IT SUPPORT COMMUNICATION

Please note the following activity to your IT environment which may affect you.
Consideration has been given to the impact of this change to minimize any interruption to your IT computing environment. Your understanding is greatly appreciated.

ACTIVITY

This IT support communication is to introduce you to "Email Quarantine" which has been added as a service to your email environment enabling a safer email system to avoid as much malicious email getting to your computer as possible. On occasion, items will be quarantined that are a "false-positive" and a valid message may have been caught in this quarantine when it should have been delivered. Daily you will receive a "Quarantine Digest" which lists all emails that are currently located in your quarantine, however, you may not want to wait to see your quarantine as you may be waiting on something important. You can use the instructions below to access the quarantine and verify for yourself if the message was indeed caught and release the message at your convenience.

HOW DOES IT WORK?

To access your spam-quarantined messages in the spam quarantine
1. Click on the following URL: https://admin.protection.outlook.com/quarantine
2. On the sign in page, specify your valid Office 365 user ID and password. (Contact your administrator if you don't know what your credentials are.)

3.

After you've signed in and been authenticated, you'll be directed to the end user spam quarantine.

By default, spam-quarantined messages are sorted from newest to oldest on the **RECEIVED** field. **SENDER**, **SUBJECT**, and **EXPIRES** values are also listed for each message. You can sort on any of these fields by clicking their headers. Clicking a column header a second time will reverse the sort order. A maximum of 500 messages can be displayed spam quarantine.
You can view a list of all your spam-quarantined messages, or you can search for specific messages by specifying filter criteria (filtering can also help you reduce your result set if you have more than 500 messages). After searching for and locating a specific quarantined message, you can view details about the message. You can also release the message and report it as not junk to the Microsoft Spam Analysis Team.

WHAT SHOULD I DO IF I HAVE PROBLEMS?

Please submit a ticket through the **REITS Helpdesk** via email to helpdesk@radiusits.com or through our **REITS Monitoring Agent/Submit Support Request** software.
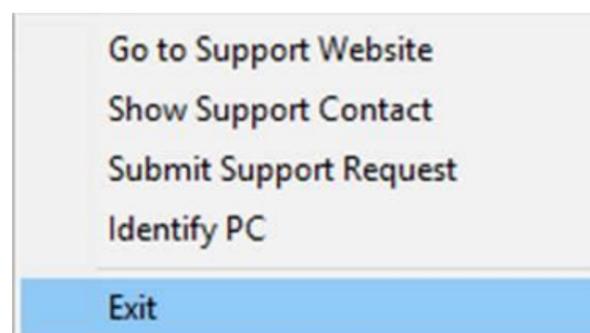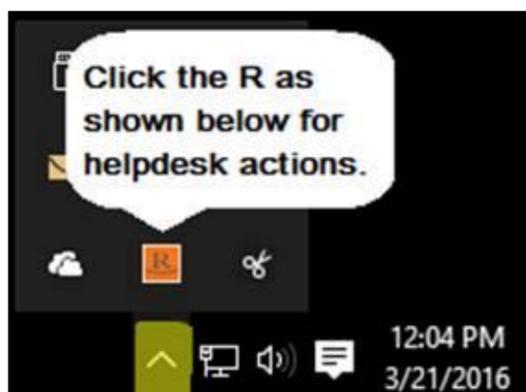
Thank you,

Radius Executive IT Solutions
92 Montvale Ave. Suite 2300
Stoneham, MA 02180
p. 978-528-0110 / f. 781-213-9098 / c. 978-265-1916
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http://www.RadiusITS.com

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