# User Guide for Santa

What to do if you see the Santa application triggered by malicious/unknown apps

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<Your organization> uses the Santa app blacklisting tool, which you can tell is installed if you see this icon in your Applications folder:

You should not need to launch it at any point, it does not do 'scans' or any other scheduled activity. It loads when your computer starts, and we've configured it to allow all common software applications.

If you download something that looks like a regular file and you see a dialog appear like the one below, please call the Service Desk and open a ticket. This does not mean anything bad has happened, just that something IT hasn't configured to allow attempted to run.
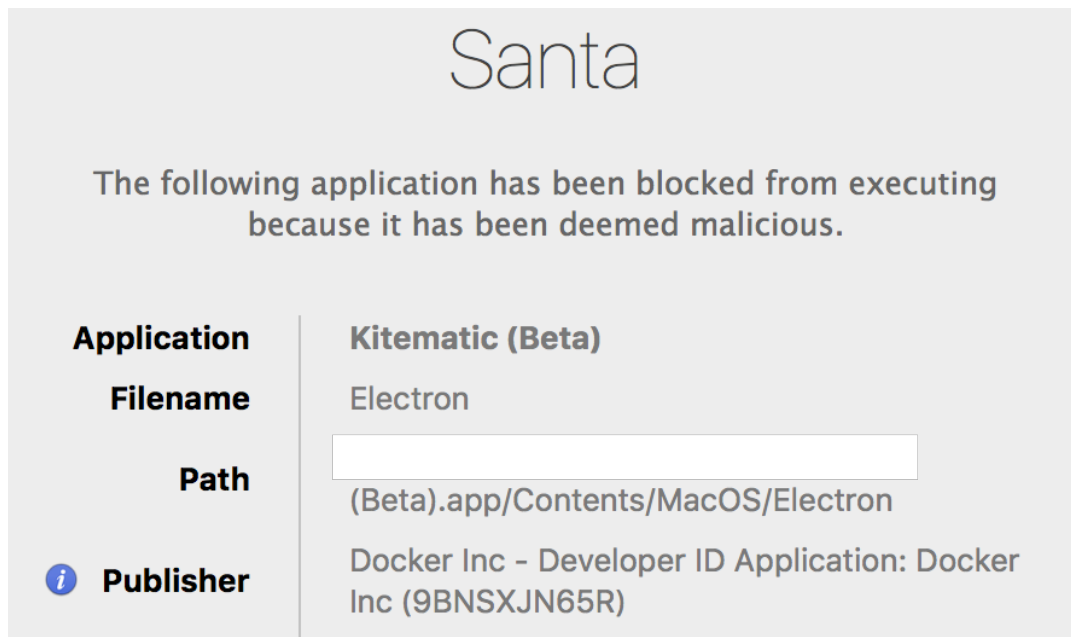
If the dialog appears multiple times, feel free to click the 'Prevent future notifications for this application for a day' before clicking the Ignore button to mute it for 24 hours.