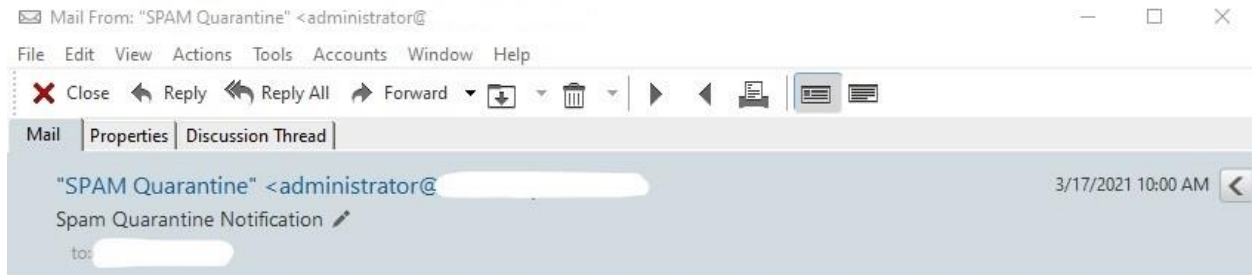


Cisco Email Security

How To Access & Manage your SPAM Quarantine

A Spam Quarantine Report, similar to the one below, is generated nightly (if there are any new emails in the quarantine) and sent via email, notifying you of any new messages in your email quarantine.



Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 2 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

To see all quarantined messages view [your email quarantine](#).

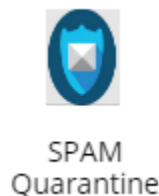
Quarantined Email		
From	Subject	Date
Catia Rizzo < @hotmail.com...>	Testing attachment	16 Mar 2021
Catia Rizzo < @hotmail.com...>	Fw: Testing stripped file 4	16 Mar 2021

[View All Quarantined Messages\(2\)](#)

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://testmail.nwo-hospitals.com:8/Search?email=artichokea%40nwo-hospitals.com>

Click on the link in the email to open your SPAM Quarantine, or you can open the quarantine by using the icon on your ZAP:



You will be directed to the SPAM Quarantine login page.

Login with your network username/password.



Enter your login information below. If you are unsure what to enter, please contact your administrator.

Login	
Username:	<input type="text" value="rizzoc"/>
Passphrase:	<input type="password" value="....."/>
<input type="button" value="Login"/>	

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Once logged in, messages that have been quarantined by the system will be displayed. Messages could be caught in the quarantine for various reasons i.e. Violation of a policy, SPAM, contains an attachment, etc.



Email Security Appliance is getting a new look. Try it !

Spam Quarantine

Quick Search				
Search Messages:		<input type="text"/>	<input type="button" value="Search"/>	Advanced Search

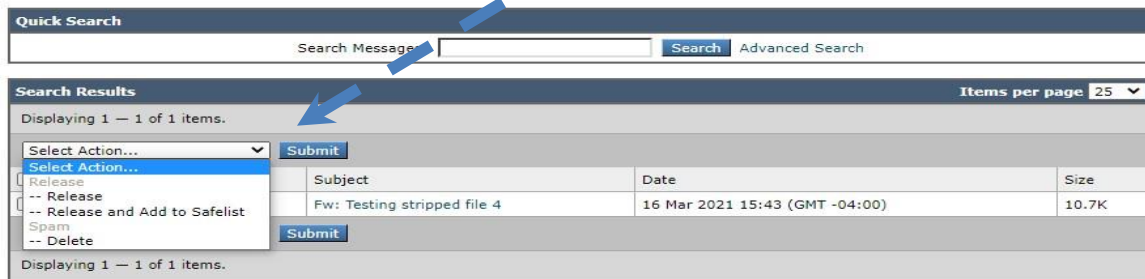
Search Results					Items per page 25 ▼
Displaying 1 — 2 of 2 items.					
Select Action... ▼					<input type="button" value="Submit"/>
<input type="checkbox"/>	From	Subject	Date ▼	Size	
<input type="checkbox"/>	Catia Rizzo < ...	Testing attachment	16 Mar 2021 15:45 (GMT -04:00)	11.8K	
<input type="checkbox"/>	Catia Rizzo < ...	Fw: Testing stripped file 4	16 Mar 2021 15:43 (GMT -04:00)	10.7K	
Select Action... ▼					<input type="button" value="Submit"/>
Displaying 1 — 2 of 2 items.					

Hover over truncated fields to see the complete text.

Releasing Messages

Click on the message you would like to perform an action on. Then select action in the drop down.

Spam Quarantine



Quick Search

Search Message: Search Advanced Search

Search Results

Displaying 1 — 1 of 1 items. Items per page: 25

Select Action... Submit

	Subject	Date	Size
<input type="checkbox"/>	Fw: Testing stripped file 4	16 Mar 2021 15:43 (GMT -04:00)	10.7K

Select Action... Submit

Displaying 1 — 1 of 1 items.

Hover over truncated fields to see the complete text.

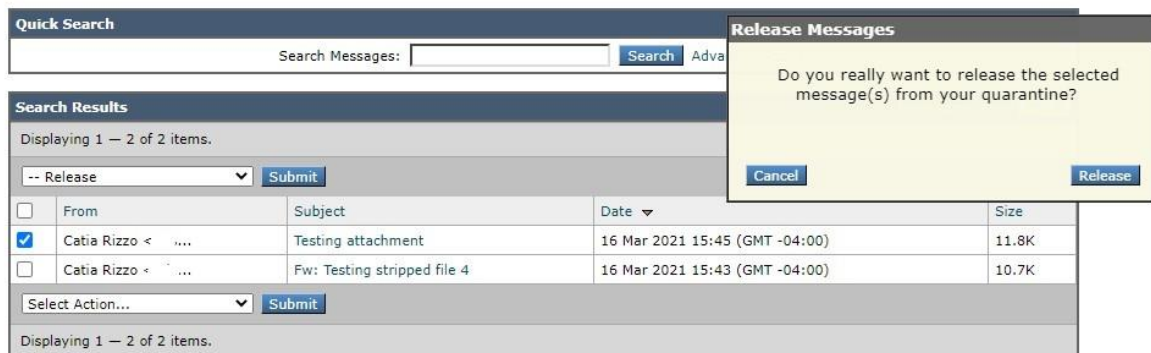
The options are **Release**, **Release the message and Add to Safelist** and **Delete**.

Release will release message to be sent to your mailbox. The next option in the Select Action list, **Releasing the message and Add to Safelist** will release the message and add the sender to your **Safelist** to bypass SPAM checks. However, it will still be scanned for other policies, and the message may still be caught in SPAM if it violates any of the other policies. **Delete** will delete the message from your quarantine. **The SPAM Quarantine will auto delete messages after 14 days.**

Note: If the message contains an attachment that contains a compressed, media or executable file, the message will be released to you **WITHOUT** the attachment. Please contact the Help Desk to have this attachment released from the quarantine.

In below, example, **Release** was selected. The following window displays to confirm release. Click **Release**. The message will then be delivered to your inbox.

Spam Quarantine



Quick Search

Search Messages: Search Adva

Search Results

Displaying 1 — 2 of 2 items.

-- Release Submit

	From	Subject	Date	Size
<input checked="" type="checkbox"/>	Catia Rizzo <...>	Testing attachment	16 Mar 2021 15:45 (GMT -04:00)	11.8K
<input type="checkbox"/>	Catia Rizzo <...>	Fw: Testing stripped file 4	16 Mar 2021 15:43 (GMT -04:00)	10.7K

Select Action... Submit

Displaying 1 — 2 of 2 items.

Release Messages

Do you really want to release the selected message(s) from your quarantine?

Cancel Release

Hover over truncated fields to see the complete text.

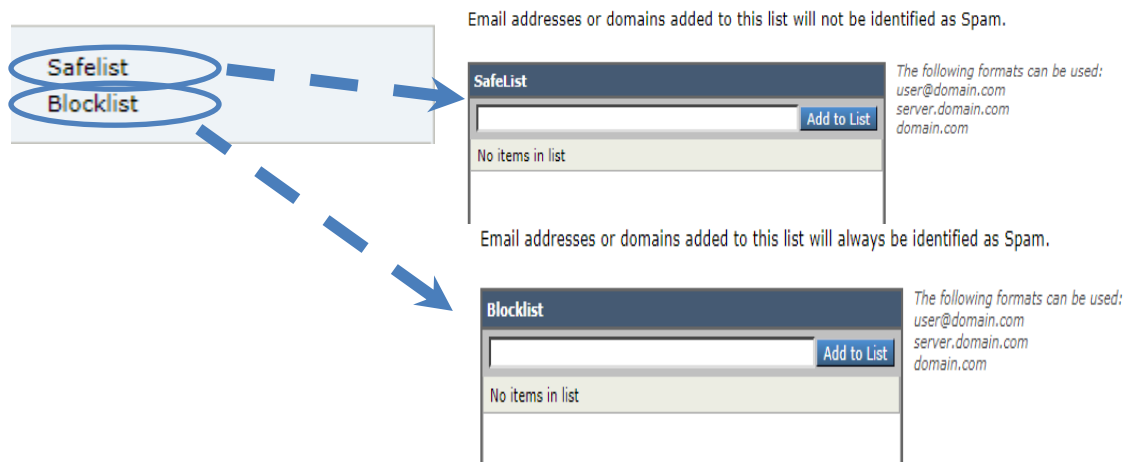
Managing the Safelist & Blocklist

You can create safelists to ensure that messages from certain senders are not scanned with anti-spam scanning engines, and you can use blocklists to ensure that messages from certain senders are not delivered to your inbox.

To manage your **Safelist** or **Blocklist** when logged into the SPAM Quarantine, click on the Options button on the top right hand side. This will display the menu below:



To add users manually to your **Safelist** or **Blocklist**, click on the appropriate option and enter the email address, or domain as shown in the formats and example below. Click **Add to list**. They are now added to the appropriate list.



Searching

The search field allows you to search your quarantined messages for a specific term or phrase in the 'From' or 'Subject' area. There are two ways you can search: basic and advanced.

Basic Quick Search allows you to simply type in your criteria and click the Search button

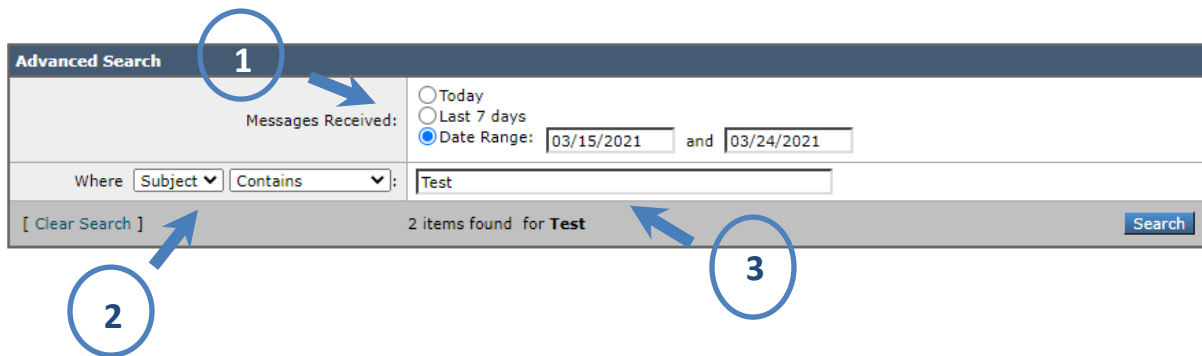
Spam Quarantine



The screenshot shows a 'Quick Search' bar with a text input field labeled 'Search Messages:', a 'Search' button, and a link to 'Advanced Search'.

Advanced Search allows you to:

1. Modify when to search for Messages Received: today, last 7 days, or a particular date range
2. Where:
 - Select Where to search: From or Subject
 - And whether the search message type either: contains, is, begins with, ends with or does not contain
3. Type in search message text box. Click Search to retrieve results.



The screenshot shows the 'Advanced Search' interface with three numbered annotations: 1 points to the 'Messages Received' section, 2 points to the 'Where' dropdowns, and 3 points to the search results area.

Messages Received: Today Last 7 days Date Range: and

Where :

[Clear Search] 2 items found for **Test**

Customizing Item View per page

In your Spam Quarantine, you have the option to customize the items viewed per page.

In the Messages box, you will see an 'Items per Page' drop down menu. You can view anywhere from 25 to 250 messages per page. Simply select the desired number for your view and the page will repopulate with the chosen amount

Spam Quarantine

Quick Search

Search Messages: [Advanced Search](#)

Messages Items per page: 25 ▾

Displaying 1 — 2 of 2 items.

