How do I release an email from the spam quarantine?

Tell Me

1. Login to quarantinemail.uncc.edu
2. Check the checkbox next to the email you want to release

See this FAQ if you need information on searching for messages in the spam quarantine.

3. Click the Select Action... dropdown and select Release

If you want future messages either from this sender or containing this content to not get quarantined, click Release and Add to Safelist

4. Click Submit

Related FAQs

- How do I prevent an email from being marked as [EXTERNAL]?
- What do I do if I think email is missing and/or it is not being delivered to me?
- How do I report SPAM or phishing emails?
- Why are some UNC Charlotte messages going into the SPAM label?
- What do I do when I receive an email that says the attachment couldn't be scanned?