

# Self-Service Guide



## Microsoft Defender Antivirus: Self-Service Guide

Education Digital Services supports Microsoft Defender Antivirus on devices covered by our qualifying SLAs. Use this guide to manage and check your device's protection.

### Common Questions

How do I.....	Answer
<ul style="list-style-type: none"><li>• <b>Confirm Defender is protecting my data?</b></li><li>• <b>Check if Defender is up to date?</b></li><li>• <b>Scan my device or a specific file?</b></li><li>• <b>Exclude a file from antivirus scanning</b></li></ul>	<p>Access Microsoft Defender Antivirus through the Windows Security app on Windows 11 or Windows Server.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Windows Security App Overview - Microsoft Support</a> to get self-help resources for these queries.</li></ul>
<ul style="list-style-type: none"><li>• <b>See if Defender blocked malware?</b></li><li>• <b>Check if a legitimate file was blocked?</b></li></ul>	<p><b>Quick Check:</b> Review Protection History under '<b>Current threats</b>' in the Windows Security app.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Windows Security App Overview - Microsoft Support</a></li></ul> <p><b>Advanced Check:</b> Use '<b>Event Viewer</b>' to review Defender logs.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Microsoft Defender Antivirus event IDs and error codes - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>

### Recommended Settings

To maximise protection, Education Digital Services recommends enabling:

Settings to Enable	Support
<ul style="list-style-type: none"><li>• <b>Real-time protection</b></li></ul>	<p>This feature in the Windows Security app continuously monitors your device for threats such as viruses, malware, and spyware. It ensures that your device is actively protected by scanning files and programs as they are accessed or executed. If any suspicious activity is detected, real-time protection will immediately alert you and take appropriate action to prevent the threat from causing harm.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Enable and configure Microsoft Defender Antivirus always-on protection - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>

For Technical Support, please contact us:

**Online My ICT Incidents, 0300-123-6797** or visit  
<https://educationdigitalservices.lancashire.gov.uk>

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Settings to Enable	Support
<ul style="list-style-type: none"><li>• <b>Daily quick scans</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Schedule regular quick and full scans with Microsoft Defender Antivirus - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>
<ul style="list-style-type: none"><li>• <b>Cloud-delivered protection</b></li></ul>	<p>This setting ensures Microsoft Defender receives the latest security improvements and updates from Microsoft whenever your device is connected to the internet, enhancing protection against emerging threats.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Cloud protection and Microsoft Defender Antivirus - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>
<ul style="list-style-type: none"><li>• <b>Controlled Folder Access</b></li></ul>	<p>Controlled Folder Access helps safeguard important folders from unauthorised changes by untrusted applications. You can specify which folders to protect and can also add additional apps to the trusted list to allow necessary changes in those folders. This is a powerful tool to make your files safer and defending them against ransomware attacks.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Protect important folders from ransomware from encrypting your files with controlled folder access - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>
<ul style="list-style-type: none"><li>• <b>Attack Surface Reduction rules</b></li></ul>	<p>Attack surfaces are all the places where your organisation is vulnerable to cyber threats and attacks. Reducing your attack surface strengthens your organisation's security by limiting opportunities for attackers. Configuring Microsoft Defender Antivirus Attack Surface Reduction rules helps minimise vulnerabilities and protect devices and networks.</p> <ul style="list-style-type: none"><li>• <b>Use this guide:</b> <a href="#">Microsoft Defender for Endpoint attack surface reduction rules deployment overview - Microsoft Defender for Endpoint   Microsoft Learn</a></li></ul>

Lancashire County Council Education Digital Services

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