

# 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, with "(0 not shown)\*" indicating that the listed messages are the only ones shown. Each message entry includes a "View | Release" link, the sender's name (partially redacted), the subject line, and the time and origin. Below the list, it shows "Malware: 0" and "Outbound: 0", both with "(0 not shown)\*". A footer note states "\* Some messages may not be shown due to your Report Settings", and the bottom of the email contains "Copyright ©2003-2024" and an "Unsubscribe" link.

Daily Quarantined Message Report	
support@globe2.net Thursday, February 1, 2024	
View, Search, Sort Report   Request Current Report   Change Report Settings	
Spam: 4 (0 not shown)*	
<a href="#">View</a>   <a href="#">Release</a>	<b>lzanoni@</b> [redacted] Partner Newsletter: New Year, New Reward... 8:48am from <b>Austria</b> (61.37 KB)
<a href="#">View</a>   <a href="#">Release</a>	<b>emarketing</b> [redacted] Take_WiFi_Everywhere_Now_Save_£50 10:00am from <b>United States</b> (46.66 KB)
<a href="#">View</a>   <a href="#">Release</a>	[redacted] 12:55pm from <b>United Kingdom</b> (872.32 KB)
<a href="#">View</a>   <a href="#">Release</a>	<b>info@</b> [redacted] Auto-renew reminder from WooCommerce 10:32pm from <b>Belgium</b> (74.17 KB)
Malware: 0 (0 not shown)*	
Outbound: 0	
* Some messages may not be shown due to your Report Settings	
Copyright ©2003-2024 Unsubscribe	

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.

The screenshot shows a web interface for managing quarantined emails. At the top, there is a 'View Mail' dropdown menu and a navigation bar with links for Home, Quarantine, Report Settings, Aliases, Attachment Quarantine, and Support. The main content area displays email details: 'Last Chance - Only 1 Slot Left', 'From: [redacted]', 'Return Path: [redacted]', and 'To: [redacted]'. On the right, it shows 'Received Date: 3/23/2025 10:25 AM', 'Category: General', and 'Country: United Kingdom'. Below the email details are three buttons: 'Back To Spam Quarantine', 'Delete', and 'Release'. Further right are three buttons: 'Show Raw', 'Show Headers', and 'Show Allowed List & Tools'. The 'Allowed List & Tools' section is expanded, showing 'Allow Request Items' with three checkboxes: 'From: jackie [redacted]', 'Return Path: lolmarket [redacted]', and 'Domain: [redacted]'. A green button labeled '+ Submit request to administrator' is located at the bottom of this section.

# 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