

General

Webroot is blocking a page, How do I view it?

Before concluding that a site has been blocked by Webroot, please attempt to verify if the site is active by other means. One potential way to verify this is checking the website against [Down for Everyone or Just Me](#).

If you find a site that you think should not be blocked and verified it is, you can check it at <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 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.

Unique solution ID: #1337

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