Office 365 Spam & Quarantine Access

<mark>This document is provided as a How To for users needing assistance on how to block spam and access their Office 365 quarantine mailbox.</mark>

Office 365 has its own built in SPAM filter. This is now being used instead of the of the Barracuda.

1) **Junk Folder**

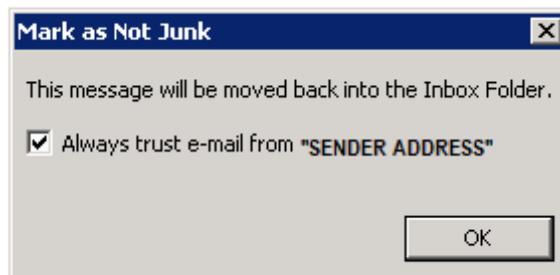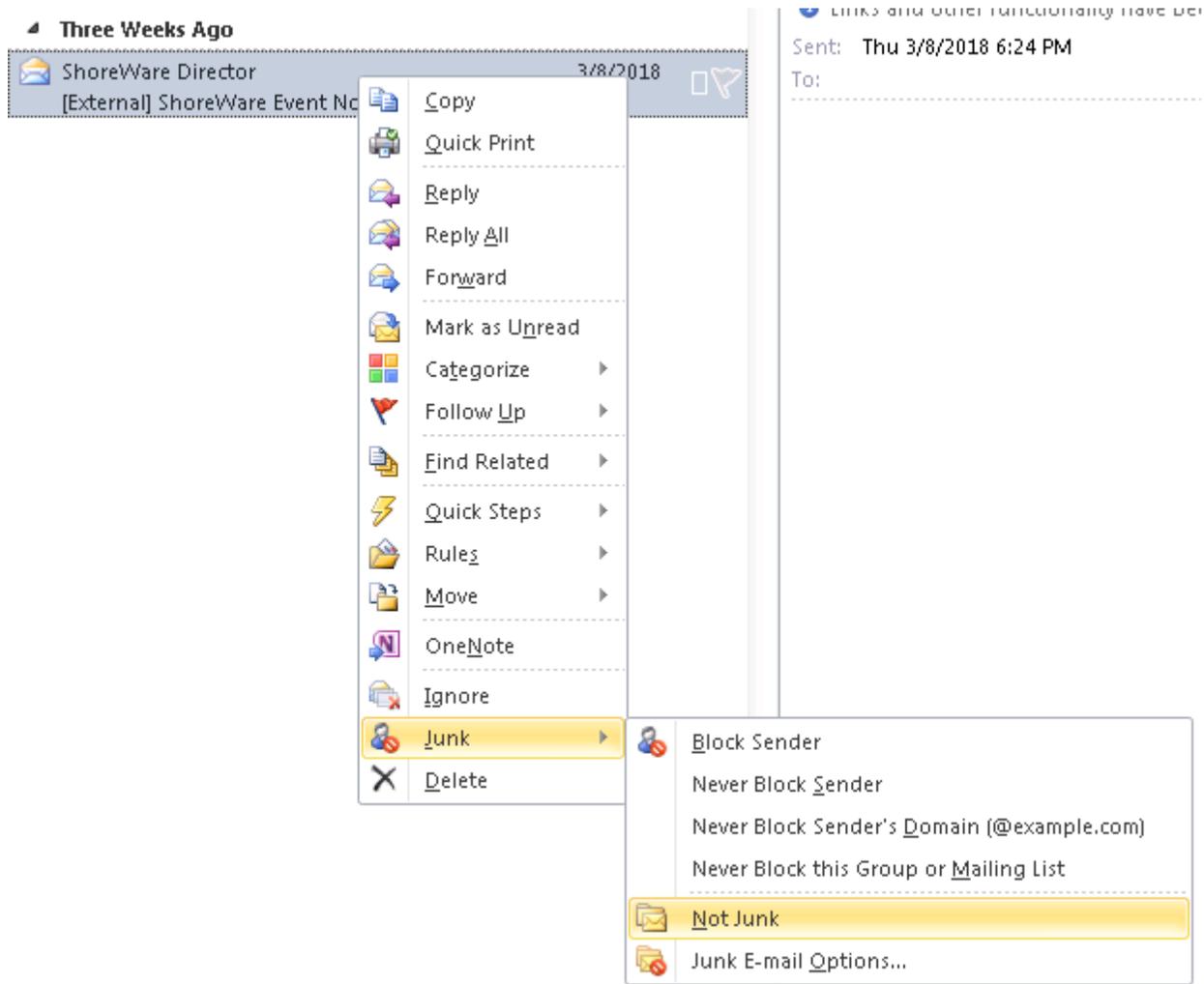   You will notice more mail coming into your **Junk Email** folder inside of Outlook.

    a. Office 365 makes greater use of the Junk Email folder for containing spam. It will automatically divert any email it suspects may be spam to the Junk Email folder to avoid cluttering up your inbox.

    b. If you have any mail in the Junk folder it will show as bold and will show a number to the right of it as a notice of how many emails are in the folder.

    c. Office 365 will only quarantine email it deems with "high confidence" as spam.
       This document will go into greater detail about the Quarantine process further down.

2) **To move an email from your junk folder to your inbox.**

    If you receive an email into your Junk Email folder that you know is not a spam message there are ways to move it to your inbox and to keep messages from that sender from being sent to the junk folder in the future.

    a. **Right click** on the email > Select **Junk** from the drop down > Select **Not Junk** from the submenu
       i.   By using this method, you will move it to your inbox.
       ii. You will also receive a message prompt that will ask if you want to always trust email from the sender. By selecting this checkbox any mail coming from that sender will no longer be sent to the junk folder and will be received into your inbox as normal.
       iii. See images on Page 2 for visual reference

    b. Drag and drop the email from the junk folder to the inbox folder
       i.   This option will only move the email to the inbox.
   ii. It does not give the option to always trust email from the sender.

Three Weeks Ago

ShoreWare Director   3/8/2018
[External] ShoreWare Event No

Sent: Thu 3/8/2018 6:24 PM
To:

📋	Copy
🖨	Quick Print
↩	Reply
↩	Reply All
↪	Forward
✉	Mark as Unread
▦	Categorize ▸
⚑	Follow Up ▸
📄	Find Related ▸
⚡	Quick Steps ▸
📂	Rules ▸
📋	Move ▸
📓	OneNote
🚫	Ignore
👤🚫	Junk ▸
✕	Delete

Block Sender
Never Block Sender
Never Block Sender's Domain (@example.com)
Never Block this Group or Mailing List
📨 Not Junk
🚫 Junk E-mail Options…

Mark as Not Junk ☒

This message will be moved back into the Inbox Folder.

☑ Always trust e-mail from **"SENDER ADDRESS"**

OK

3) **Block Sender or Never Block Sender From Within Outlook**
   You have the option to block a sender or never block a sender from being able to email you in the
   future. This will only apply to you as an individual user. This document will go into detail later on what
   to do if a sender needs to be added to the global (companywide) block (black list) or allow (white list).

   a. **Block Sender**

      i. This option can be used with emails that are in your inbox or junk folder.

      ii. To block a sender permanently from being able to email you **Right Click** on the email >
          Select **Junk** from the drop down > Select **Block Sender**

      iii. This will permanently block that specific sender from emailing you in the future. You
           will no longer receive emails from them. They will not show up in your inbox or your
           junk folder.

      iv. See image on Page 3
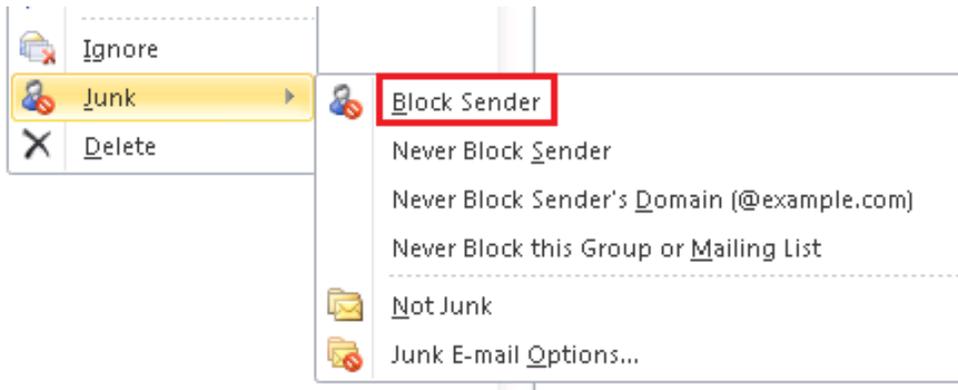
    b. **Never Block**
   - i. This option can be used with emails that are in your inbox or junk folder. I.e. you dragged and dropped an email from your junk folder into your inbox and you want to make sure that sender doesn't get sent to the junk folder in the future. To add a sender to the always allow list **Right Click** on the email > Select **Junk** from the drop down > Select **Never Block Sender** or **Never Block Sender's Domain**
   - ii. **Never Block Sender**
     1. This will be used if you want to always trust email from one specific sender.
     2. This does not unblock an entire company from going to the junk folder.
   - iii. **Never Block Sender's Domain**
     1. This will be used if you want to always trust email from an entire company.
     2. A domain is the part of the email to the left of the @ symbol in the email. E.g. @archindy.org, @theamegroup.com, @knowbe4.com
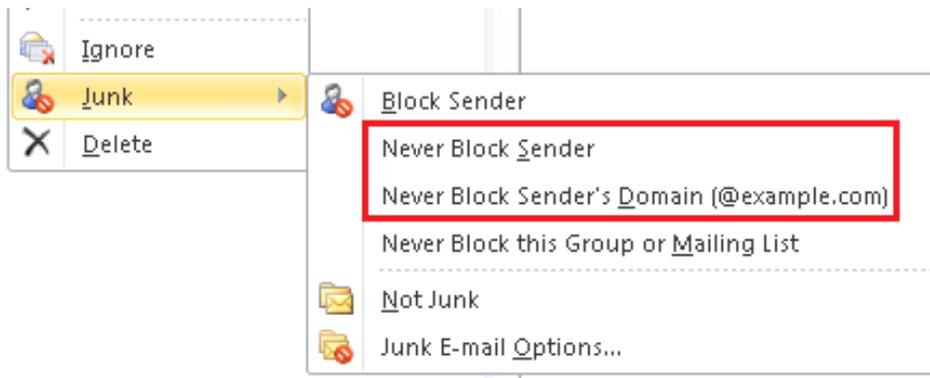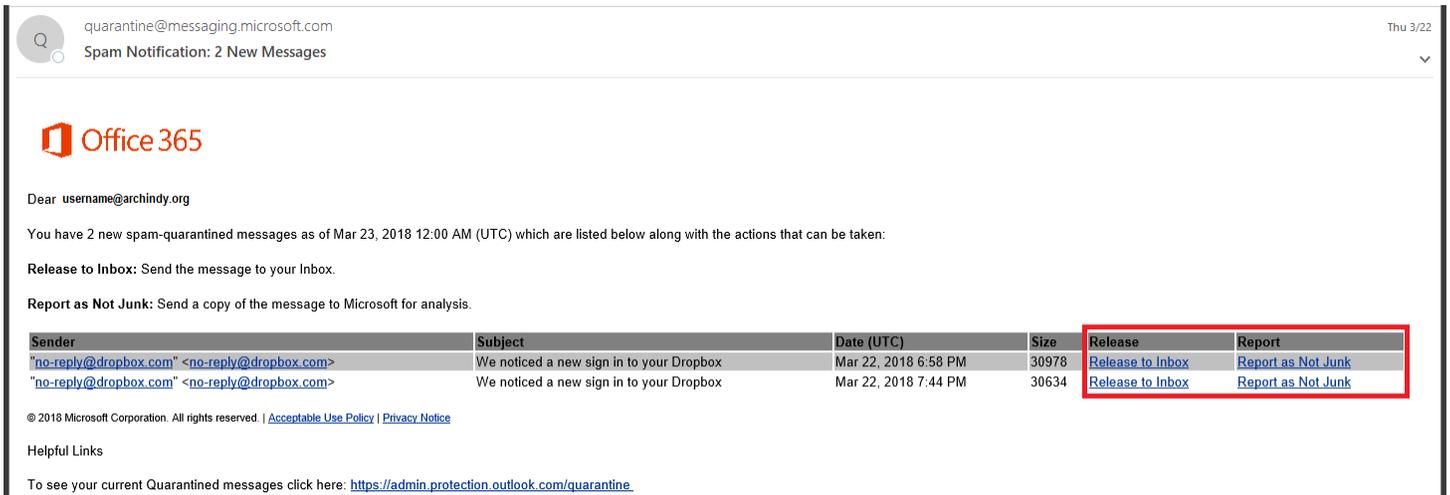

4) **Quarantined Mail Notification**

As stated previously, Office 365 will only quarantine email it deems with "high confidence" as spam.
   - a. If an email has been quarantined you will receive an email containing details on what has been quarantined. This email is sent out nightly by Office 365. You will only receive this email if something has been quarantined.
   E.g. Office quarantines three emails you received throughout Monday. You will be sent an email Monday night for review on Tuesday. It will show you have three messages that have been quarantined.
   - b. Quarantine notifications are sent from **quarantine@messaging.microsoft.com** and will have the subject **Spam Notification: # New Messages** with # being the number of messages that have been quarantined.

c. This notification email will include a list of all messages that have been quarantined.
    i. It will show you who the sender is, the subject of the email, date it was received, the file size of the email.
    ii. Additionally, it will give you the option to **Release to Inbox** and/or **Report as Not Junk**.
   iii. See example of quarantine notification email on Page 4.

5) **Manually Checking Your Quarantine**
You can manually check your quarantine if you feel something has been quarantined and you have not received a notification about it.
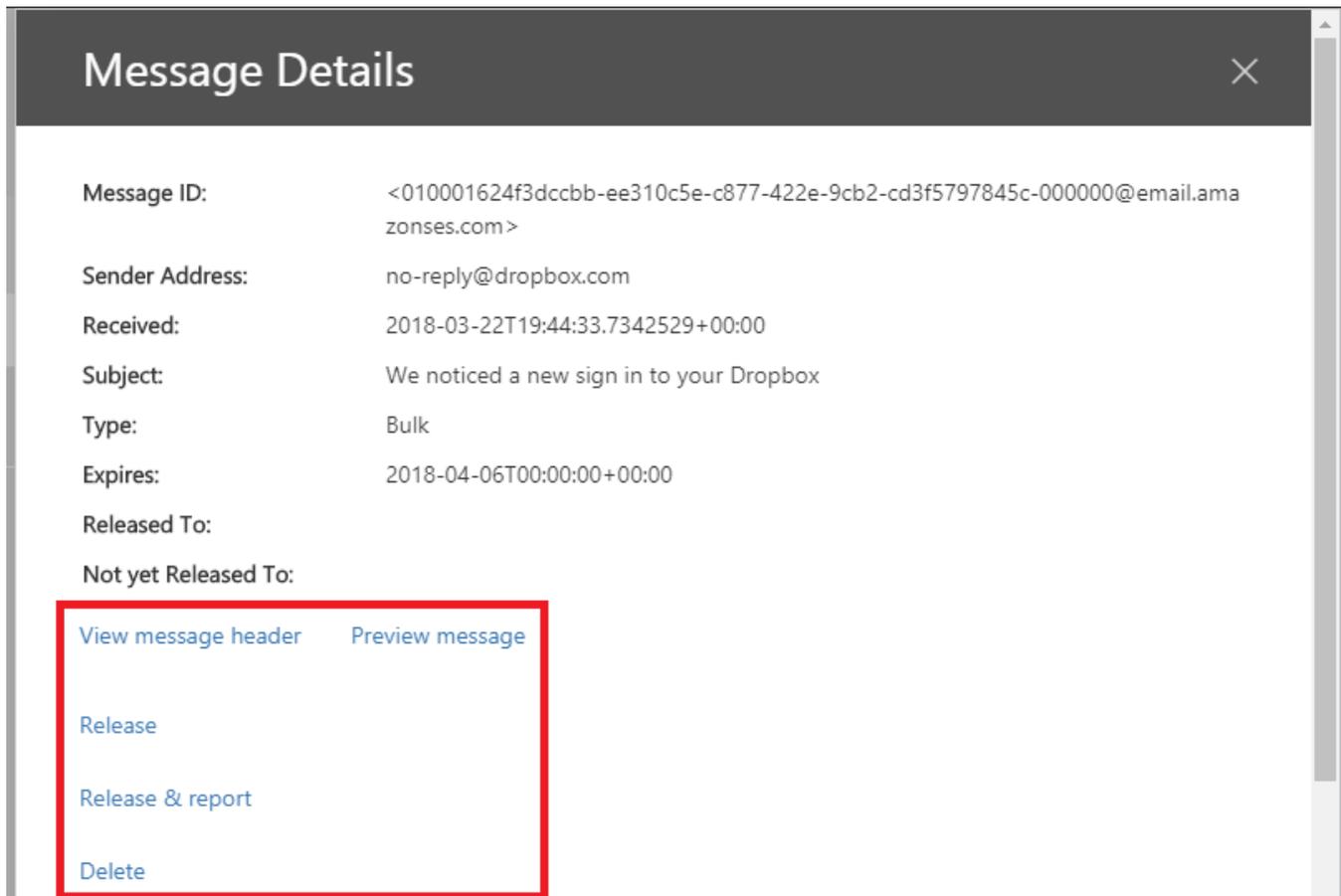   a. To manually check your mail quarantine, you can open a web browser and navigate to **protection.office.com.**
    b. Login using your Office 365 credentials (email address and password).
    c. On the left side select **Threat management** to expand the menu > Select **Review** > Select **Quarantine** from the right side when the option appears.
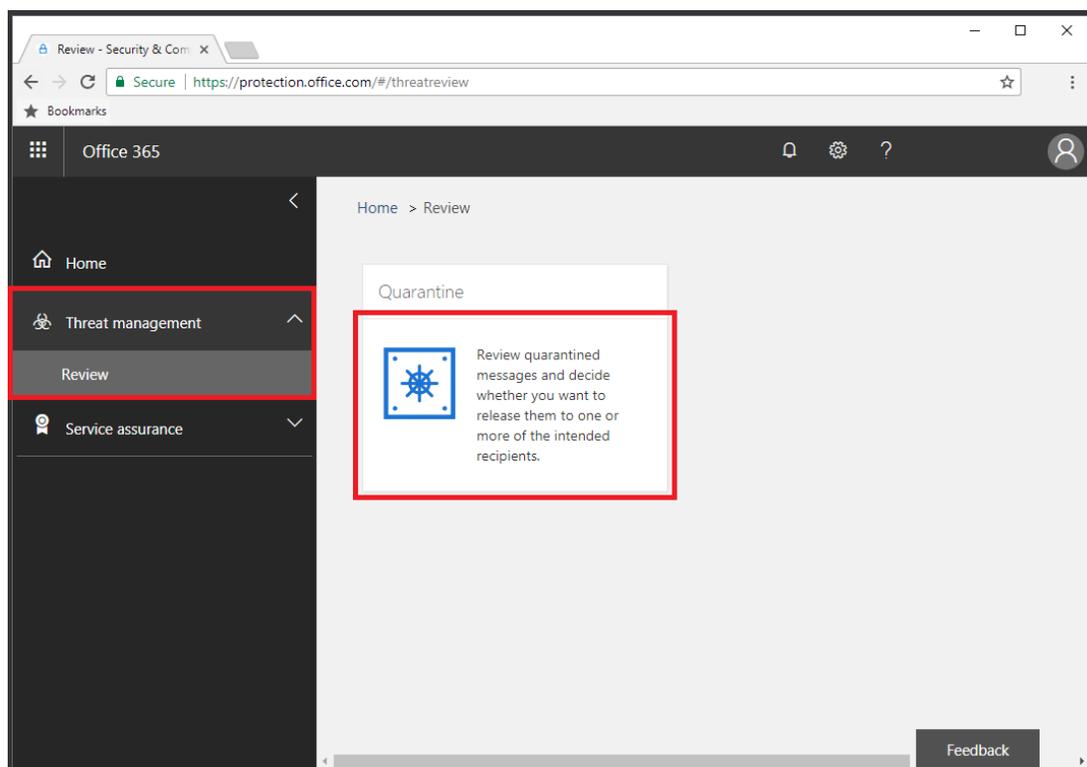
d. Office 365 Quarantines emails into three categories.
   i. **Spam**
      Spam messages are those that you may not have signed up for, have varying messages or offerings and are sometimes offensive.
   ii. **Bulk**
      Bulk email are those messages received from legitimate senders for whom you, at some point, signed up and agreed for them to send mail to you. This could include retail stores, travel sites, subject matter lists, etc.
   iii. **Phish**
      Phishing is an attempt to criminally and fraudulently acquire sensitive information, such as usernames, passwords and credit card details, by masquerading as a trustworthy entity in an electronic communication.
e. Each of these lists can be selected from within the quarantine. Simply select each one from the drop-down menu. If there are any emails that have been quarantined as that type of mail it will be listed within that section.
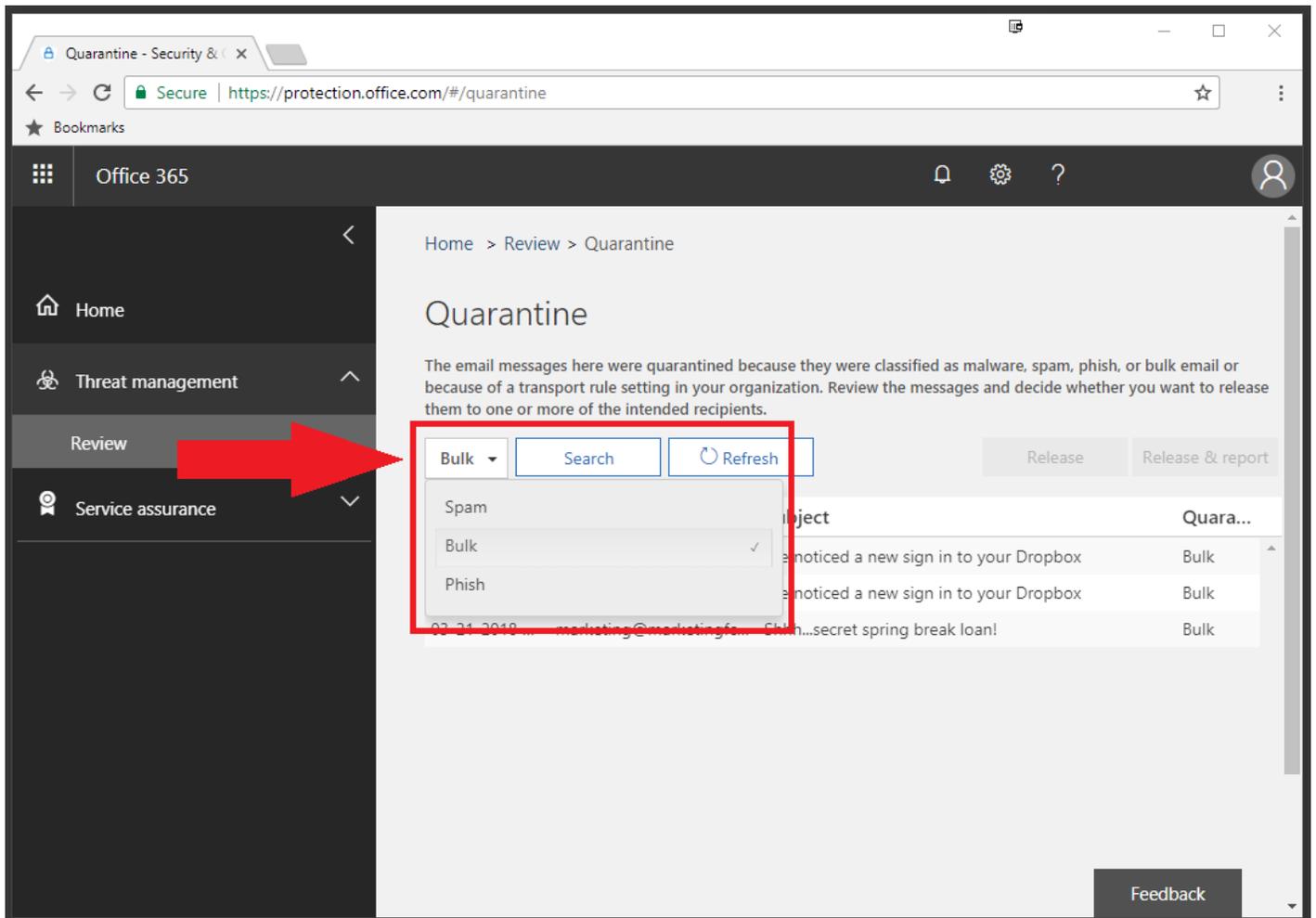
f. To view details of a quarantined message and release the email to your inbox if needed you can do the following.
    i. Select the email by clicking on it **once** if you certain it is from a safe sender and select the **Release** button in the top right corner.
    ii. **Double click** an email to view details about the quarantined email to decide if it's something that you want to release or not.

Message Details ✕

Message ID:	<010001624f3dccbb-ee310c5e-c877-422e-9cb2-cd3f5797845c-000000@email.amazonses.com>
Sender Address:	no-reply@dropbox.com
Received:	2018-03-22T19:44:33.7342529+00:00
Subject:	We noticed a new sign in to your Dropbox
Type:	Bulk
Expires:	2018-04-06T00:00:00+00:00
Released To:	
Not yet Released To:	

View message header   Preview message

Release

Release & report

Delete

g. Within the Message Details window, you will have the option to do the following.
    i. **Preview message**
        You can select Preview message to view the message within Office 365 quarantine if you have concerns about the safety or validity of the message. This will allow you to harmlessly view the email message contents to decide if it's an email that you want to release or delete.
    ii. **Release** the message
        If this is a message that you want to release to your inbox you can select Release to have it released from your quarantine and sent to your inbox.
    iii. **Delete** the message
        If this is a message that you have deemed a spam message you can manually delete it from your quarantine by selecting Delete.

h. **Retention Policy**
    If you choose to do nothing (i.e. Release or Delete), messages in quarantine will be deleted by Office 365 automatically upon expiration. By default, spam, bulk, and phishing messages are kept in quarantine for **15 days**.

6) **Global Blacklist and Whitelist**
    There is a global blacklist and whitelist for your organization. Global means that this effects the entire organization if a change is made to one of these lists.

    a. **Blacklist** or Block List
        i. A blacklist is a list of email addresses of individual senders and organizations that have been found to send spam. Adding an address to the blacklist will prevent them from being able to email the organization in the future. This is a permanent way of blocking spam senders from sending out spam in the future to anyone within the Archdiocesan network.
        ii. If you receive an email that is considered spam and have concerns others within the Archdiocesan network may receive something similar from the same sender you may contact The AME Group to have that sender added to the global blacklist.

    b. **Whitelist** or Allow List
        i. A whitelist is a list of email addresses of individual senders and organizations that are known to be safe senders. Adding an address to the whitelist will prevent them from being marked as spam or quarantined in the future across the entire organization. This is a permanent way of allowing senders from being blocked as spam or quarantined to anyone within the Archdiocesan network.
        ii. If you want to make sure that a sender or a company is never marked as spam or quarantined when they email anyone within the Archdiocesan network you may contact The AME Group to have that sender or company added to the global whitelist. This will ensure that all future emails from that sender are allowed in as trusted mail and not sent to the junk folder or caught in the quarantine mailbox.

If you have any questions about spam mail or the quarantine mailbox, please feel free to contact the Operation Support Center by dialing **Extension 1420, Option 1** or **888-453-3161**, or by **emailing osc@archindy.org**.