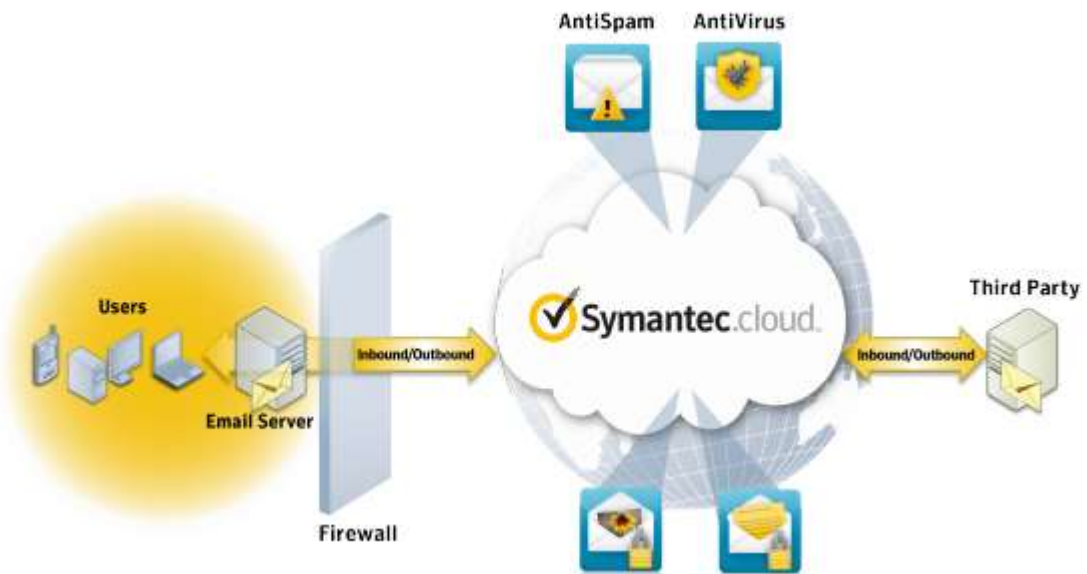


How to release a quarantined message

All message inbound and outbound of Sodexo will go through Symantec email security cloud for the security filter. It could stop lot's email attack at beginning by quarantine spam and block the potential virus messages.



Steps

Steps within Email

You will get the all quarantined message last day at every morning.

- For potential virus messages, please acknowledge and ask sender re-send with zip file and password protect if necessary.
- For quarantined message, you can click **Release/Delete/Approve/Block** button from the message content.

Release


Delete

Approve

Block

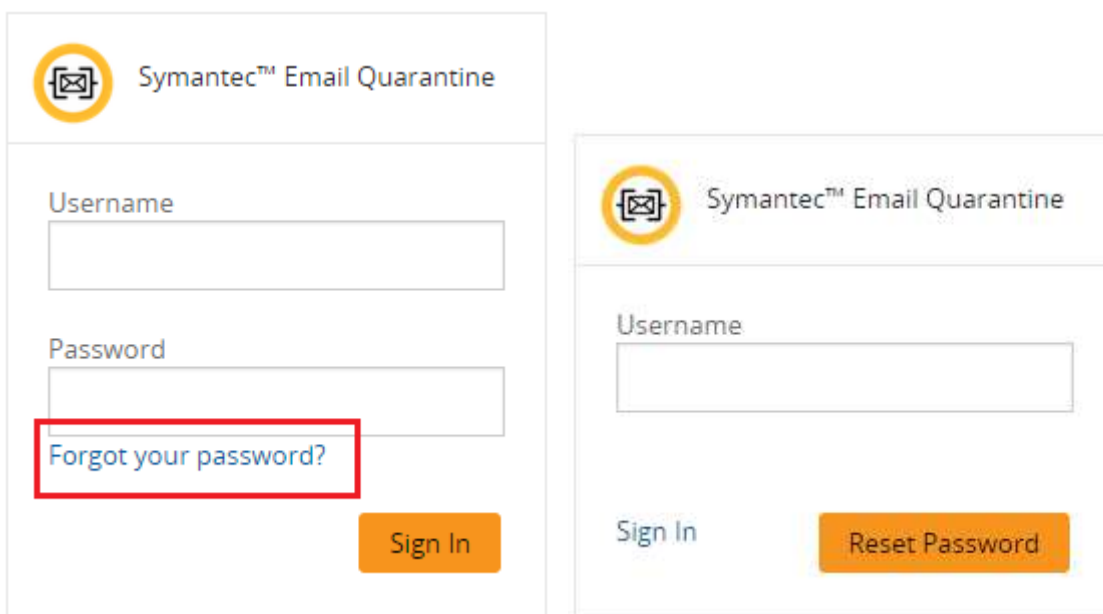
Steps with website.

1. **Reset Pasword**, the credential independent here, and unrelated with mailbox password.

Click  button or access the URL as bellow,

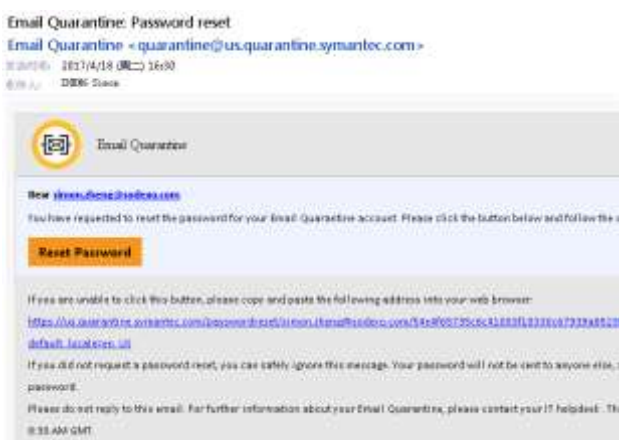
<https://us.quarantine.symantec.com> ,

click link '**forgot your password?**', enter your email address. I.e. alex.chen@sodexo.com and click **Reset Password** button.



The image shows two side-by-side screenshots of the Symantec Email Quarantine login interface. Both screenshots feature the Symantec logo and the text 'Symantec™ Email Quarantine'. The left screenshot shows a login form with fields for 'Username' and 'Password', and a 'Sign In' button. A red box highlights the link 'Forgot your password?' located below the password field. The right screenshot shows the same login form, but with the 'Reset Password' button highlighted in orange.

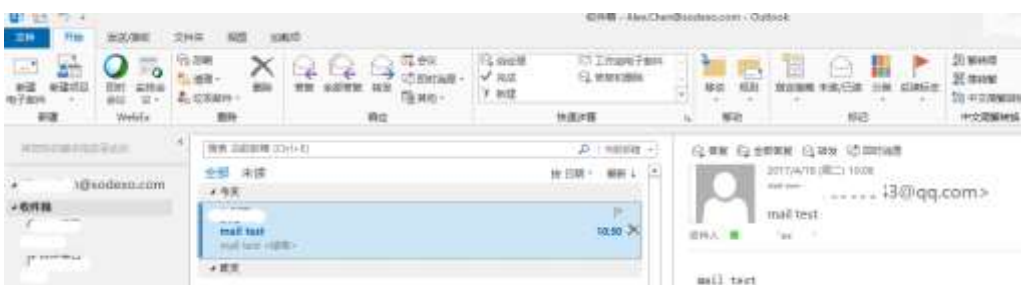
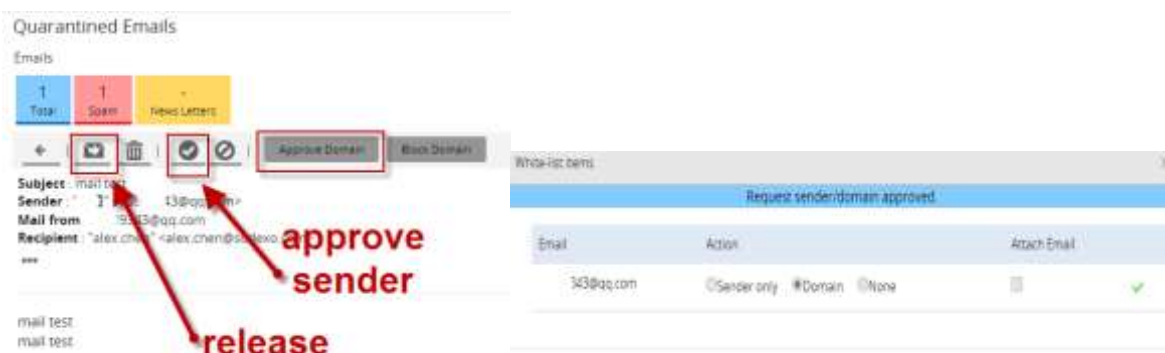
You will receive a reset password email, click the button in the message to reset it.



2. **Logon Website**, access <https://us.quarantine.symantec.com> , login with your email address and password just set, then you will get list of all quarantined message.



3. **Release message**, choose the message you need, then
 - Click **RELEASE** button, the current quarantined message will be release to your mailbox.
 - Click **APPROVE SENDER** button, the sender of current quarantined message will be added to the whitelist, and next coming messages will no longer blocked.
Click **APPROVE DOMAIN** button, the sender and all shared email suffix of current quarantined message will be added to the whitelist, and next coming messages will no longer blocked.



Thank you.