If you find a site that you think should not be blocked, you can check it at [http://www.brightcloud.com/tools/url-ip-lookup.php](http://www.brightcloud.com/tools/url-ip-lookup.php) and make a request to have it re-examined, or simply email us at [techsupport@fit.edu](mailto:techsupport@fit.edu) and we can make the request.

The requests usually take 24-48 hours to process.

This website will state why it thinks the site is blocked. If it shows as good, then it is possible that it was blocked previously and Webroot hasn't updated the definitions since it was blocked. If you are still having problems email us [techsupport@fit.edu](mailto:techsupport@fit.edu).

Unique solution ID: #1337
Author: Tech Support
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