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# How to Handle Quarantine Message Notifications (Defender 365 Spam Filter)

## 1. Purpose

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The purpose of this document is to explain the steps necessary for handling Defender's quarantine notification messages on a 365 account.

## 2. Scope

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These procedures pertain to all users accessing AoA's 365 platform

## 3. Prerequisites

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None.

## 4. Responsibilities

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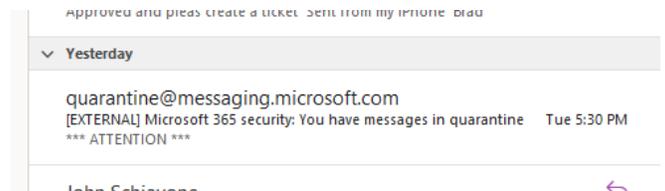
It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, the IT department should be notified by submitting a helpdesk ticket at:

<https://help.archatl.com/>

## 5. Procedure

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Should a notification (similar to the one shown below) appear in your email Inbox ...



You will have two options (aside from ignoring it):

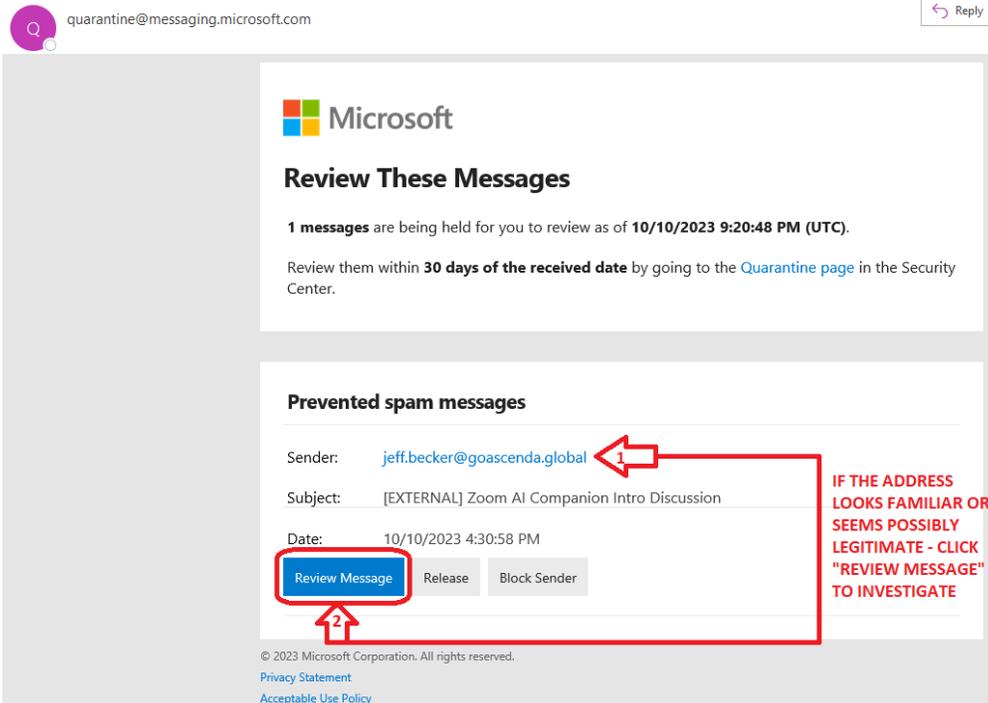
1. **Review** the Message
2. **Block the Sender** from further messages

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## REVIEWING THE MESSAGE

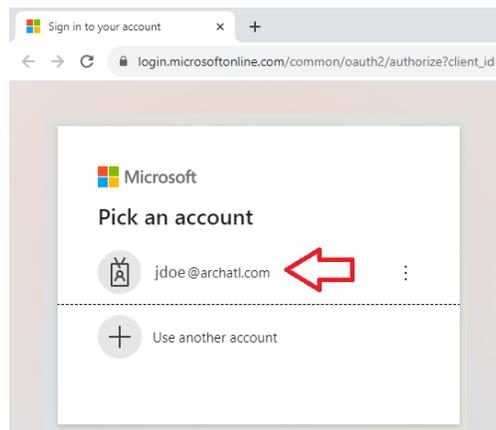
- (1) After being sure that the address may be legitimate, go ahead and (2) click on the **Review Message** button ....

[EXTERNAL] Microsoft 365 security: You have messages in quarantine



The screenshot shows an email quarantine notification from Microsoft. The header includes the Microsoft logo and the text "Review These Messages". Below this, it states "1 messages are being held for you to review as of 10/10/2023 9:20:48 PM (UTC)." and advises reviewing within 30 days. The main content area is titled "Prevented spam messages" and displays a message from "jeff.becker@goascenda.global" with the subject "[EXTERNAL] Zoom AI Companion Intro Discussion" and date "10/10/2023 4:30:58 PM". At the bottom of the message preview are three buttons: "Review Message", "Release", and "Block Sender". A red box highlights the "Review Message" button, with a red arrow labeled "2" pointing to it. Another red arrow labeled "1" points to the sender's email address. A red text box on the right side of the message preview reads: "IF THE ADDRESS LOOKS FAMILIAR OR SEEMS POSSIBLY LEGITIMATE - CLICK 'REVIEW MESSAGE' TO INVESTIGATE".

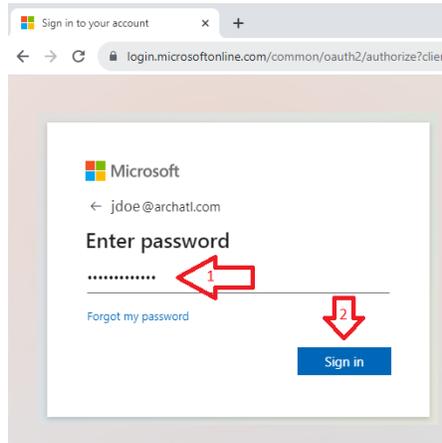
If not already logged into 365, you will need to choose your correct account ....



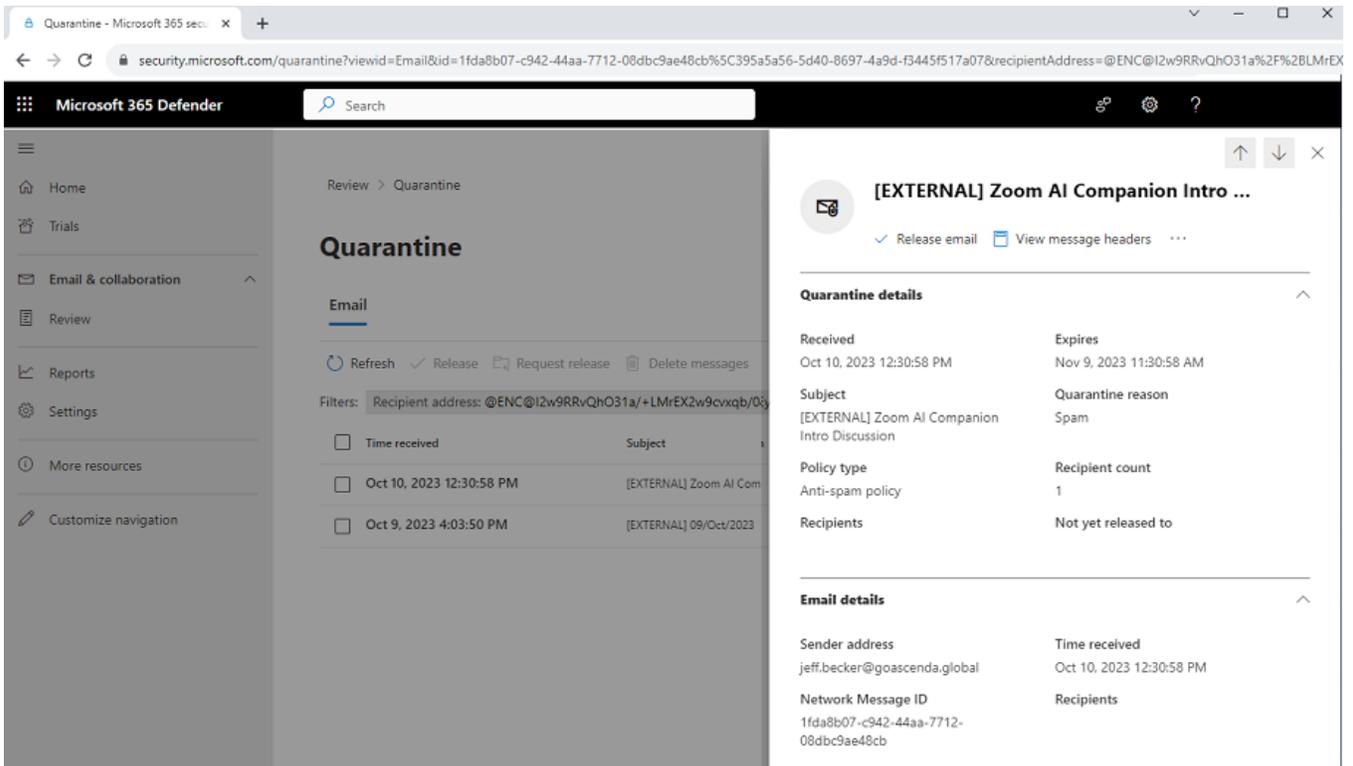
The screenshot shows a web browser window with the URL "login.microsoftonline.com/common/oauth2/authorize?client\_id=". The main content area displays the Microsoft logo and the heading "Pick an account". Below the heading, there are two options: a profile icon with the email address "jdoe@archatl.com" and a red arrow pointing to it, and a plus sign icon with the text "Use another account".

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... and **(1)** supply the correct password then **(2)** click the **Sign in** button ...



You'll be taken to the *Quarantine Dashboard* where you can see details of the message and decide on next steps ...



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## **BLOCKING THE SENDER (from sending future messages)**

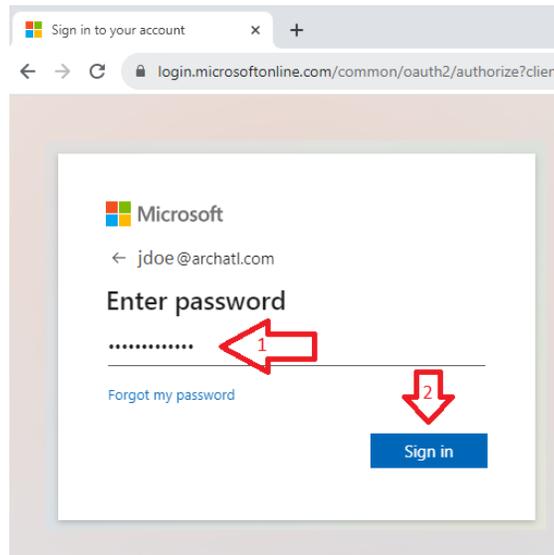
- (1)** After being sure that the address looks unfamiliar and/or bogus, go ahead and
- (2)** click on the **Block Sender** button ....

[EXTERNAL] Microsoft 365 security: You have messages in quarantine

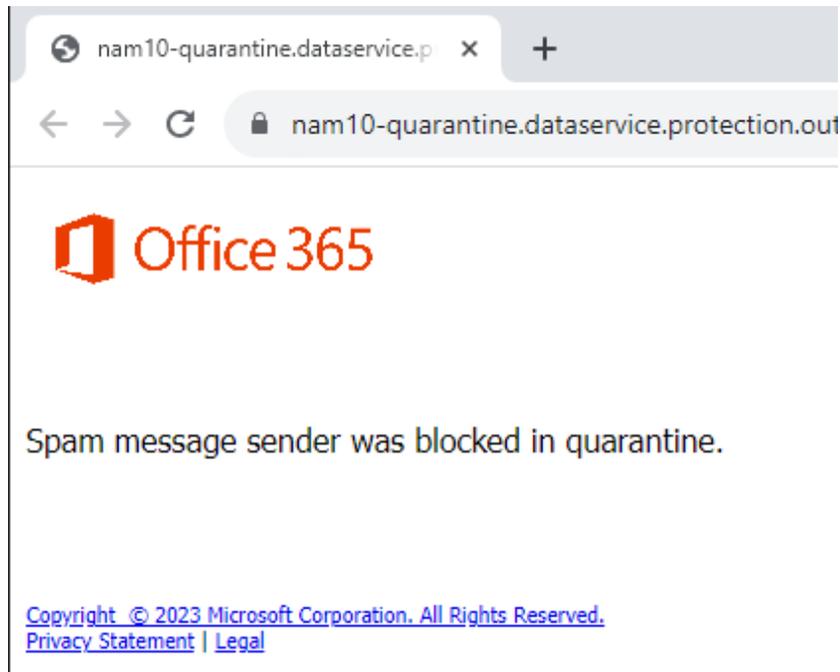
If not already logged into 365, you will need to choose your correct account ....

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... and **(1)** supply the correct password then **(2)** click the **Sign in** button ...

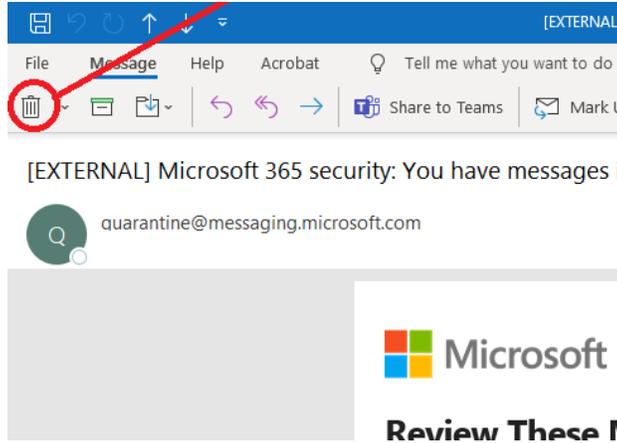


A browser tab will open and you will receive a message that the address has now been blocked from sending you further e-mails ....

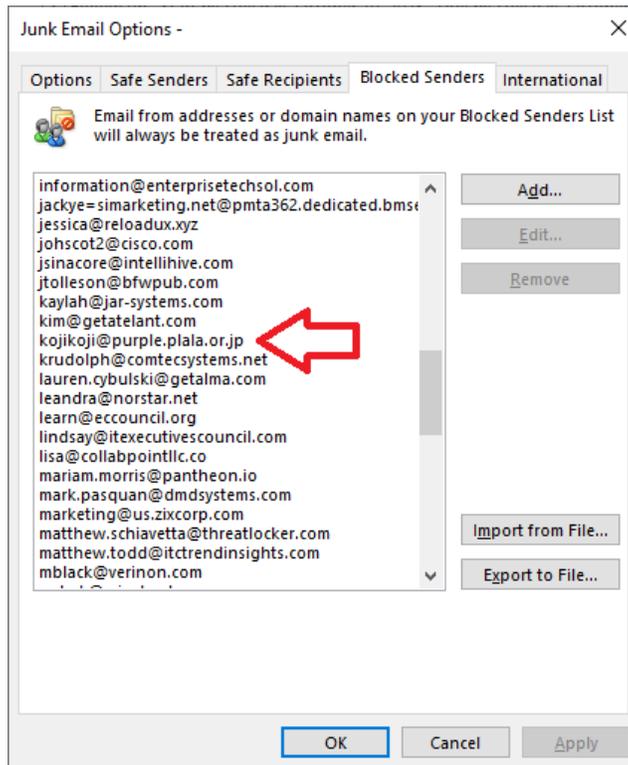


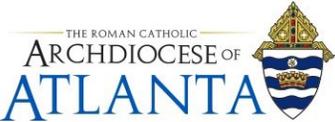
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Next, you can go ahead and delete the quarantine notification message from your Inbox...



Lastly, go to the Blocked Senders tab of your Junk Email Options to verify that the address is now being blocked ...



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## 6. References

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A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase which can be accessed on the Helpdesk site at: <https://help.archatl.com>

## 7. Definitions

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None.