



Release SPAM messages

Mail for Macintosh

EML017-0406

Document Description: How to release messages quarantined by Pure Message using Mail for Macintosh

For use by: All staff and students using Mail on a Macintosh machine

Quick Start:

- You can release messages by clicking on the message ID, or replying to the message.
- All message IDs in the Email sent to the Email Security Administrator will be released.
- Messages take up to 15 minutes to be delivered once they have been released.
- Released messages may be filtered by the client, so check in other folders as well as the INBOX.
- If you release a message that is sent to a mailing list (eg. The TO: field is something like allstaff@usyd.edu.au) then the released message will be sent to everyone on the mailing list.

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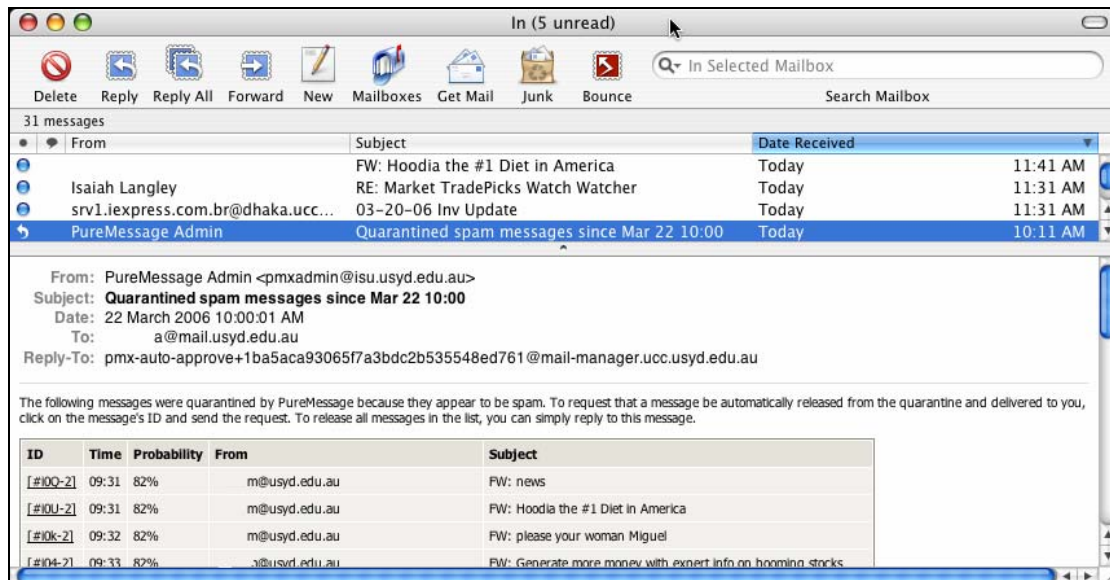
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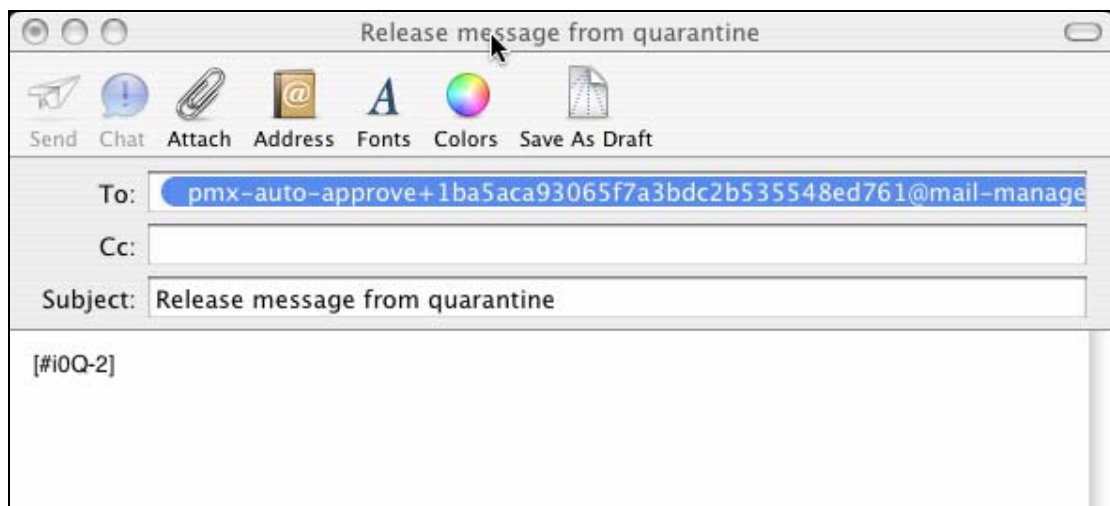
1 Release a Single message

To release a single message you can simply click on the message ID.



1.1. Figure

It will open a new message with the message ID in the body of the message.



1.2. Figure

Click on **Send** and the message will be released and delivered to your mailbox in approx 15 mins.

If you are unable to click on the message ID then you can reply to the message and delete all the message IDs except the one that you want released.



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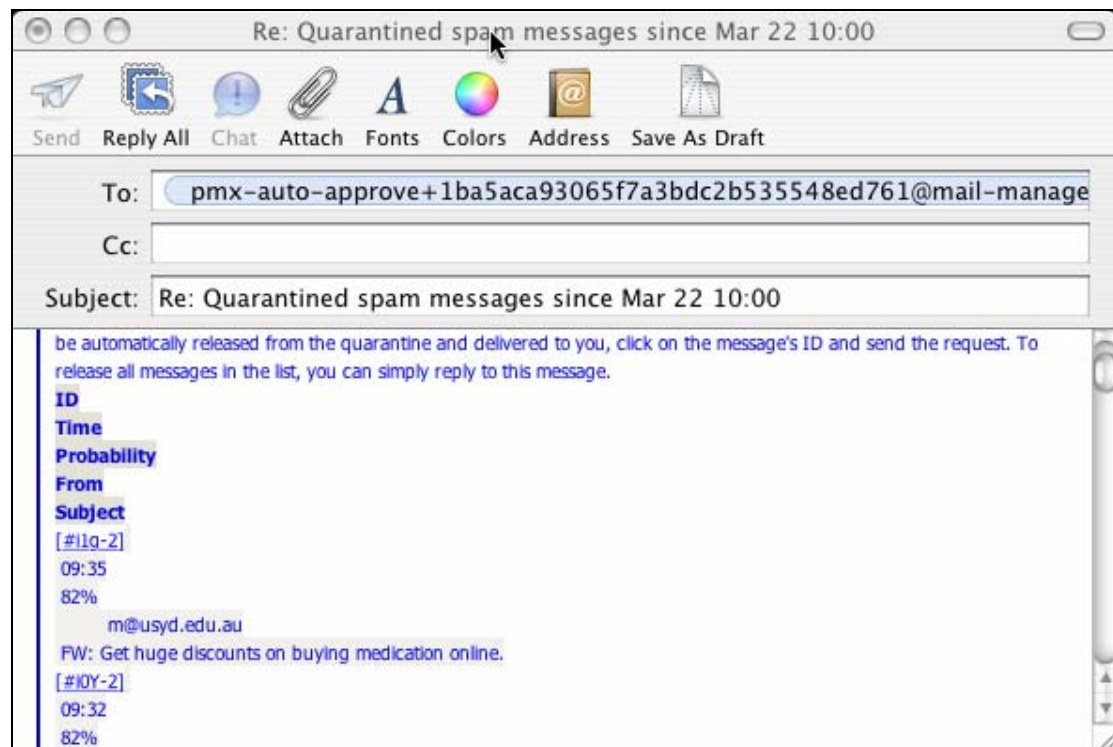
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2 Release multiple messages

To release multiple messages you can either click on each message ID in turn and send an email for each one (see section 1)

Or you can reply to the message and **DELETE** the message IDs or entire lines of the messages that you **do NOT** want released, and click **Send**.

If you just reply to the message then **All** quarantined messages listed in the email will be released.



2.1. Figure

In the above example clicking on send will release 2 messages from quarantine as there are 2 message IDs in the body of this message. It does not matter if the rest of the line is deleted or not as the automatic process will only look for the message IDs.