

Unblock Users

At the end of this episode, I will be able to:

1. Unblock users

Learner Objective: *Unblock Users*

Description: In this episode, you will learn about removing blocked users from the Restricted entities page in Defender for Microsoft 365.

- Users of your Microsoft 365 tenant might become a Restricted Entity
 - A restricted entity is a user account or a connector that is blocked from sending email due to indications of compromise
 - This is typically seen when a user exceeds message receiving and sending limits
 - If the user tries to send mail - they will receive a non-delivery report (NDR) message
 - To unblock - Microsoft 365 Defender -> Email & collaboration -> Review -> Restricted entities
 - To view the alert settings for restricted users - Microsoft 365 Defender -> Email & collaboration -> Policies and rules -> Alert policy
-

Additional Resources:

Remove blocked users from the Restricted entities page

<https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/removing-user-from-restricted-users-portal-after-spam?view=o365-worldwide>