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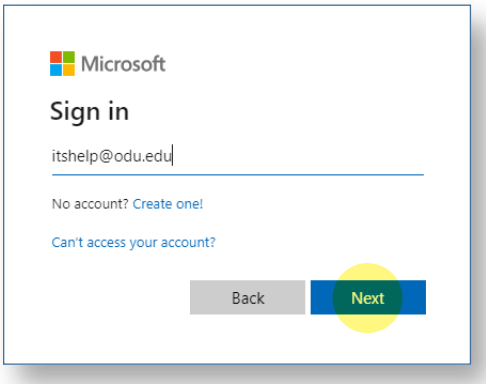
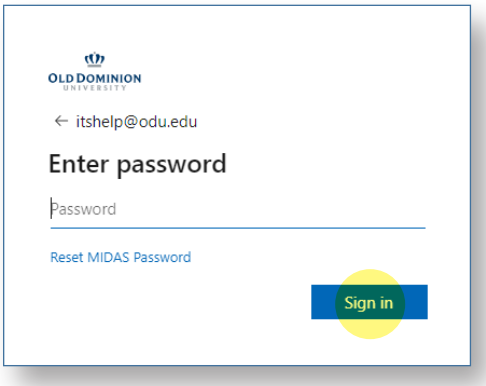
Email: Release Messages from Quarantine

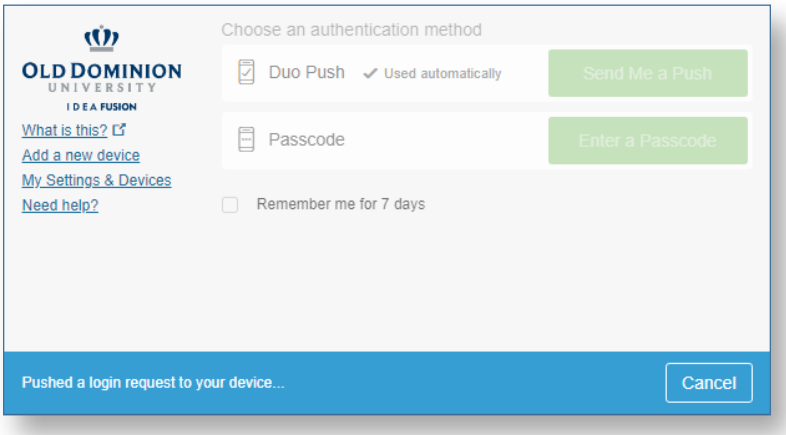
1. Open a browser and go to https://security.microsoft.com/quarantine.
2. Sign in with your ODU faculty/staff email address and click **Next**.



3. Enter your MIDAS password, then click **Sign in**.



4. Authenticate with your second factor (Duo).



5. You are now on the **Quarantine** page with a list of any messages that have been quarantined by Microsoft.

Information Technology Services

www.odu.edu/its
(757) 683-3192
itshelp@odu.edu
1100 Monarch Hall
oduits odu_its

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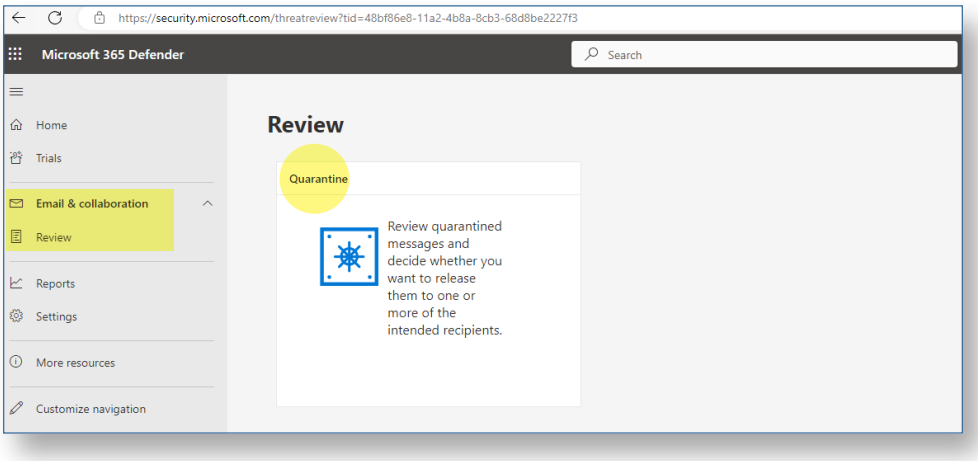
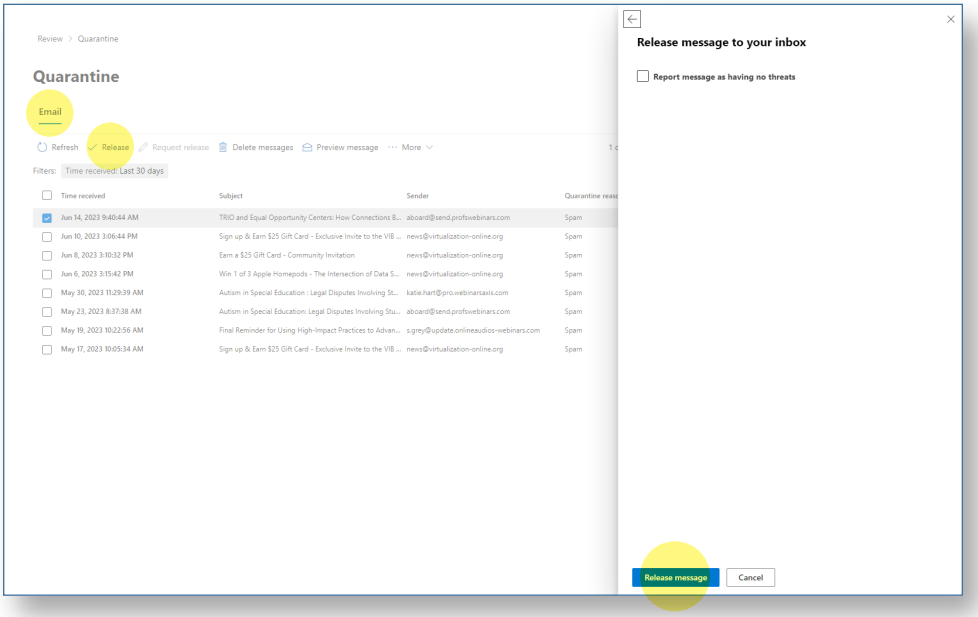
Take action on a quarantined email

1. Go to **Email & collaboration** > **Review** and select the box that says **Quarantine**.



2. On the **Email** tab, select each message you want to release to your inbox, then click **Release** (in the top ribbon). Then click **Release message** in the window that opens up on the right to confirm.



**Messages are received in UTC time zone, which is 4 hours ahead of EST. (Example: 8:00 a.m. EST is 12:00 PM UTC)*

If you have any questions, contact the ITS Help Desk at itshelp@odu.edu or 757-683-3192.