GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Network & Internet Security

A site I trust is being blocked. How do I allow it?

Verify a blocked website independently, report a possible false classification, and create the narrowest temporary Internet exception when necessary.

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CONTENTS

In this guide

01 Check the warning first

02 Add a narrow exception

03 Report a possible false classification

A familiar logo or domain name is not enough to prove that a blocked page is safe. The site may be compromised, use a dangerous download host, or contain a look-alike address. Verify the exact URL before bypassing protection.

01 Check the warning first

1. Copy the blocked URL without opening it again.
2. Check spelling, subdomains, and unexpected characters.
3. Reach the organization through a saved bookmark or independently found official address.
4. Do not allow a page that requests a password, payment, recovery phrase, or unexpected download until it is verified.

02 Add a narrow exception

If the destination is verified and access is necessary, open **Tools → Ignore list**, choose the Internet section, and add the exact URL. Prefer a single page over an entire domain. Remove the exception after testing or when the classification is corrected.

03 Report a possible false classification

Send Support the complete blocked URL, warning category, time, and a screenshot. Remove private query values, access tokens, and account identifiers before sending. Do not disable Internet Security globally just to reach one site; a focused exception keeps protection active elsewhere.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com