

C-UM-QuarantineManagement_EN



Object: Managing Quarantined Emails

Description

This guide explains how to review and manage emails that have been placed in quarantine by the security system. You can review, release, or block suspicious emails from a notification summary or the online quarantine portal.

Steps

1. Receive a quarantine summary email every 4 hours from the address `quarantine@gcmconsultants.com`.

Microsoft 365 security: You have messages in quarantine



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 categorize messages by their detected security risk.

Prevented high confidence phishing 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 in the email for important rules on how to handle suspicious messages.

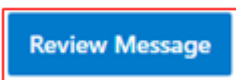
Exclusion de responsabilité de votre organisation : Message retenu en quarantaine, merci de faire attention et de bien vérifier l'expéditeur du message et de ne pas cliquer sur des liens que vous ne connaissez pas.

4. Choose an action for each quarantined email: Review, Release, Request Release, or Block Sender.

The screenshot shows the 'Quarantine' interface. At the top, there is a section for 'Email' with a warning message: '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'. Below this, there is a toolbar with buttons for 'Refresh', 'Release', 'Request release', 'Delete messages', 'Preview message', and 'More'. A red box highlights the 'More' button. To the right of the toolbar, it says '2 items' and 'Search'. Below the toolbar, there is a table with columns: 'Time received', 'Subject', 'Sender', 'Quarantine reason', 'Release status', 'Policy type', 'Expires', and 'Recipient'. Two items are listed in the table.

Time received	Subject	Sender	Quarantine reason	Release status	Policy type	Expires	Recipient
Jan 31, 2023 11:53:19 AM	See in attachment	testgcmcourriel@gmail.com	Phish	Needs review	Anti-spam policy	Mar 2, 2023 11:53...	jsmith@gcmconsul...
Jan 30, 2023 1:49:32 PM	Voir en pièces jointes	testgcmcourriel@gmail.com	Phish	Needs review	Anti-spam policy	Mar 1, 2023 1:49:3...	jsmith@gcmconsul...

To Review a Message 5. From the notification email, click the **Review message** button.



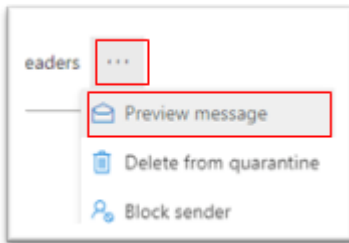
6. On the page that opens, click the ... option and select **Preview message** to view its content safely.

The screenshot shows the 'Voir en pièces jointes' (View in attachments) page. At the top, there is a header with the title 'Voir en pièces jointes' and a sub-header 'Release email View message headers ...'. Below this, there is a section for 'Quarantine details' with the following information:

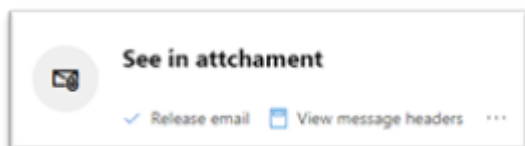
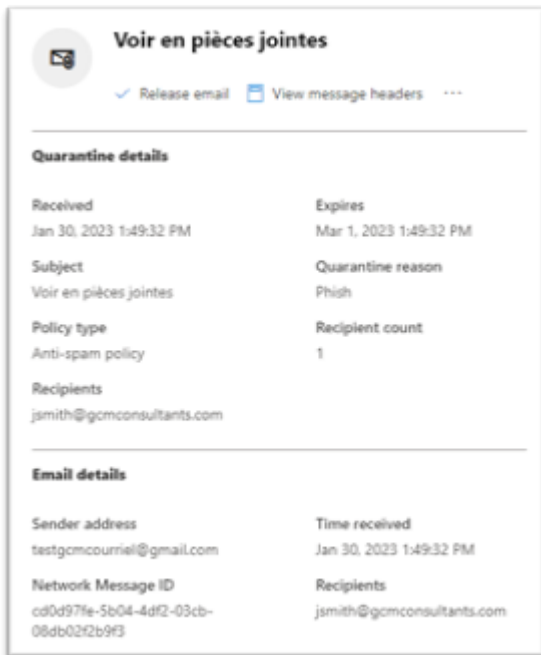
Received	Expires
Jan 30, 2023 1:49:32 PM	Mar 1, 2023 1:49:32 PM
Subject	Quarantine reason
Voir en pièces jointes	Phish
Policy type	Recipient count
Anti-spam policy	1
Recipients	
jsmith@gcmconsultants.com	

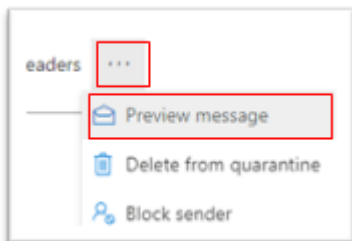
Below this, there is a section for 'Email details' with the following information:

Sender address	Time received
testgcmcourriel@gmail.com	Jan 30, 2023 1:49:32 PM
Network Message ID	Recipients
cd0d97fe-5b04-4df2-03cb-08db02f2b9f3	jsmith@gcmconsultants.com



7. Alternatively, go to your quarantine portal at <https://security.microsoft.com/quarantine>.
8. Select the email, click the ... option, and choose **Preview message**.





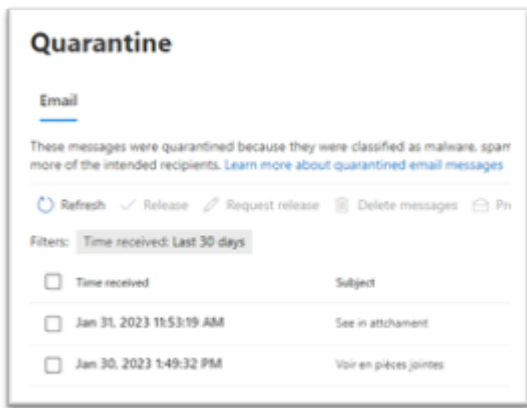
To Release a Message 9. From the notification email, click the **Release** button for the email you want to receive in your inbox.



10. A confirmation will appear, and the email will be delivered to your mailbox.



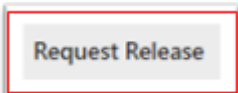
11. Alternatively, from the quarantine portal, click the email you want to release.



12. Click **Release email**. The status will change to "Released".



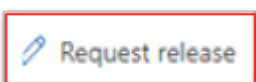
To Request the Release of a High-Risk Message 13. From the notification email, click the **Request Release** button. This is for messages marked as high-risk.



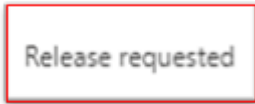
14. A confirmation will appear. The IT department will be automatically notified to review your request.



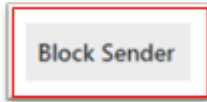
15. Alternatively, from the quarantine portal, select the high-risk email and click **Request Release**.



16. The status will change to "Release requested", and the IT department will examine the request.



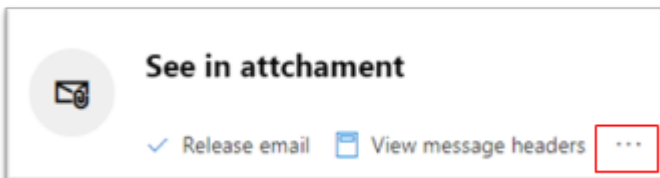
To Block a Sender 17. From the notification email, click the **Block Sender** button.



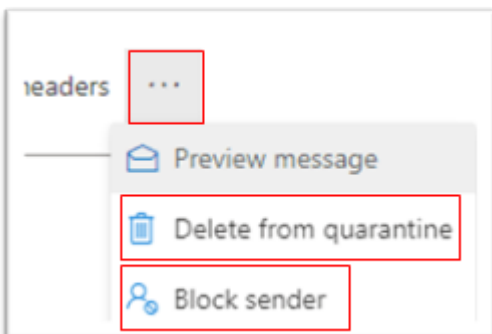
18. A confirmation will appear, and the sender will be added to your personal block list.

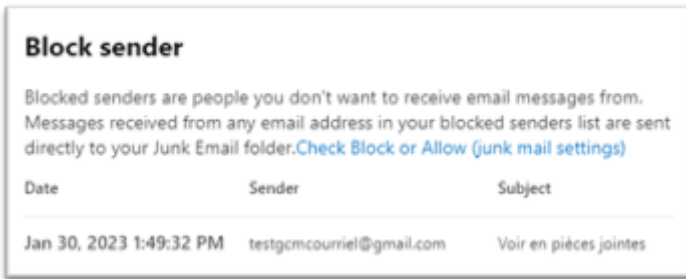


19. Alternatively, from the quarantine portal, select the email from the sender you wish to block.



20. Click the ... option, select **Block sender**, and then **Delete from quarantine**.

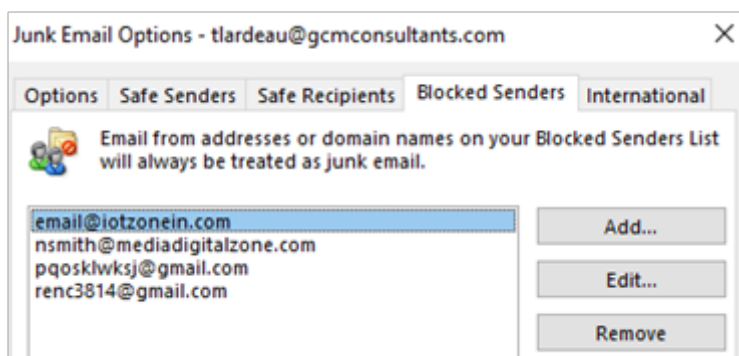
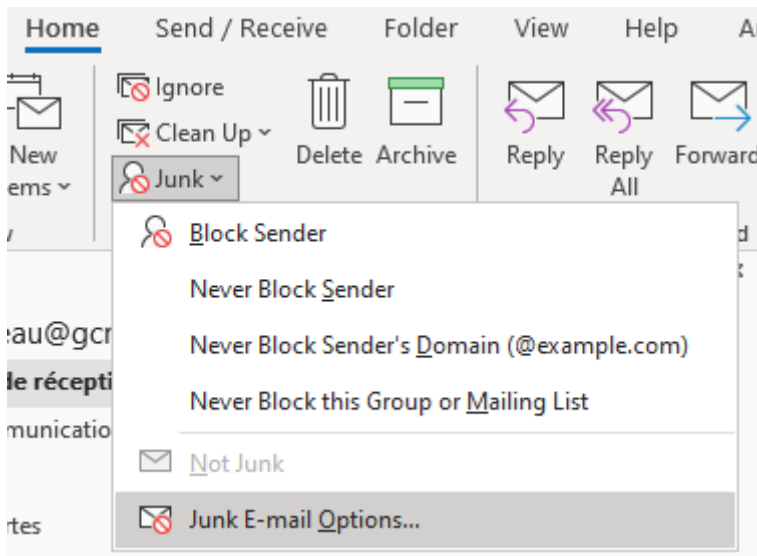




21. Click **Block** to confirm.



To View Your Blocked Senders List 22. Open Outlook and click the **Home** tab. 23. Select **Junk** and then **Junk E-mail Options** to see your list.



Remarques

- Be very careful when releasing a message. Ensure you trust the sender and be cautious of any links or attachments.
- If you have any doubt about an email's legitimacy, do not release it and contact the IT helpdesk for advice.

- Emails detected as standard junk mail are sent directly to the Junk folder in your mailbox, not to quarantine.
 - Once a sender is blocked, you will no longer receive quarantine notifications for emails from that address.
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Revision #1

Created 2026-06-03 12:43:43 UTC by Ouellette, Marc-André maouellette@gcmconsultants.com

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