# Magic Links Expiring

In some cases, Microsoft Outlook has a feature which checks URLs immediately before opening the website. This has the potential to instantly Expire the Login Magic Links, thereby preventing users from logging in to Jlive.

Below is an article to share with your IT folks to see if they can: **"Add jlive.app to the Do not rewrite the following URLs list"**

## Here is more information on the Microsoft website

https://learn.microsoft.com/en-us/microsoft-365/security/office-365-security/safe-links-about?view=o365-worldwide

## How Safe Links works in email messages

At a high level, here's how Safe Links protection works on URLs in email messages:

1. All email goes through EOP, where internet protocol (IP) and envelope filters, signature-based malware protection, anti-spam and anti-malware filters before the message is delivered to the recipient's mailbox.
2. The user opens the message in their mailbox and clicks on a URL in the message.
3. Safe Links immediately checks the URL before opening the website:
   - If the URL points to a website that has been determined to be malicious, a malicious website warning page (or a different warning page) opens.
   - If the URL points to a downloadable file, and the **Apply real-time URL scanning for suspicious links and links that point to files** setting is turned on in the policy that applies to the user, the downloadable file is checked.
   - If the URL is determined to be safe, the website opens.

# Do no rewrite www.jlive.app

Each Safe Links policy contains a **Do not rewrite the following URLs** list that you can use to specify URLs that aren't rewritten by Safe Links scanning. You can configure different lists in different Safe Links policies. Policy processing stops after the first (likely, the highest priority) policy is applied to the user. So, only one **Do not rewrite the following URLs** list is applied to a user who is included in multiple active Safe Links policies.

To add entries to the list in new or existing Safe Links policies, see [Create Safe Links policies](#) or [Modify Safe Links policies](#).