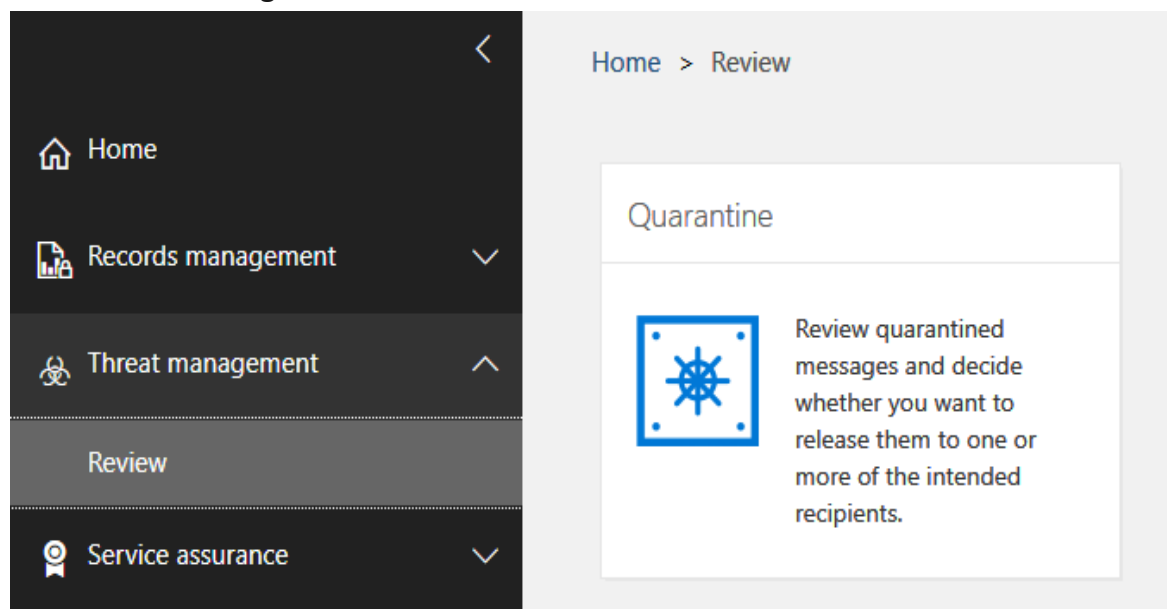
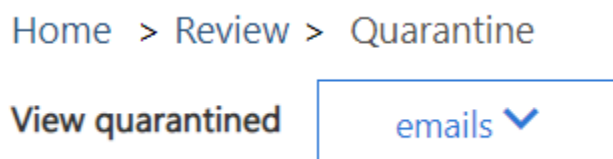


How to manage your quarantined messages.

1. To open your quarantined messages go to <https://protection.office.com/quarantine>, and sign in with your ULM credentials.
2. You are now in the Security and Compliance Center.
 - a. Go to **Threat Management > Review > Quarantine**.



3. Under “**View Quarantined**”, use the drop down box to choose “emails” or “files”.



4. You can search for a specific email by:
 - a. **Message ID**: The globally unique identifier of the message. If you select a message in the list, the Message ID value appears in the Details tab pane that appears.
 - b. **Sender email address**: A single sender's email address.
 - c. **Policy name**: Use the entire policy name of the message. The search is not case-sensitive.
 - d. **Recipient email address**: A single recipient's email address.
 - e. **Subject**: Use the entire subject of the message. The search is not case-sensitive.

Sort results by

Message ID ▾

Enter exact ID, address, or subject and then click Refresh. Only one ⓘ

Message ID

Sender email address) ▾

Recipient email address

Subject

Policy name

Sender

Sub

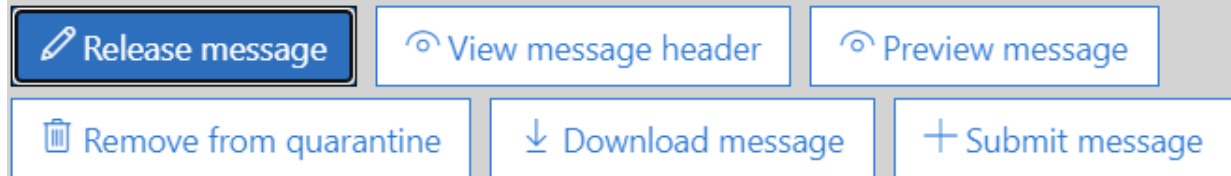
5. You also have these available filters:

Filter

Modify Columns

- a. **Expires time:** Filter messages by when they will expire from quarantine:
 - i. Today
 - ii. Next 2 days
 - iii. Next 7 days
- b. **Custom:** Enter a Start date and End date.
- c. **Received time:** Enter a Start date and End date.
- d. **Quarantine reason:**
 - i. Bulk
 - ii. Spam
 - iii. Phish
- e. **Policy Type:** Filter messages by policy type:
- f. **Anti-phish policy**
- g. **Hosted content filter policy**
- h. To clear the filter, click **Clear**. To hide the filter tab, click **Filter** again.

Details



6. Take action on quarantined email.

- a. After you select a message, you have options for what to do with the messages in the **Details** pane:
- b. **Release message:** In the pane that appears, choose whether to **Report messages to Microsoft for analysis**. This is the default selection and reports the incorrectly quarantined message to Microsoft as a false positive. When you are finished, click **Release messages**.
- c. **Preview message:** In the pane that appears, choose one of the following options:
 - i. **Source view:** Shows the HTML version of the message body with all links disabled.
 - ii. **Text view:** Shows the message body in plain text.
- d. **Download message:** In the pane that appears, select **I understand the risks from downloading this message** to save a local copy of the message.
- e. **Remove from quarantine:** After you click **yes** in the warning that appears, the message is immediately deleted.
- f. When you are finished, click **Close**.

If you do not release or remove the message, it will be deleted after the default quarantine retention period expires.