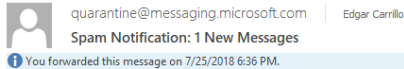


# Accessing your Quarantine inbox on Office 365



# You may receive the email below from Office 365 letting you know what items were sent to quarantine



Dear [edgarcarrillo@johnlscott.com](mailto:edgarcarrillo@johnlscott.com):

Office 365 has prevented the delivery of 1 new emails to your inbox as of Jul 26, 2018 12:00 AM (UTC) because it identified these messages as spam. You can review these here and choose what happens to them. You can also get more information about quarantined messages by going to the [Quarantine page in the Security and Compliance Center](#). You'll need to provide your work or school account to log in.

From this email, you can:

- Release the message to your Inbox. Choose **Release to Inbox** if the message isn't spam and you want Office 365 to send message to your inbox.
- Send the message to Microsoft. When you choose **Report as Not Junk**, Office 365 sends a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"noreply@homesnap.com" <noreply@homesnap.com>	Question for you re: your listings & deals	Jul 25, 2018 3:34 PM	106970	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>

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- “Release to inbox” – only releases the current email. Future emails from that sender will continue to go to quarantine
- The “Report as Not Junk” will be delivered to your inbox and a copy will be sent to Microsoft for review to prevent it from going to quarantine in the future.

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- Alternatively you can click on the Quarantine page in the Security & Compliance Center.



Dear [edgarcarrillo@johnlscott.com](mailto:edgarcarrillo@johnlscott.com):

Office 365 has prevented the delivery of 1 new email to your inbox as of Jul 26, 2018 12:00 AM (UTC) because it identified these messages as spam. You can review these here and choose what happens to them. You can also get more information about quarantined messages by going to the [Quarantine page in the Security and Compliance Center](#). You'll need to provide your work or school account to log in.

From this email, you can:

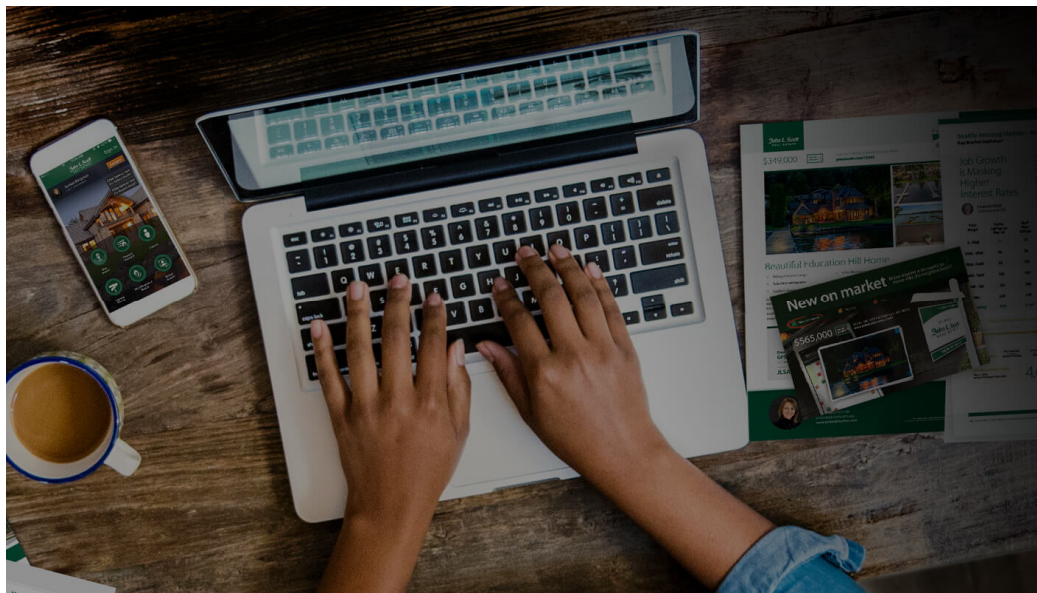
- Release the message to your Inbox. Choose **Release to Inbox** if the message isn't spam and you want Office 365 to send message to your inbox.
- Send the message to Microsoft. When you choose **Report as Not Junk**, Office 365 sends a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"noreply@homesnap.com" <noreply@homesnap.com>	Question for you re: your listings & deals	Jul 25, 2018 3:34 PM	106970	<a href="#">Release to Inbox</a>	<a href="#">Report as Not Junk</a>

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To visit your quarantine box visit:  
<https://protection.office.com/#/quarantine>  
and login using your JLS credentials



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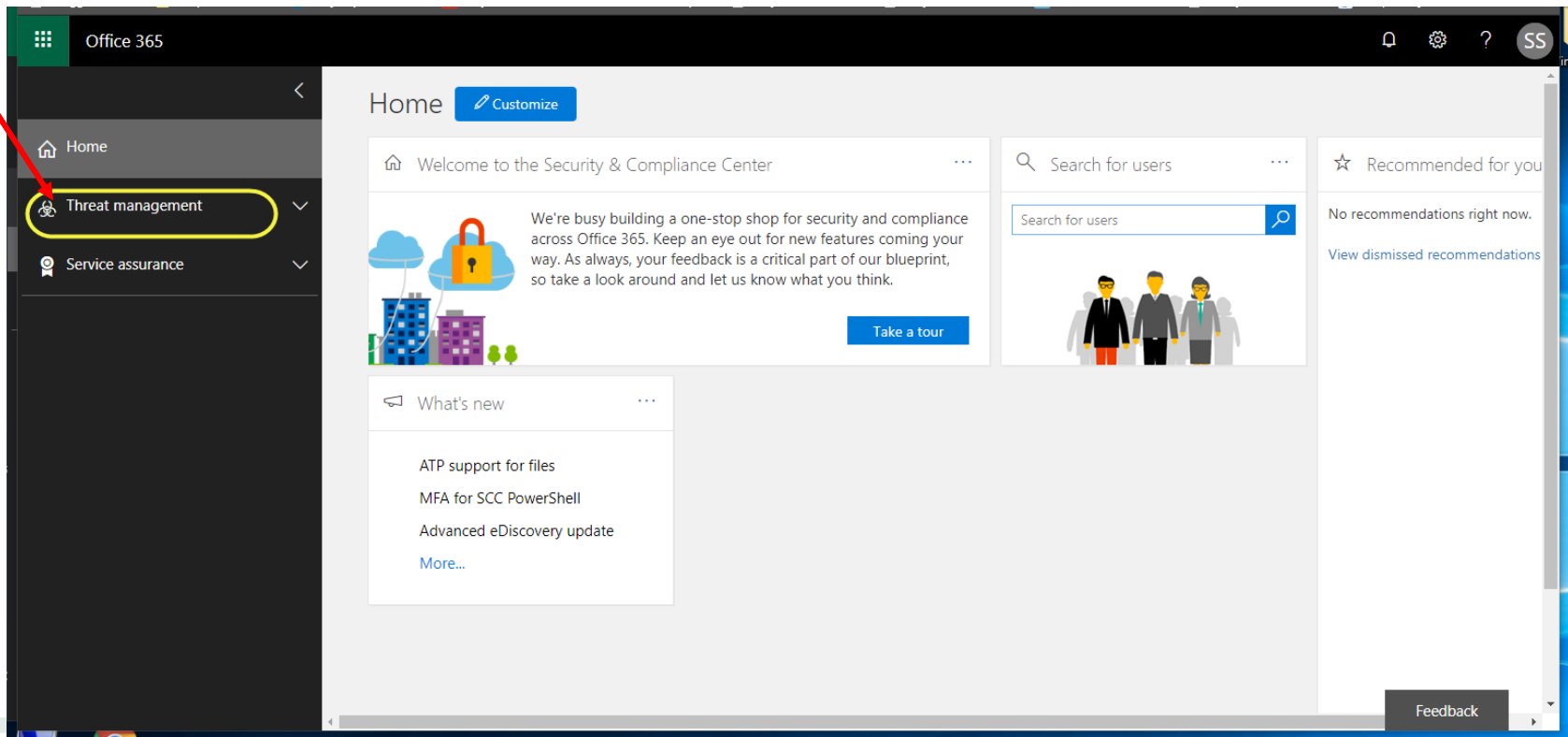
Sign in with your organizational account

[Sign in](#)

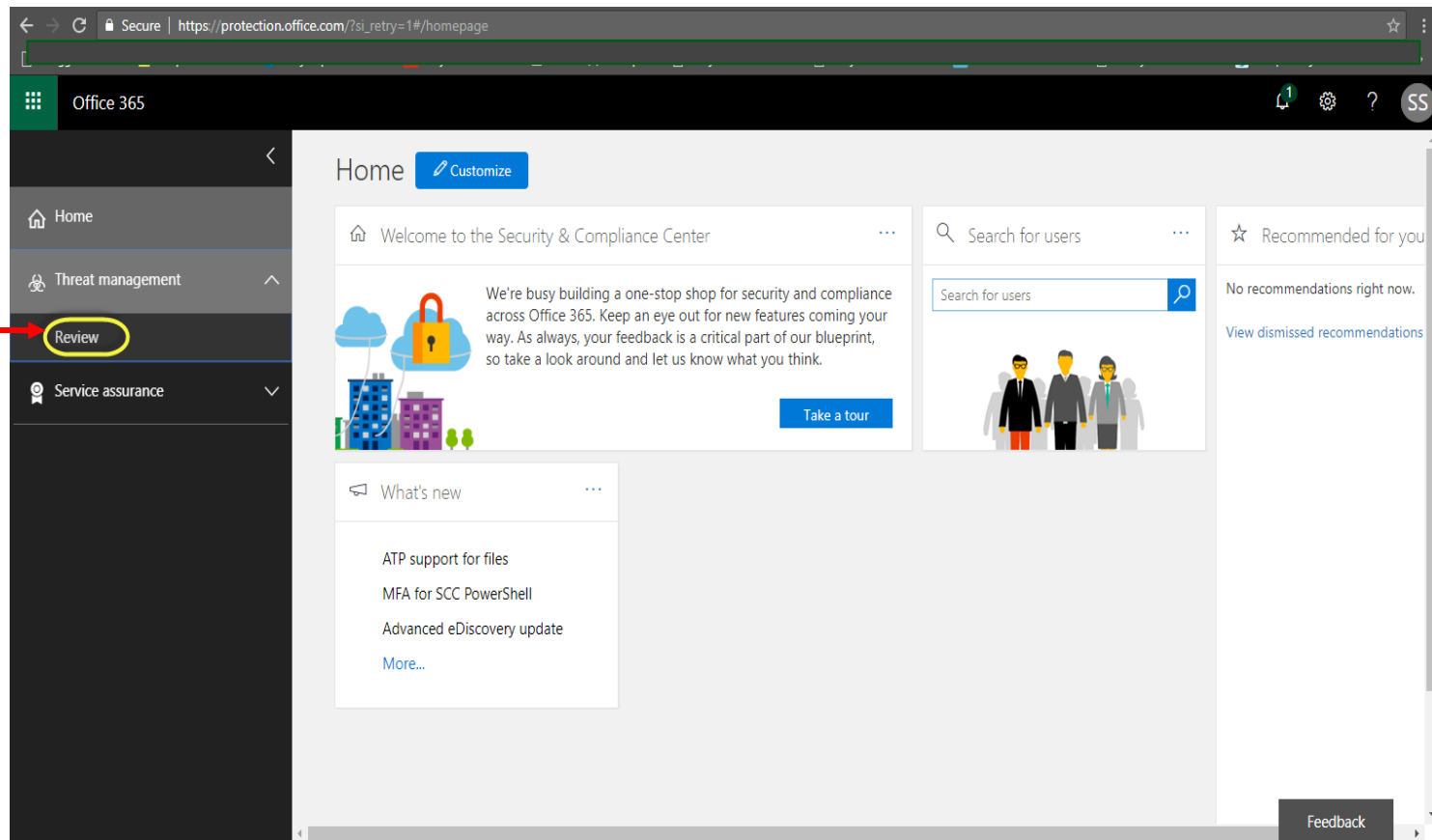
Sign-in to John L. Scott resources requires active and valid user credentials. Contact Broker Care for assistance.

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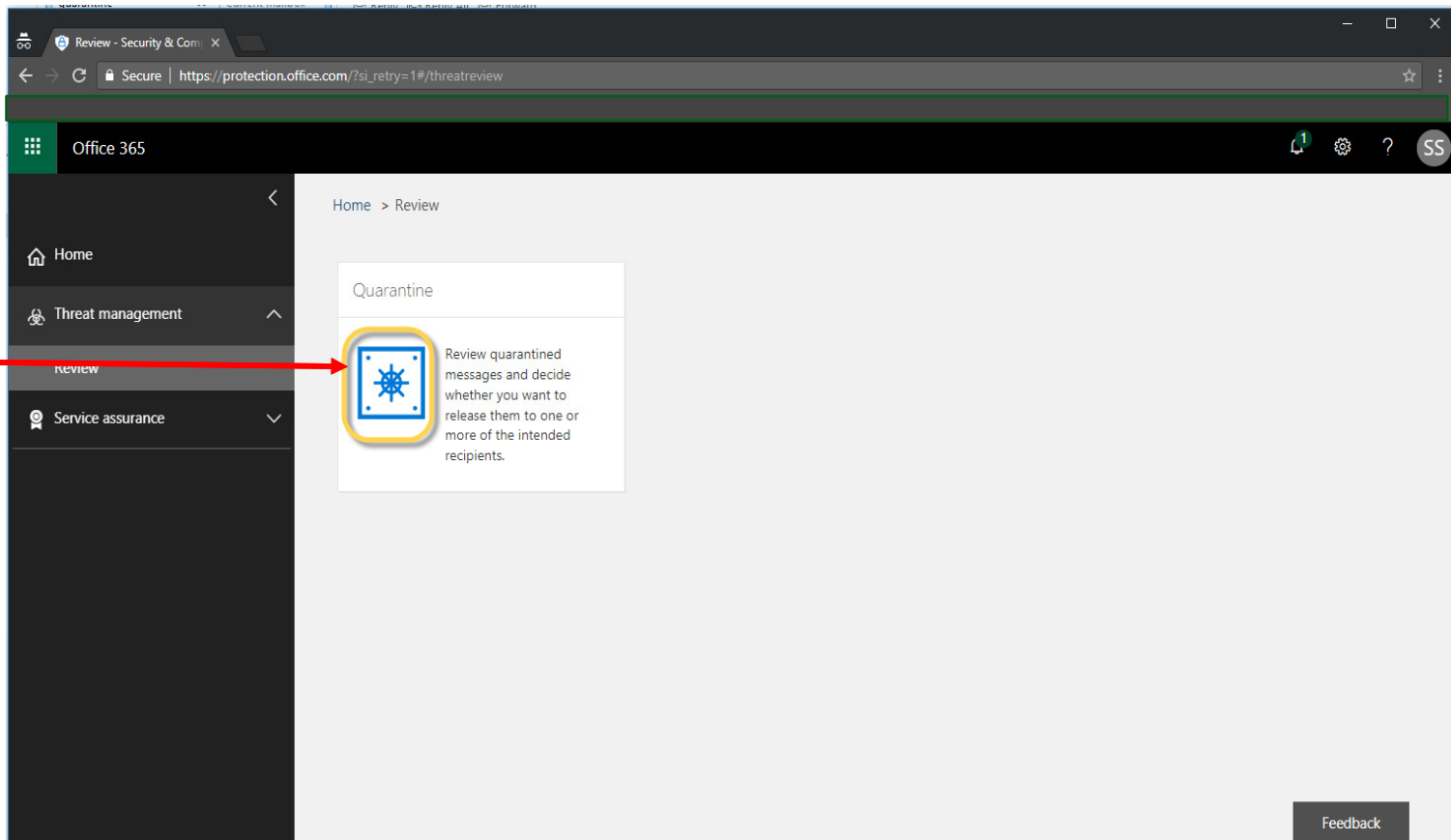
Click on Threat management



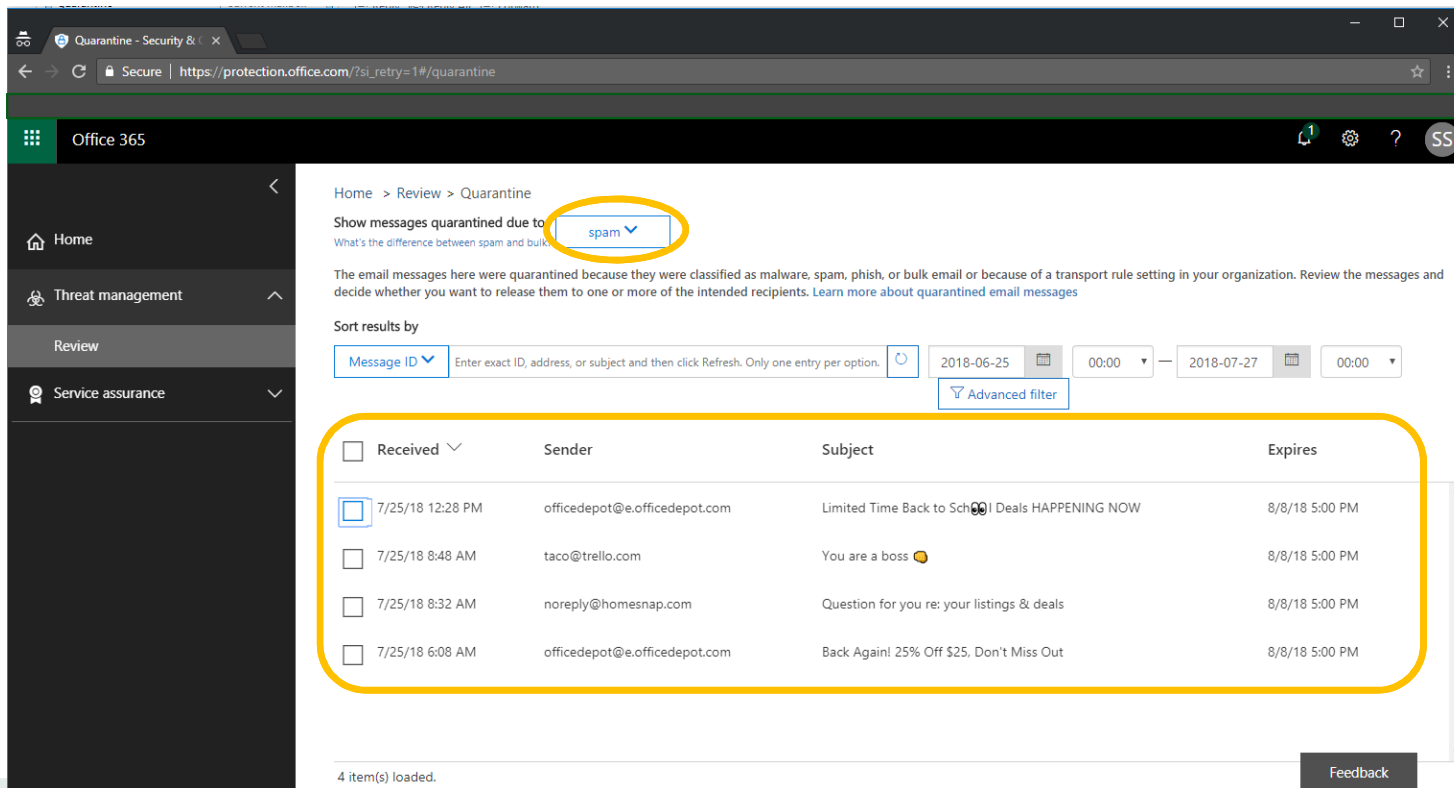
Click  
"review"



Click on the  
blue  
Quarantine  
button



## Message with all quarantined “Spam” will appear on the page



The screenshot shows the Office 365 Quarantine interface. The left sidebar contains navigation links: Home, Threat management, Review, and Service assurance. The main content area is titled 'Home > Review > Quarantine'. A dropdown menu 'Show messages quarantined due to' is set to 'spam'. Below this, a text box explains that messages are quarantined due to malware, spam, phishing, or bulk email. A 'Sort results by' section shows 'Message ID' selected. A table of four quarantined messages is displayed, with the first message selected. The table columns are Received, Sender, Subject, and Expires.

Received	Sender	Subject	Expires
<input checked="" type="checkbox"/> 7/25/18 12:28 PM	officedepot@e.officedepot.com	Limited Time Back to School Deals HAPPENING NOW	8/8/18 5:00 PM
<input type="checkbox"/> 7/25/18 8:48 AM	taco@trello.com	You are a boss 🌮	8/8/18 5:00 PM
<input type="checkbox"/> 7/25/18 8:32 AM	noreply@homesnap.com	Question for you re: your listings & deals	8/8/18 5:00 PM
<input type="checkbox"/> 7/25/18 6:08 AM	officedepot@e.officedepot.com	Back Again! 25% Off \$25, Don't Miss Out	8/8/18 5:00 PM

4 item(s) loaded. Feedback

1. Check box  
on any  
emails you  
would like to  
release from  
quarantine

The screenshot shows the Office 365 Quarantine interface. On the left is a navigation pane with 'Review' selected. The main area displays a list of quarantined messages. The first message is selected, and its details are shown in a pane on the right. A red arrow points from the first instruction to the checkbox of the first email in the list. Another red arrow points from the second instruction to the 'Release message' button in the details pane.

Received	Sender
<input checked="" type="checkbox"/> 7/25/18 12:28 PM	officedepot@e.officedepot.com
<input type="checkbox"/> 7/25/18 8:48 AM	taco@trello.com
<input type="checkbox"/> 7/25/18 8:32 AM	noreply@homesnap.com
<input type="checkbox"/> 7/25/18 6:08 AM	officedepot@e.officedepot.com

Details pane for the selected message:

- Message ID: <d513cb99-848e-461f-bbfc-1efc1a834c2b@ind1s06mta1305.xt.local>
- Sender address: officedepot@e.officedepot.com
- Received: 7/25/18 12:28 PM
- Subject: Limited Time Back to School Deals HAPPENING NOW

2. Click  
"Release  
message" for  
any emails you  
would like to  
have in your  
email inbox

Quarantine - Security & X

Secure | https://protection.office.com/?si\_retry=1#/quarantine

Office 365

Home

Threat management

Review

Service assurance

Home > Review > Quarantine

Show messages quarantined due to spam

What's the difference between spam and bulk?

The email messages here were quarantined because they were classified as spam. You can decide whether you want to release them to one or more of the recipients.

Sort results by Message ID Enter exact ID, address, or subject and then click

<input type="checkbox"/> Received	Sender
<input checked="" type="checkbox"/> 7/25/18 12:28 PM	officedepot@e.officedepot.com
<input type="checkbox"/> 7/25/18 8:48 AM	taco@trello.com
<input type="checkbox"/> 7/25/18 8:32 AM	noreply@homesnap.com
<input type="checkbox"/> 7/25/18 6:08 AM	officedepot@e.officedepot.com

4 item(s) loaded.

### Release messages & report them to Microsoft

The messages listed here will be released from quarantine and sent to the recipients you choose. Checking the "Send report" option will also send the messages to Microsoft for analysis and evaluation. Depending on the results of the analysis, the messages may not be quarantined next time.

☒ Report messages to Microsoft for analysis

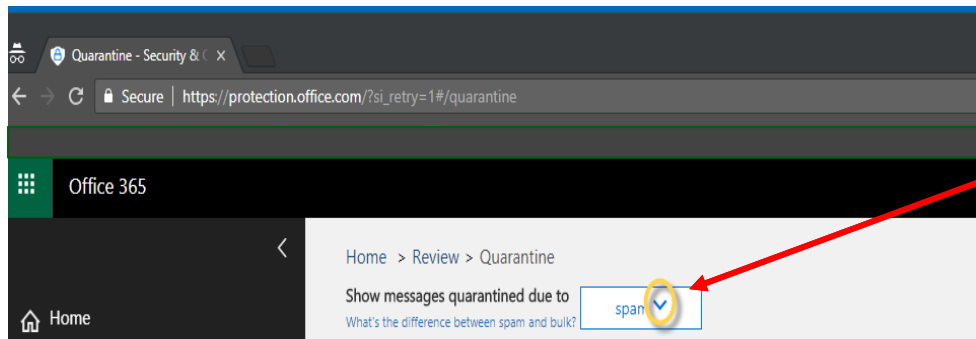
Release the following messages

Date	Sender	Subject
"2018-07-25T19:28:22.308Z"	officedepot@e.officedepot.com	Limited Time Back to School Deal...

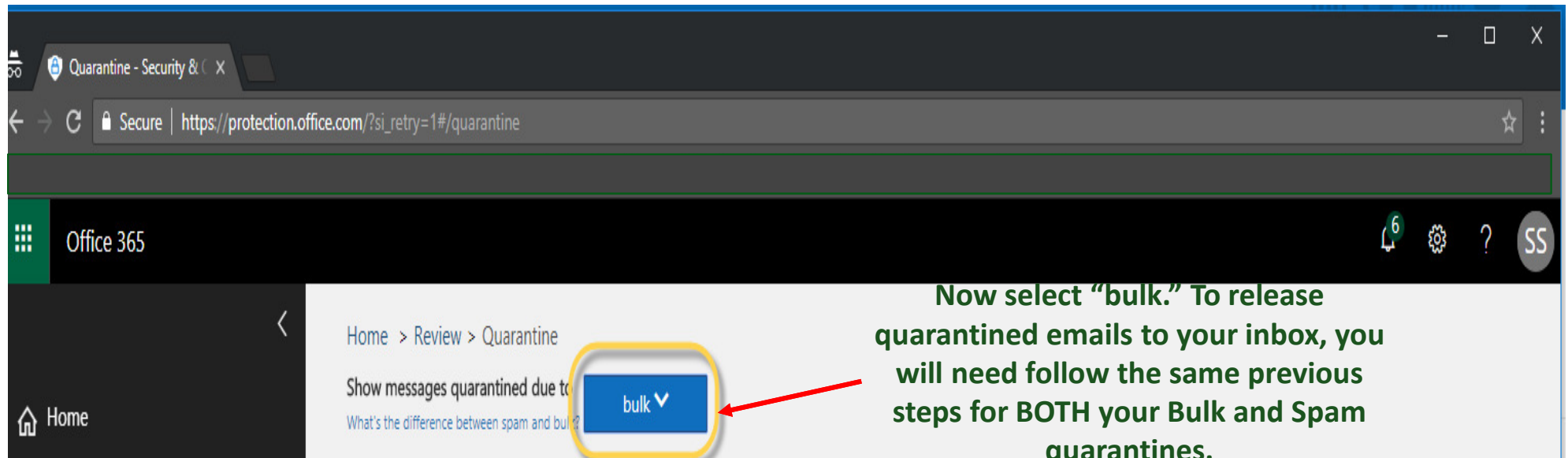
Release messages Cancel

Feedback

You will see the list of messages you selected and will need to click release messages again



If you do not see the emails you are missing in the spam folder you will need to go back to the Home> Review> Quarantine page and click on the drop down arrow next to “Spam”



Now select “bulk.” To release quarantined emails to your inbox, you will need follow the same previous steps for BOTH your Bulk and Spam quarantines.

Home > Review > Quarantine

Show messages quarantined due to

bulk

What's the difference between spam and bulk?

The email messages here were quarantined because they were classified as malware. Decide whether you want to release them to one or more of the intended recipients.

Sort results by

Message ID

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

☐ Received

Sender

☒ 7/26/18 10:11 AM ricohsolutions@ricoh-usa.com

☐ 7/26/18 7:56 AM jeff@mortgagefromjeff.com

☐ 7/26/18 7:36 AM chadgallagher@johnlscott.com

☐ 7/26/18 7:36 AM chadgallagher@johnlscott.com

☐ 7/26/18 7:36 AM chadgallagher@johnlscott.com

5 item(s) loaded.

## Details

Release message

View message header

Preview message

Download message

Remove from quarantine

### Message ID

<d513eb99-848e-461f-bbfc-1efe1a834c2b@ind1s06mta1305.xt.local>

### Sender address

officedepot@e.officedepot.com

### Received

7/25/18 12:28 PM

### Subject

Limited Time Back to School Deals HAPPENING NOW

Close

Feedback

1. Select Bulk

2. Select the email you would like to release to your inbox

3. Select "Release message"

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- Inbox tip: When the email is released it may be filed with the time it was originally sent, or when it was released. Searching will make it easier to find quickly.

- Please contact [Brokercare@johnlscott.com](mailto:Brokercare@johnlscott.com)  
877.366.0663 for further assistance