Email quarantine guide

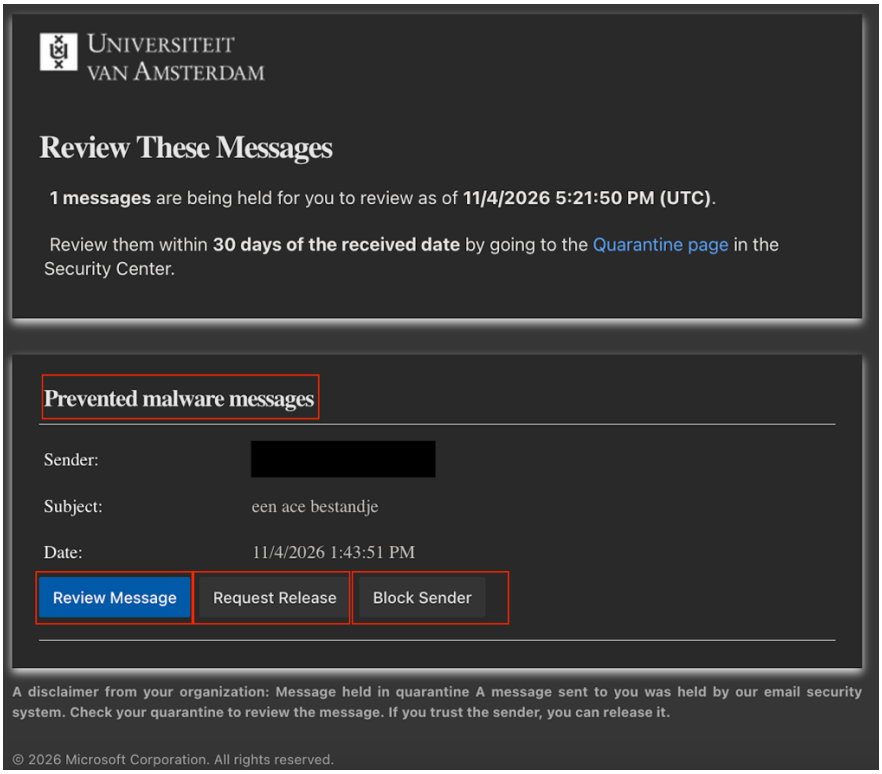
Messages that are strongly suspected of containing spam, phishing or malware are, for security reasons, delivered to a separate quarantine instead of directly to your mailbox. You can check the quarantine at any time via: https://security.microsoft.com/quarantine.

When Microsoft places a message in quarantine, you'll receive a notification email. You have 30 days to review the message and take action.

The notification email gives you the following options.

- ***Review message:*** *Preview the message in quarantine.*
- ***Release*** *(spam or phishing): Deliver the message to your mailbox.* ***Only release a message if you trust the sender and are sure the contents are safe.***
- ***Request release*** *(malware): If you think a message with a potentially harmful attachment is legitimate, you can ask an administrator to release it. An administrator will review your request within 24 hours on working days.*
- ***Block sender:*** *Add the sender to your Blocked Senders list.*

Example quarantine notification



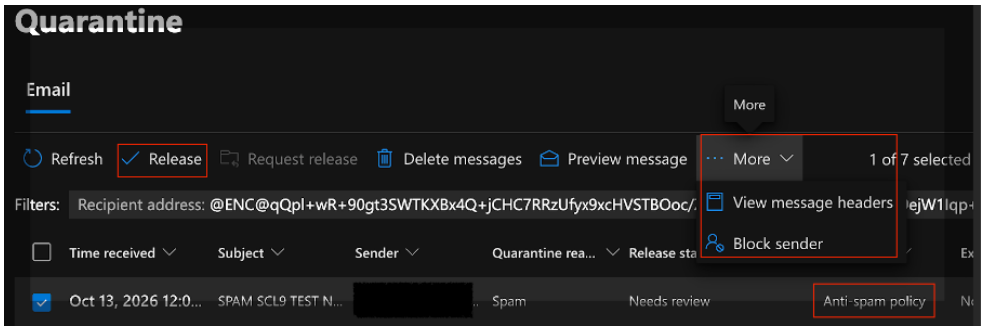
Sender: quarantainenotification-icts

Manage quarantined messages

Open the Microsoft quarantine page in your browser and select the message you want to manage.

Actions for spam and phishing messages

- ***Release***
  *Select **Release** if you trust the sender and the message. It should appear in your mailbox within a few minutes.*
- ***Delete messages***
  *Select **Delete messages** to remove unwanted messages from quarantine.*
- ***Block sender***
  *Open **More** and select **Block sender** to add the sender to your Blocked Senders list.*
- ***Allow sender***
  *Open **More** and select **Allow sender** to add the sender to your Safe Senders list.*



Actions for messages flagged as malware

- ***Request release***
  *Select **Request release** if you trust the sender and the message. An administrator will review your request within 24 hours on working days.*
- ***Delete messages***
  *Select **Delete messages** to remove unwanted messages from quarantine.*
- ***Block sender***
  *Open **More** and select **Block sender** to add the sender to your Blocked Senders list. **Allow sender** is unavailable for messages flagged as malware.*

