

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 <u>quarantine@messaging.microsoft.com.</u> 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

Q	quarantine To	e@messaging.microsoft.com				
	C Offic Review T	ce 365 These Messages				
	2 messages an Review them w & Compliance	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:	and all spellinger				
	Subject:	test mesage				
	Date:	11/9/2021 12:13:20 AM				
	Block Sender	Release Review				

For assistance, contact oitsupport@alaska.gov or your Department IT contact: http://oit.alaska.gov/dedpa/



View your quarantined messages directly in the Spam Quarantine

 In the <u>Microsoft 365 Defender</u> portal aka Quarantine page go to : Email & collaboration > Review > Quarantine.

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	Email & collaboration Review	Review > Quarantine Email These messages were quarantined because they were classified as malware spam, phishing, or bulk or because of a mail flow rule (transport rule) in your organization. Review the messages and decide whether you want to release them to one or more of the intended recipients. Learn more about quarantined email messages								
	Reports Permissions & roles Settings Customize navigation	Neffresh // Refease messages // Request refease Proview message Ivew message headers // Delete message Lownload messages 0 items // Search // Filters: Time received: 10/12/2021-11/13/2021 Expires: 11/12/2021-12/13/2021 Quarantine reason: Bulk +4 Release status: Needs Policy type: Anti-mailware policy +4 X Time received: Subject Search Quarantine reason: Release status: Needs review +4 X Policy type: Anti-mailware policy +4 X Time received: Subject Search Quarantine reason: Release status: Needs review +4 X Policy type: Anti-mailware policy +4 X Time received: Subject Search Quarantine reason Release status: Policy type: Expires: Re No data available No data available No Reference No Reference Reference Reference No Reference <	ipient							

- 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**.



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6 Home	Review > Quarantine				Customize columns	Clo
Email & collaboration	Email				Select columns	
E Review					Time received	
	These messages were quarantined	because they were classified as malware, spa	am, phishing, or bulk, or because of a mail flow n	ule (transport rule) in your organiza	Subject	
Policies & rules	more of the intended recipients. Le	arn more about quarantined email message:	S		Sender	
	💛 Refresh 🖉 Release messag	es 🧷 Request release 🖻 Preview mess	age 😶 More 🗸		🗸 Quarantine reason	
Keports					Release status	
🔍 Permissions & roles	Time received	Subject	Sender	Quarantine reasc	Policy type	
Settings					Expires	
			No data av	vailable	Recipient	
More resources					Message ID	
					Policy name	
Customize navigation					Message size	
					Mail direction	

- 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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Filtors	
Clear filters	
Message ID	-
Add a message	2 ID
Sender address	
Add sender ad	dress
Recipient addre	55
Add recipient	email address
Subject	
Add a subject	
Time received	
Start time	
Fri Oct 29 2021	1 📅 00 🗘 : 00 🗘
End time	
Tue Nov 30 20	21 🛅 00 🗘 : 00 🗘
Expires	
O Today	
O Next 2 days	
O Next 7 days	
Oustom	
Start time	
Mon Nov 29 2	
End time	
Thu Dec 30 20	21
Quarantine reas	on
🗌 Bulk	
spam	
Phiching	
High contid	ence phiching
	and printing
Release status	
Needs revie	W
Approved	
Release req	Destera
- Meteased	
Policy type	
Anti-malwa	re policy
Safe Attach	ments policy
Anti-phishir	ig policy
🗌 Anti-spam p	policy
Transport ru	ile



- 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
Email details Message ID <1206501010.381595.162888689027 8@mail.yahoo.com>	 Preview message Remove from quarantine Sender addres chris@fabrikant Block sender
Received	Subject
Aug 13, 2021 1:34:54 PM	holiday savings
Quarantine reason	Policy type
Spam	Anti-spam policy
Recipient count	Recipients
1	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:

					\uparrow	\checkmark	×
⊳ ø	holiday saving Quarantined due to A	I S nti-spam policy					
	🗸 Release email 🧠	View message head	ders				
			٢	Preview	v messaç	je	
Email details			Û	Remov	e from q	uarant	ine
Message ID		Sender addres	0	Block	andar		
<1206501010 8@mail.yahoo	381595.162888689027	chris@fabrikant	0	DIOCKS	enuer		

- **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:



- **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 (CRTL +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 <u>Block a mail sender</u>.

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:

Emai	l					
These messages were quarantined because they we decide whether you want to release them to one or						
🖒 Re	efresh …	Bulk actions $ \smallsetminus $				
Filters:	Time	🖉 Release messages	×			
	Time re	🗓 Delete messages				
0	Aug 13, 20	21 2:12:35 PM				
0	Aug 13, 20	21 1:34:04 PM				

- **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 <u>here</u>.