

# Mail Filtering - Understanding Quarantine Digests

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## Introduction:

- This Article will take you through how to read and manage your Mail Filtering Quarantine Digests.
- Quarantine Digests are by default sent at 9:00, 12:00 and 16:00, however you can request a digest at any time using the link in the last digest received. Additionally Digests will only be sent if something has been stopped since the last digest was sent.
- Emails that are caught in quarantine are stored there for 28 days before they are deleted, This cannot be changed.

## Digest Overview:

### Digest Buttons

Within the Digest there are usually 3 buttons available for a Quarantined Message:

Deliver

Preview

Delete

Deliver - This will open the message in a browser so you can check this before then allowing to push down to your mailbox.

Preview - Like the above but just allows the viewing of the email itself

Delete - Deleted the message from your Quarantine.

If an email is deemed to be more of a security risk you will not have the option to deliver this by yourself, however will get an alternative button to request review and release by support:

Request

Preview

Clicking this button will generate an email to the service desk and they will then be able to review and release the email as required or provide additional information as to why it was classified the way it was.

### Digest Frequency

Digests are set to be sent at 9:00am, 12:00pm and 4:00pm, however you can request a digest on demand from any of your previous email digests using the below button:

### Digest on Demand

No need to wait for your next scheduled digest, you can request a new one now.

Request

This will generate a digest with any quarantined emails caught since the last digest was sent, or if none have been captured will provide a message to confirm nothing has been quarantined.

Digests will not be sent if nothing has been caught.

## Additional Information:

- Because of the email filtering integration with Microsoft 365 if you have an email that you are expecting but it is not in the Quarantine Digest, ensure that you check your outlook Junk mail folder to ensure that it has not been routed to your Junk Mail box.
    - Additionally when interacting with emails in your Outlook Junk folder and marking these items as "Not Junk" this information will be sent back to the Mail Filter to help train this for future emails, removing the need for you to submit samples for training the system to understand what mail you need/want.
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