

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 message(s):

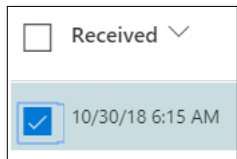
1. Open the following URL in a web browser: <https://protection.office.com/?hash=/quarantine>
2. Log in with your Kyrene Office 365 user ID and password.
3. After you’ve signed, you will see the spam quarantine. If you do not see Spam messages, select Spam from the “Show messages quarantined due to” drop-down menu.



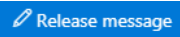
After locating spam-quarantined message(s) that you know are legitimate, you can release the message(s) to your inbox. When a message is released to your inbox, the service re-scans the released message for malware but skips spam filtering.

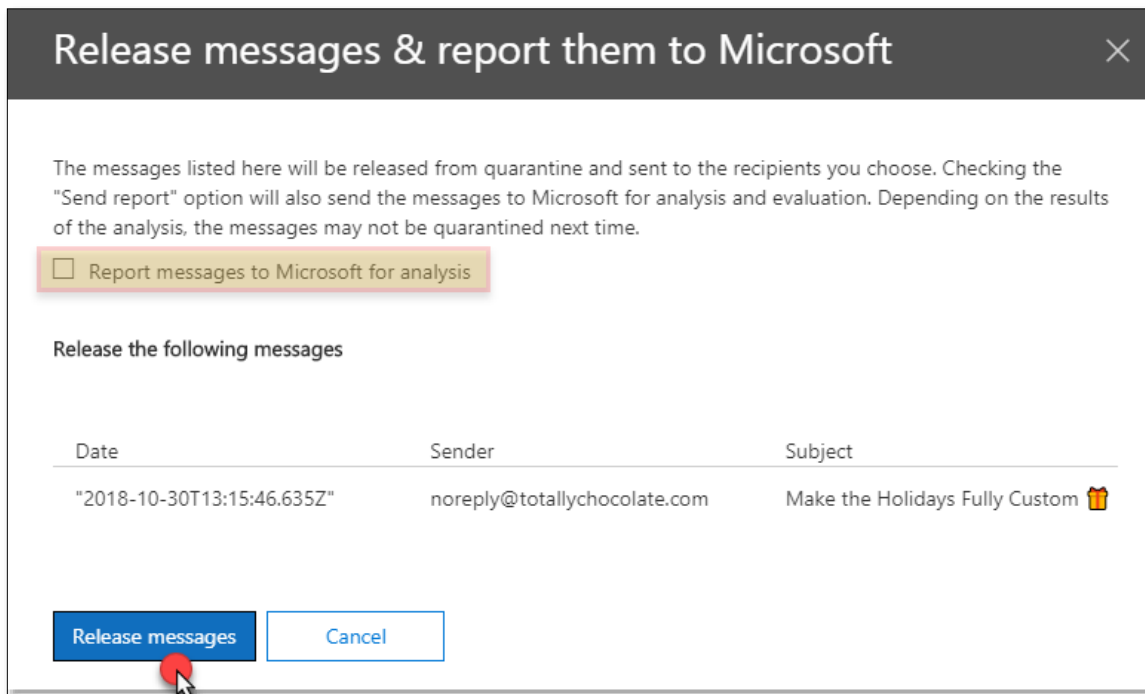
To release spam-quarantined, legitimate message(s) back to your inbox:

1. Select one, or more than one, legitimate message by selecting the “Received” checkbox to the left of the message.



(You can search for messages by using the “Sort results by” drop-down menu and selecting message ID, sender email address, recipient email address, or subject.)

2. When you select a message, a message details screen will appear.
3. Select **Release Message** button. 
4. On the confirmation screen, you have the option to select to “Report messages to Microsoft for analysis”. If you select this, depending on the results of this analysis, the message(s) may not be quarantined next time.
5. Click **Release messages**.



For more information on quarantined messages in Office 365, [click here](#).