

## Email Quarantine in Office 365 GCC High

Inbound emails that get flagged as spam or malware will be quarantined and prevented from reaching your inbox. To view those mail items getting held, you can visit <https://security.microsoft.us/quarantine> and sign in with your Valkyrie credentials. There you will see in real time any mail items that are quarantined to review, release, etc. These emails will be held for 21 days before being removed.

Review > Quarantine Learn more

### Quarantine

**Email**

These messages were quarantined because they were classified as malware, spam, phishing, or bulk, or because of a mail flow rule (transport rule) in your organization. Review the messages and decide whether you want to release them to one or more of the intended recipients. [Learn more about quarantined email messages](#)

Refresh Release Request release Delete messages Preview message More 5 items Search Filter Customize columns

Filters: Recipient address: @ENC@WfXK56HfbsNXMe1VFDdq5j500fiP9pW1XiktitAlz1vvtgNcLyIvuL/ahQgVQwRZ45+HUI4/dTa6YI3fW7gKXvYXnQqeJGkkDtDIT8k8= Time received: Last 30 days

<input type="checkbox"/>	Time received	Subject	Sender	Quarantine reason	Release status	Policy type	Expires	Recipient
<input type="checkbox"/>	Nov 10, 2022 12:16:42 PM	[EXT] test mal #1 gmail	@gmail.com	Malware	Needs review	Anti-malware policy	Dec 9, 2022 6:00:00...	emailmigtest2@val...
<input type="checkbox"/>	Nov 10, 2022 11:35:28 AM	[EXT] test spam #1 gmail	@gmail.com	Spam	Needs review	Anti-spam policy	Nov 30, 2022 6:00:00...	emailmigtest2@val...

You will also receive daily quarantine report emails for mail that was held from the previous day. These need to be reviewed for any legitimate mail that may have been mistakenly quarantined (false positives). Below is the process to review and release these emails.

**Note: there will be a caution banner attached to these quarantine report emails. This is to be expected as they are coming from an external Microsoft address. It's always best practice to exercise caution when handling external emails. If you are ever unsure, you can always access your quarantined mail by going to <https://security.microsoft.us/quarantine> and signing in with your Valkyrie credentials.**

[EXT] Microsoft 365 security: You have messages in quarantine

Some content in this message has been blocked because the sender isn't in your Safe senders list. I trust content from quarantine@messaging.microsoft.com. [Show blocked content]

quarantine@messaging.microsoft.com  
To: Thu 11/10/2022 8:14 PM

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Microsoft

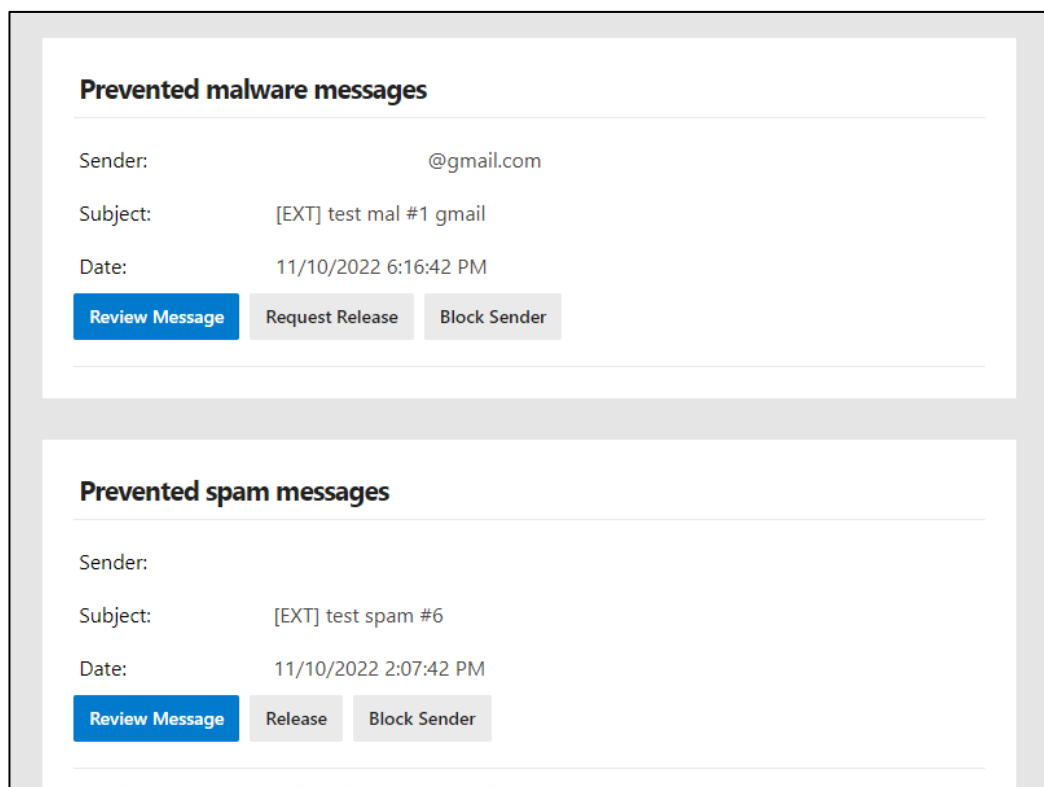
### Review These Messages

3 messages are being held for you to review as of 11/11/2022 12:00:00 AM (UTC).

Review them within **21 days of the received date** by going to the [Quarantine page](#) in the Security & Compliance Center.

1. Within the quarantine report email, you may see two sections of held mail: “Prevented malware messages” and “Prevented spam messages”. Select “Review Message” on the legitimate email you need to release.

**Note: For malware, you will only be able to request the release of the email. You will not be able to release it yourself. For anything marked as spam, you will be able to release the email to your inbox yourself.**



2. **FOR MALWARE:** After selecting “Review Message” on a prevented malware email, a web page will open and display details about that held email. To request the email be released, select “Request Release” and then “Request Release” again on the next screen.

The screenshot shows a web interface for a quarantined email. At the top, the email subject is "[EXT] test mal #1 gmail". Below the subject, there is a "Request release" button with a checkmark icon, which is highlighted with a red box. To its right is a "View message headers" button. The interface is divided into two sections: "Quarantine details" and "Email details".

**Quarantine details**

Received	Expires
Nov 10, 2022 12:16:42 PM	Dec 9, 2022 6:00:00 PM
Subject	Quarantine reason
[EXT] test mal #1 gmail	Malware
Policy type	Recipient count
Anti-malware policy	1
Recipients	Not yet released to

**Email details**

Sender address	Time received
@gmail.com	Nov 10, 2022 12:16:42 PM
Network Message ID	Recipients
5d9c3832-5f5f-4d08-76e7-08dac347b7d1	

The screenshot shows a confirmation dialog titled "Request release". It contains a table with one row of data. At the bottom, there is a "Request release" button highlighted with a red box and a "Cancel" button.

The messages listed here will be requested to be released from quarantine.

Date	Sender	Subject
Nov 10, 2022 12:16:42 PM	@gmail.com	[EXT] test mal #1 gmail

**Request release**

You will then receive a confirmation that the release request was submitted. That will be sent on to Valkyrie IT to review.

The screenshot shows a confirmation message titled "Release requested". It contains a paragraph of text and a link to "Learn more" about "Releasing messages".

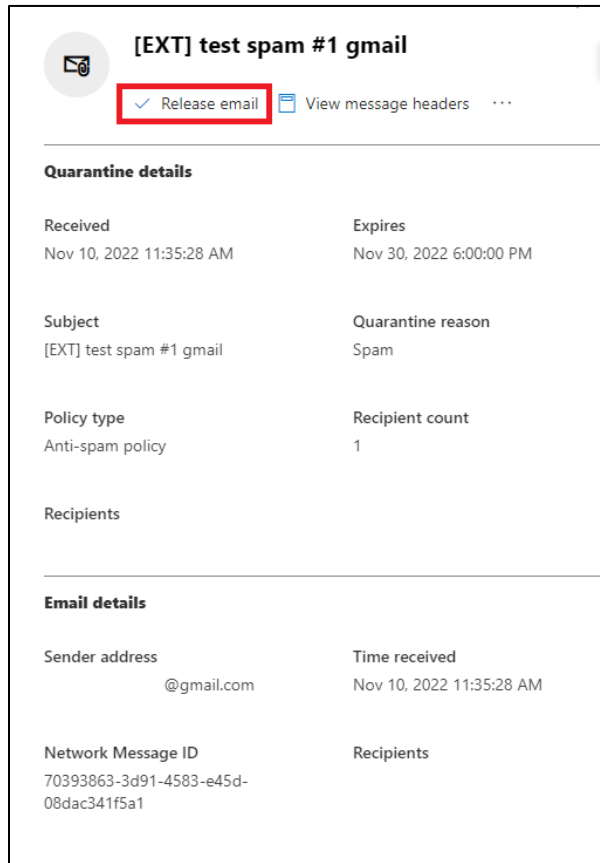
**Release requested**

The message release request has been initiated. The tenant admin will determine if the request should be approved or denied.

**Learn more**  
[Releasing messages](#)

2. **FOR SPAM:** After selecting “Review Message” on a prevented spam email, a web page will open and display details about that held email. To release the email, select “Release email” and then “Release message” on the next screen. You can also select “Report to Microsoft to improve detection”. That will help to prevent false positives in the future.

**Note: Selecting “Report to Microsoft to improve detection” will NOT whitelist or request to whitelist the sender’s address. If you mail from a specific sender is frequently being quarantined for spam or malware, please email that address to Valkyrie IT with the request to add it to the allowed list.**

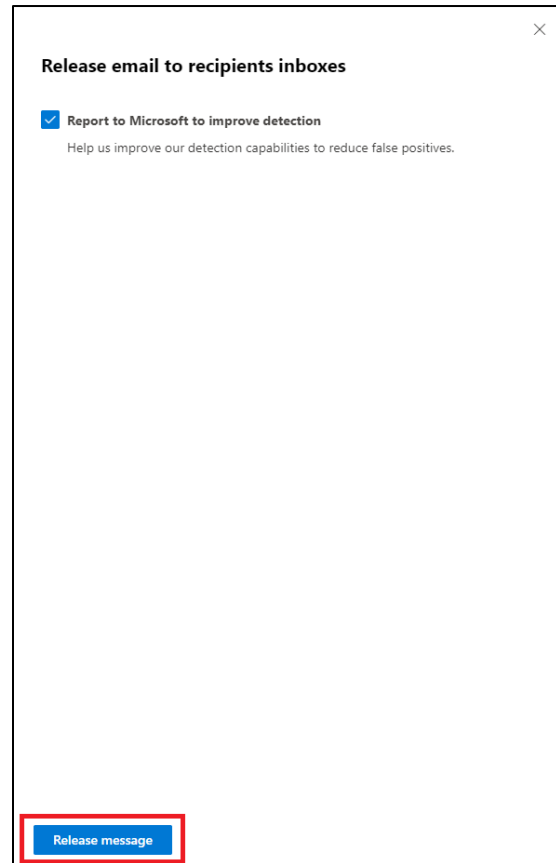


The screenshot shows the 'Review Message' interface for an email titled "[EXT] test spam #1 gmail". At the top, there is a "Release email" button with a checkmark icon, which is highlighted with a red box. To its right is a "View message headers" button. Below this, the "Quarantine details" section is displayed in a table format:

Quarantine details	
Received	Expires
Nov 10, 2022 11:35:28 AM	Nov 30, 2022 6:00:00 PM
Subject	Quarantine reason
[EXT] test spam #1 gmail	Spam
Policy type	Recipient count
Anti-spam policy	1
Recipients	

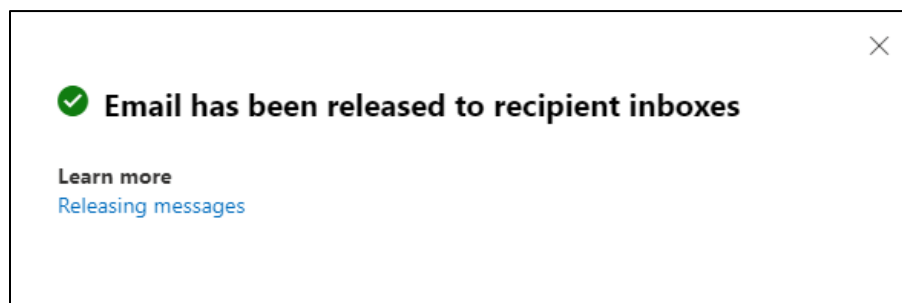
Below the quarantine details is the "Email details" section, also in a table format:

Email details	
Sender address	Time received
@gmail.com	Nov 10, 2022 11:35:28 AM
Network Message ID	Recipients
70393863-3d91-4583-e45d-08dac341f5a1	



The screenshot shows a dialog box titled "Release email to recipients inboxes". It contains a checked checkbox for "Report to Microsoft to improve detection" with the subtext "Help us improve our detection capabilities to reduce false positives." At the bottom of the dialog, there is a blue "Release message" button, which is highlighted with a red box.

You will then receive a confirmation that the email was released and will see it in your inbox shortly.



The screenshot shows a confirmation message with a green checkmark icon and the text "Email has been released to recipient inboxes". Below this, there is a "Learn more" link with the text "Releasing messages".

3. Before releasing or requesting release of an email, you can select the “...” icon to view more options. These include previewing the message, deleting it from your quarantine report, and blocking the sender.

**Note: Previewing the message BEFORE releasing, or requesting the release, is good practice to verify the email is legitimate.**

