# What To Expect From CyberFox AutoElevate

When AutoElevate is in operation, many users **will not notice any difference** in their day-to-day activities until they attempt to download and install a program—and even then, many programs from verified sources (such as Adobe) have already been determined as safe and will need no permissions for installation.

When a user first attempts to install a **new program**, they will see this screen **verifying their intention** to download and install the program:
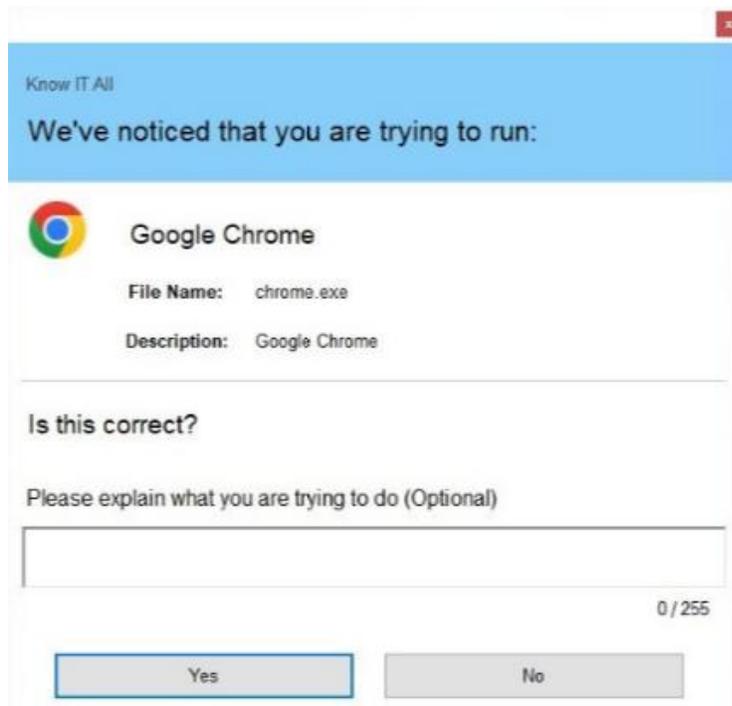

This will make it very clear for the user when a program is attempting to install on their device, so if the installation was initiated accidentally or through a malicious email or link, one can easily back out and choose not to install. If the user believes this program is both non-malicious and needed for business operations, they will continue on, which will **escalate the installation to a technician.**

Technicians are alerted in moments, both through the ticketing system and through a phone application, that a user is attempting to install a program that has not yet been verified.

That tech can then...

- view the program
- verify the program's legitimacy
- sign off for this program's installation to be automatically approved in the future

The user will see this screen as they wait for this determination to be made:
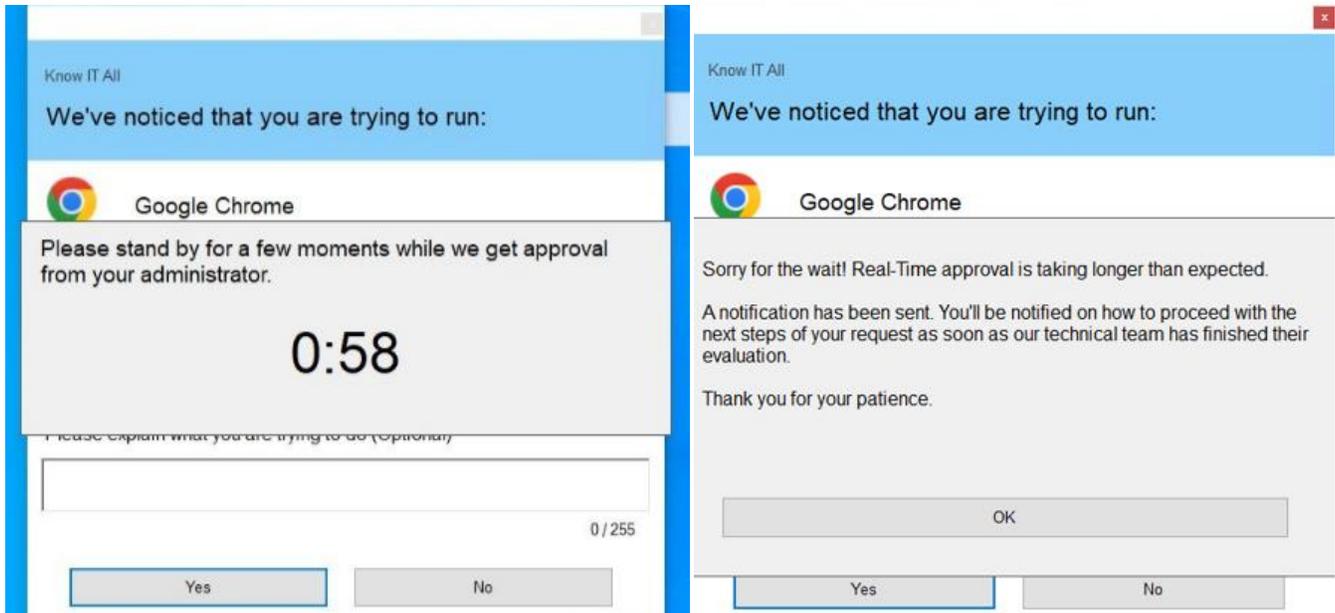

Technicians will have a specified period of time in order to approve or deny this request. If technicians are **not able to get to it in time or if they need more than the allotted time period to review the request, the prompt will disappear**, with the window returning again and notifying the user once the technician approves or denies the request.

When an administrative change is approved, the credentials boxes will fill in with randomly assigned administrative credentials, temporarily making the user an administrator so that they may initiate the specified change. The **user does not need to touch anything here, simply wait for the credentials to populate** and the installation to begin.
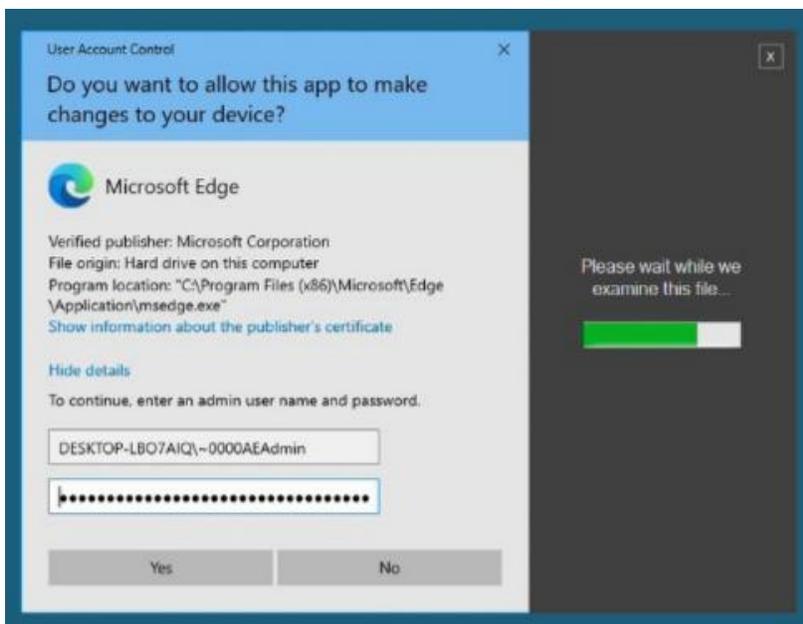
If the technician determines that **the program is unsafe or should not be downloaded**, users will see this screen:
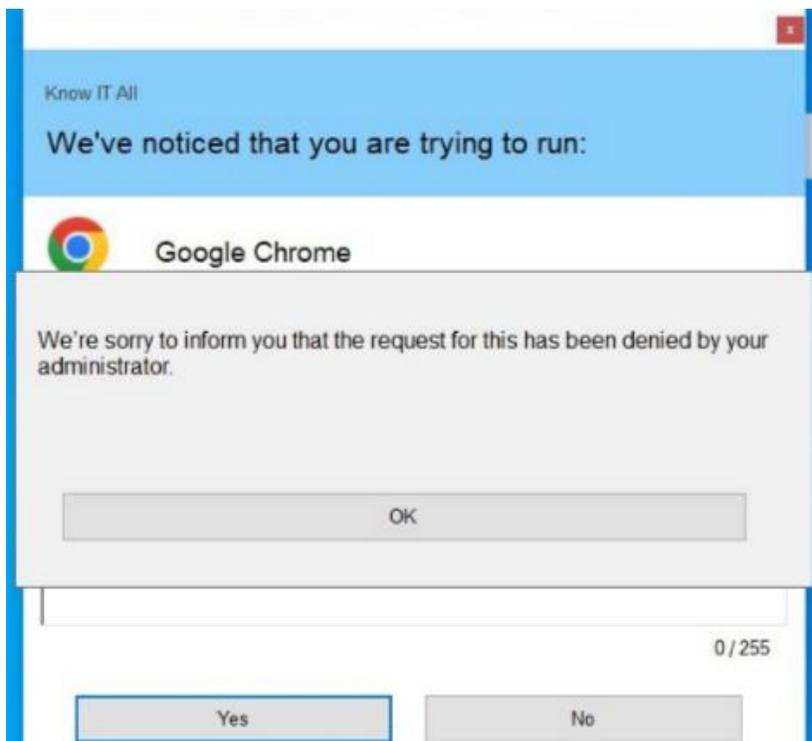
If a user believes that this was in error, they should contact the Titamus support line (or support email) as soon as possible to discuss with the technician who made the determination.

These situations should only get rarer as AutoElevate becomes more and more familiar with the programs your organization regularly deploys—if someone else successfully installed the program to their own device before you, chances are, your installation of that same program will be approved automatically without any fanfare!