

Missing Email Investigation Checklist

Trace the message before changing the spam filter

1 Collect

- | | |
|--|---|
| ☐ Exact sender address | ☐ Time and time zone |
| ☐ Exact recipient address | ☐ Subject |
| ☐ Date sent | ☐ Message ID / NDR |

2 Check

- | | |
|---|--|
| ☐ Search all folders | ☐ Archive |
| ☐ Junk or Spam (use Not Junk / Not Spam) | ☐ Inbox tabs / categories |
| ☐ Quarantine (approved portal) | ☐ Shared mailboxes |
| ☐ Deleted Items | ☐ Blocked senders and inbox rules |

3 Trace

- | | |
|---|---|
| ☐ Message received by organisation | ☐ Applied policy identified |
| ☐ Gateway / service identified | ☐ Delivery location identified |
| ☐ Security verdict identified | ☐ Rejection reason recorded |

Cause: Spam · Quarantine · Phishing · Malware · Inbox rule · Mail-flow rule · Gateway · Auth failure · Not sent

4 Correct

- | | |
|---|--|
| ☐ Report false positive (built-in tool) | ☐ Remove incorrect inbox or mail-flow rule |
| ☐ Fix sender authentication (SPF / DKIM / DMARC) | ☐ Create targeted exception (see below) |
| ☐ Correct routing or sending platform | ☐ Escalate if supplier compromise suspected |

Any exception must have: specific sender · narrow recipient scope · authentication check · named owner · approval · expiry date · review date

5 Confirm

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|---|---|
| ☐ Test message delivered correctly | ☐ No broad protection disabled |
| ☐ Normal message delivered correctly | ☐ Exception has expiry date |
| ☐ Authentication passes | ☐ Incident and action recorded |

Plain-English takeaway

Trace first. Correct the exact cause. Do not weaken protection for everyone.



Scan for
online guide

