

# THREATLOCKER QUICK GUIDE

FOR NEW USERS:  
WHAT TO EXPECT



ThreatLocker blocks unapproved apps by default to reduce malware and unwanted software.



If something is blocked, submit a request so Centrend can review and approve it.



Ringfencing helps limit what apps can do, even after they are allowed to run.

CAN'T RUN AN APP?

Call 508-347-9550 for urgent requests



**SUBMIT REQUEST**



EMAIL US

helpdesk@centrend.com and you'll be notified when your request is approved



# Centrend ThreatLocker Quick Guide for New Users

## What is ThreatLocker?

ThreatLocker helps protect your computer by blocking programs that are not approved. This deny-by-default approach prevents unknown or unwanted software from running. It also uses Ringfencing, which helps limit what even trusted apps can do if they are abused.

## What to do when something is blocked

Submit a request from the popup so Centrend can review and approve it.

**NEVER** send a request unless you are trying to run or install something and ThreatLocker blocked it.

### What to do (in the popup)

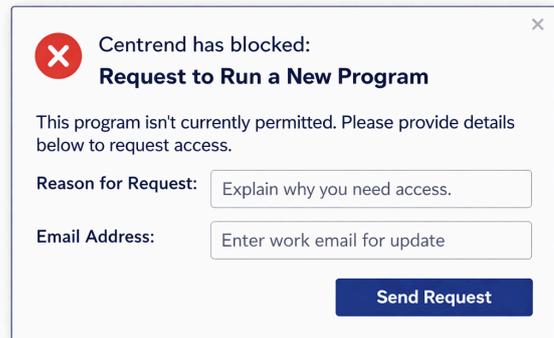
Reason for Request: briefly explain what you need and why (example: Install Zoom for a client meeting).

Email Address: enter your work email so you can receive an update.

Click Send Request.

## What you might see

“Centrend has blocked: Request to Run a New Program.”



The screenshot shows a popup window with a red 'X' icon in the top left corner. The title bar reads "Centrend has blocked: Request to Run a New Program". Below the title, it says "This program isn't currently permitted. Please provide details below to request access." There are two input fields: "Reason for Request:" with the placeholder text "Explain why you need access." and "Email Address:" with the placeholder text "Enter work email for update". A blue "Send Request" button is located at the bottom right of the popup.

- Centrend receives your request right away.
- If approved, you will receive an email letting you know.
- Then you can try running the program again.

## This is normal

 ThreatLocker blocked an unapproved  program to protect your device.

## Quick do / don't

### Do

- Use Send Request when you need a work app.
- Write a clear reason so we can approve faster.

### Don't

- Do not try to work around the popup.
- Do not download random tools without checking first.

*Note: Submit a request only when ThreatLocker blocks what you're trying to open or install.*

## What happens next

-  Centrend receives your request
-  We review and approve
-  You receive an email and can try again.

## Avoid workarounds

-  Do not bypass the popup.  
Send a request instead. 

# Centrend ThreatLocker Quick Guide

## FAQ

### Why was it blocked?

ThreatLocker blocks items that are not on the approved list. This helps prevent malware and unwanted software.

### How fast is approval?

Many requests can be approved quickly once reviewed. If more review is needed, Centrend will follow up.

### Can I keep working?

Yes. If something is blocked, submit the request and continue other tasks while Centrend reviews it.

### What should I include in my request?

The app name, what you were trying to do, and why you need it for work.



## Need help? Contact Centrend Support

Email: [helpdesk@centrend.com](mailto:helpdesk@centrend.com)

Phone: 508-347-9550 ext. 1 for support

Web: [www.centrend.com](http://www.centrend.com)