Microsoft 365 provides a robust anti-spam system. Sometimes, however, messages may be incorrectly marked as spam and sent to quarantine, making them not arrive in the Inbox or Junk Email folders. There are a few mechanisms to work around this.

- You can check your quarantined messages at any time using OWA. The exact address is https://security.microsoft.com/quarantine   Sign in with your full email address and password. When selecting a message, the option to release the message, if available, will be visible:

- Your organization may also have opted for daily quarantine digest emails to be sent. These messages will provide a list of quarantined emails with buttons to review, release, or block the email/sender:

- If the option to release a message is not present, the message may be marked as high-confidence phishing or malware. In this scenario, SmartPath will need to be contacted so the message can be marked as a false positive and released to the Inbox.

Note: Messages are only retained in quarantine for a default of 30 days, after which they are permanently deleted.

Reach out to SmartPath Technologies if you experience any issues.