Microsoft Outlook 365 Domain Whitelist Guidance

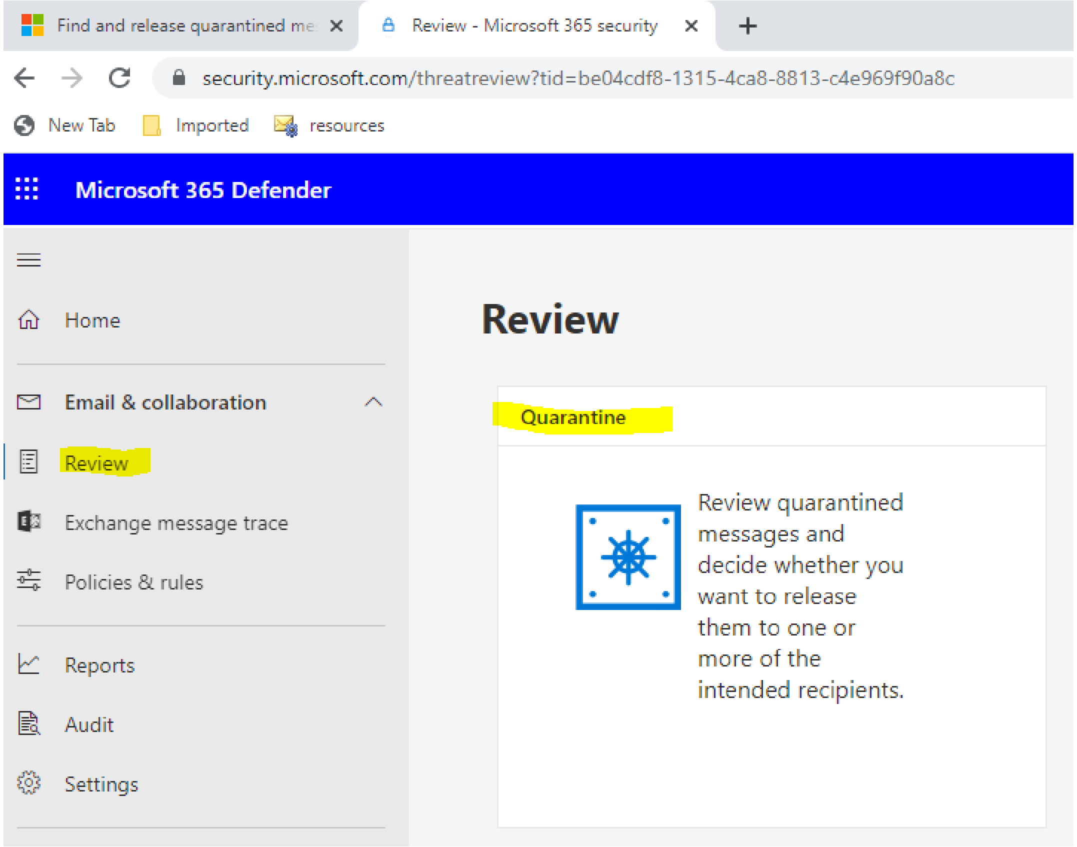
Please note: Before completing this task, please make sure that you have the permission to make edits on your account.

To submit messages and files to Microsoft, you will need to have one of following roles in the Microsoft 365 Defender portal:

- **Security Administrator**
- **Security Reader**

Note that one of these roles is required to view user reported messages as described later in this article.

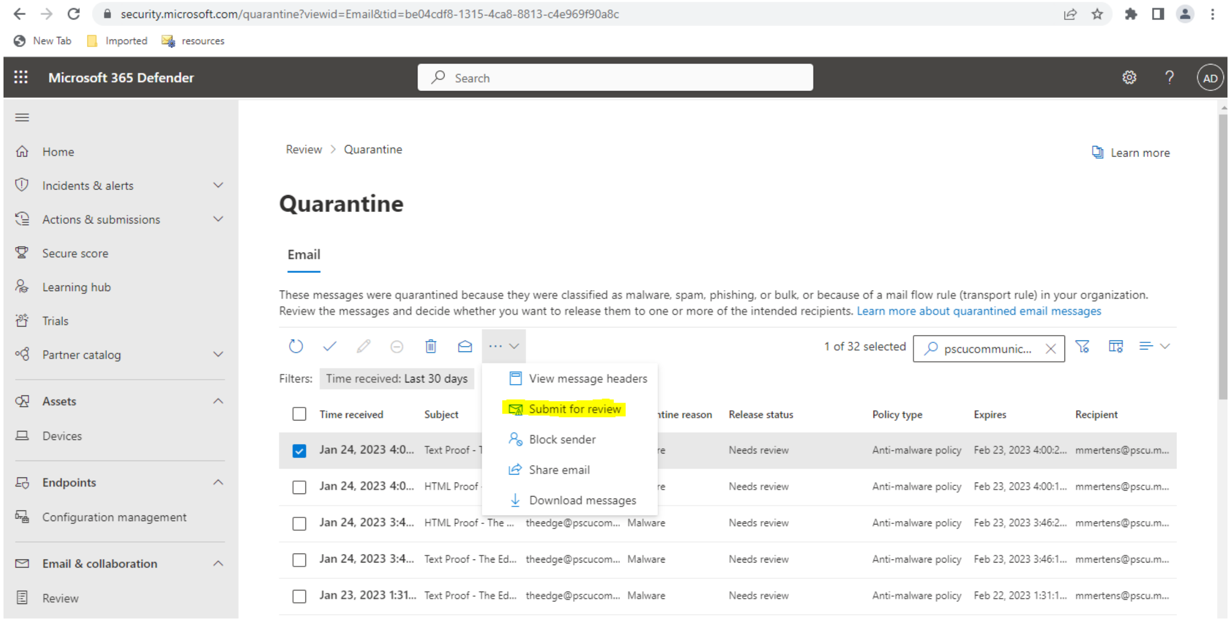
1. Open the Microsoft 365 Defender portal at https://security.microsoft.com and log in.
2. Click Review and Quarantine.



Review quarantined messages and decide whether you want to release them to one or more of the intended recipients.

In the search bar, type: pscucommunications.com to filter quarantine messages.

1. Click the down caret symbol and select **submit for review**



Quarantine

Email

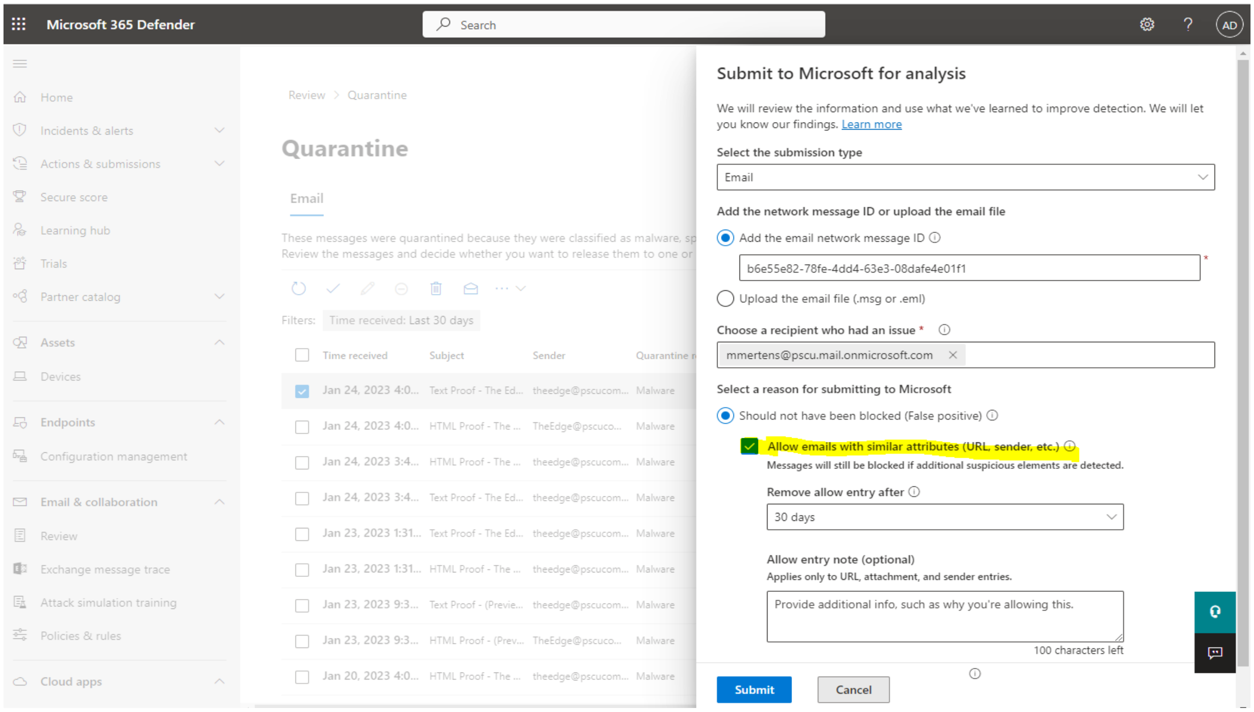
These messages were quarantined because they were classified as malware, spam, phishing, or bulk, or because of a mail flow rule (transport rule) in your organization. Review the messages and decide whether you want to release them to one or more of the intended recipients. Learn more about quarantined email messages

1 of 32 selected pscucommunic...

Filters: Time received: Last 30 days

	Time received	Subject		ntine reason	Release status	Policy type	Expires	Recipient
☑	Jan 24, 2023 4:0...	Text Proof - T		re	Needs review	Anti-malware policy	Feb 23, 2023 4:00:2...	mmertens@pscu.m...
□	Jan 24, 2023 4:0...	HTML Proof		re	Needs review	Anti-malware policy	Feb 23, 2023 4:00:1...	mmertens@pscu.m...
□	Jan 24, 2023 3:4...	HTML Proof - The ...	theedge@pscucom...	Malware	Needs review	Anti-malware policy	Feb 23, 2023 3:46:2...	mmertens@pscu.m...
□	Jan 24, 2023 3:4...	Text Proof - The Ed...	theedge@pscucom...	Malware	Needs review	Anti-malware policy	Feb 23, 2023 3:46:1...	mmertens@pscu.m...
□	Jan 23, 2023 1:31...	Text Proof - The Ed...	theedge@pscucom...	Malware	Needs review	Anti-malware policy	Feb 22, 2023 1:31:1...	mmertens@pscu.m...

2. A pop-out will appear on the screen for a submission to Microsoft.
3. **Check** the box: Allow emails with similar attributes (URL, sender, etc.)



	Time received	Subject	Sender	Quarantine r
☑	Jan 24, 2023 4:0...	Text Proof - The Ed...	theedge@pscucom...	Malware
□	Jan 24, 2023 4:0...	HTML Proof - The ...	TheEdge@pscuco...	Malware
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□	Jan 23, 2023 1:31...	HTML Proof - The ...	theedge@pscucom...	Malware
□	Jan 23, 2023 9:3...	Text Proof - (Previe...	theedge@pscucom...	Malware
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□	Jan 20, 2023 4:0...	HTML Proof - The ...	theedge@pscucom...	Malware

Submit to Microsoft for analysis

We will review the information and use what we've learned to improve detection. We will let you know our findings. Learn more

Select the submission type

Email

Add the network message ID or upload the email file

● Add the email network message ID ⓘ

b6e55e82-78fe-4dd4-63e3-08dafe4e01f1 *

○ Upload the email file (.msg or .eml)

Choose a recipient who had an issue * ⓘ

mmertens@pscu.mail.onmicrosoft.com ✕

Select a reason for submitting to Microsoft

● Should not have been blocked (False positive) ⓘ

☑ Allow emails with similar attributes (URL, sender, etc.) ⓘ

Messages will still be blocked if additional suspicious elements are detected.

Remove allow entry after ⓘ

30 days

Allow entry note (optional)

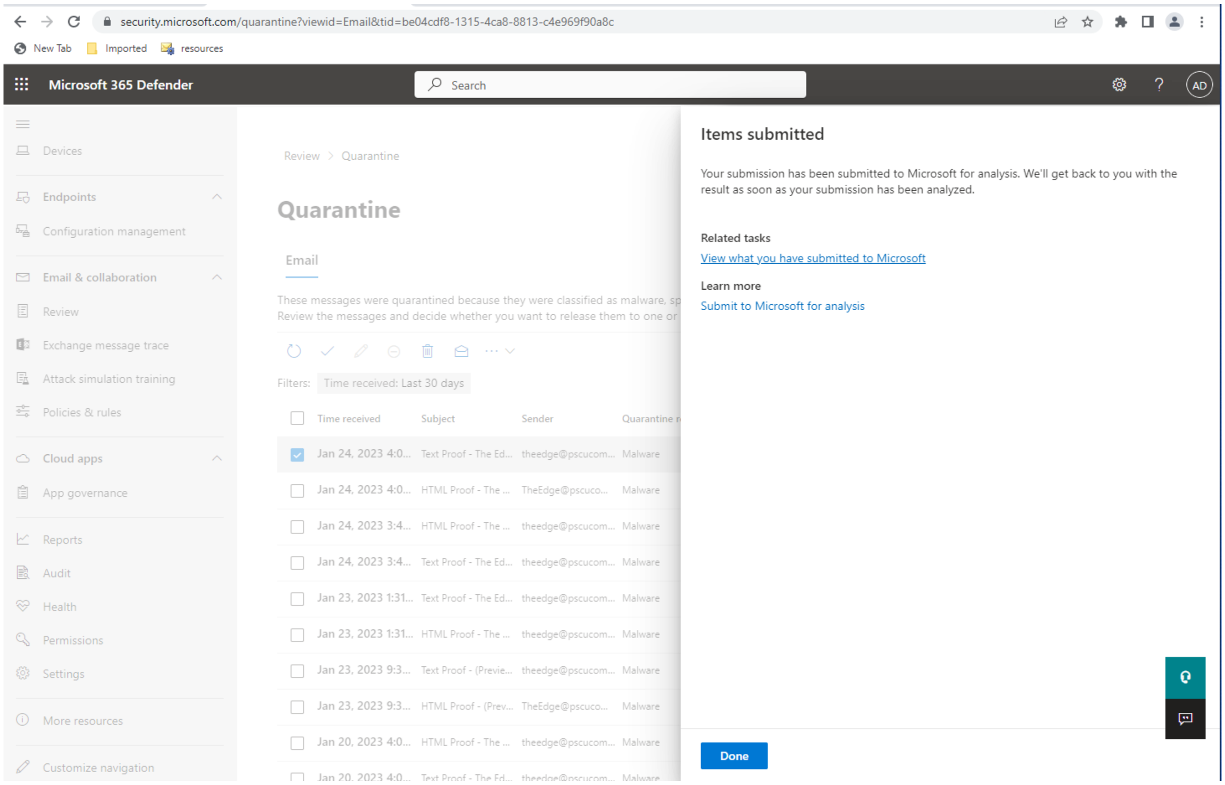
Applies only to URL, attachment, and sender entries.

Provide additional info, such as why you're allowing this.

100 characters left

Submit Cancel

4. Click Done



security.microsoft.com/quarantine?viewid=Email&tid=be04cdf8-1315-4ca8-8813-c4e969f90a8c

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Items submitted

Your submission has been submitted to Microsoft for analysis. We'll get back to you with the result as soon as your submission has been analyzed.

Related tasks

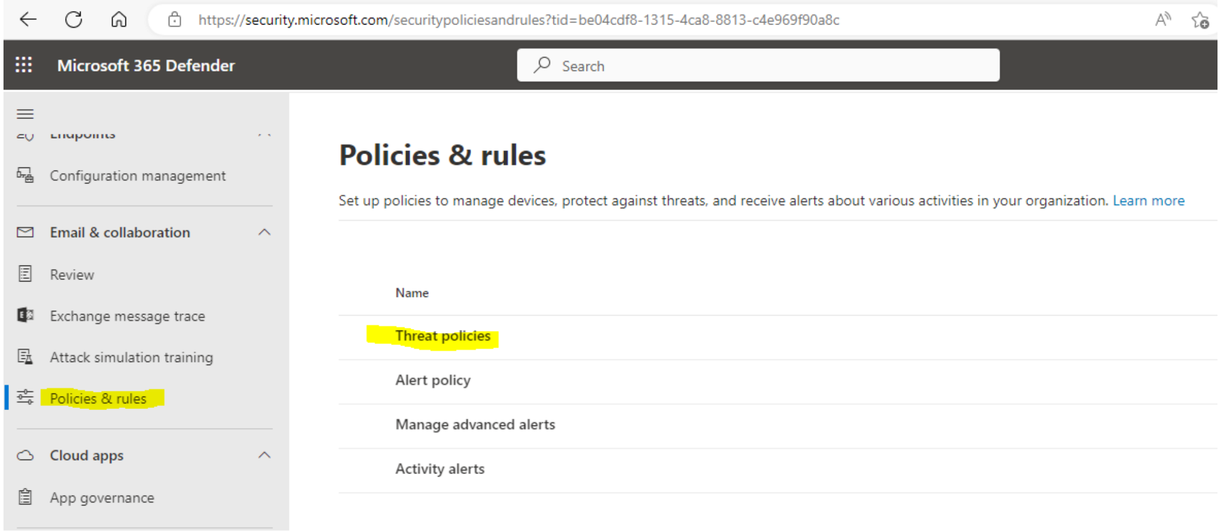
View what you have submitted to Microsoft

Learn more

Submit to Microsoft for analysis

When you click Done, the domain is entered on the Allow list for your tenant.

5. While in the Defender portal, click Policies & Rules and then click Threat Policies



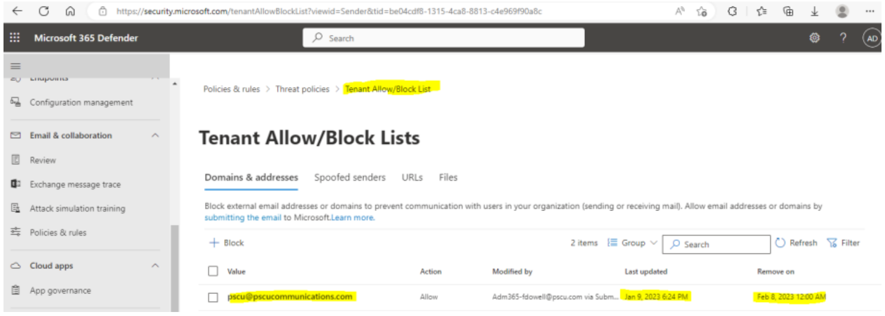
https://security.microsoft.com/securitypoliciesandrules?tid=be04cdf8-1315-4ca8-8813-c4e969f90a8c

Policies & rules

Set up policies to manage devices, protect against threats, and receive alerts about various activities in your organization. Learn more

Name
Threat policies
Alert policy
Manage advanced alerts
Activity alerts

6. Select Tenant Allow/Block Lists to view Allow list.
    a. **Keep in mind that this rule is ONLY good for 30 days.**



Policies & rules > Threat policies > Tenant Allow/Block List

Tenant Allow/Block Lists

Domains & addresses | Spoofed senders | URLs | Files

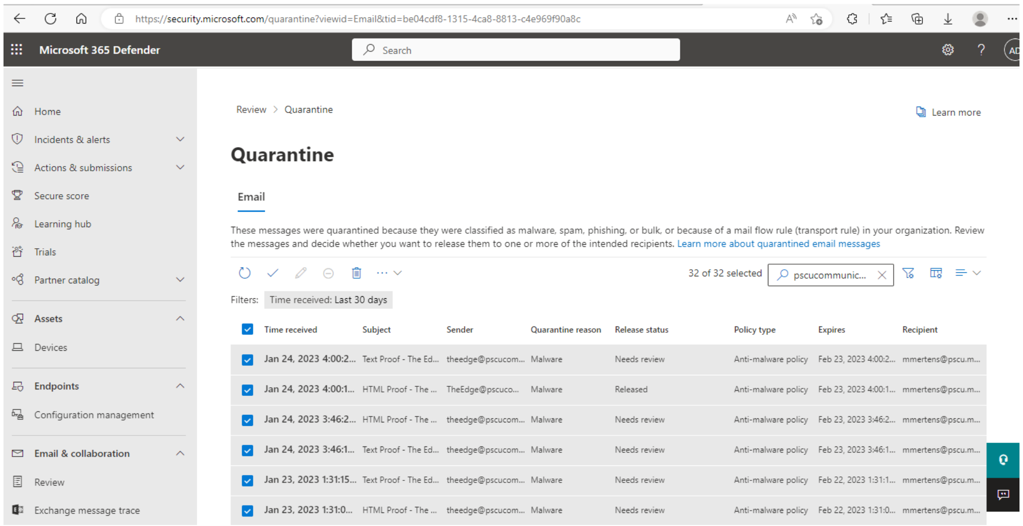
Block external email addresses or domains to prevent communication with users in your organization (sending or receiving mail). Allow email addresses or domains by submitting the email to Microsoft.Learn more.

+ Block — 2 items — Group — Search — Refresh — Filter

□	Value	Action	Modified by	Last updated	Remove on
□	pscu@pscucommunications.com	Allow	Adm365-fdowell@pscu.com via Subm...	Jan 9, 2023 6:24 PM	Feb 8, 2023 12:00 AM

Releasing the Messages to Users

1. Repeat steps 1, 2 and 3 above.
2. Check the Time Received box to release the entire group of messages. Make SURE your search is for **pscucommunications.com only.**



Review > Quarantine

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32 of 32 selected — pscucommunic...

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☑	Jan 24, 2023 4:00:1...	HTML Proof - The ...	TheEdge@pscuco...	Malware	Released	Anti-malware policy	Feb 23, 2023 4:00:1...	mmertens@pscu.m...
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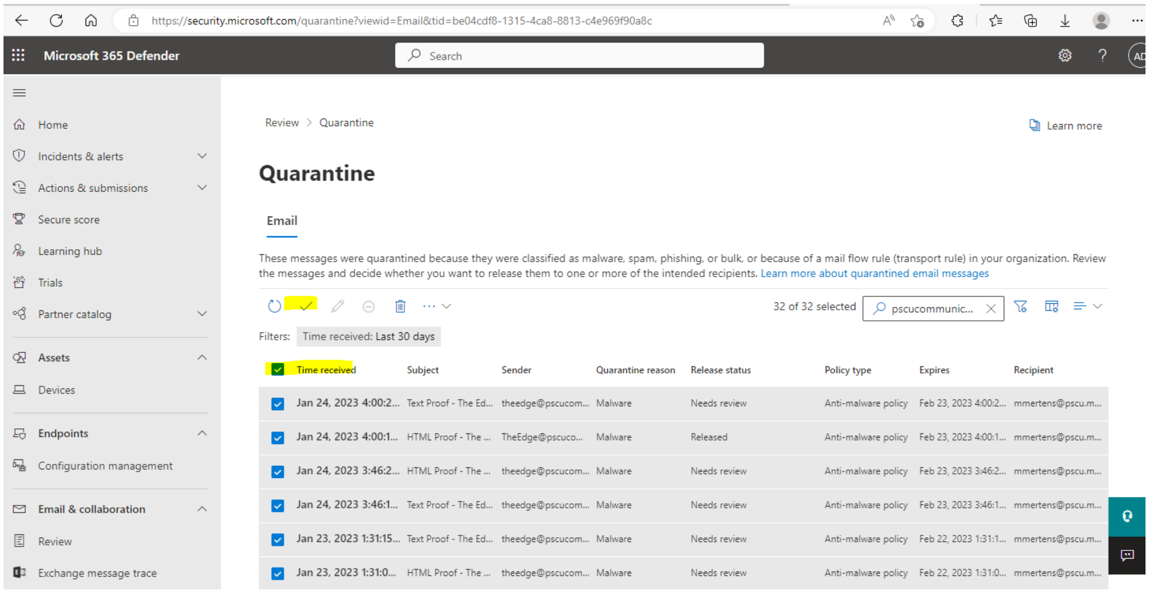
☑	Jan 23, 2023 1:31:0...	HTML Proof - The ...	theedge@pscucom...	Malware	Needs review	Anti-malware policy	Feb 22, 2023 1:31:0...	mmertens@pscu.m...

3. Select the check mark to release the messages



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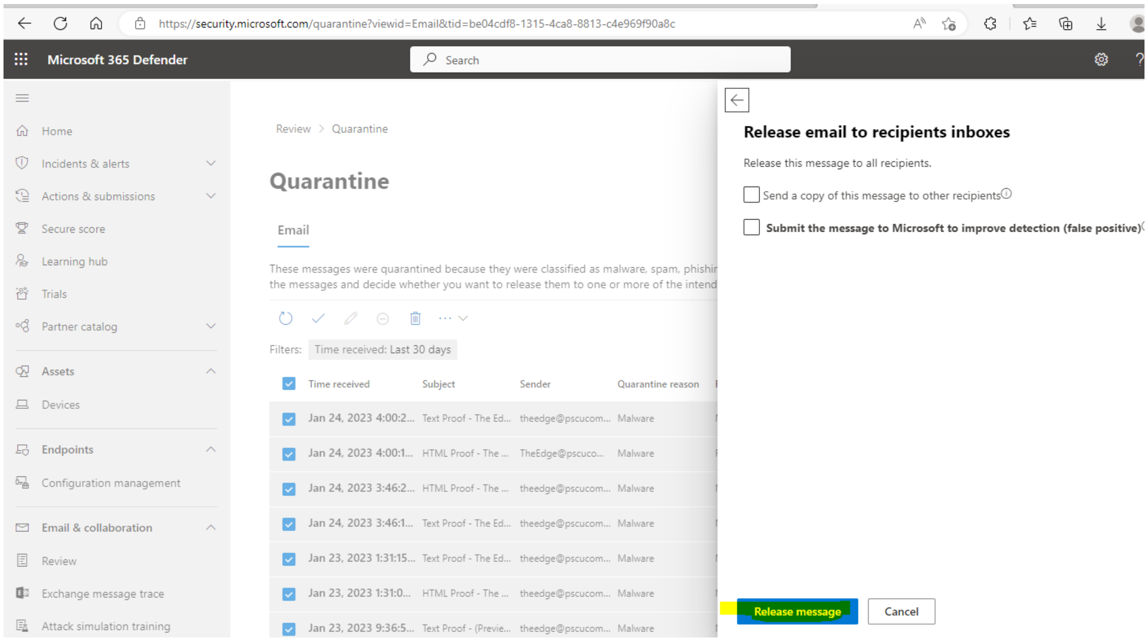
☑ Jan 23, 2023 1:31:0...	HTML Proof - The ...	theedge@pscucom...	Malware	Needs review	Anti-malware policy	Feb 22, 2023 1:31:0...	mmertens@pscu.m...

4. You will see a pop-out. Click the Release button to release messages to users.
5. Click Done



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☑ Jan 23, 2023 1:31:0...	HTML Proof - The ...	theedge@pscucom...	Malware
☑ Jan 23, 2023 9:36:5...	Text Proof - (Previe...	theedge@pscucom...	Malware

Release email to recipients inboxes

Release this message to all recipients.

☐ Send a copy of this message to other recipients

☐ **Submit the message to Microsoft to improve detection (false positive)**