

C-UM-QuarantineManagement_EN



Object: Manage Quarantined Emails

Description

This guide explains how to review and manage emails that have been automatically placed in quarantine by the security system because they were identified as potential Phishing or High-Risk Phishing threats.

Steps

1. Receive a summary email every four hours from the address `quarantine@gcmconsultants.com` listing your quarantined messages.

Microsoft 365 security: You have messages in quarantine

 quarantine@gcmconsultants.com
To: Smith, John



Review These Messages

3 messages are being held for you to review as of **2/7/2023 12:00:00 AM (UTC)**.

Review them within **30 days of the received date** by going to the [Quarantine page](#) in the Security Center.

2. Review the different sections in the email, which separate messages by security level (e.g., high-risk phishing).

Prevented high confidence phish messages

Sender: testgcmcourriel@gmail.com
Subject: Fwd: DocSign sent you a file for sign and approval
Date: 2/6/2023 6:28:43 PM

[Review Message](#)

[Request Release](#)

[Block Sender](#)

3. Read the security disclaimer included in every summary email for important safety rules.

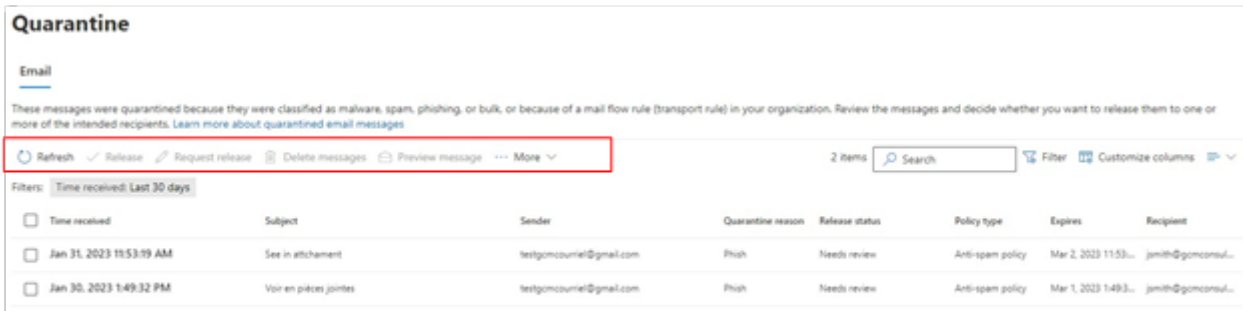
Exclusion de responsabilité de votre organisation : Message retenu en quarantaine, merci de faire attention et de bien vérifier l'expéditeur du message et de ne pas cliquer sur des liens que vous ne connaissez pas.

4. Choose one of the four actions for each message: Review, Release, Request Release, or Block Sender.

5. Alternatively, access your full quarantine list at any time by visiting:

<https://security.microsoft.com/quarantine>.

6. Select an email in the quarantine portal to see the available action buttons.

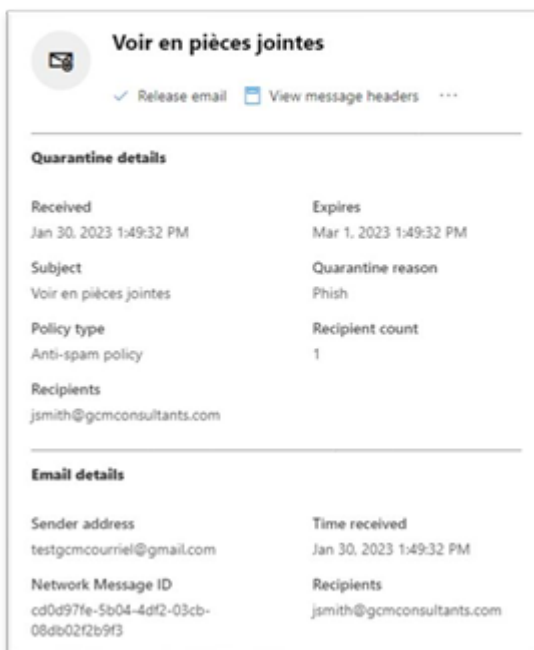


Review a Message

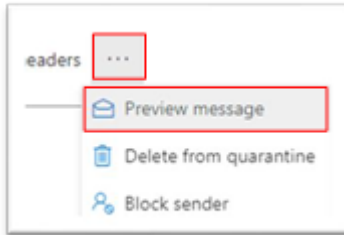
7. Click the **Review message** button in the notification email to see a preview of the message.



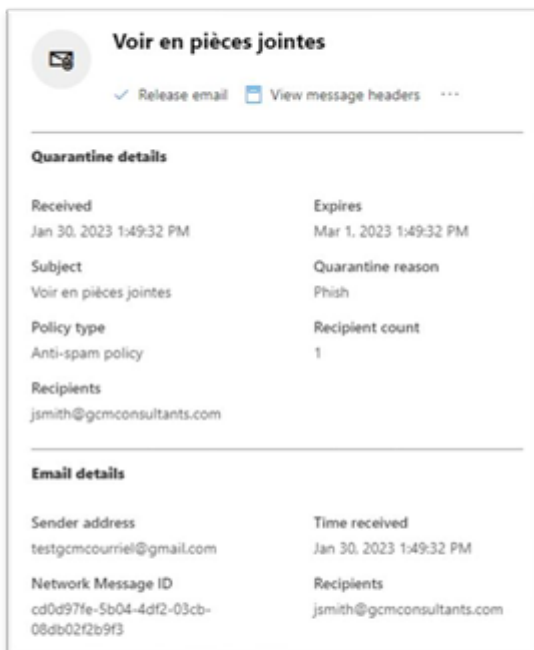
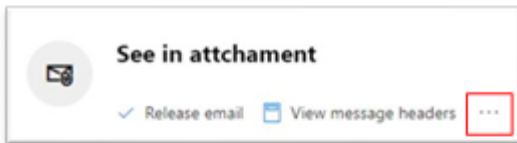
A page will open displaying the message details:



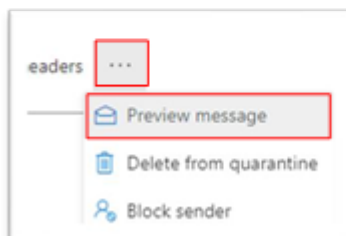
8. Alternatively, to review a message from the quarantine portal, click the ... (More actions) menu for a preview.



9. Select the email you wish to review in the quarantine portal.



Then "preview message "



10. Click the ... (More actions) menu and choose the preview option.



Release a Message

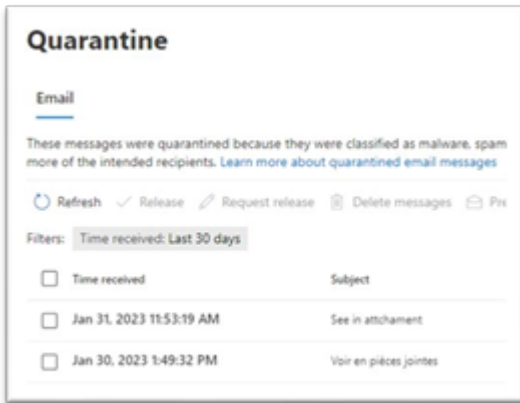
11. Click the **Release** button in the notification email to deliver a safe message directly to your inbox.



12. Acknowledge the confirmation message that appears, indicating the email has been released.



13. Alternatively, from the quarantine portal, select the email you want to release.



14. Click the **Release email** button.

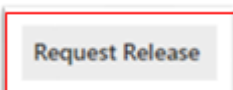


15. Verify that the email's status changes to "Released".



Request Release for a High-Risk Message

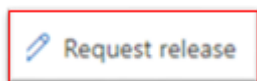
16. Click the **Request Release** button in the notification email for messages marked as high-risk. This sends a request to the IT department for manual verification.



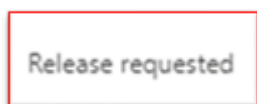
17. Acknowledge the confirmation message indicating your request has been submitted. The IT team is automatically notified.



18. Alternatively, from the quarantine portal, select the high-risk email and click **Request Release**.

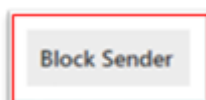


19. Verify that the email's status changes to "Release requested". The IT team will review your request.



Block a Sender

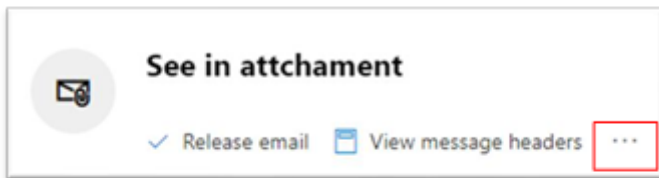
20. Click the **Block Sender** button in the notification email to prevent future emails from that address from reaching you.



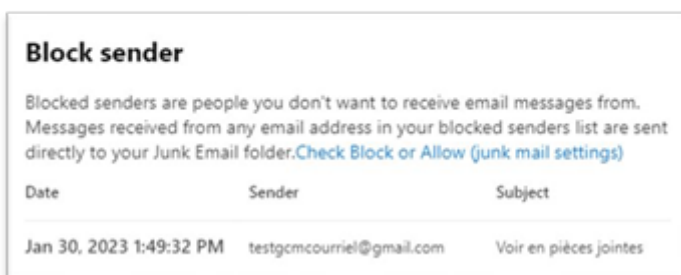
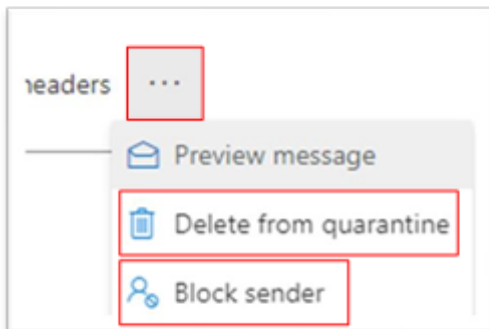
21. Acknowledge the confirmation that the sender has been blocked and added to your personal block list.



22. Alternatively, from the quarantine portal, select the email and click the ... (More actions) menu.



Select "Block sender" and then "Delete from quarantine".

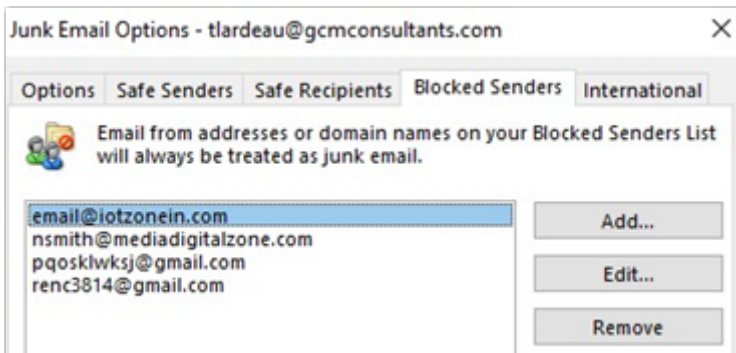
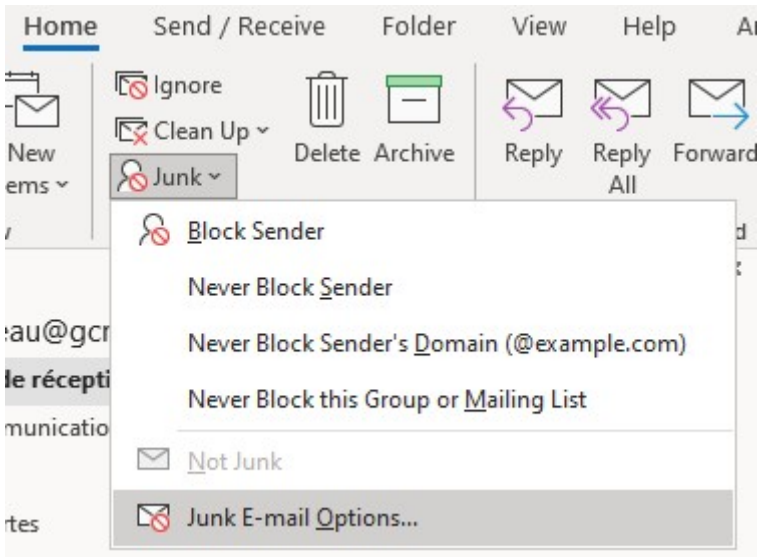


23. Select **Block sender** and confirm by clicking **Block**. The sender will be added to your personal block list.



Manage Your Blocked Senders List

24. Open Outlook and navigate to the **Home** tab, then select **Junk > Junk E-mail Options...** to view your list of blocked senders.



25. Note that once a sender is blocked, you will no longer receive any notifications or quarantined emails from that address.

Notes

- Always check the sender's address carefully before releasing an email.
- Do not click on links from unknown senders. If you have any doubt, do not click the link and contact the IT helpdesk for advice.
- Releasing a message delivers it to your inbox. Only do this if you are absolutely certain the email is safe.

Revision #1

Created 2026-06-03 12:44:09 UTC by Ouellette, Marc-André maouellette@gcmconsultants.com

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