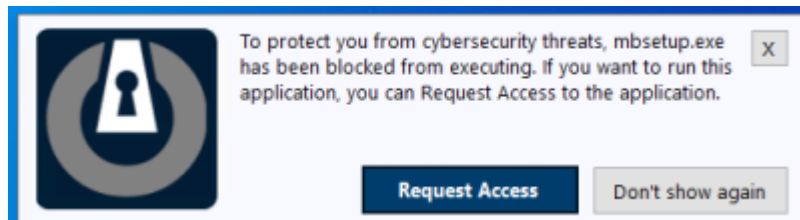


ThreatLocker is an Application Whitelisting tool that is used to protect you from ransomware attacks and stop malicious files from running in your environment.

### 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. It features the same keyhole icon on the left. The title is 'Request to Run a New Program' and the path 'c:\users\mandy\desktop\mbsetup.exe' is listed 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 'Powered by' logo for Malwarebytes. Further down, it says: 'Please enter your email address to receive a notification once your request has been processed. (Optional)'. There is an email input field containing 'test@gmail.com'. At the bottom, there is a checked checkbox labeled 'Attach a copy of the file with the request'. At the very bottom are 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**

User Account Control

Do you want to allow this app to make changes to your device?

 Notepad++ : a free (GNU) source code editor

Verified Publisher:

Full path: C:\Users\noadmin\Downloads\npp.8.6.2.Installer.x64.exe

☐ Windows User Account Control

☒ Request ThreatLocker Elevation

User ID/Email

Information

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.

Send Request

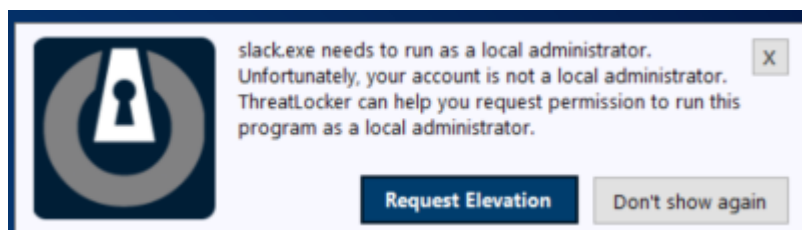
Cancel

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

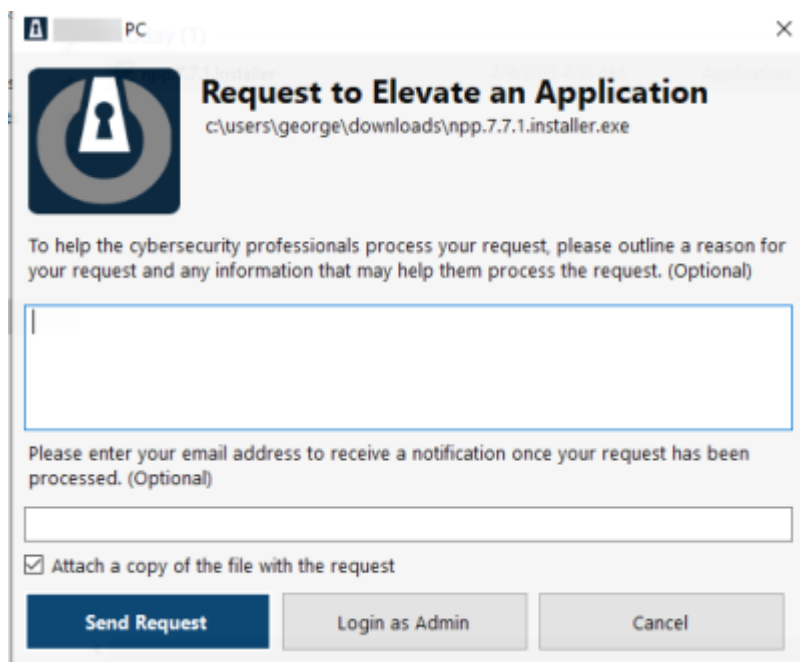
Those using versions 8.2 and below or 8.2 and the option UseWindowsUAC will see the below popups when requesting Elevation.



If you have local administrator credentials, you can input them in the UAC prompt. You can click **quest 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 main text asks for a reason for the request. There is a large text input field. Below it, it asks for an email address with another input field. A checkbox "Attach a copy of the file with the request" is checked. At the bottom are three buttons: "Send Request", "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)

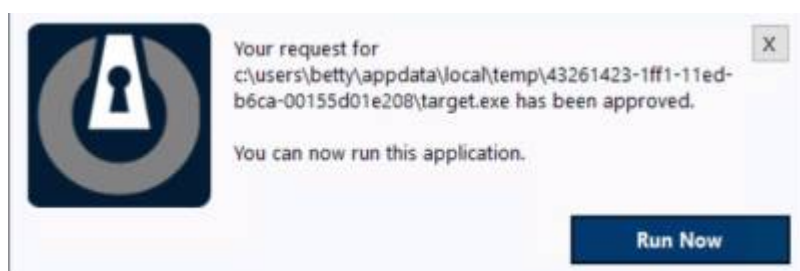
☒ Attach a copy of the file with the request

**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.

From:  
<http://wiki.computersdotcalm.com/> - **ComputersDOTCalm Wiki**

Permanent link:  
<http://wiki.computersdotcalm.com/doku.php?id=threatlocker:request-access&rev=1713992699>

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