

# Customer Guides - Email Threat Protection

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# The Quarantine Message Report

## Introduction

By default, we set-up all users to receive a daily email containing the Quarantine Message Report (QMR). This email report will be only be sent if there are messages for that specific user in the quarantine.

It is import to note that users will only be able to see/view quarantined emails for their own email account and no other employee/mailbox.

Example of the Quarantine Message Report:

The screenshot shows an email titled "Daily Quarantined Message Report" from support@globe2.net, dated Thursday, February 1, 2024. The interface includes navigation links for "View, Search, Sort Report", "Request Current Report", and "Change Report Settings". It displays a list of quarantined messages under the "Spam: 4" category. Each message entry includes a "View" and "Release" link, the sender's email address (partially redacted), the subject line, and the time and origin. The messages listed are:

- From: izanoni@... (Austria, 61.37 KB), Subject: Partner Newsletter: New Year, New Reward...
- From: emarketing@... (United States, 46.66 KB), Subject: Take WiFi Everywhere Now Save £50
- From: ... (United Kingdom, 872.32 KB), Subject: ...
- From: info@... (Belgium, 74.17 KB), Subject: Auto-renew reminder from WooCommerce

Below the list, it shows "Malware: 0" and "Outbound: 0", both with "(0 not shown)\*" indicators. A note at the bottom states: "\* Some messages may not be shown due to your Report Settings". The footer includes "Copyright ©2003-2024" and an "Unsubscribe" link.

## Viewing & releasing an email from the quarantine:

After clicking view next to an email in the Quarantine Message Report, they will be taken to a web page where they can safely preview an email and release it should it be genuine (an example screenshot is below).

To release the email, click the green release button on the page.

To add the email to the whitelist to avoid it be quarantined in the future, please tick the from email address in the "Allowed List & Tools" and click the "submit request to administrator" button. Upon doing this, a request will be sent to us (as your managed IT provider) and we will review and action this for you.

View Mail ▾

Home Quarantine Report Settings Aliases Attachment Quarantine Support

Last Chance - Only 1 Slot Left

From: [REDACTED]  
Return Path: [REDACTED]  
To: [REDACTED]

Received Date: 3/23/2025 10:25 AM  
Category: General  
Country: United Kingdom

[← Back To Spam Quarantine](#) [Delete](#) [Release](#) [→ Show Raw](#) [Show Headers](#) [Show Allowed List & Tools](#)

**Allowed List & Tools**

Allow Request Items

From [jack@\[REDACTED\]](#)

Return Path [lolmarket@\[REDACTED\]](#)

Domain [\[REDACTED\]](#)

[→ Submit request to administrator](#)

# How to block an email address (public)

1. Log in here -> <http://globe2.edgepilot.com/>
2. Navigate to the top left and Click the menu icon
3. Go to service administration-> email threat protection
4. Click filters ->Email addresses
5. Type the email into the 'email addresses' search bar located on the right of the screen
6. To the right of the email tab press the drop down that says 'allowed' and click 'blocked' then click add