

Microsoft Defender for Office 365 Quarantined Email

Texas A&M University-Texarkana has implemented Microsoft Defender for Office 365, Microsoft's solution for email protection. Defender will help protect TAMUT users and systems from malicious emails that could harm computers and infrastructure or compromise system data. In addition to messages coming to your inbox, you will have a quarantine folder.

Email Quarantine Folder

The quarantine folder holds potentially dangerous or unwanted email messages. You can view, release, and delete quarantined messages where you are a recipient, and the message was quarantined as spam or bulk email.

To view emails in the quarantine folder: <https://protection.office.com/quarantine>

The following actions can be taken on quarantined email (check the box next to the message):

- *Release message* – Releases one or multiple selected emails – releasing the message doesn't add the sender to your safe senders. You will still need to manually add them using instructions provided in the Add Safe Sender document.
- *View message header* – Allows viewing of the email header for analysis.
- *Preview message* – Allows email to be viewed in HTML with all links disabled or in plain text.
- *Remove from quarantine* – Deletes a single or multiple selected email from quarantine – removing from quarantine does not block the sender from sending emails to you.

[Additional information regarding taking actions on quarantined email](#)

Quarantine Email Notifications

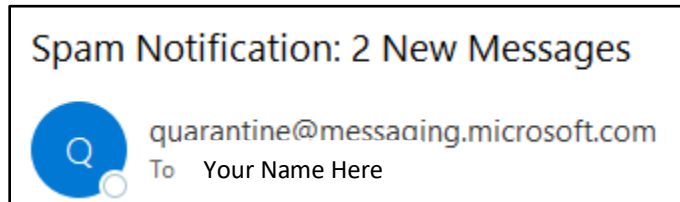
Once a day, you will receive an email quarantine notification via email. If no emails were quarantined, you would not receive this notification.

A quarantine notification email contains the following information for each quarantined message:

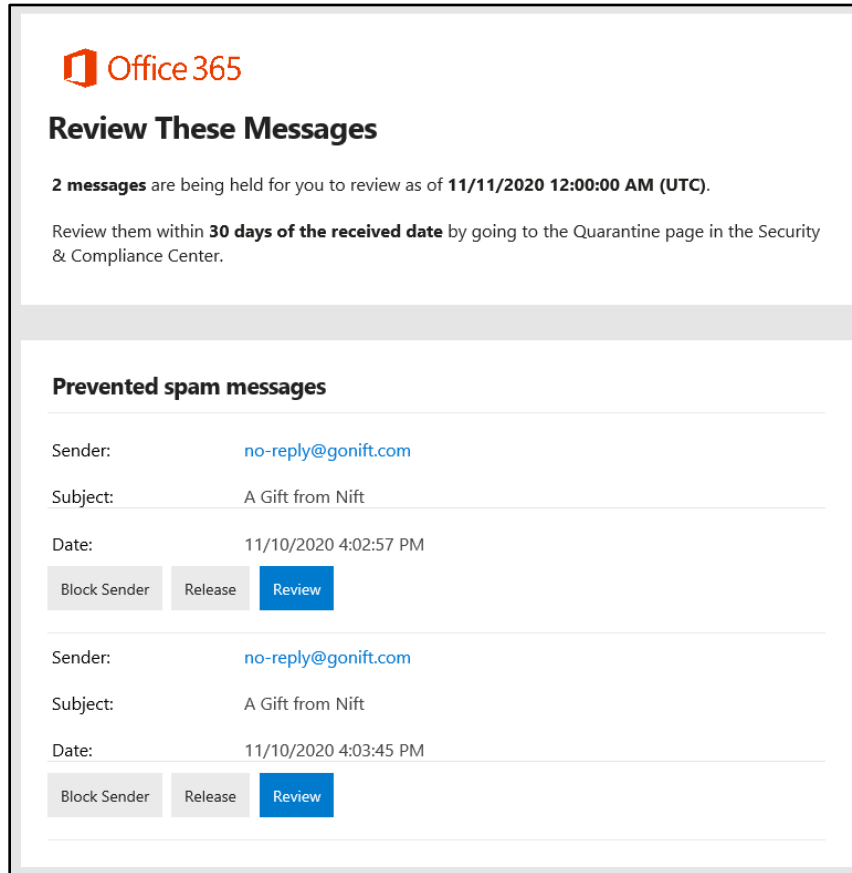
- **Sender:** The sender email address of the quarantined message.
- **Subject:** The subject line text of the quarantined messages.
- **Date:** The date and time (in UTC) that the message was quarantined.
- **Block Sender:** Click this link to add the sender to your Blocked Senders list.
- **Release:** For spam (not phishing) messages, you can release the message.
- **Review:** Click this link to go to Quarantine in the Security & Compliance Center, where, depending on why the message was quarantined, you can view, release, delete, or report your quarantined messages.

The following graphics display a Microsoft 365 quarantine notification email.

- Watch for emails from quarantine@messaging.microsoft.com:



Open the email:



Choose from the available options:

- Block Sender: Click this link to add the sender to your Blocked Senders list – this action does add the sender to your blocked list.
- Release: For spam (not phishing) messages, you can release the message.
- Review: Click this link to go to Quarantine in the Security & Compliance Center, where, depending on why the message was quarantined, you can view, release, delete, or report your quarantined messages.



For support, please contact the IT ServiceDesk:

Email: isite@tamut.edu

Submit a Support Request Ticket:

Phone: 903.334.6603

<https://isite.tamut.edu>