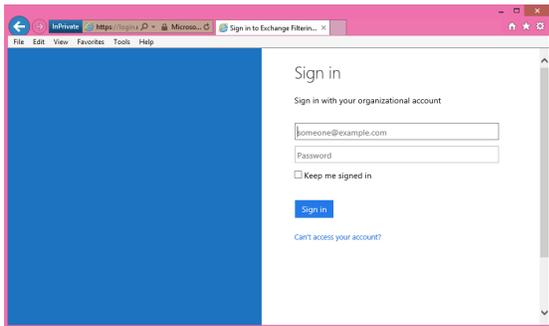
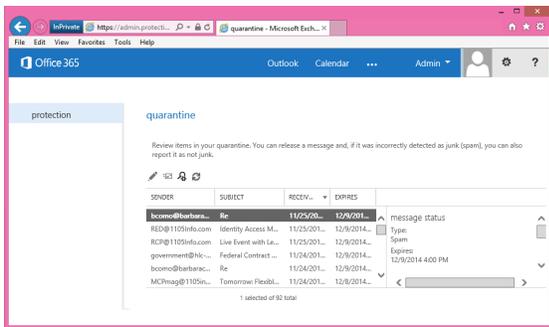


Office 365 users can check at any time for quarantined email.

- Point your browser to: <https://admin.protection.outlook.com/quarantine>
- Login using your normal Office 365 username and password.
- Don't be too alarmed that this is a plain window.



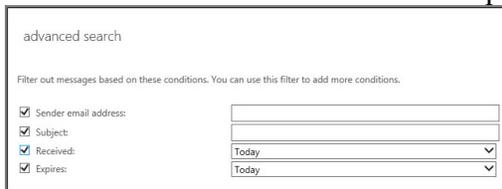
Once logged in you may need to wait a few moments while any messages quarantined are loaded.



Use Advanced Search To Filter And Locate Quarantined Messages

You can filter your own spam-quarantined items based on several different conditions using advanced search. You can use these conditions separately or in combination with one another. The search will provide a list of messages that meet all your filter criteria.

- 1 Click **Advanced search**  to open the **Advanced search** window.



- 2 Select any combination of the following conditions. Select the associated check box in order to enable each condition. Wildcards aren't supported.

- a **Sender email address** Specify the email address of the person who sent the message.
- b **Subject** Specify the subject line text of the message.
- c **Received** You can select that the message was received by the quarantine within the past 24 hours (**Today**), within the past 48 hours (**Last 2 days**), within the past week (**Last 7 days**), or you can select a custom time interval during which the message was received by the quarantine.
- d **Expires** You can select that the message will be deleted from the quarantine within the next 24 hours (**Today**), within the next 48 hours (**Next 2 days**), within the next week (**Next 7 days**), or you can select a custom time interval during which the message will be deleted from the quarantine. **Note:** The length of time that messages are stored in the quarantine is controlled by your administrator.

Click **ok** to start running the advanced search.

Release a spam-quarantined message and optionally report it as not junk

After finding a spam-quarantined message, you can release the message to your inbox. When a message is released to your inbox, the service re-scans the released message for malware but skips spam filtering. You can also optionally report the message as 'not junk' (also known as a false positive message) to the Microsoft Spam Analysis team, who will evaluate and analyze the message. Depending on the results of the analysis, the service-wide spam content filter rules may be adjusted to allow the message through.

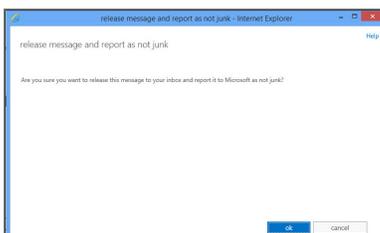
To release a spam-quarantined message to your inbox and optionally report it as not junk

- 1 Select a message, click the **Release Message**  icon, and then from the list, click one of the following options:

- a **Release message** will simply release the message to your inbox.



- b **Release message and report as not junk** will release the message to your inbox and report it as not junk to the Microsoft Spam Analysis Team.



- 2 Click ok to confirm your decision and return to the main screen. If you click the Refresh  icon to refresh your data, and then double-click the message, you should see that it's been released to your inbox.



Quarantine Email

By default, quarantine emails are delivered every 3 days. This can be adjusted. If email is quarantined for any reason, you will receive an email similar to the one below:

