

Using the Office 365 Spam Quarantine Filter

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Objective

Purpose of this article is to show the different methods for managing messages captured by the Office 365 Spam Filter.

Background

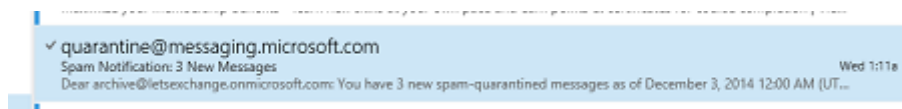
This will be important so that important emails that need to be delivered can be removed and marked as false positives on the spam filter system.

Procedure

Below will show the two different methods for managing your spam settings for your mailbox.

Email Notification

You will receive a notification message that lists messages intended for your mailbox that were identified as spam and quarantined. This message includes the number of spam-quarantined messages listed as well as and the date and time in Universal Coordinated Time (UTC) of the last message in the list. From this list, you can view the following information about each message: sender, subject, date and size.





quarantine@messaging.microsoft.com

Wed 12/3/2014 11:11 AM

Inbox

Mark as unread

To: Archive;



Dear [andrew@futureskills.gov.au](#):

You have 3 new spam-quarantined messages as of December 3, 2014 12:00 AM (UTC) which are listed below along with the actions that can be taken:

Release to Inbox: Send the message to your Inbox.

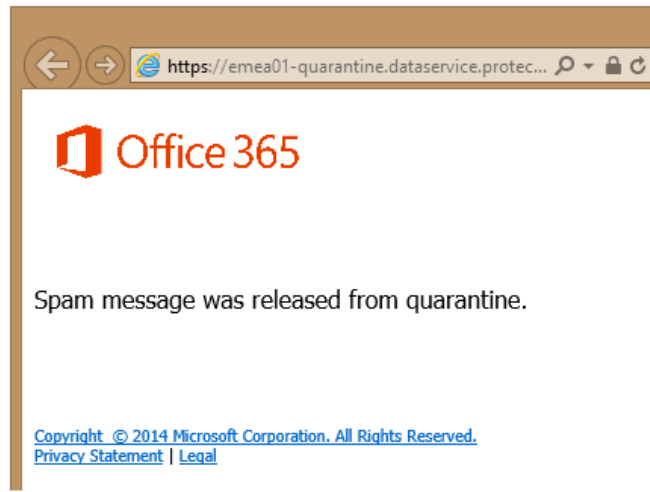
Report as Not Junk: Send a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"msftconn@microsoft.com" <msftconn@microsoft.com>	Time to update your SME Profile Survey responses	Dec 2, 2014 1:44 AM	27467	Release to Inbox	Report as Not Junk
"member@linkedin.com" <member@linkedin.com>	RE: Boa tarde!	Dec 2, 2014 9:50 AM	43048	Release to Inbox	Report as Not Junk
"member@linkedin.com" <member@linkedin.com>	RE: Boa tarde!	Dec 2, 2014 10:11 AM	45374	Release to Inbox	Report as Not Junk

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You can then perform the following actions on each message (only once per message):

- Release to Inbox: sends the message to their inbox



- Report as Not Junk: sends a copy of the message to Microsoft for analysis.



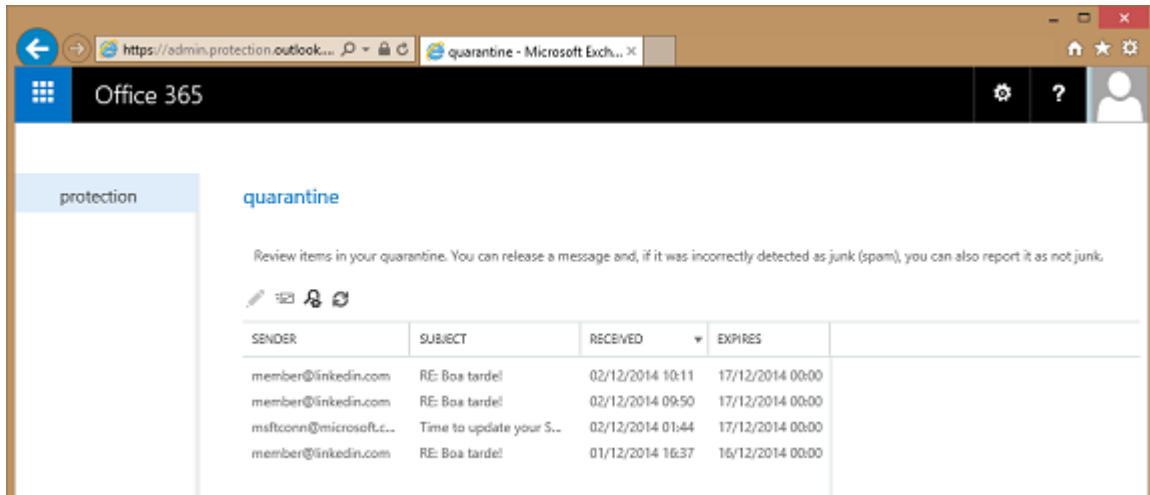
Spam Quarantine Page

Users can access and manage their own spam-quarantined messages via the web using the spam quarantine page below:

<http://spam.ccsnh.edu>

In order to access the spam quarantine page, you must provide your CCSNH email and password, similar to if you were access your email via the web browser.

Once you are logged in, you'll see a screen load showing all of the messages currently in your own quarantine:



To release a message, simply select a message you want to release, click on the Release Message icon (envelope) and choose if you wish to simply release it or release it and report is as a false positive (not junk):

