

Email quarantine

Log in

1. Go to <https://ess.uk.barracudanetworks.com>
2. Enter your University username with @essex.ac.uk after it and then choose **Next**.
3. Enter your University password and then choose **Log In**.

Your Message Log and Message Filters

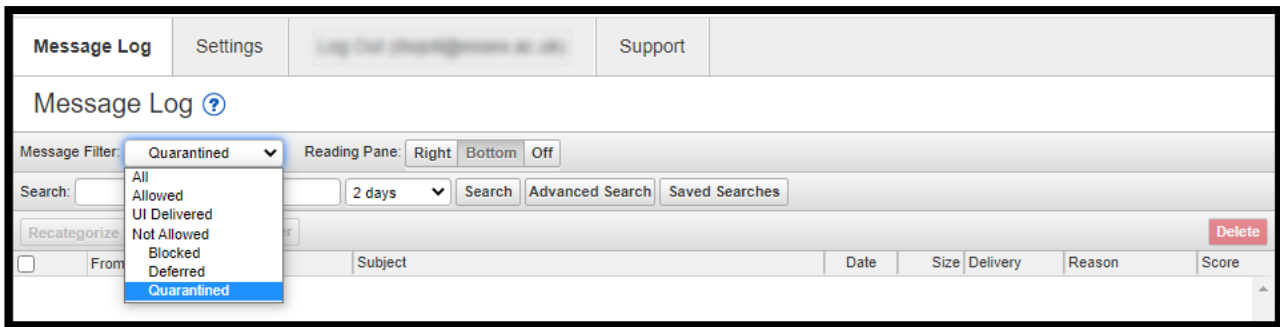
The **Message Log** displays inbound email traffic that passes through the Barracuda email security service for your account. The Message Log shows email from the last 30 days.

You can filter messages by **All**, **Allowed**, **UI Delivered**, **Not Allowed**, **Blocked**, **Quarantined**, or **Deferred**.

Message Filter	Meaning
All	Show all email.
Allowed	Allowed emails are emails that have been automatically delivered to your inbox.
UI Delivered	UI Delivered emails are emails that you have chosen to be delivered to your inbox.
Not Allowed	
Blocked	Blocked emails are emails that have been flagged as highly suspicious. You will not be able to view or release blocked emails yourself - you must contact the IT Helpdesk if you believe a message has been incorrectly categorised.
Deferred	Deferred emails are emails that are still being checked by Barracuda.
Quarantined	Quarantined emails are emails that have been flagged as suspicious. You can view and release quarantined emails yourself.

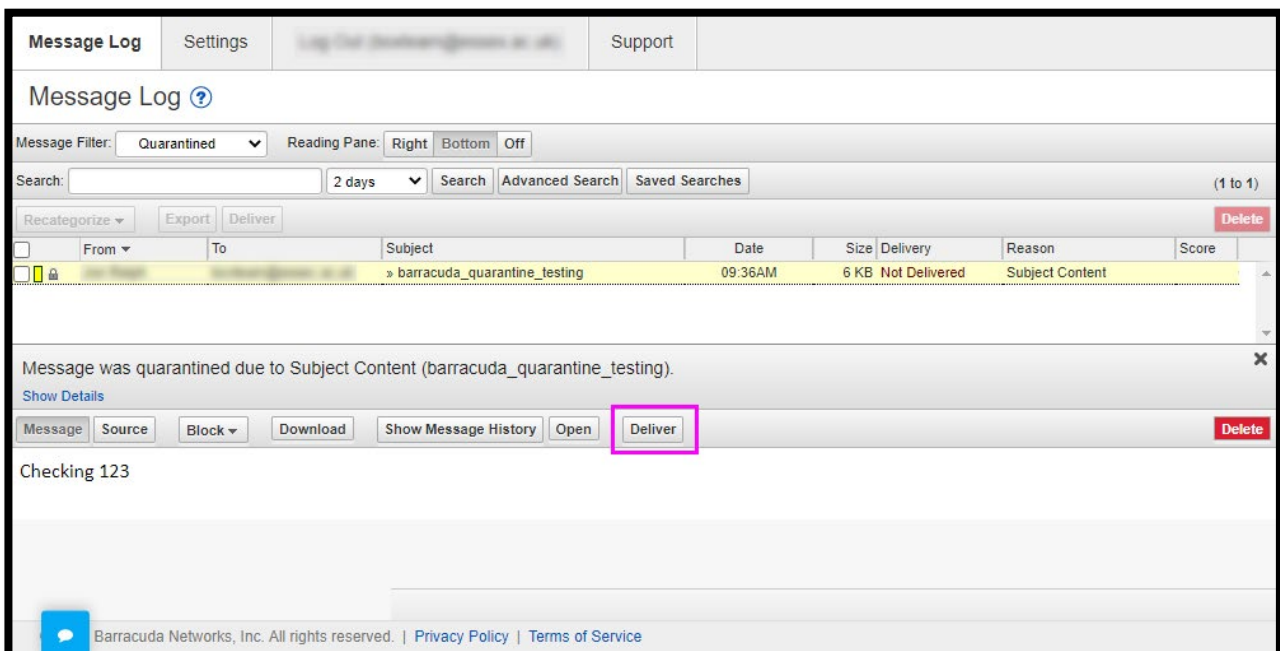
Quarantined email

To view your quarantined email, choose **Quarantined** from the **Message Filter**.



Release a quarantined email

To release a quarantined email, select the email and then choose **Deliver**.

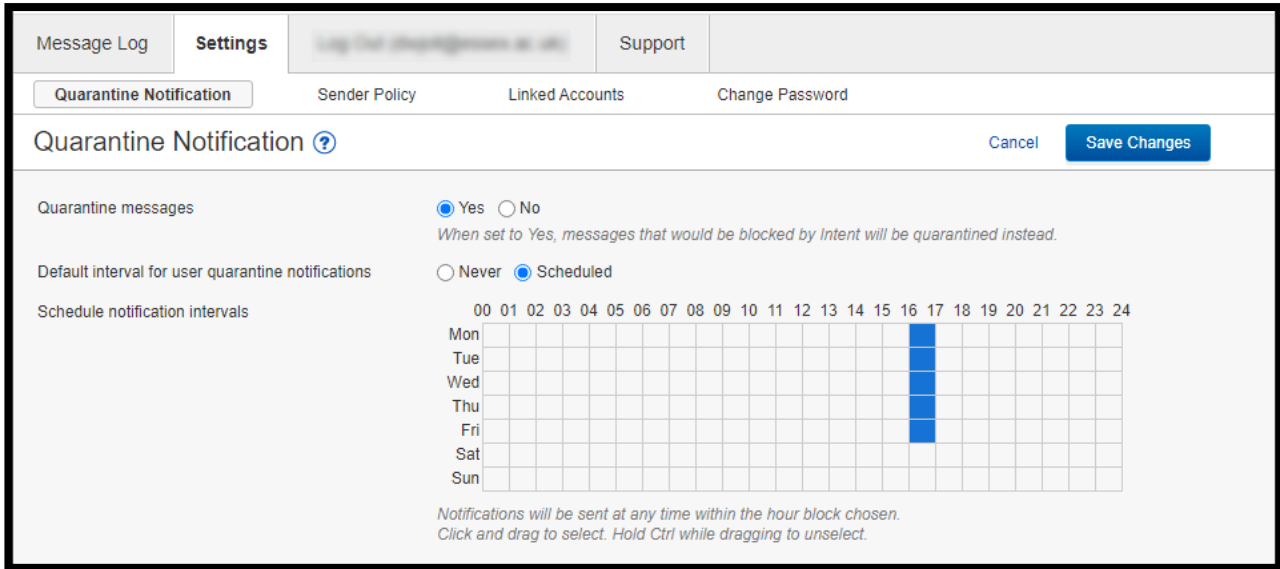


The email should appear in your **Outlook Inbox** within a few minutes. If the email does not appear in your inbox, please check your **Junk-Email** folder in **Outlook**, as released email can sometime end up there. If you still can't find the email, please contact the [IT Helpdesk](#).

Your notification schedule

To set up your notification schedule:

1. Choose **Settings > Quarantine Notification**.
2. Ensure **Quarantine messages** is set to **Yes**.
3. Select the days and time you want to receive your notifications, and then choose **Save Changes**.



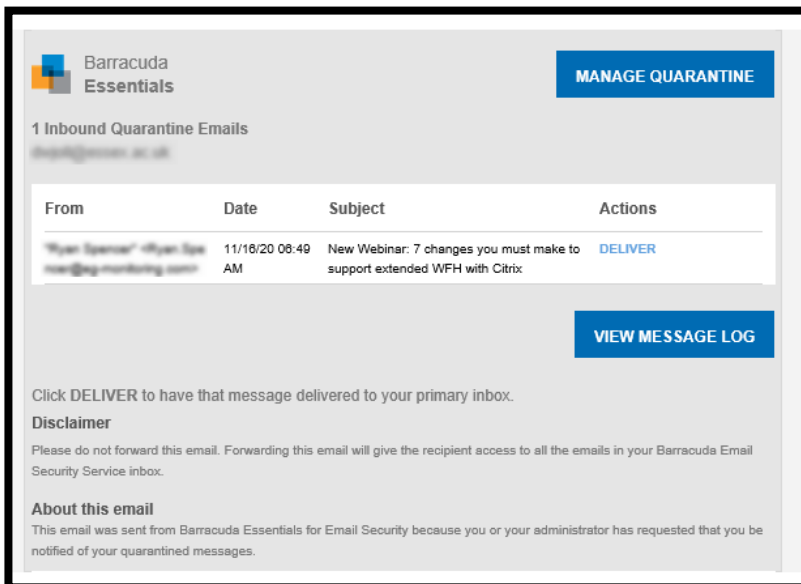
Notification schedule for shared mailboxes

Changing the quarantine schedule for a shared mailbox will change the schedule for everyone who is a member of the shared mailbox – these settings are not personal to you.

We recommend you discuss the schedule with the members of your shared mailbox and nominate one person to manage the schedule.

Quarantine notification email

The quarantine notification email will look like this:



Important: Please **do not** share notification emails or the links contained in them with others. This is because the links contained in the notification email automatically log you into your email quarantine when clicked.

Help and support

For more information about using the Barracuda email quarantine, click the help icon



in the header bar.

