Managing Outlook Quarantine and Junk Email Settings

Manage Quarantine:

1. Navigate to https://admin.protection.outlook.com/quarantine and logon with your Office 365 account credentials.
2. Any emails that have been quarantined will appear in the list.
3. To release an email to your mailbox, select the envelope icon and choose the appropriate option shown below:
4. A notice will be sent every 7 days when messages are in the Quarantine. Emails will remain in the Quarantine list for 14 days before expiring.

Manage Junk Email Settings:

1. The Outlook Junk Email filter will move all suspected spam to your Junk Email folder within Outlook.
2. To manage Junk Email Settings select Home, Junk, and then choose Junk Email Options.
3. In the Junk E-mail Options, you can manage your Safe Senders and Recipients list, as well as your Blocked Senders list.

4. Alternatively, you can select an email from your inbox, right click the message and select Junk.

5. For further clarification please visit the Overview of the Junk Email Filter link as well as the Add names to the Junk Email Filter lists link provided by Microsoft.
Manage Junk Email Settings via Office 365 Portal:

1. Login to your OWA client via https://portal.office.com/

2. Once you are logged into your inbox, you can right click an email and select Mark as junk.

3. The email will then be moved to the Junk Email section and can be managed accordingly.
4. To manage Safe Senders and Blocked Senders in Office 365 Portal select the gear icon in the top right and choose Options.

5. Under Mail, Accounts, select Block or Allow. Here you can manage Safe and Blocked Senders.