



Barracuda Email Gateway Defense Quick Tips


Sign in to Manage your Mailbox's Quarantine

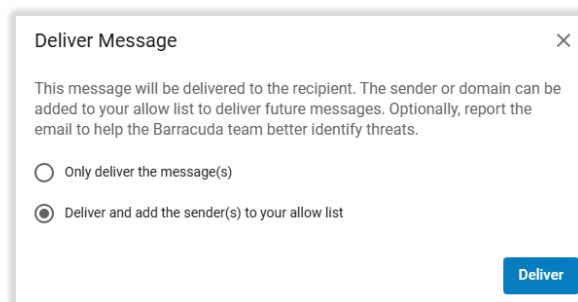
- Go to ess.barracudanetworks.com
- Enter your email address
- Select "Continue with Microsoft" and follow prompts to login

Sign in to Manage a Shared Mailbox's Quarantine

- Go to ess.barracudanetworks.com
- Enter the email address of the shared mailbox
- Select "Email me a temporary passcode"
- Retrieve the Temporary Passcode sent to the shared mailbox's email address
- Enter the Temporary Passcode and select "Sign In"

Deliver and Allow List Emails

- Login to ess.barracudanetworks.com
- Select message(s) to deliver and select the  button from the top menu
- Select the "Deliver and add the sender(s) to your allow list" option and then select the "Deliver" button



Deliver Message

This message will be delivered to the recipient. The sender or domain can be added to your allow list to deliver future messages. Optionally, report the email to help the Barracuda team better identify threats.

Only deliver the message(s)

Deliver and add the sender(s) to your allow list

Deliver

Barracuda's Official User Guide

For additional help, check out Barracuda's official detailed user guide for Email Gateway Defense: <https://campus.barracuda.com/product/emailgatewaydefense/doc/167976661/email-gateway-defense-new-user-interface-user-guide>

FAQ

Why is Bulk Email listed as the REASON for quarantine? An email message containing anything that looks like an unsubscribe link may or may not be considered spam. You will need to add incorrectly blocked senders to your Allow List for future delivery to your inbox.

What is the "Report as Incorrectly Blocked" Button? Do not use this method to allow quarantined emails. This will only notify Barracuda Networks of an item incorrectly blocked and will not affect emails reported as Bulk Email. Please follow instructions above to "Deliver and add the sender(s) to your allow list".