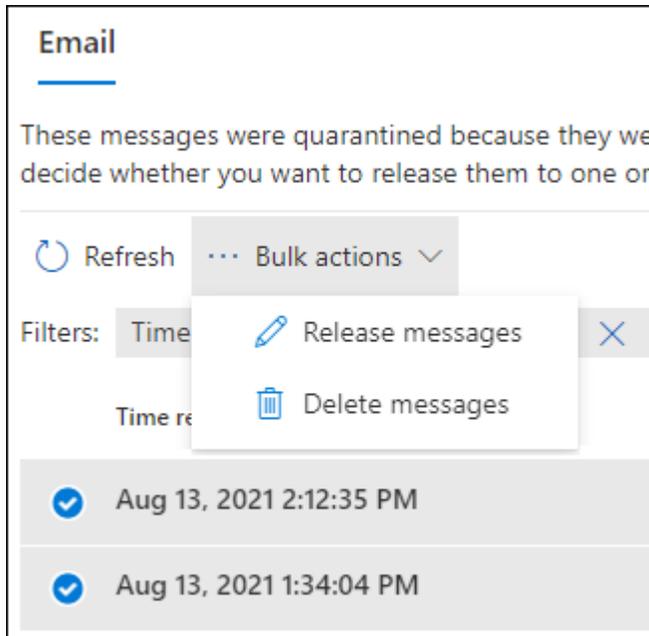
This option is not available for messages that have already been released

If you don't release or remove the message, it will be deleted after the default quarantine retention period expires (as shown in the **Expires** column). This is 30 days.



Take action on multiple quarantined email messages

When you select multiple quarantined messages in the list (up to 100) by clicking in the blank area to the left of the first column, the **Bulk actions** drop down list appears where you can take the following actions:



- ✓ **Release messages:** Delivers the messages to your inbox.
- 🗑️ **Delete messages:** After you click **Yes** in the warning that appears, the messages are immediately removed from quarantine without being sent to the original recipients.

You can find more information from Microsoft on how to manage the spam quarantine [here](#).