Using your Quarantine mailbox

This document will help you get started with the Quarantine feature of Exchange Hosted Services. 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@frontbridge.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@frontbridge.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://spam.frontbridge.com.
2. Click First Time? on the logon page.
3. On the Language list, select your language setting.
4. Enter the e-mail address you want the service to send your temporary password, and the click Submit.

A new password will be e-mailed to your e-mail address and you will be redirected back to the main Quarantine Log On page.

Log in to the service using your temporary password

From the Quarantine Log On page, log on to the Quarantine service using the temporary password that was sent your e-mail address.

When you are logged into the application you will be prompted to provide a permanent password.

Note If you forget your password, click Forgot password? on the log on screen.

If you have multiple e-mail addresses, click Go to multiple log on and follow the instructions on the new page. You can log in with each of your e-mail addresses at one time, provided the passwords for each are the same.
Change user settings

Personalized changes to display settings, language settings, notification settings, and account passwords 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 Options again and the page will return to the Web mailbox folder.

If you need to open another account once you’ve logged in to the Quarantine, you have the option of clicking Open another account on the left navigation menu. After the Web page refreshes, enter the user name and password for the additional account, 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.

Manage quarantined e-mail messages

Once you have logged into the Quarantine you will have access to your quarantined Junk E-mail. 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.