

Find and Release Quarantined Email Messages


Occasionally, legitimate email messages are seen as junk or spam and are sent into “spam quarantine”.

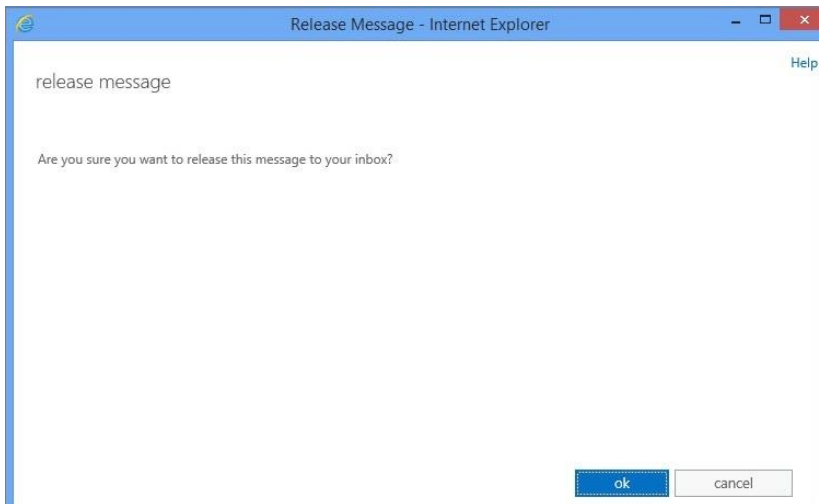
To access your spam-quarantined messages:

1. Open the following URL in a web browser: <https://admin.protection.outlook.com/quarantine>
2. Log in with your Kyrene Office 365 user ID and password.
3. After you’ve signed, you will see the end user spam quarantine.

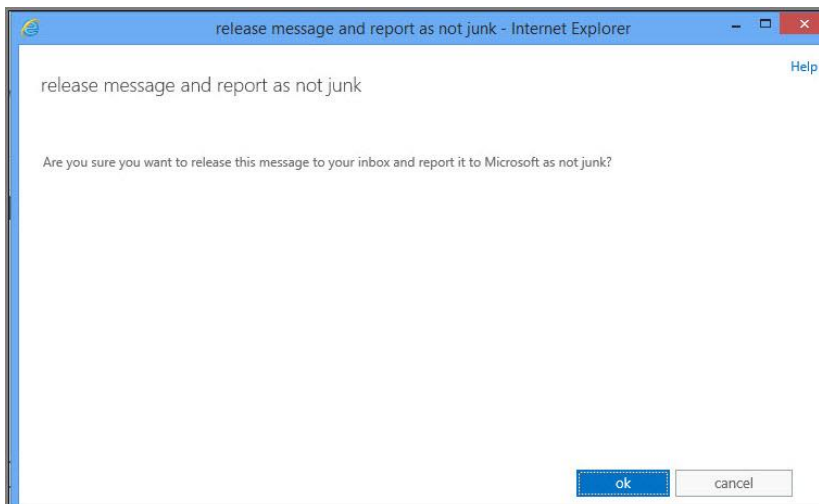
After finding a spam-quarantined message that you know is legitimate, you can release the message to your inbox. When a message is released to your inbox, the service re-scans the released message for malware but skips spam filtering. You can also optionally report the message as “not junk”.

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



- **Release message and report as not junk** will release the message to your inbox and report it as not junk.



2. Click **ok** to confirm your decision and return to the main screen.