Office 365 Quarantine Instructions
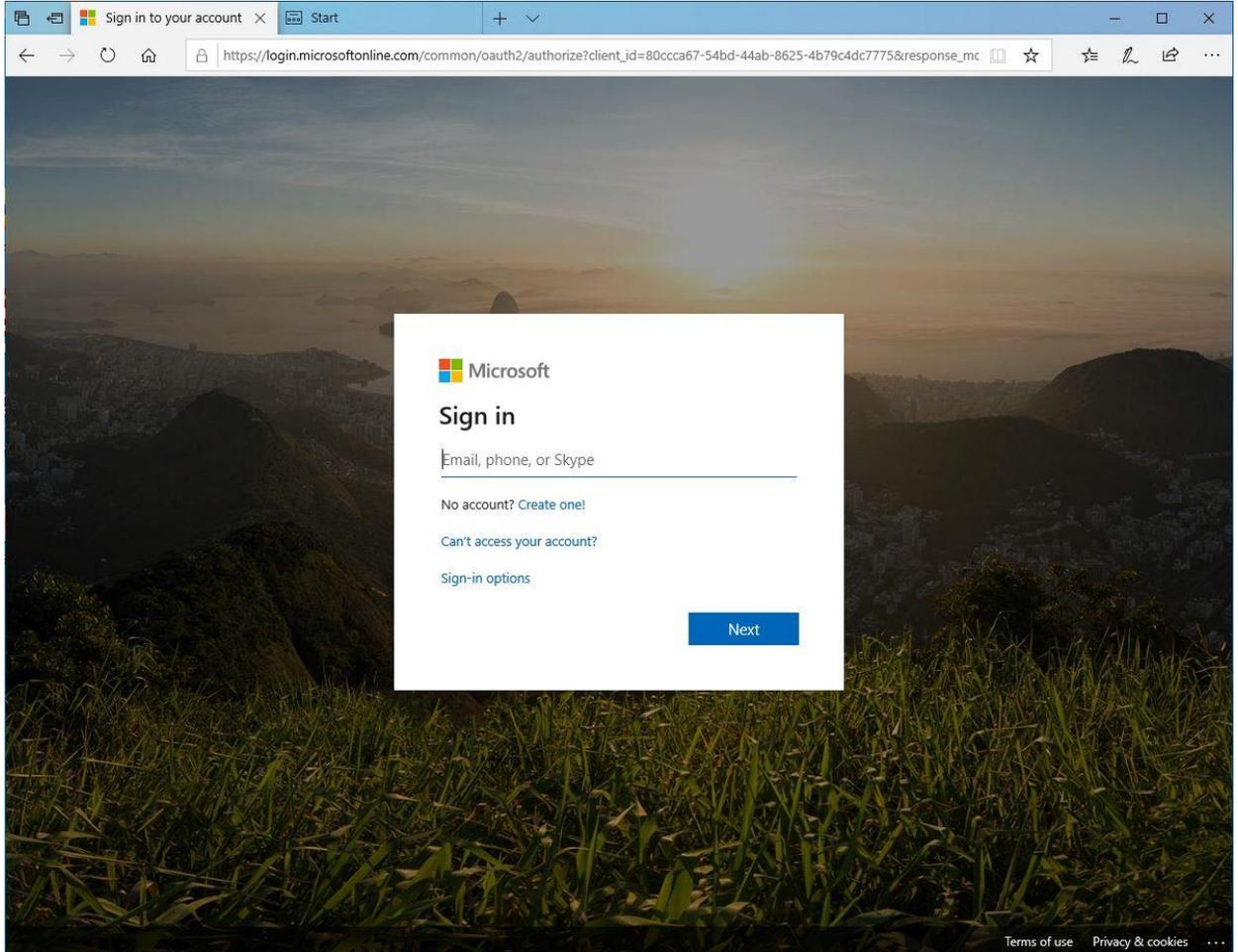
Sign in to the Office 365 Security and Compliance Center Quarantine. Use the following URL:
https://protection.office.com/?hash=/quarantine

1. You should see the following Microsoft login page.

2. Type in your Midland College email address and click "Next". You will be redirected to a Midland College login page where you can enter your password.

4. You should see the following Midland College login page. Your Midland College email address should already be filled in from the previous page. Type in your password (the password you use every day to login to your office computer) and click "Sign In".

5. If you have never signed in before, you will see the following page. Decide whether or not you would like to stay signed in. You should select NO on public use or shared computers. On your office computer, you can select YES if you want to.
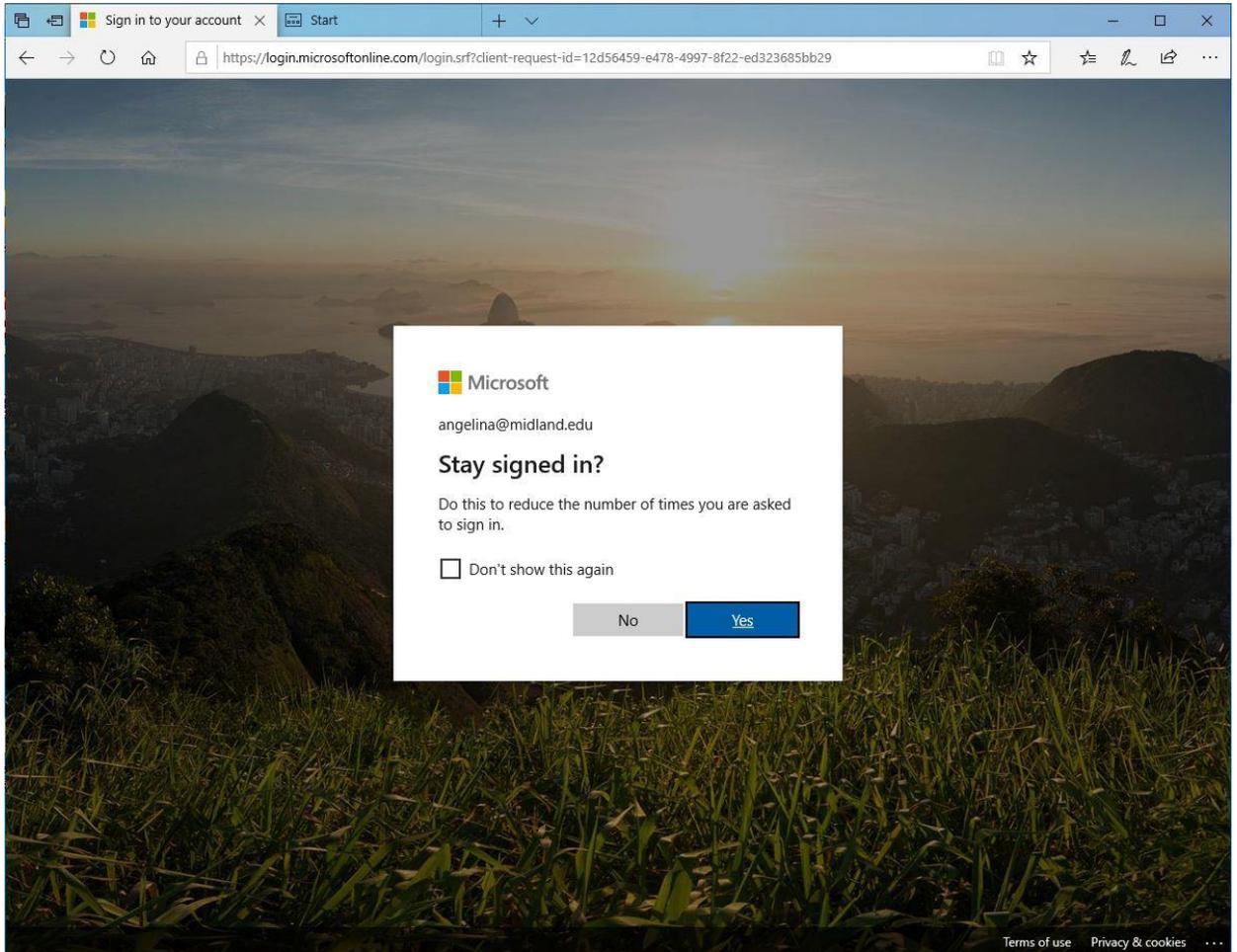
6. You should now see your quarantine page showing any emails that have been sent to quarantine instead of being delivered to your inbox. **NOTE**: On the left side of the screen, you (as a non-administrative user) will not see all those options.

7. Selecting a message from the list will show you a summary of the message properties in a pane on the right side of the page.
    a. **Message ID**: The unique identifier for the message.
    b. **Sender Address**: Who sent the message.
    c. **Received**: The date the message was received.
    d. **Subject**: The text of the Subject line in the message.
    e. **Quarantine Reason**: Shows if the message has been identified as Spam or Bulk.
    f. **Expires**: The date when the message will be deleted from quarantine.
    g. **Released to (not shown in screenshot)**: All email addresses (if any) to which the message has been released.
    h. **Not Yet Released to (not shown in screenshot)**: All email addresses (if any) to which the message has not been released.
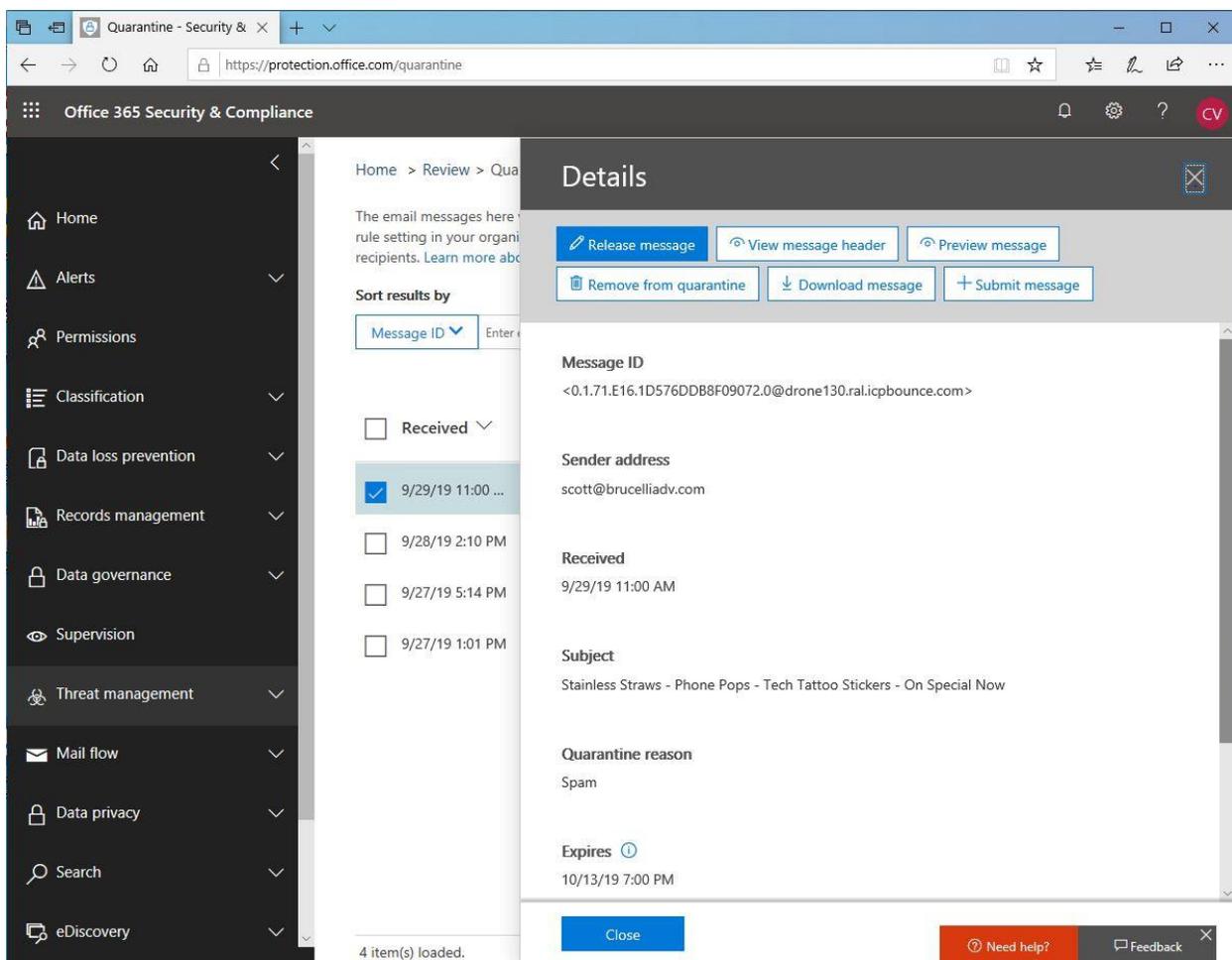
    i. You can get more details about the message by choosing one of the following options:
        i. **View Message Header**: Choose this to see the message header text (very technical)
        ii. **Preview Message**: Lets you see the raw or HTML versions of the message body text. In HTML view, links are disabled.

8. At the top of the pane on the right side of the page, you have several options for managing messages in quarantine.
    a. **Do Nothing**: If you choose to do nothing, the message will be deleted by Office 365 automatically upon expiration. **When a message is deleted from quarantine, you can't get it back**.
    b. **Release Message**: Release a quarantined message (or set of messages) so that the message is sent to your mailbox. When you release a message, you have the option to report the message to Microsoft for analysis. When you choose to report a message, also called reporting a message as a false positive, the message is reported to the Microsoft Spam Analysis Team. The team evaluates and analyzes false positive messages, and, depending on the results of the analysis, the service-wide spam content filter rules may be adjusted to allow these messages through.
    c. **Download Message**: Lets you download the message as a .eml file. Once you download a message, you can review the .eml file using your email client prior to releasing the message.
    d. **Remove From Quarantine**: Deletes the message immediately from quarantine without releasing the message to your mailbox.
9. Once you have finished managing messages in quarantine, you can logout by clicking on the circle in the upper right corner of the page and selecting "Sign Out" (the circle will have your initials in it).