



Release SPAM messages

Webmail

EML019-0406

Document Description: How to release messages quarantined by Pure Message using Webmail

For use by: All staff and students using Webmail

Quick Start:

- You can release messages by 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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1 How to release messages

To release a single message you need to click on **Reply** and then delete **All** the message IDs **except** the one that you want released, then click on **Send Message**.

To release multiple messages you can click on **Reply** and then **DELETE** the message IDs or entire lines of the messages that you do **NOT** want released, and click **Send Message**.

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



1.1. 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.