

Managing Spam with Microsoft's Forefront Online Security for Exchange (FOSE)

Using your Quarantine mailbox

This document will help you get started with the Microsoft® Forefront™ Online Security for Exchange (FOSE) Quarantine feature. The Quarantine service has the following attributes:

- Spam is kept in the Quarantine service for 15 days. After that time, the stored e-mail messages are permanently deleted and cannot be retrieved.
- For spam that is not being quarantined, but is being delivered to your desktop, forward the message to abuse@messaging.microsoft.com. Please be sure to include the full headers of the e-mail message with your submission.
- For messages incorrectly identified as spam, forward the message to false_positive@messaging.microsoft.com. Please be sure to include the full headers of the message with your submission.
- New spam rules are set globally for all customers. Please be aware that not all individual spam or false positive submissions result in new spam rules.

Log in to the service for the first time

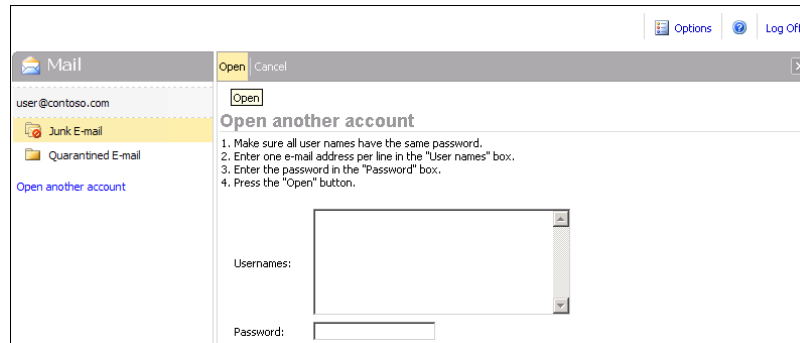
First, log in to the Quarantine service:

1. From a Web browser, go to <https://quarantine.messaging.microsoft.com>.
2. Your User name is your e-mail address. If your Administrator has provided you with a password you can enter the credentials. If you don't know the password click on **Need your password?** to have instructions for setting your password e-mailed to you.
3. Enter the e-mail address you want the service to send your password reset instructions to, and then click **Send**.

The image shows two screenshots of the Microsoft Forefront Online Security for Exchange (FOSE) web interface. The top screenshot is the 'Sign in' page, which features a blue header with the Microsoft logo and the text 'Forefront Online Security for Exchange'. Below the header, there is a 'Sign in:' section with two input fields: 'User name:' and 'Password:'. A 'Sign in' button is located to the right of the password field. Below the input fields, there is a link that says 'Need your password? | Change password'. The bottom screenshot is the password reset page, which also has the same blue header. Below the header, there is a text prompt: 'Enter your user name (e-mail address) to receive instructions about how to set or reset your password.' Below this prompt is a 'User name:' input field and a 'Send' button.

A message will be e-mailed to you, which will contain a URL for you to follow. Once you have that URL you will be taken to a page where you can specify your password for logging into the Quarantine web site.

Once you've logged in to the Quarantine, you have the option of clicking **Open another account** on the left navigation menu to open additional Quarantine mailboxes. After the web page refreshes, enter the user name and password for the additional account or accounts, and then click **Open** on the top menu bar. To exit the Open another account page, click on **Cancel** and the page will return to the selected web mailbox folder. If your User Account has already been configured with multiple e-mail addresses by your Administrator, all of the associated e-mail addresses will display for you by default.

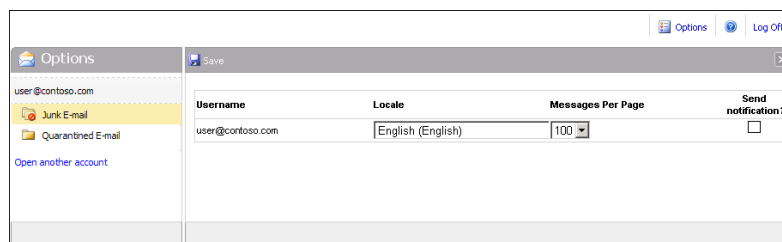


Change user settings

Personalized changes to display settings, language settings for notifications and whether to receive notifications or not can be made from within the Quarantine service by clicking **Options** located above the top menu bar.

Select the option you want to update, and then click on **Save** to keep the changes.

To exit the **Options** page, click on the web mailbox folder you want to go back to.

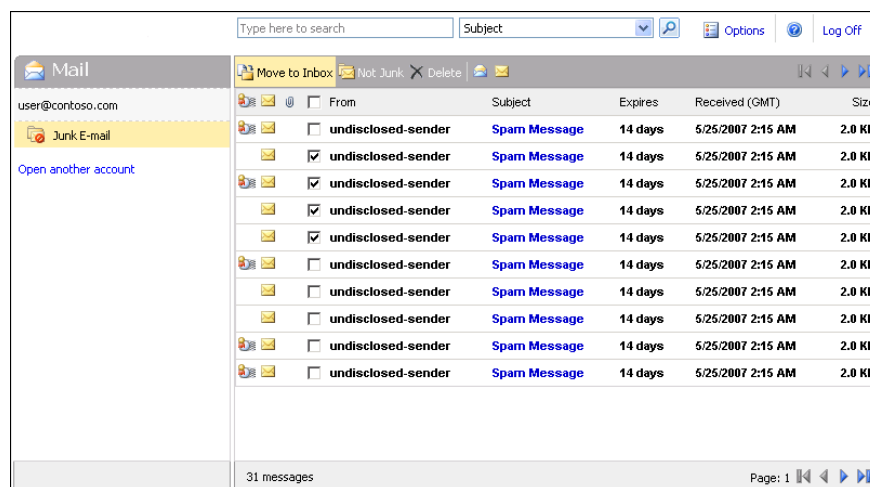


Manage quarantined e-mail messages

Once you have logged into the Quarantine you will have access to your quarantined Junk E-mail and Policy Quarantined E-mail, depending on your domain configuration. If you have multiple pages of e-mail messages, you can view successive pages by clicking the forward arrow.

You can search for a particular message either by Sender address or by Subject Line. Wildcard characters are allowed.

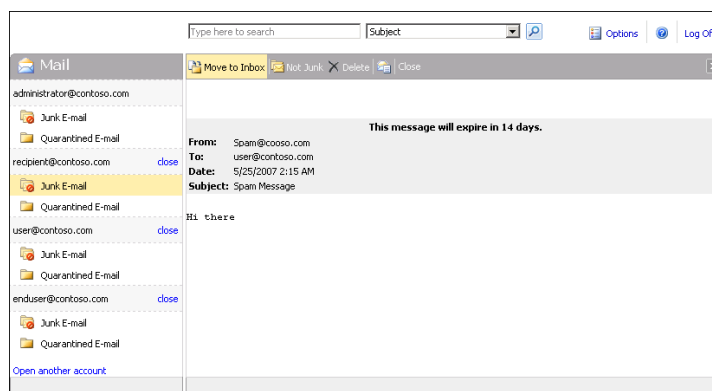
You may select multiple messages to delete or have delivered to your corporate e-mail Inbox from the message list view by selecting the check box next to the message in the list. A message in this view which has an icon in the far left column has been quarantined due to Custom Spam Filter rules configured by your Administrators and cannot be reported as **Not Junk**.



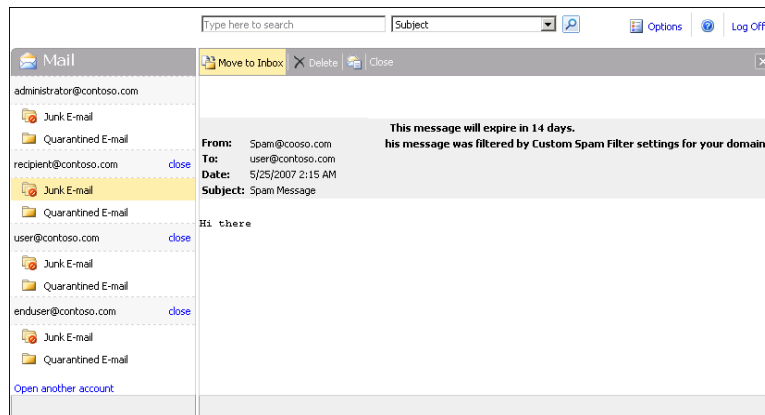
To complete the deletion or move the message to your Inbox, click on the **Delete** or **Move to Inbox** button from the top menu bar. You are not required to delete any spam. The Quarantine service will delete any e-mail messages held in Spam Quarantine after 15 days.

To view the contents of a message in the list, click on the **Subject** of the e-mail message. If you would like to have the e-mail message delivered to your Inbox click on the **Move to Inbox** button while viewing the message. This will send the message to your corporate e-mail Inbox.

If the message is not spam, click on the **Not Junk** button while viewing the message. This will send the message to your corporate e-mail Inbox and notify the Spam Team that the message was incorrectly marked as spam.

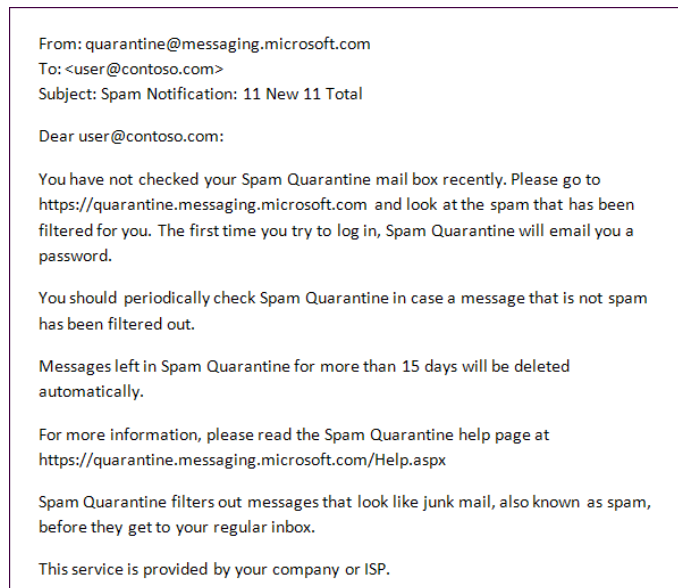


If the **Not Junk** button is not available for an e-mail message, it means that the message was filtered according to restrictions put in place by the e-mail administrator and cannot be reported as not being spam. An explanation of why the e-mail message cannot be reported as not being spam will appear in the upper right-hand corner only if domain-level spam rules have been applied by your Administrator.



Reminder notifications

You will receive periodic reminders from the Quarantine service when you have received new spam. Junk e-mail notification messages provide links to the Quarantine application, where you can manage your stored messages.



Turn off junk e-mail notifications

Click **Options** and clear the **Send notifications?** check box if you do not wish to receive the periodic reminders from the Quarantine service.

