

Microsoft 365 Quarantine

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:

Quarantine

Email

These messages were quarantined because they were classified as malware, spam, phishing, or to release them to one or more of the intended recipients. [Learn more about quarantined email](#).

Refresh Release Request release Delete messages Preview message

Filters: Time received: Last 30 days

Time received

Subject

Aug 3, 2022 6:01:22 PM

Officite & Sesame Website Partnership

- 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:

Prevented spam messages

Sender: chris@fabrikam.com

Subject: You've won the lottery!

Date: 6/4/2022 2:35:23 AM

[Review Message](#)

[Release](#)

[Block 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.

