

# I think this is a false positive. What should I do?

Gridinsoft Help Center

- On the Scan Result screen: click 'Let us know' in the status bar and follow the prompts to send diagnostic logs to our Support Team.

- From anywhere else in the app: click 'Get help' in the status bar, choose False positive (safe file flagged) from the Help topic drop-down, and describe the issue.

Until we confirm, keep the item in Quarantine (or choose Add to Ignore List only if you're certain it's safe and essential).