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## How to release Quarantined Emails

<b>Situation</b>	Email(s) that you require have been quarantined. You would like to know how to release quarantined emails from the Guided User Interface.
<b>Solution</b>	This article provides steps on how to release quarantined email(s) from the GUI.

1. Log in to the *Proofpoint Essentials Admin Console* using your credentials.
  - EU stack:
    - <https://eu1.proofpointessentials.com>
  - US stacks:
    - <https://us1.proofpointessentials.com>
    - <https://us2.proofpointessentials.com>
    - <https://us3.proofpointessentials.com>
    - <https://us4.proofpointessentials.com>
2. Navigate to the account in question.
3. Under the *Tools* sidebar, click **Log Search**.
4. Click **Specific User**. Find the desired user and click on their address
5. Choose the directional *Type* (inbound/outbound), specify a *Date Range* and leave the status as **Quarantined**.
  - You can further specify the search criteria using the *From*, *To* and *Subject* fields.
6. Click **Search**.



All Users Logs

Type: Inbound mail Status: Quarantined Date: 2020/06/18 0:00:2020/06/24 23:59

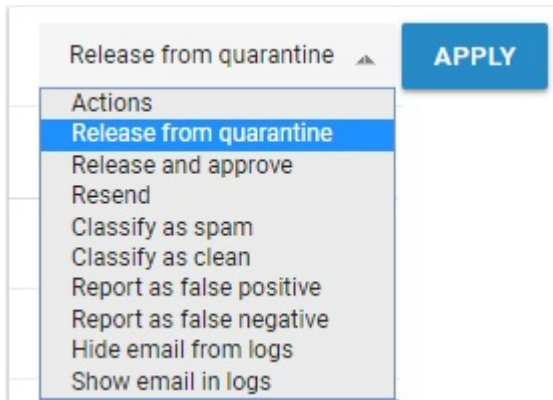
From: To: Subject:

SEARCH CLEAR ADVANCED SEARCH

Actions APPLY

From	To	Subject	Date/Time	Category	Size	Status	Actions
Source: user@19402031927.com; To: randy@essentialsupport.com; Subject: "The 2020 Ram 1500 is a road trip champ"	randy@essentialsupport.com	The 2020 Ram 1500 is a road trip champ	2020/06/20 08:15	Spam	76.7 KB	Quarantined	⋮
Source: user@19402031927.com; To: randy@essentialsupport.com; Subject: "NET M888Y - newsletters@net.essentialsupport.com"	randy@essentialsupport.com	AirPods Pro vs. Galaxy Buds: Battle o...	2020/06/20 06:14	Spam	42.9 KB	Quarantined	⋮

- From the results returned, **check the box** on the row of the email that you wish to release.
- Click the **Actions** dropdown and select **Release from Quarantine**.
- Click **Apply** - this will release the selected email(s) and deliver them to their intended recipient.



### Note

The release from quarantine functionality runs on a five minute schedule and your email may not just be ready to be released. If an error occurs please wait five minutes and attempt this action again.

If after five minutes you are still not able to release please contact **Proofpoint Essentials Support**

If the emails are reported as Fraud Category (relating to the Anti-spoofing feature [here](#)) then only an Organization Administrator can release these emails.

