

Email - Office 365 Release Quarantined Messages

Overview

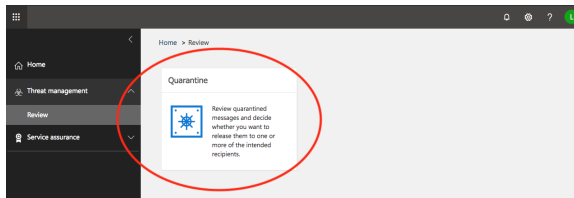
The district has taken measures to protect email against spam, phishing and junk messages. However, sometimes legitimate emails are caught by the Office 365 filter. In those cases follow the steps below to release an email to your inbox.

Step-by-step Guide

1

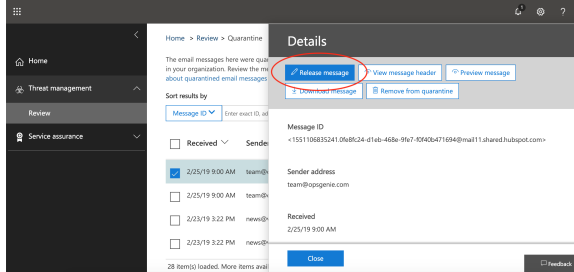
Log into <https://protection.office.com/?hash=quarantine> with your district shakopee.k12.mn.us account. For example, bsmith@shakopee.k12.mn.us.

You can also browse to Threat management > Review > Quarantine directly from <https://protection.office.com>.



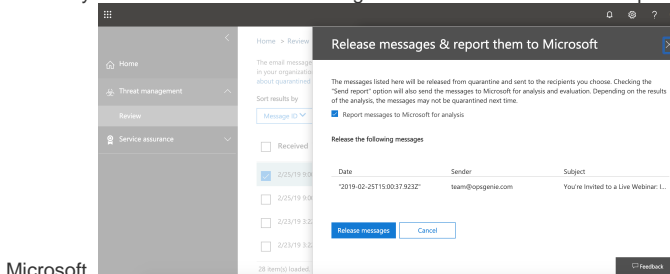
2

Select a message from the quarantine list and then select "Release message."



3

Confirm you want to release the message. Leave the box checked to report to



4

Repeat these steps for all messages you'd like to release.

You can also submit a help desk ticket (helpdesk@shakopee.k12.mn.us or <https://www.shakopee.k12.mn.us>) to request that a domain be whitelisted in cases where a larger group isn't receiving email.

Need more help?

If this article does not help resolve the issue, please submit a ticket.

[Create a new ticket via Web Helpdesk](#)
[Create new ticket via email](#)

Related Articles

- [Adding a Delegate to Office 365 account via Windows](#)
- [Adding a Delegated\Shared Account to Office for Mac](#)
- [Adding a Delegated\Shared Account to Office for Windows](#)
- [Mitel Connect - Exchange Account Linking](#)
- [Setup Gmail in Outlook on MacBook](#)
- [E-mail Signature in Outlook on MacBook](#)
- [Spam Reporting for shakopeeschools.org Accounts](#)

Related Links & References

<https://docs.microsoft.com/en-us/office365/securitycompliance/find-and-release-quarantined-messages-as-a-user>