

## QUARANTINED EMAILS

Quarantined emails consists of messages that are marked as spam or contain malware or malicious links.

\*Sometimes, legitimate emails may be accidentally quarantined when the email is sent from an unfamiliar email address or has suspicious links.

Quarantine Summary emails are sent to your inbox when you have emails that are in quarantine (see below)



You can review these quarantined emails and can either release or delete them.

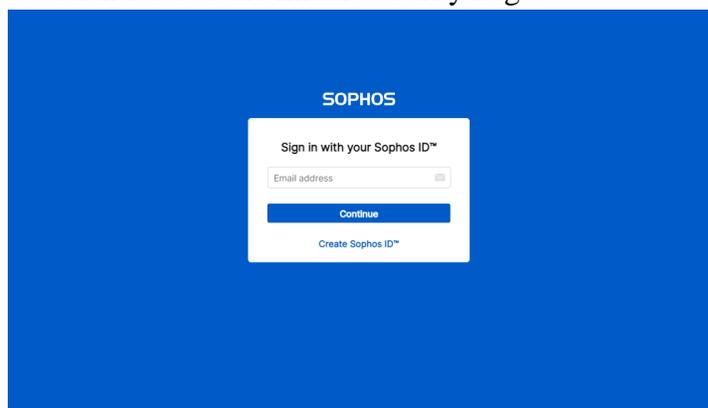
To manage your quarantined emails, click the link [Manage quarantined messages](#) within the quarantine email summary message. This will open a web browser to Sophos, and eventually the Email Security Page.

### Quarantine Summary

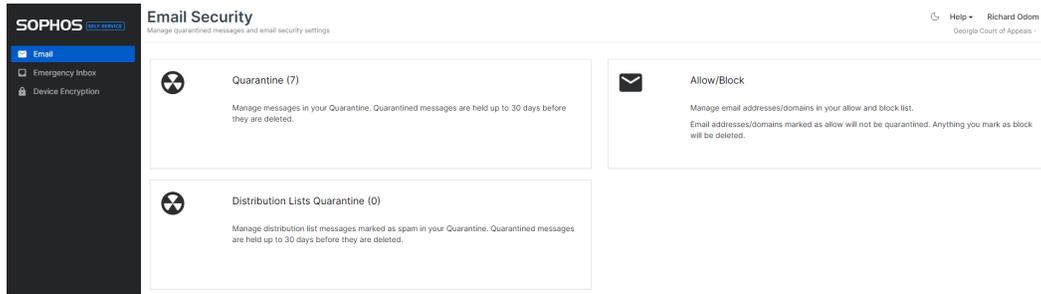
1 message quarantined since Feb 07, 2023 07:00 AM for odomr@gaappeals.us. [Manage quarantined messages](#)

Displaying 1 out of 1 message.

Enter your email address and password (REGULAR PASSWORD) at the Sophos sign in page to authenticate to the Email Security Page.

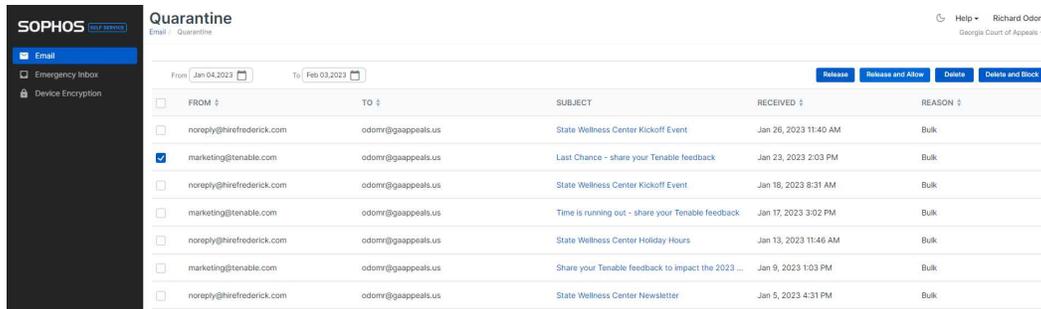
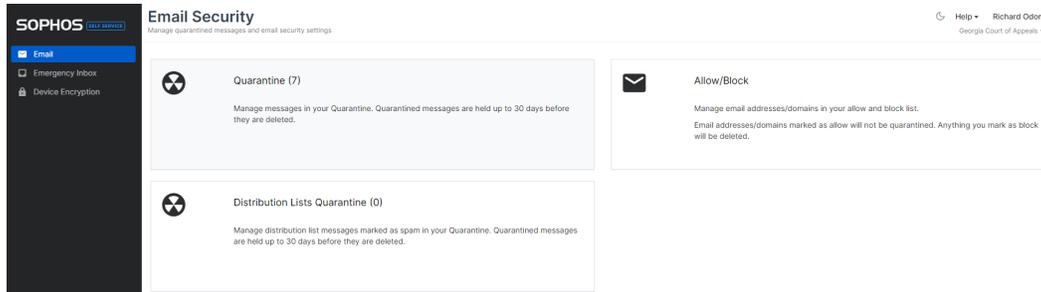


## Email Security Page



The Email Security page and shows the number of quarantined messages you have.

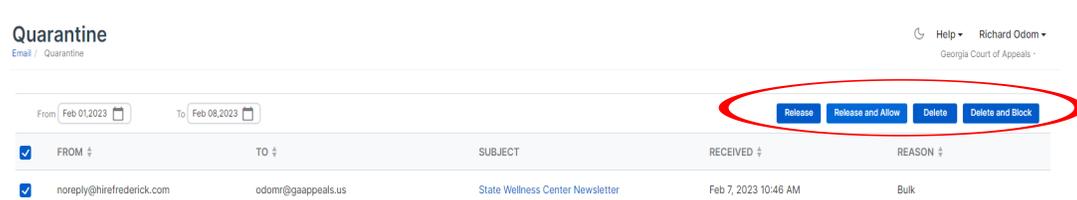
Click Quarantine to displays a list of your quarantined email messages.



The sender, recipient, subject, time and date, and quarantine reason are shown for each email.

In the list you can select one or more messages, then choose an action. You can select up to 400 emails.

## Choosing an Action



Choosing an option with Allow or Block adds the sender's email address to your allow list or block list.

You can also click on a message subject to view the content of the quarantined email message, then choose an action.

\*Quarantined messages are deleted after 30 days.