University of the Incarnate Word Information Resources Division

How-To Document

Viewing the Office 365 Quarantine

The Office 365 spam quarantine system replaces the 'Junk Mail' function in your email account.

To allow you to better manage your quarantine, you may view the quarantine anytime using this guide.

To access the Office 365 quarantine:

- Open a web browser and navigate to <u>https://protection.office.com/</u>
- login with your university email address and password.
- Select the 'Threat Management' dropdown from the left-hand menu

	Office 365			
		<		
ጨ	Home		Q Search for users	🖘 What's new 🛛 …
∱	Threat management	~	Search for users	ATP support for files
	Mail flow	~		MFA for SCC PowerShell Advanced eDiscovery update
Q	Service assurance	~		More

- Under 'Threat Management,' select 'Review'

	Office 365				
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ŵ	Home		Q Search for users		∽ What's new …
惫	Threat management	^	Search for users	م	ATP support for files
	Review				MFA for SCC PowerShell
	Mail flow	~			Advanced eDiscovery update More
e	Service assurance	\sim			

- In the center pane, select 'Quarantine'



This screen shows all mail quarantined that was categorized as being spam or bulk mail. To switch between the two, click the dropdown at the top of the screen highlighted below:

	Office 365						0 © ? A.			
ඛ	Home	< Hon Shor	ne > Review v messages qu s the difference be	> Quarantine arantined due to	bulk 🛩					
*	Threat management	↑ The relea	The email messages here were quarantined because they were classified as malware. spam, phish, or bulk email or because of a transport rule setting in your organization. Review the messages and decide whether you want to release them to one or more of the intended recipients. Learn more allouit quarantined email messages							
	Review	Sort	Sort results by Message ID ** From exact ID address, or subject and then click Refresh, Only one entry per dotion.			C 2018-05-16 00 00:00 • - 2018-05-16 00 00:00	Y Advanced filter			
M	Mail flow	~	Received	~	Sender	Subject	Expires			
9	Service assurance		06-13-2018	13:32	info@checkpoint.com	[Watch Video] Without The Best Security, Bad Things Happen - Newsletter	06-19-2018 14:00			
			06-13-2018	07:10	info@checkpoint.com	How valuable is your data?	05-19-2018 14:00			
			06-13-2018	07:08	trevor.tawney@mediapro.com	Grieving the past is part of moving forward	05-19-2018 14:00			
			06-13-2018	05:37	bhume@verismic.com	Patch Tuesday: Summer Storm	06-19-2018 14:00			
			06-13-2018	05:09	marketing@emm.ibmmail.com	Brian, share your story at Think	06-19-2018 14:00			
			06+13-2018	03:19	nkirchner@alienvault.com	Webcast Reminder - Practitioner's Guide to Security Monitoring in the Cloud	05-19-2018 14:00			
			06-12-2018	11:30	elearning@skillsoft.com	You might find this useful	06-18-2018 14:00			
			06-12-2018	11:18	bhume@verismic.com.	Start the 14-Day Patch Management Challenge	06-18-2018 14:00			
			06-12-2018	05:12	sam_turner@unifyed.com	URGENT: Switch from Model® Labs & Save \$36,000/yr Until August 31st 2018	05-18-2018 14:00			
			06-12-2018	05:04	network_performance@emedia-us.com	Includes: What to Do Now that GDPR Is in Effect	06-18-2018 14:00			
			06-12-2018	05:04	updates@alienvault.com	Explore Security as a Service - Locate a Managed Security Service Provider	05-18-2018 14:00			

By clicking on a message, a pop-in screen will appear with details on the message. This screen presents the following options at the top.

Home > Review > Quarantine Show messages quarantined due to			Details	×
What's the difference between spam and I The email messages here were qua release them to one or more of the Sort results by	rantined because they were classified as malware, spam intended recipients. Learn more about quarantined em	i, phish, or bulk en iail messages	Release message Image: The state is a state is	
Message ID Y Enter exact ID,	address, or subject and then click Refresh. Only one entry per	option. 🕐 2	Message ID	
\square Received \checkmark	Sender	Subject	<308081796.82691079.1528932766176.JavaMail.root@abmas02.marketo.org>	
06-13-2018 13:32	info@checkpoint.com	[Watch Vid	Sender address info@checkpoint.com	
06-13-2018 07:10	info@checkpoint.com	How valual	Desclard	
06-13-2018 07:08	trevor.tawney@mediapro.com	Grieving th	кесенчва 6/13/18 1:32 РМ	
06-13-2018 05:37	bhume@verismic.com	Patch Tues	6.4	
06-13-2018 05:09	marketing@emm.ibmmail.com	Brian, share	Subject [Watch Video] Without The Best Security, Bad Things Happen - Newsletter	
06-13-2018 03:19	nkirchner@alienvault.com	Webcast Re	Quarantine reason	
06-12-2018 11:30	elearning@skillsoft.com	You might	Bulk	
06-12-2018 11:18	bhume@verismic.com	Start the 14	Expires ①	
06-12-2018 05:12	sam_turner@unifyed.com	URGENT: S	6/19/18 2:00 PM	
06-12-2018 05:04	network_performance@emedia-us.com	Includes: W	Released to	
06-12-2018 05:04	updates@alienvault.com	Explore Sec	Close	
25 item(s) loaded. More items av	vailable, scroll down to see more.			Feedback

- **Release Message:** This sends the message to your inbox
- **Preview Message:** This allows you to view the message without sending it to your inbox
- **Remove from Quarantine:** This permanently deletes the message
- **Download message:** This allows you download the massage directly to your computer as a .eml file. ***Not recommended for most users***
- View Message Header: This contains highly detailed, technical information about the email. *Not Recommended for most users*

To manage multiple emails simultaneously, check the boxes next to the emails you would like to manage, and a different pop-in window will appear with the following options:

Home > Review > Quarantine Show messages quarantined due What's the difference between spam and t The email messages here were qua release them to one or more of the Sort results by Message ID P Enter exact ID,	to bulk bulk? bulk rantined because they were classified as malware, spa intended recipients. Learn more about quarantined e address, or subject and then click Refresh. Only one entry pe	m, phish, or bulk email or because of mail messages rr option.	Bulk actions 3 quarantined messages selected	
\Box Received \checkmark	Sender	Subject	Delete messages	
06-13-2018 13:32	info@checkpoint.com	[Watch Video] Without The		
06-13-2018 07:10	info@checkpoint.com	How valuable is your data?		
06-13-2018 07:08	trevor.tawney@mediapro.com	Grieving the past is part of		
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06-12-2018 05:12	sam_turner@unifyed.com	URGENT: Switch from Mod		
06-12-2018 05:04	network_performance@emedia-us.com	Includes: What to Do Now	Close	Feedback

- Release Messages: This sends all selected messages to your inbox
- **Delete Messages:** This permanently deletes the selected messages

Related How-Tos:

To check the contents of your quarantine any time, without waiting for the digest email, read the 'Understanding the Quarantine Digest' how-to on the IRD FAQ website.

To modify your 'Safe Senders' list to prevent senders from being quarantined, read the 'Prevent Senders from Being Quarantined' how-to on the IRD FAQ website.