

SUPPORT GUIDE

Microsoft 365

Email Quarantine Guide

How to check, review, and safely release emails held in quarantine.

What is email quarantine?

Microsoft 365 automatically holds back emails it thinks are spam, phishing, malware, or otherwise unwanted, instead of letting them straight into your inbox. That holding area is called quarantine.

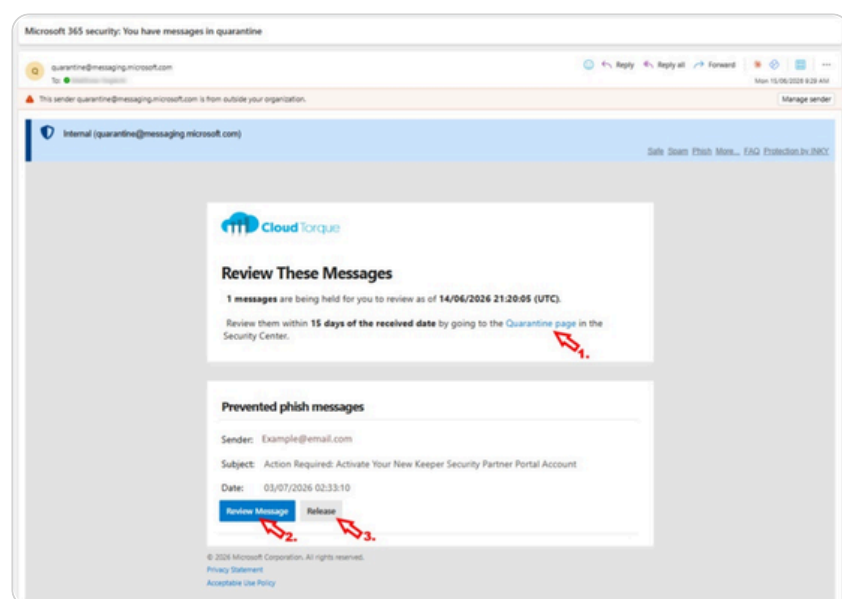
You don't need any IT experience to deal with it. In most cases, you can review and release these messages yourself in a couple of clicks. This guide walks through exactly how.

- **Quarantine Notification Emails** - how you'll know something's been held
- **Quarantine Page** - where to see everything that's been caught
- **Message Details Panel** - reviewing and releasing from the full list
- **Review Message** - how to safely check if a message is genuine

Not sure about something? Leave the message in quarantine and get in touch with us - we'd always rather double-check a safe email than risk releasing a dangerous one.

Quarantine Notification Emails

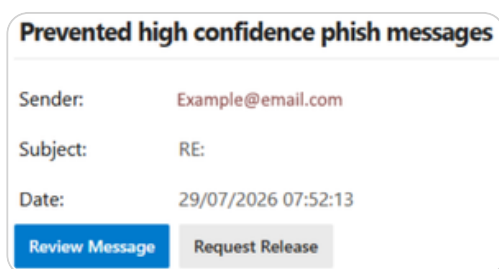
From time to time you'll get an email from Microsoft 365 with a subject line like "Quarantined emails" or "Quarantine summary." It's an automated notification letting you know one or more emails sent to you were held back by the spam and security filters, rather than landing in your inbox. This happens automatically to protect you from spam, phishing, and other unsafe emails.



- 1 Click the Quarantine page link to see the full list of held messages.
- 2 Review Message lets you safely preview the email without releasing it, so you can check whether it's genuine.
- 3 Release sends the message to your inbox - only use this if you're confident the email is safe and expected.

Note: Sometimes this button will say **Request Release** instead of **Release**.

That's normal — it just means the message has been flagged as possible malware, so it can't be released directly. Instead, the request is sent to us to review before it's let through.



Request Release example



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

Confirmation after requesting release

The Quarantine Page

Clicking the **Quarantine page** link in the notification email takes you to a screen where every message currently being held is listed in one place.

Date quarantined	When the message was caught and held.
Subject	The subject line of the email.
Sender	Who - or what address - the email came from.
Quarantine reason	Why Microsoft held it back, such as Phish or High Confidence Phish. This tells you at a glance how serious the filter considered the message to be.
Release status	Whether the message still Needs Review, has already been released, or is awaiting approval.
Expires	The date the message will be automatically and permanently deleted if no action is taken. Messages are usually held for 15–30 days, so it's worth reviewing before this date.

Tip: The list view often shortens the sender's email address. Open a message to see it in full before deciding whether to release it.

Message Details Panel

Clicking directly on a message in the Quarantine page list opens this details panel on the right-hand side - no need to navigate away. Everything you need to make a decision is right there in one place.

[Release email](#)[Preview message](#)

Release email sends the message to the recipient's inbox (or sends a release request, if it's flagged as possible malware). **Preview message** is the same safe preview covered on the next page - it shows the content without releasing it.

Sender address	Shown in full - worth double-checking before releasing.
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Received	When the message was received.
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Quarantine reason & policy	Which security policy caught the message, and why.
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Expiry & release status	When it expires, and whether it's already been released.
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Good habit: Always check the full sender address in the Email details section before releasing - the list view often shortens it, and that's exactly where a spoofed address hides.

Reviewing a Message Safely

Clicking Review Message opens the quarantined email safely in a preview panel - without releasing it, and without letting any links or images load. This lets you check whether the message is genuine before deciding what to do with it.

In the preview, you'll see the sender, subject, and the message content itself. Take a moment to check:

-  Does the sender's email address look genuine, or is it unusual / unfamiliar?
-  Were you expecting this email?
-  Does it use pressure tactics - urgent wording, or a prominent button asking you to click, read, or act now?

If anything feels off, it's best to leave the message in quarantine - or contact us to doublecheck - rather than release it.

We're here if you need us

Quarantine is there to protect you, but you're never expected to make the call alone. If a message doesn't feel right, leave it exactly where it is and reach out.

Help Desk Hours: Monday – Friday, 8:30am – 5:00pm NZDT

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