

University of the Incarnate Word

Information Resources Division

How-To Document

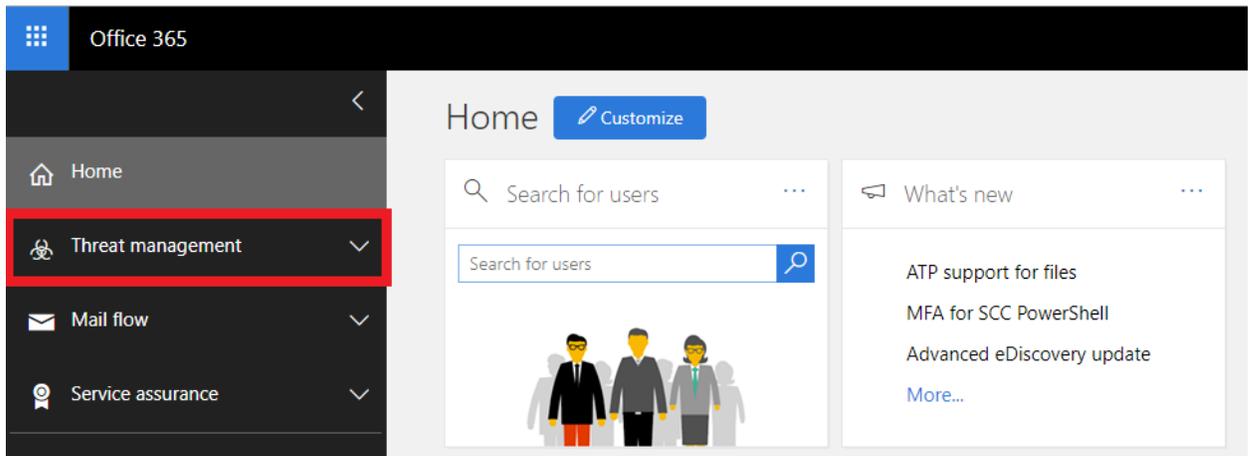
Viewing the Office 365 Quarantine

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

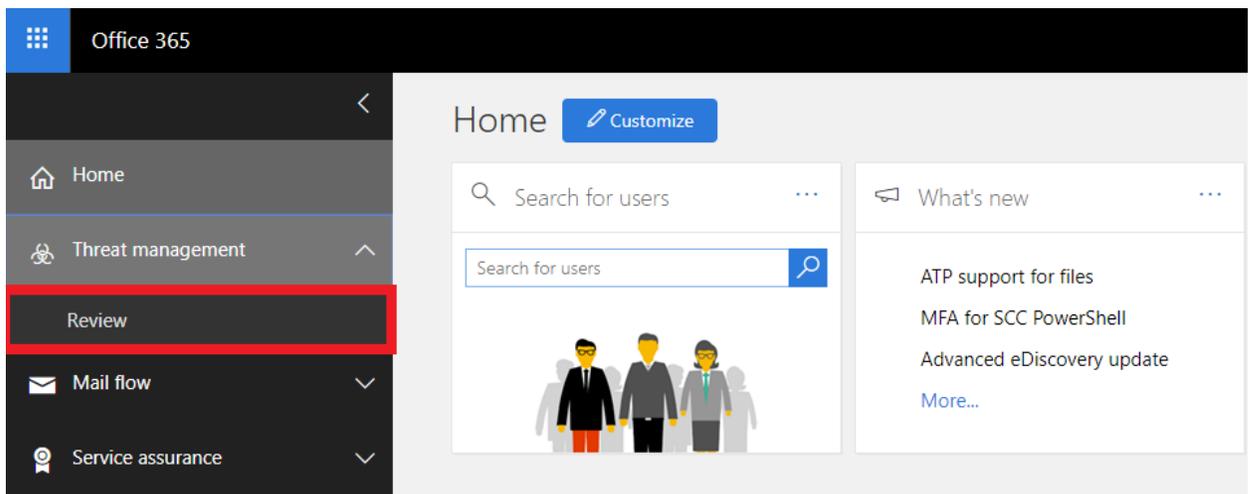
To allow you to better manage your quarantine, you may view the quarantine anytime using this guide.

To access the Office 365 quarantine:

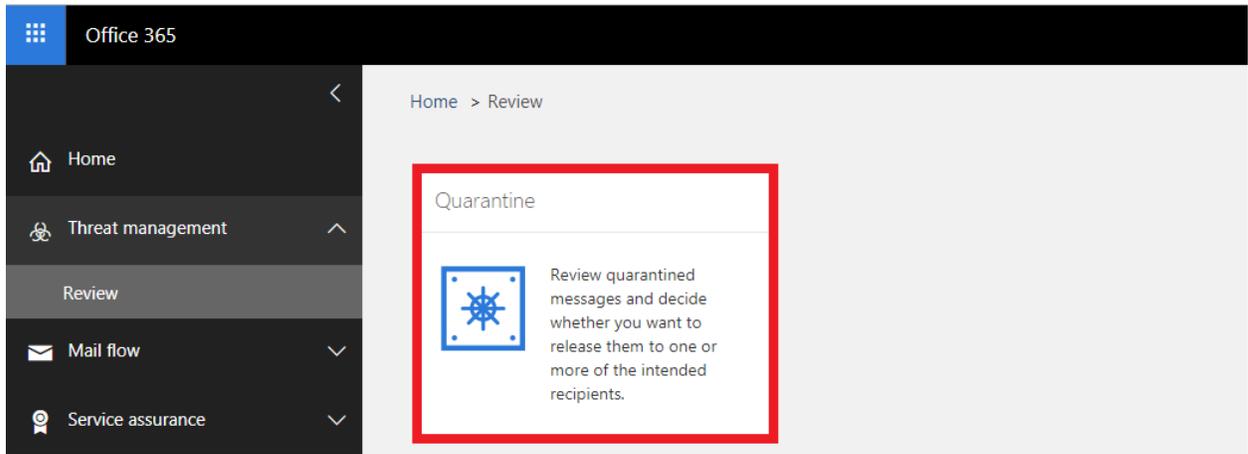
- Open a web browser and navigate to <https://protection.office.com/>
- login with your university email address and password.
- Select the 'Threat Management' dropdown from the left-hand menu



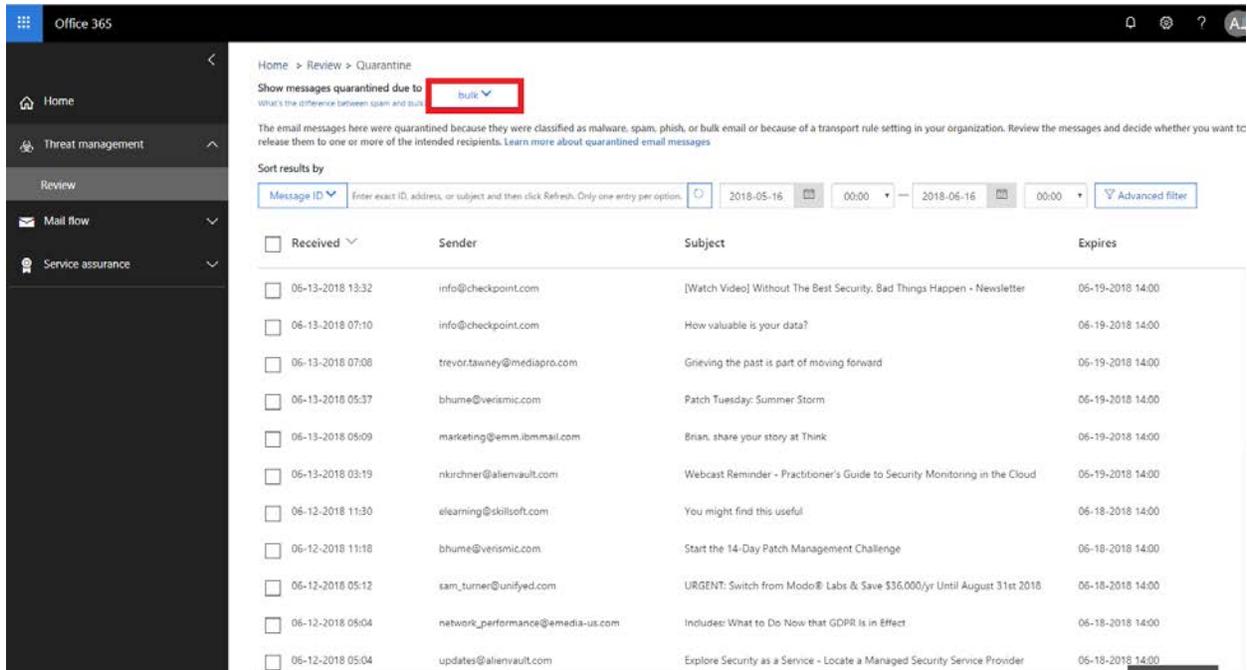
- Under 'Threat Management,' select 'Review'



- 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:



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.

The screenshot shows an email quarantine interface. On the left, there is a list of messages with columns for 'Received', 'Sender', and 'Subject'. The first message is selected. On the right, a 'Details' pop-up window is open, showing the following information:

- Message ID:** <308081796.82691079.1528932766176.JavaMail.root@abmas02.marketo.org>
- Sender address:** info@checkpoint.com
- Received:** 6/13/18 1:32 PM
- Subject:** [Watch Video] Without The Best Security, Bad Things Happen - Newsletter
- Quarantine reason:** Bulk
- Expires:** 6/19/18 2:00 PM
- Released to:**

At the top of the 'Details' window, there are five buttons: 'Release message', 'View message header', 'Preview message', 'Download message', and 'Remove from quarantine'. These buttons are highlighted with a red box in the image.

- **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 message 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:

The screenshot shows a web interface for managing quarantined emails. At the top, there's a breadcrumb 'Home > Review > Quarantine'. Below it, a section 'Show messages quarantined due to' has a dropdown menu set to 'bulk'. A text box below that says 'What's the difference between spam and bulk?'. A paragraph explains that messages are quarantined due to malware, spam, phishing, or bulk email. Below this is a 'Sort results by' section with a dropdown set to 'Message ID' and a search input field. A table lists 25 items, with columns for 'Received', 'Sender', and 'Subject'. Three items are selected with blue checkmarks. A 'Bulk actions' pop-up window is overlaid on the right, showing '3 quarantined messages selected' and two options: 'Release messages' and 'Delete messages'. At the bottom of the interface, there are 'Close' and 'Feedback' buttons.

Received	Sender	Subject
<input checked="" type="checkbox"/>	info@checkpoint.com	[Watch Video] Without The
<input checked="" type="checkbox"/>	info@checkpoint.com	How valuable is your data?
<input type="checkbox"/>	trevor.tawney@mediapro.com	Grieving the past is part of
<input checked="" type="checkbox"/>	bhume@verismic.com	Patch Tuesday: Summer St
<input type="checkbox"/>	marketing@emm.ibmmail.com	Brian, share your story at T
<input type="checkbox"/>	nkirchner@alienvault.com	Webcast Reminder - Practi
<input type="checkbox"/>	elearning@skillssoft.com	You might find this useful
<input type="checkbox"/>	bhume@verismic.com	Start the 14-Day Patch Mar
<input type="checkbox"/>	sam_turner@unified.com	URGENT: Switch from Mod
<input type="checkbox"/>	network_performance@emedia-us.com	Includes: What to Do Now

- **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.