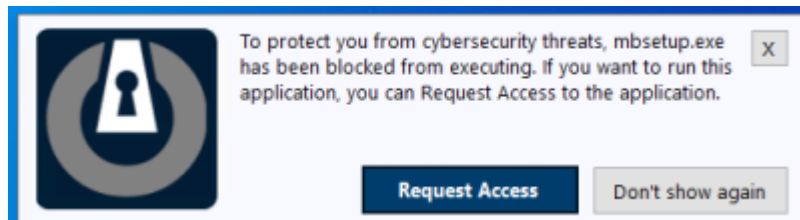


ThreatLocker is an Application Whitelisting tool that is used to protect you from ransomware attacks and stop malicious files from running in your environment.

Requesting a New Application

When you try to run a program that is not permitted (not Whitelisted), you will receive a popup informing you that the program is blocked.



If this is a program that you don't need for business, and not having this program is not interfering with your work, choose **Don't show again**. Then you will not be bothered with this popup again in the future for this program; it will be silently blocked.

If you need this program for work, choose **Request Access**. The following window will open.

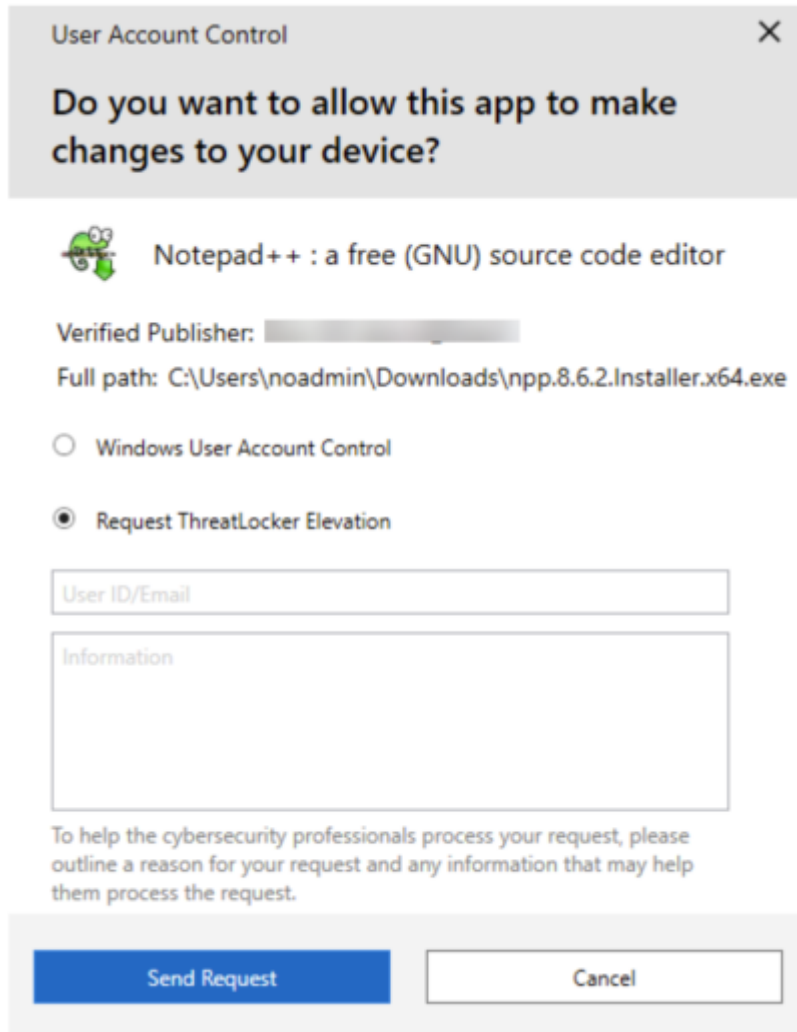
A screenshot of a "Request to Run a New Program" dialog box. At the top left is the same keyhole icon. The title is "Request to Run a New Program" and the path "c:\users\mandy\desktop\mbsetup.exe" is shown below it. A message states: "You cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item." Below this, it says: "To help the cybersecurity professionals process your request, please outline a reason for your request and any information that may help them process the request. (Optional)". There is a text input field containing "I would like to use Malwarebytes". Below the input field is a "Reviewed by:" field with a signature icon. Further down is an email address field with "test@gmail.com" and the text "Please enter your email address to receive a notification once your request has been processed. (Optional)". At the bottom, there is a checked checkbox labeled "Attach a copy of the file with the request" and three buttons: "Send Request" (blue), "Login as Admin" (grey), and "Cancel" (grey).

You can enter a message explaining what you are requesting and why you need it. Although optional, this is encouraged to help when processing your request.

The email address field is also optional but encouraged. It will auto-populate whatever was inputted there last. If you leave this field empty, you will not be notified once your request is processed.

Requesting Administrator Permission

A second type of request popup you may see is a Request Elevation popup. When you try to run a program as an Administrator, you will receive the following popup. You can see it says **Request ThreatLocker Elevation** instead of **Request Access**



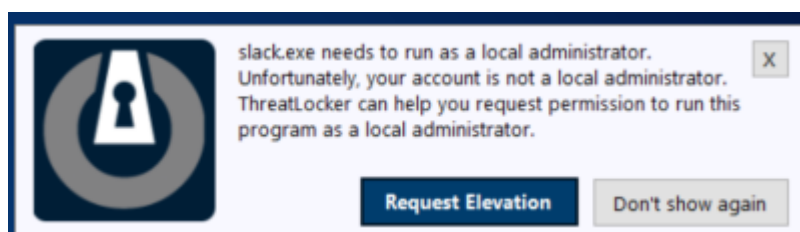
The screenshot shows a 'User Account Control' window with a close button (X) in the top right corner. The main text asks, 'Do you want to allow this app to make changes to your device?'. Below this, there is a Notepad++ logo and the text 'Notepad++ : a free (GNU) source code editor'. The 'Verified Publisher:' field is redacted with a grey bar. The 'Full path:' is 'C:\Users\noadmin\Downloads\npp.8.6.2.Installer.x64.exe'. There are two radio buttons: 'Windows User Account Control' (unselected) and 'Request ThreatLocker Elevation' (selected). Below the radio buttons is a text input field labeled 'User ID/Email' and a larger text area labeled 'Information'. A note at the bottom states: 'To help the cybersecurity professionals process your request, please outline a reason for your request and any information that may help them process the request.' At the bottom are two buttons: 'Send Request' (blue) and 'Cancel' (white).

The Request to Elevate an Application window is filled out similarly to the Request to Run a New Program window.

You may input a message explaining why you need admin privileges for this program in the 'information' box.

Popup Exceptions

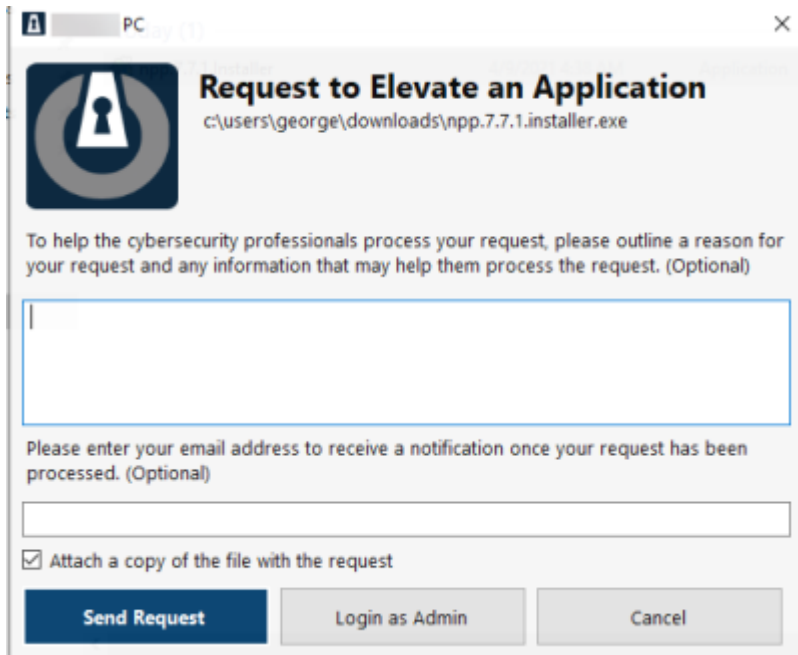
Those using versions 8.2 and below or 8.2 and the option UseWindowsUAC will see the below popups when requesting Elevation.



If you have local administrator credentials, you can input them in the UAC prompt. You can click **Request Elevation** if you do not have local admin credentials.

The Request to Elevate an Application window is filled out similarly to the Request to Run a New Program window.

You may input a message explaining why you need admin privileges for this program.

A Windows-style dialog box titled "Request to Elevate an Application" with a keyhole icon. It shows the file path "c:\users\george\downloads\npp.7.7.1.installer.exe". The text asks the user to outline a reason for the request. There is a text input field for the reason, followed by another for an email address. A checkbox "Attach a copy of the file with the request" is checked. At the bottom are three buttons: "Send Request" (highlighted in blue), "Login as Admin", and "Cancel".

Request to Elevate an Application
c:\users\george\downloads\npp.7.7.1.installer.exe

To help the cybersecurity professionals process your request, please outline a reason for your request and any information that may help them process the request. (Optional)

Please enter your email address to receive a notification once your request has been processed. (Optional)

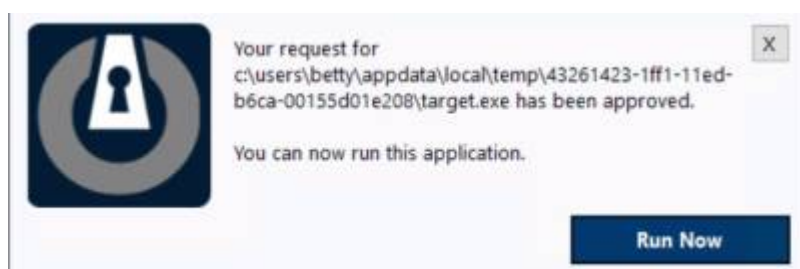
☒ Attach a copy of the file with the request

Send Request Login as Admin Cancel

You can also input your email address so you can receive a notification when your request is processed.

Confirmation of Elevation Popup

Beginning in 7.3, you will receive a popup informing you when your request has been approved.



Click the **Run Now** button to run your requested application.

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