

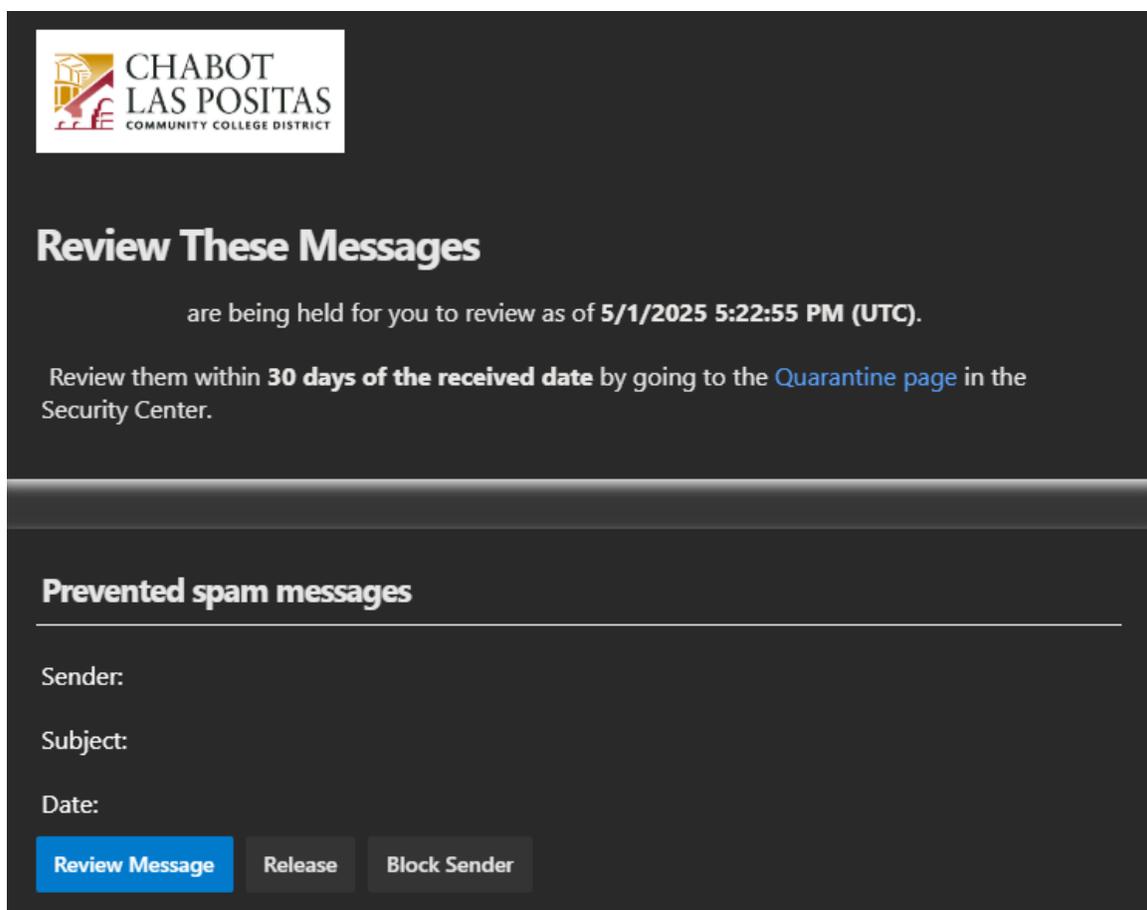
Chabot-Las Positas Community College District
Information Technology Services

Microsoft Defender Notice for Outlook E-Mail

Overview: This is to inform you that ITS is transitioning to Microsoft Defender for e-mail filtering, and that Barracuda will no longer be used or operational.

What to Look For: You will begin to receive messages from the address: quarantine@messaging.microsoft.com with the general subject line: Microsoft 365 security: You have messages in quarantine

Please note that these messages are marked with the tag [EXTERNAL] because they originate outside of CLPCCD. Here is an example of what you will see being delivered to your inbox:



Notifications should contain the CLPCCD logo seen above and when hovering the mouse over the image, it should point to the District website: <https://www.clpccd.org> only. You can verify this by viewing the link pop up in the lower left corner.

There is the option to visit the Quarantine page that is specific to your account to view a list of messages and take action as needed as noted in the text link in the above example.

The general message will indicate how many messages may have been caught for review, who sent them, and the date. You will have the option to either: Review Message, Request Release, or Block Sender.

Please take a moment to hover the mouse over each button. The links should reference Microsoft and not any other website. If the links look suspicious, please exercise caution before clicking on anything.

If you choose to Review Message, a new web browser tab will open and Defender will provide some basic information about a particular message in question.

There are two types of messages that may be filtered: Spam and Malware

- Spam messages can be released by yourself upon approval
- Malware messages (with attachments that may contain malicious software) can only be released after administrator review and approval

If you choose to Request Release (with Spam messages only), a new web browser tab will open with the message below:



The message release request has been initiated. The tenant admin will determine if the request should be approved or denied.

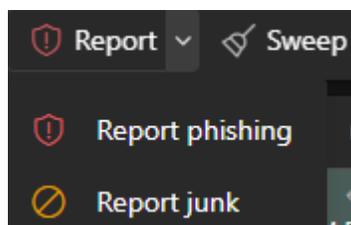
As for Malware messages, releasing will be done as soon as possible by an administrator after review.

If you choose to Block Sender, this will prevent the sender address from sending you any more messages.

These notification e-mails currently are delivered every 4 hours. If you are expecting a message and want to check to see if it was caught by Defender, please visit:

<https://security.microsoft.com/quarantine> and ensure you are signed into your Microsoft account.

For users who are accessing Outlook web version, there is a Report button available to report phishing and junk messages. Please note that this is not a global block on the reported sender address; this is only specific to your account.



If you receive a message that you believe should be globally blocked, please send it to Help Desk at: helpdesk@clpccd.org