Email Quarantine User Guide

Overview

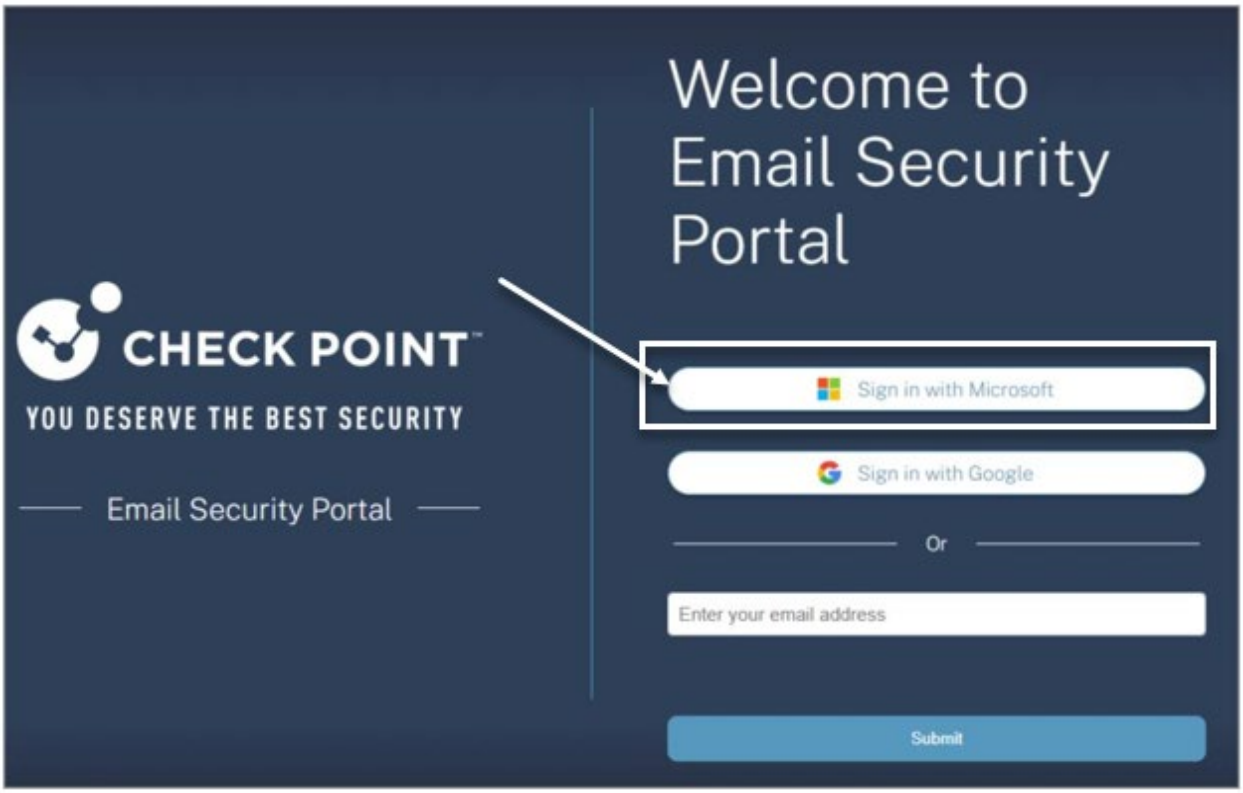
When Check Point Harmony identifies an email as potentially dangerous — such as a phishing attempt, a message with a malicious attachment, or suspected spam — it will not deliver that email to your inbox. Instead, it places the message in quarantine where it can't cause harm.

How to Sign in to the Check Point Email Quarantine

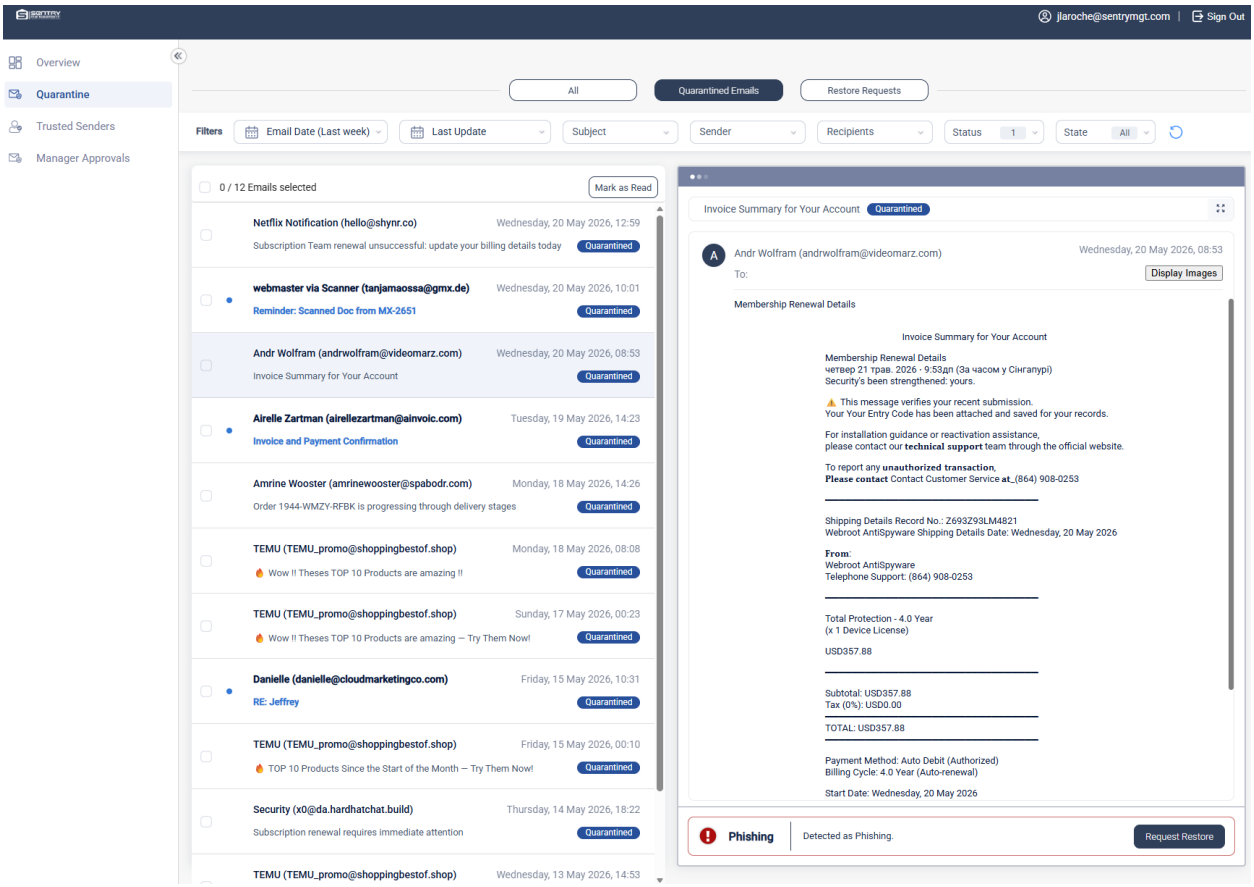
Access the Email Security Portal using https://email-security-portal.checkpoint.com.

NOTE: Sentry Technology Services will also push down a bookmark to your browser.

1. Click > **Sign in with Microsoft credentials**:
2. Follow the on-screen instructions and sign in with your **Sentry Management email address.**



NOTE: Below is the Quarantine Portal Interface

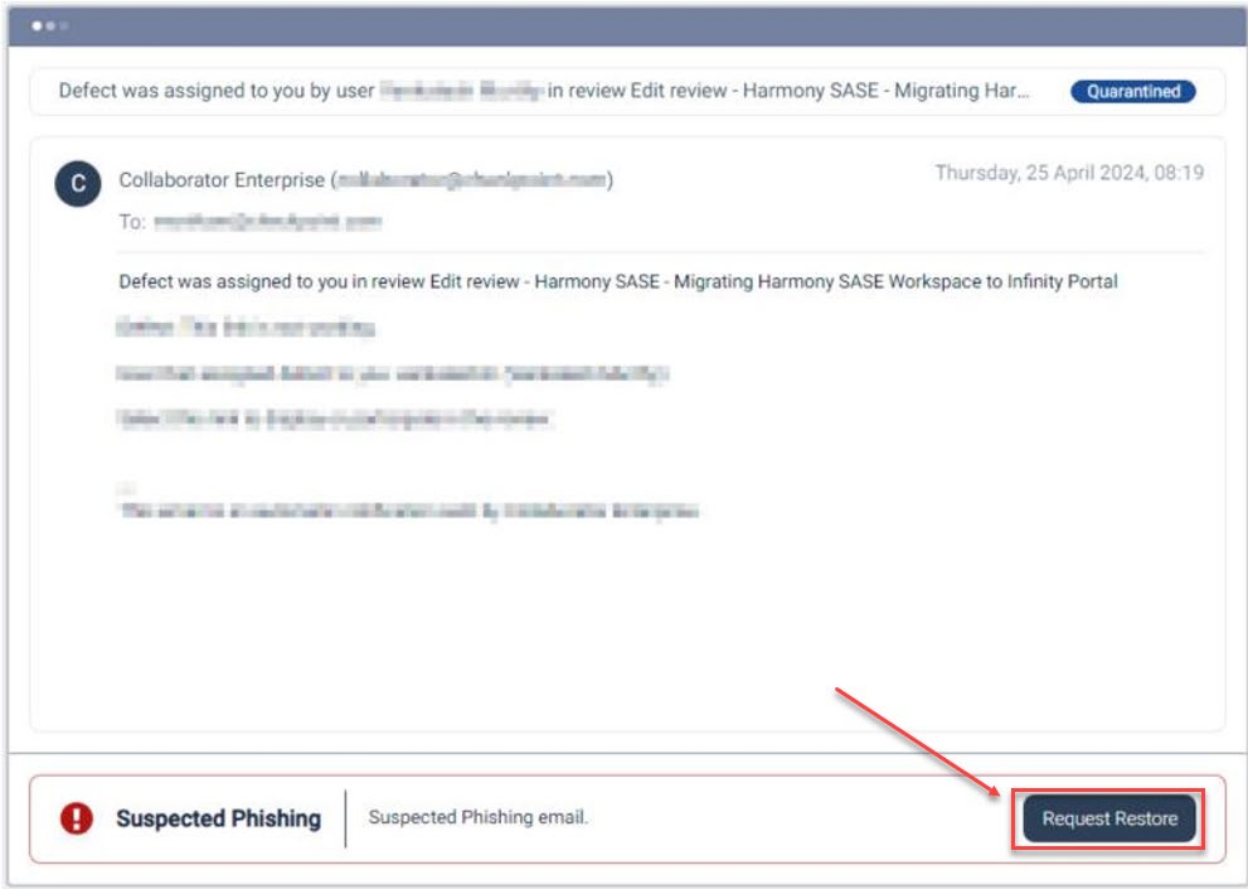


How to restore emails that need an administrator's approval

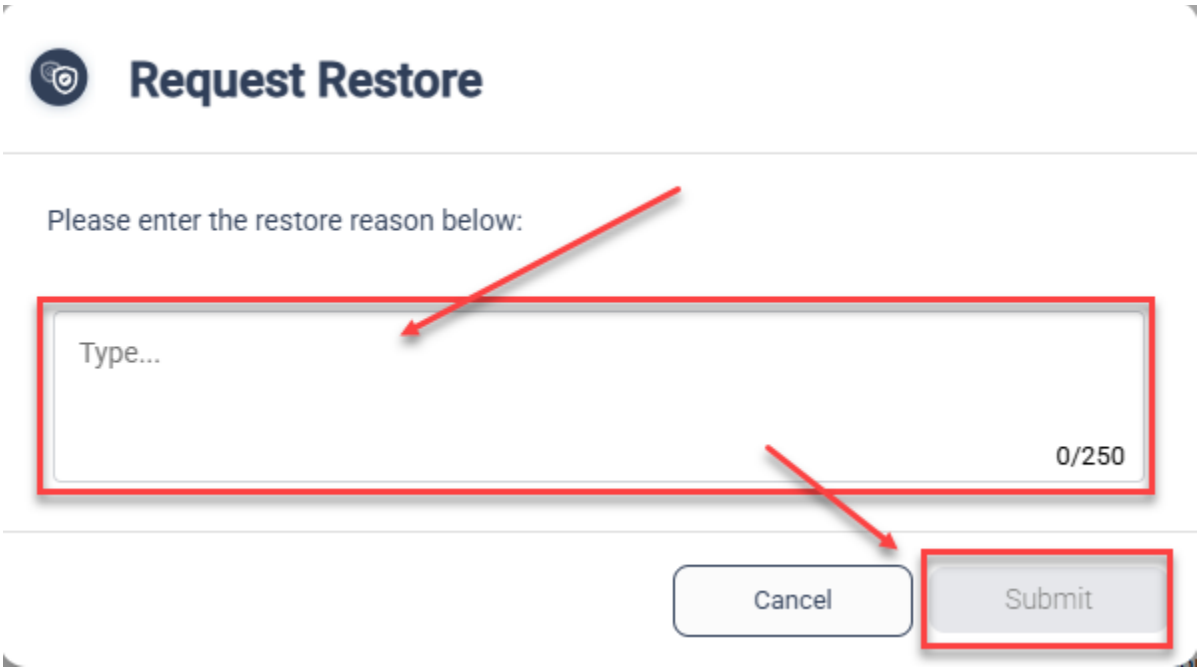
NOTE: **Request Restore** option bottom right.

To restore these emails:

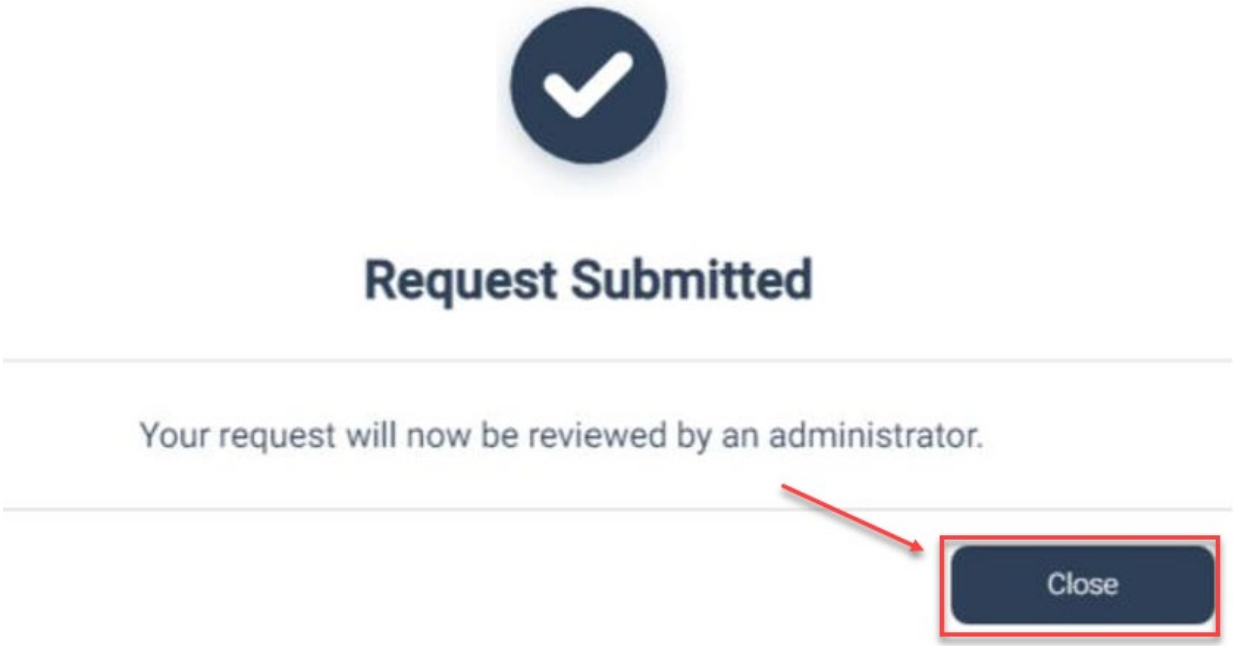
1. Select the email you want to restore.
2. Click > **Request Restore**



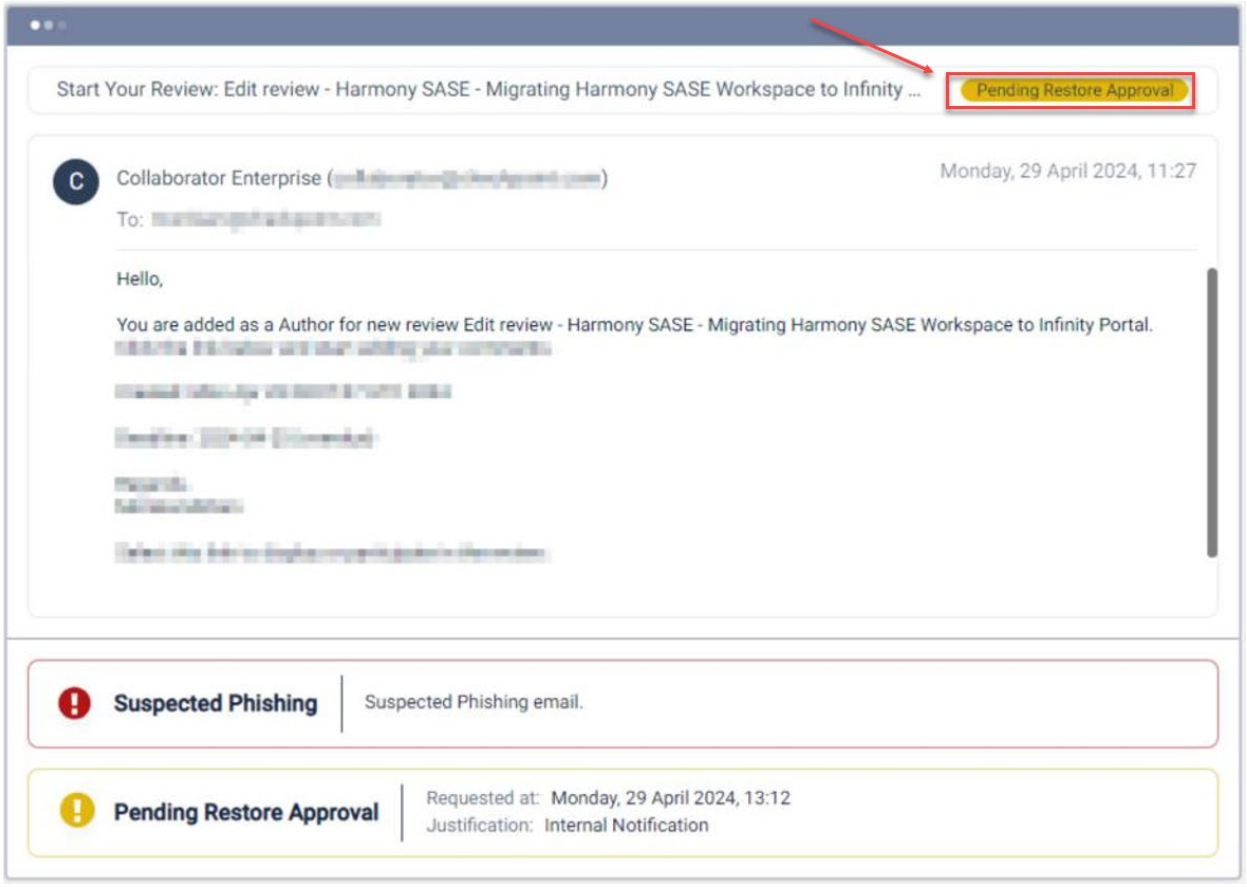
a. The Request Restore window appears.
b. Enter the restore reason and click **Submit** button.



3. The Request Submitted window appears > click **Close**



4. The email status changes from **Quarantined** to **Pending Restore Approval**.



NOTE: If the administrator (Tech Support) approves the request, the email is restored to your mailbox and the email status changes to Restored.

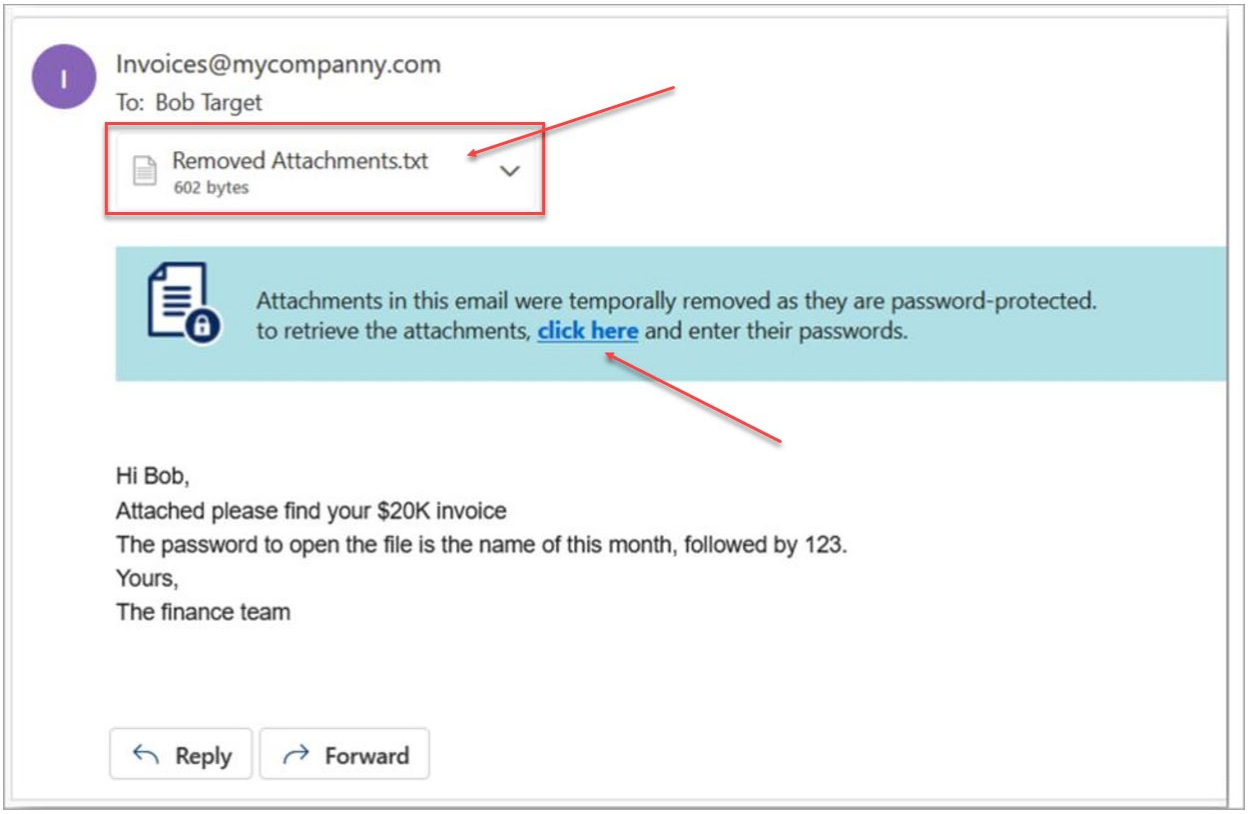
Password Protected Attachment(s)

e.g. Excel, PDF attachments, etc.

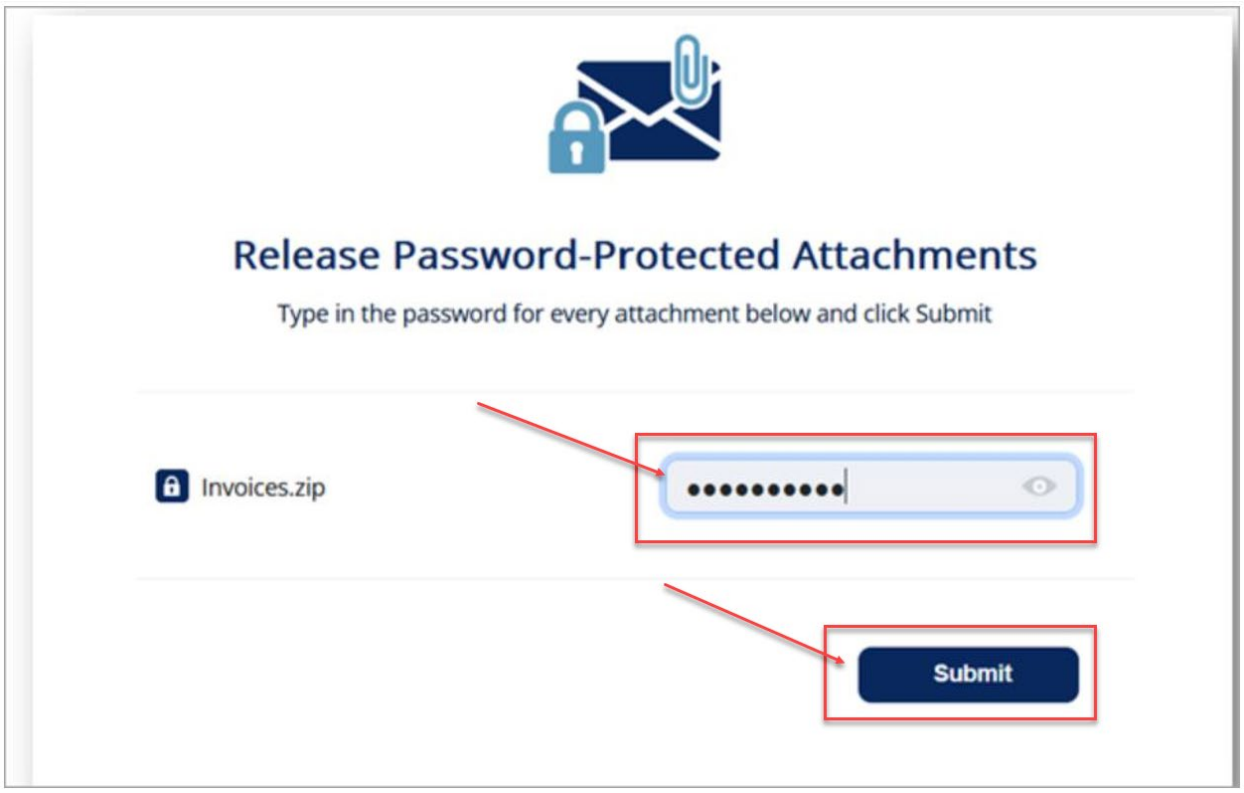
If you receive an email that includes an attachment that is password protected AND the password is NOT found in the message, to secure sensitive data Check Point adds an extra layer of protection against unauthorized access.

Check Point has configured the policy to require users to enter the **attachment password (NOT your Sentry email password)**

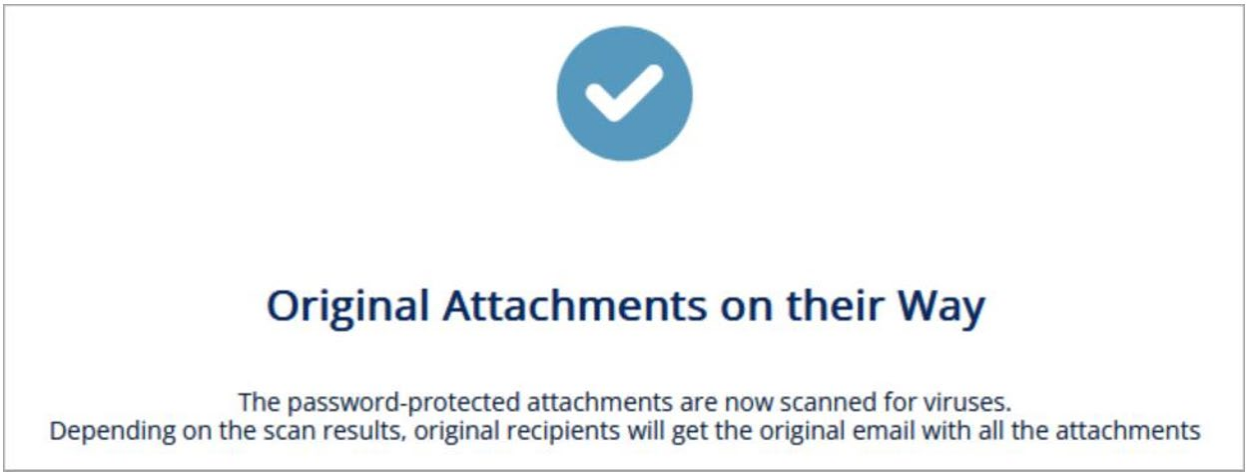
The system temporarily removes the attachment and adds a warning banner to the email. This banner includes a **click here** link where you can securely enter the "**attachment**" password to access the attachment.



Enter the password for the attachment and click **submit**.

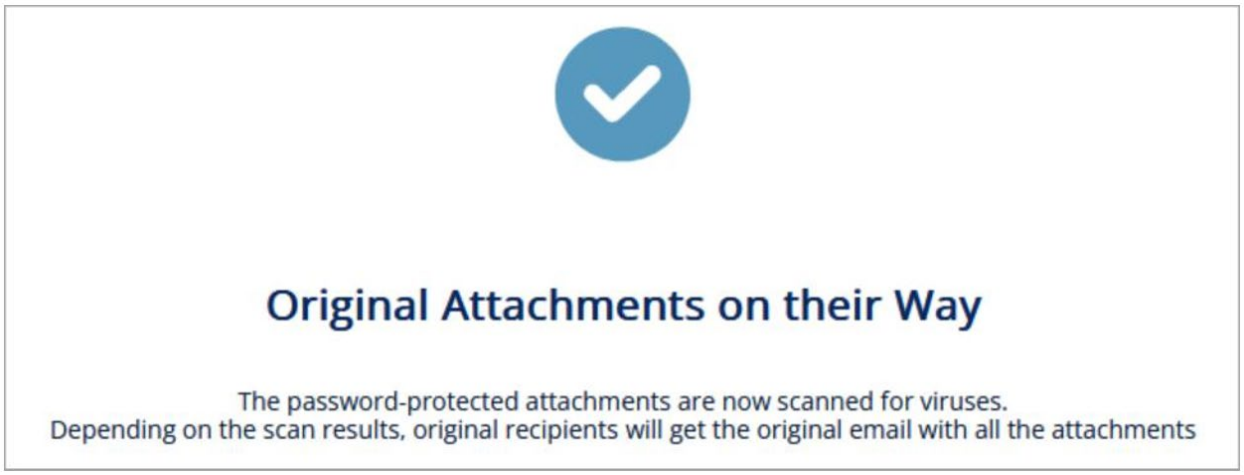


After you submit, the Anti-Malware engine scans the attachment for malicious content.



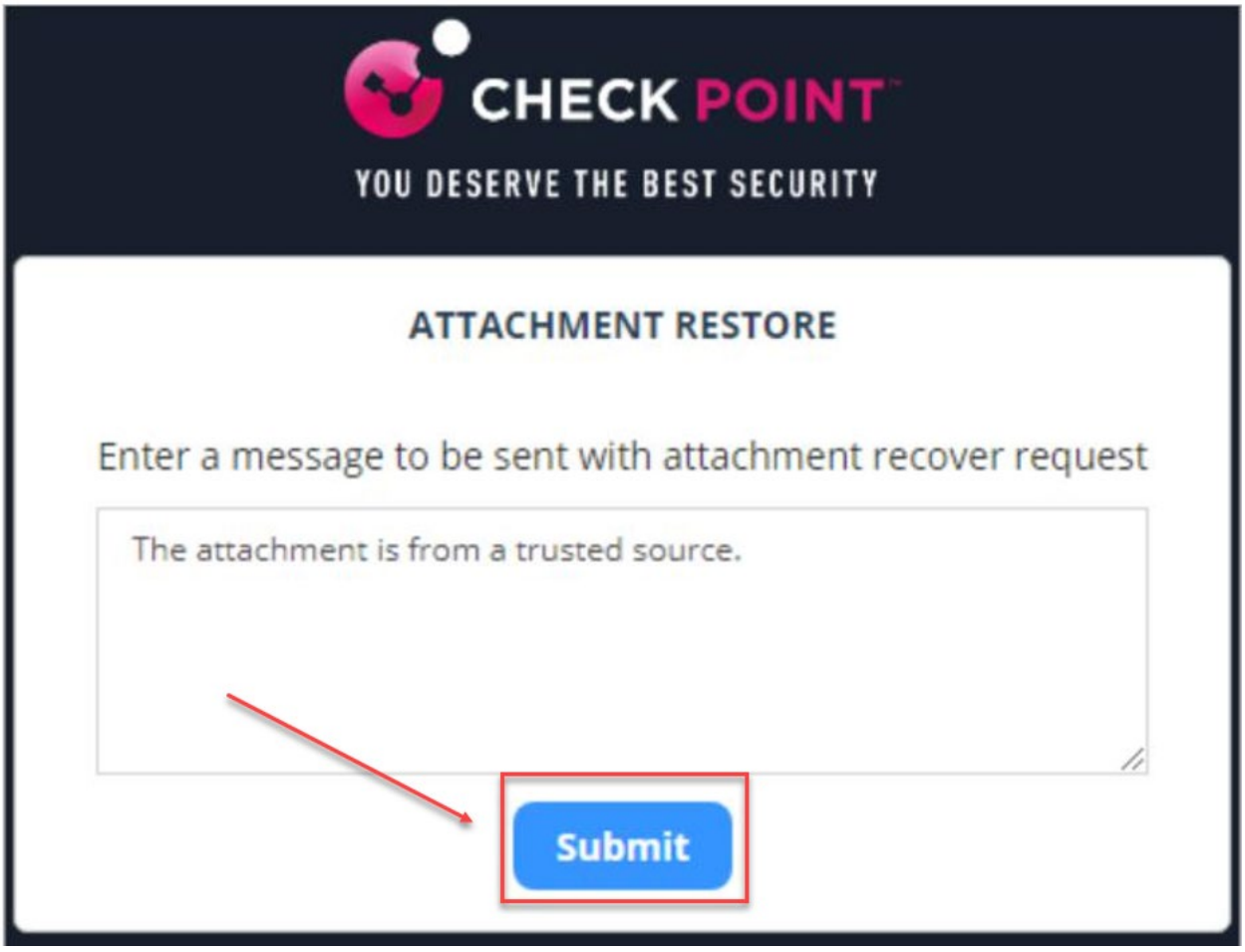
If the Anti-Malware engine finds the attachment as clean, the original email with password-protected attachment gets delivered to the original recipients of the email.

If the email was already released, this message appears:

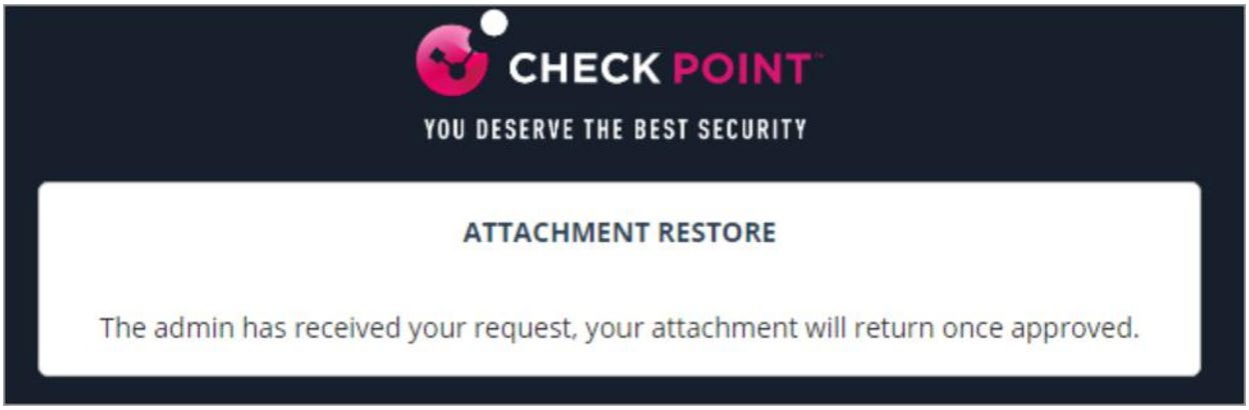


To restore an email and its attachments from quarantine:

1. Click the link provided in the email.
2. If prompted, enter the reason for restoring the attachment, click > **Submit**



After you submit, the admin receives the request.



After the admin approved, the user receives the original email.