

[Using protection](#)

Report a website blocked by Web Protection by mistake

Check a blocked-domain report and submit a website reputation review through Gridinsoft Portal, including email confirmation.

PUBLISHER

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READ TIME

2 min

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If you believe a website was blocked incorrectly, request a domain review through **Gridinsoft Portal**. A connection problem with Web Protection itself belongs to product Support; a website classification dispute uses the Portal review form.

01 Check what was blocked

1. Open the block notification, the **Latest block** card or **Activity**.
2. Record the exact blocked hostname and the displayed category. A page may contact other domains, so the blocked name may differ from the address you typed.
3. Open **View report**, when available, to review Gridinsoft's findings without opening the blocked site.

02 Submit a review

1. Open the [Gridinsoft Portal false-positive form](#).
2. Choose whether you represent the domain or are reporting as a visitor.
3. Enter your contact details and the affected domain or hostname.
4. Request the confirmation email, then open its confirmation link. The request is not placed in the review queue until you confirm it. Check Spam or Junk if needed.
5. Provide any requested explanation or cleanup evidence during the review.

Do not include private sign-in links, passwords, device connection addresses or session tokens. Use the Portal for the reputation case rather than opening a duplicate Support ticket.

03 After the review

A decision change must reach the active protection policy before DNS behavior changes. Browser and DNS caches may also delay the visible result. Follow the review response, allow time for updates, and retry normally. Reinstalling the app does not force a server policy update.

The current Android app does not provide a per-domain allowlist control. Turning protection off disables filtering broadly; it is not an exception for one site. Keep protection enabled while an unexpected block is being reviewed.

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](https://support.gridinsoft.com)