

Office 365 Quarantined Messages

If you choose not to release or delete quarantined messages, they will be automatically deleted after 14 days.

How will I be notified if I have quarantined emails?

Every night around 12:00 AM, you will receive an email from quarantine@uncp.edu with a subject line of "UNCP Spam Quarantine Notification" if you have new spam that was quarantined. That message will include a summary of the spam emails you have received over the last 24 hours.

How do I manage my quarantined email messages?

To manage your quarantined messages, you may work **directly from within the email** from quarantine@uncp.edu or you may use the **spam quarantine web interface**. The web interface provides the option to easily add senders to your safelist without having to go back to your inbox to do this. Please see examples below on how to manage each.

Managing directly from the email:

Below is a sample message from quarantine@uncp.edu.

The screenshot shows an email interface with a title bar that reads "UNCP Spam Quarantine Notification". The email body contains the following text:

Hi tomak@cisco.com,

The messages below have been blocked by your administrator as suspected spam.

There are 23 new messages in your email quarantine since you received your last IronPort quarantine notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

If you wish to have any of these messages delivered to you, click the Release link to have them sent to your Inbox. To see all quarantined messages, click [your email quarantine](#).

The email body includes a table of quarantined messages. The table has columns for "From" and "Date". Each row starts with a "Release" link. Callouts point to various elements:

- Callout 1: "1. Greeting message" points to the first paragraph.
- Callout 2: "2. Click here to view all of your held messages" points to the "your email quarantine" link.
- Callout 3: "3. Click here to release this message" points to the "Release" link in the first row of the table.
- Callout 4: "4. Click here to view this message." points to the subject line of the first row in the table.

	From	Date
Release	"Genuine Pfizer" <eojos5569@1newlif...>	05 Nov 2010
Release	"Trusted Meds online" <tmak@ironpor...>	05 Nov 2010
Release	"Gina Shipley" <hornrust@gmail.com>...	05 Nov 2010
Release	Сергей Кузнецов <swithin5703tiw@yah...>	05 Nov 2010
Release	"Genuine Pfizer" <ayazymybea2633@co...>	05 Nov 2010
Release	"Trusted Meds online" <tmak@ironpor...>	05 Nov 2010
Release	"Genuine Pfizer" <aotiwet7639@teleb...>	04 Nov 2010
Release	"US Approved Meds" <tmak@ironport.c...>	04 Nov 2010
Release	"Gwen Crysta" <gcrystaqs@rus-tours....>	04 Nov 2010
Release	"Ruby Delana" <r.delana_vr@qjit.com...>	04 Nov 2010
Release	"Pearl Kyoko" <p_kyokouo@j-rautobod...>	04 Nov 2010
Release	"US Approved Meds" <SeeBettle9608@a...>	04 Nov 2010

This new notification has several parts:

1. A greeting message, providing general instructions about the notification. (See Number 1 above)
2. A link to the web interface of the UNCP Spam Quarantine. This link will take you to a web page that displays all of the quarantined messages. (See Number 2)

The next section of the notification is a list of the messages that have been marked as spam by the Email Security appliance. Each row represents a single message and displays the sender, subject, and date of the message.

3. The “Release” link for a message. If you decide that a message is not spam, clicking this link immediately releases the message from the quarantine and delivers it to your inbox as normal. (See Number 3 above)

4. The Subject of each message is a link to the individual message in the UNCP Spam Quarantine. (See Number 4 above)

Remember, you can also click the link “your email quarantine” to view all of your messages over the last two weeks that are believed to be spam.

After clicking on the “your email quarantine” link in the Spam Quarantine notification, a web page will open that displays all of the quarantined messages in the UNCP Spam Quarantine web interface, which allows you to view, delete, or release quarantined messages.

Spam Quarantine Web Interface:

The screenshot shows the 'Spam Quarantine' web interface. At the top, there is a 'Quick Search' section with a search box and a 'Search' button. Below this is a 'Messages' section displaying a list of 353 items. The interface includes a 'Select Action...' pull-down menu, a 'Submit' button, and a table of messages with columns for 'From', 'Subject', 'Date', and 'Size'. Callouts identify the following features:

- 1. Message list
- 2. Pull down menu to choose between 'Release', 'Release and Add to Safelist', or 'Delete' the message permanently
- 3. Message check box
- 4. Search Box
- 5. Navigation tools

From	Subject	Date	Size
<input type="checkbox"/> "Larisa Lindsay"...	OrderViagra 50mg/100mg x...	06 Nov 2010 02:42 (GMT -07:00)	8.0K
<input type="checkbox"/> "OriginalViagra"...	prices...	06 Nov 2010 01:28 (GMT -07:00)	8.0K
<input type="checkbox"/> "OriginalViagra"...	prices...	06 Nov 2010 01:14 (GMT -07:00)	8.0K
<input type="checkbox"/> "Adah Teisha" <...>	in/Hydro...	06 Nov 2010 01:14 (GMT -07:00)	8.0K
<input type="checkbox"/> "Pfizer Store" <...>	% and mo...	05 Nov 2010 21:19 (GMT -07:00)	8.0K
<input type="checkbox"/> Rolex.com <no...>	m Rolex ...	05 Nov 2010 19:10 (GMT -07:00)	8.0K
<input type="checkbox"/> "Refugio Dodle" <...>	30mg Code...	05 Nov 2010 17:37 (GMT -07:00)	8.0K
<input type="checkbox"/> "US Approved Med..."	w price...	05 Nov 2010 17:21 (GMT -07:00)	8.0K
<input type="checkbox"/> SelahEnglish@...	or love...	05 Nov 2010 15:37 (GMT -07:00)	8.0K
<input type="checkbox"/> "US Approved Med..."	Mr. tmak, Only low price...	05 Nov 2010 15:10 (GMT -07:00)	8.0K
<input type="checkbox"/> "Pfizer Store" <...>	Hi tmak, Save 70% and mo...	05 Nov 2010 11:07 (GMT -07:00)	8.0K
<input type="checkbox"/> Replica Rolex <0...>	~Rolex, Breitling, Carti...	05 Nov 2010 10:31 (GMT -07:00)	8.0K
<input type="checkbox"/> "Maryam Mariys" <...>		05 Nov 2010 09:58 (GMT -07:00)	8.0K
<input type="checkbox"/> "US Approved Med..."		05 Nov 2010 07:41 (GMT -07:00)	8.0K
<input type="checkbox"/> "Magda Ozella" <...>	Hydrocodone, Vicodin, Co...	05 Nov 2010 05:16 (GMT -07:00)	8.0K
<input type="checkbox"/> "Genuine Pfizer"...	Hi tmak, Today's sale of...	05 Nov 2010 03:58 (GMT -07:00)	8.0K
<input type="checkbox"/> "Trusted Meds on..."	Hi tmak, UP to 85% off. ...		

This page has a number of features to let you manage the quarantined messages:

1. A list of all the quarantined spam messages over the last 14 days. (See number 1 above)

2. A pull-down menu with the options to “Release,” “Release and Add to Safelist,” or “Delete” selected messages. (See Number 2 above)
3. Checkboxes for selecting quarantined messages. (See Number 3 above)
4. A search box that allows you to search messages by From: or Subject header. The “Advanced Search” link allows you to search for messages using more criteria, including a date range. (See Number 4 above)
5. Navigation tools that allow you to jump to other messages and display more messages per page if there are more than 25 messages in the quarantine. (See Number 5 above)