How to manage your quarantined messages.

1. To open your quarantined messages go to https://protection.office.com/quarantine, and sign in with your ULM credentials.

2. **You are now in the Security and Compliance Center.**
   a. Go to **Threat Management** > **Review** > **Quarantine**.
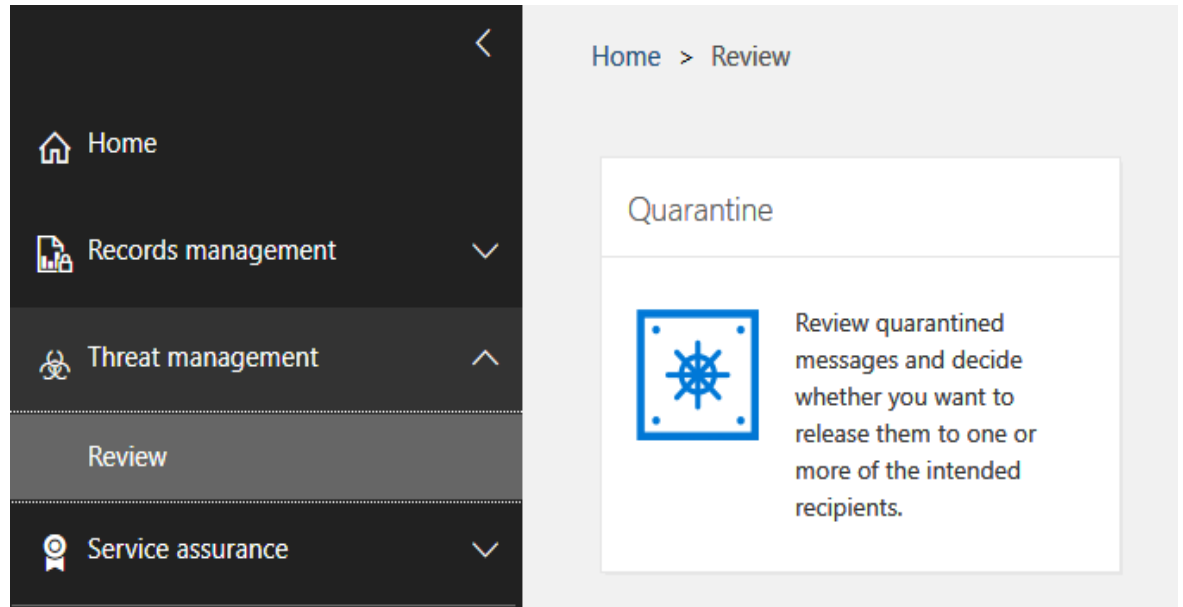
3. Under **"View Quarantined",** use the drop down box to choose "emails" or "files".

4. **You can search for a specific email by:**
   a. **Message ID**: The globally unique identifier of the message. If you select a message in the list, the Message ID value appears in the Details tab pane that appears.

   b. **Sender email address**: A single sender's email address.
   c. **Policy name**: Use the entire policy name of the message. The search is not case-sensitive.
   d. **Recipient email address**: A single recipient's email address.
   e. **Subject**: Use the entire subject of the message. The search is not case-sensitive.

Sort results by

Message ID ∨ | Enter exact ID, address, or subject and then click Refresh. Only one ⓘ

Message ID
Sender email address
Recipient email address
Subject
Policy name

∨ | **Sender** | **Sub**
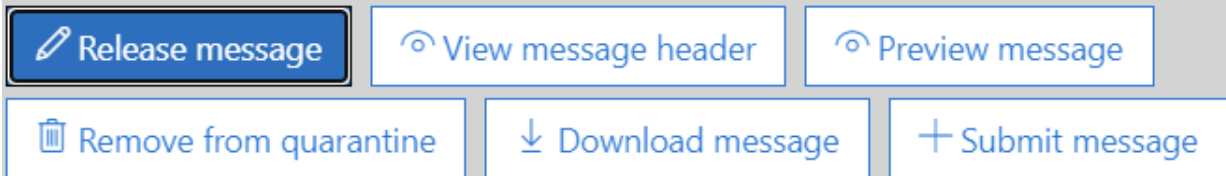
5. You also have these available filters:

▽ Filter | Modify Columns

a. **Expires time**: Filter messages by when they will expire from quarantine:
   i. Today
   ii. Next 2 days
   iii. Next 7 days
b. **Custom**: Enter a Start date and End date.
c. **Received time**: Enter a Start date and End date.
d. **Quarantine reason**:
   i. Bulk
   ii. Spam
   iii. Phish
e. **Policy Type**: Filter messages by policy type:
f. **Anti-phish policy**
g. **Hosted content filter policy**
h. To clear the filter, click **Clear**. To hide the filter tab, click **Filter** again.

Details

Release message   ◎ View message header   ◎ Preview message

🗑 Remove from quarantine   ⤓ Download message   + Submit message

6. **Take action on quarantined email.**
   a. After you select a message, you have options for what to do with the messages in the **Details** pane:
   b. **Release message**: In the pane that appears, choose whether to **Report messages to Microsoft for analysis**. This is the default selection and reports the incorrectly quarantined message to Microsoft as a false positive. When you are finished, click **Release messages**.
   c. **Preview message**: In the pane that appears, choose on of the following options:
      i. **Source view**: Shows the HTML version of the message body with all links disabled.
      ii. **Text view**: Shows the message body in plain text.
   d. **Download message**: In the pane that appears, select **I understand the risks from downloading this message** to save a local copy of the message.
   e. **Remove from quarantine**: After you click **yes** in the warning that appears, the message is immediately deleted.
   f. When you are finished, click **Close**.

If you do not release or remove the message, it will be deleted after the default quarantine retention period expires.