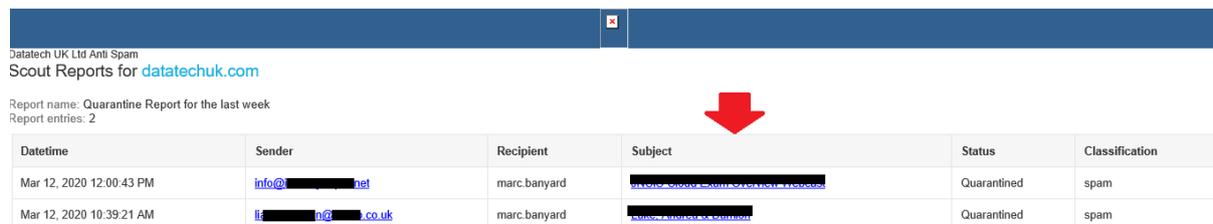


# Anti-Spam Quarantine Reports

You should receive a quarantine report up to 3 times a day if there is anything that has been quarantined. If you do not receive a report it means nothing has been quarantined and is nothing to worry about.

Generally, things that are in the quarantine report are spam emails that have been flagged, but occasionally a legitimate email may get caught and will show in the report (this is known as a false positive).

If a legitimate email does get caught by the Anti-Spam system you should click on the link under the subject column in the table.



Datatech UK Ltd Anti Spam  
Scout Reports for [datatechuk.com](https://datatechuk.com)

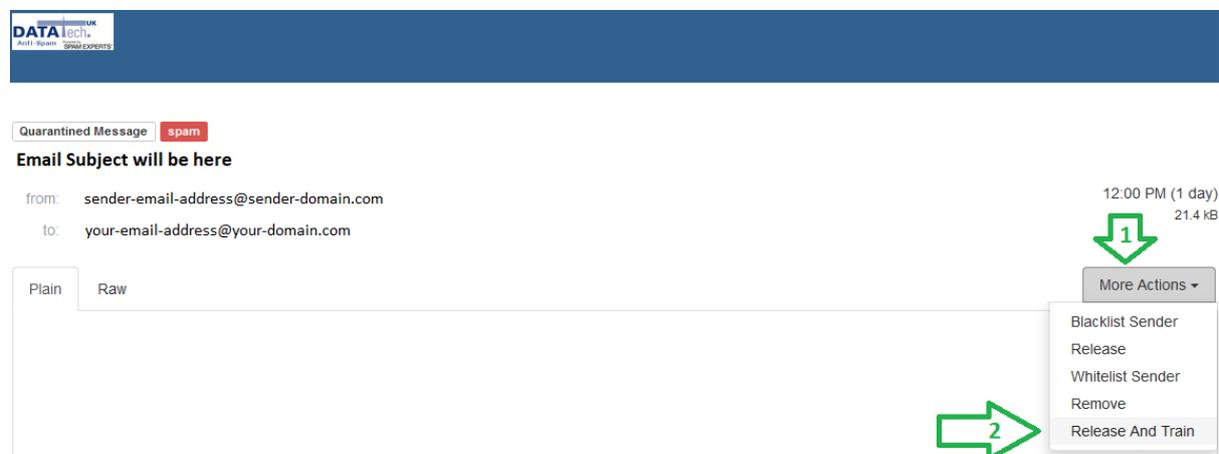
Report name: Quarantine Report for the last week  
Report entries: 2

Datetime	Sender	Recipient	Subject	Status	Classification
Mar 12, 2020 12:00:43 PM	<a href="mailto:info@...net">info@...net</a>	marc.banyard	<a href="#">[Redacted Subject]</a>	Quarantined	spam
Mar 12, 2020 10:39:21 AM	<a href="mailto:li@...co.uk">li@...co.uk</a>	marc.banyard	<a href="#">[Redacted Subject]</a>	Quarantined	spam

This will open up email on our Anti-Spam servers and give you more options.

When it has opened in your browser you will be able to see some of the email, if it is what you are expecting and you would like the message you will need to click the **More Actions** dropdown and then select **Release And Train** as this will release the email to your inbox as well as help to train the system that these types of emails are legitimate.

Emails from the sender may continue to get caught, but if you repeat the above steps every time a legitimate email gets caught it will learn after they have been **Released And Trained** by you.



DATAtech  
Anti-Spam Experts

Quarantined Message spam

**Email Subject will be here**

from: sender-email-address@sender-domain.com  
to: your-email-address@your-domain.com

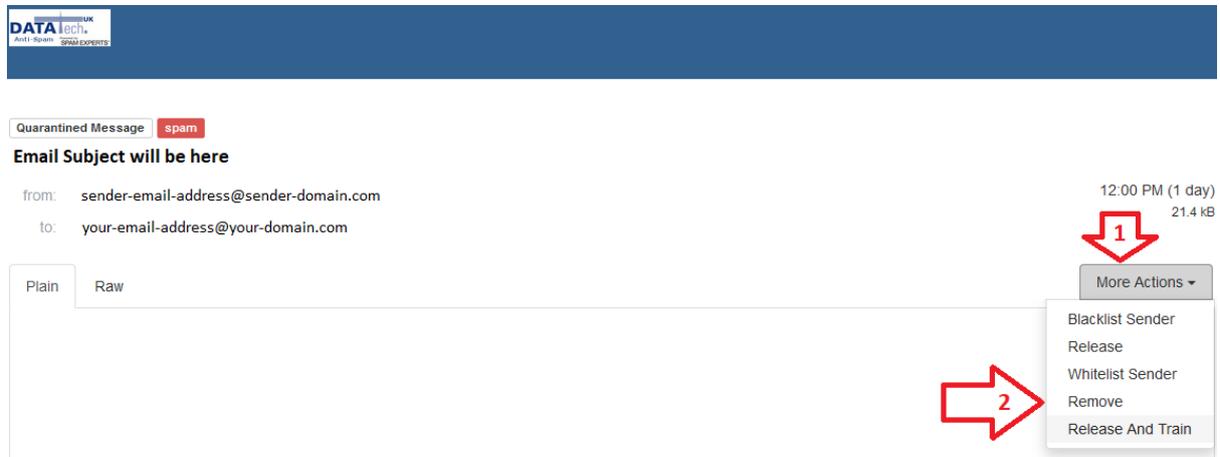
12:00 PM (1 day)  
21.4 kB

Plain Raw

More Actions ▾

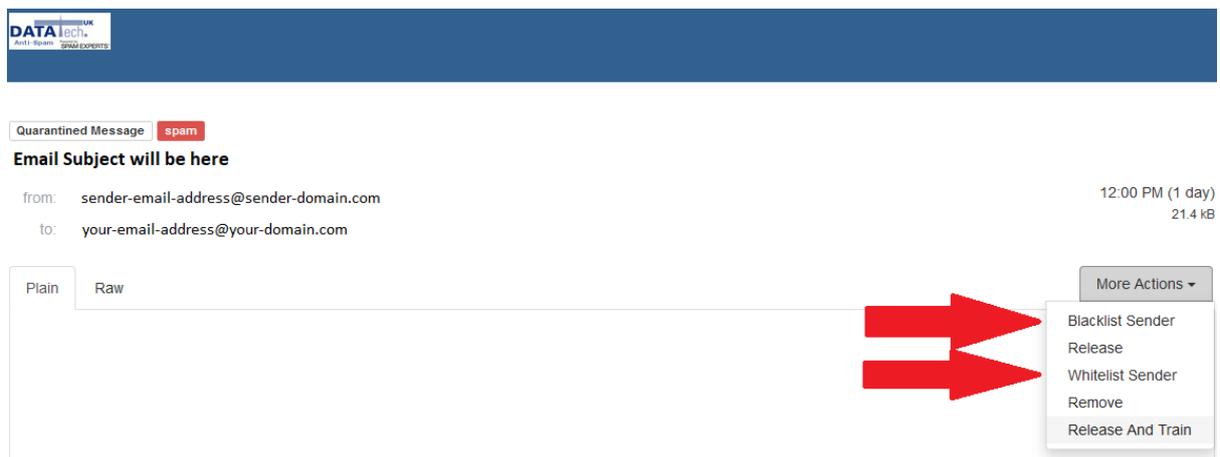
- Blacklist Sender
- Release
- Whitelist Sender
- Remove
- Release And Train

If you get a lot of emails in your quarantine report that are not legitimate emails you can either ignore them or you can click on the subject as you did in the step above, then from the online portal you would click the **More Actions** dropdown and select the **Remove** as this will simply delete the email from your quarantine area so it will not show in the next quarantine report.



If you do remove the emails, it does help emphasise that the emails caught and quarantined is spam and it also helps keep your quarantine area tidy, but it is not a requirement to remove emails if they are spam.

Please DO NOT use the **Whitelist Sender** or the **Blacklist Sender** options as they will bypass ALL Anti-Spam filtering checks and can allow spoofed emails through that could contain malicious content.



Any questions please call the office on 01200 400600 and one of our team will be more than happy to help.