Request a Security Reclassification for a Domain
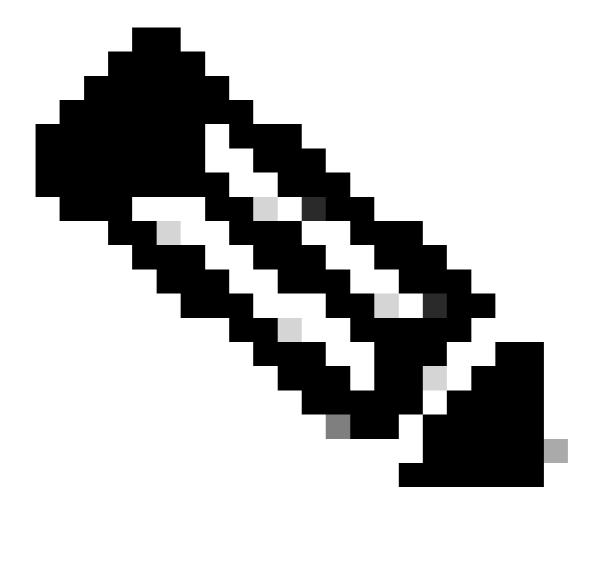
Contents

Introduction

This document describes how to sumbit a request to have a domain reviewed for reclassification.

Background Information

You can come across a domain that needs its security classification reviewed. We welcome feedback on whether a domain needs to be reclassified as malicious or benign, and you can contact the Support team directly from the dashboard. The Security Research team reviews security classifications.

These scenarios can make you want to report a domain for reclassification:

- **A False Positive**—You believe that a domain has been incorrectly categorized as malicious when it is not.
- **A False Negative**—You believe that a domain is incorrectly categorized as benign when it is actually malicious.
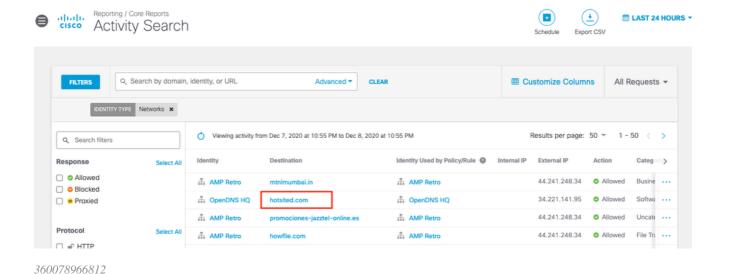
Note: Do not use this for content categorizations. If you believe a domain is incorrectly categorized for content (see [Understanding Content Categories](#)), please email umbrella-support@cisco.com.

How to Report a Domain

Reporting a domain through the Dashboard is easy if you have a couple that requires a review, but could be a hassle if you have more. You can also find instructions in this article: Rapid No-Reply Umbrella Security Review Requests if you prefer to email our Security Team with one more more domains to review.

To proceed with submitting domains for reclassification on the Dashboard:

1. Navigate to **Reporting** > **Core Reports** > **<Activity Search>**.
2. Generate a report and click a domain.

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3. Click **Suggest Security Categorization**.

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4. In the **Request Security Reclassification** box, let us know why the domain needs to be reclassified. For example, "This domain needs to be blocked due to Command and Control Callback activity". Provide as much information as possible.

Request Security Reclassification

hotsited.com is not currently in a security category.

Something not right? Let us know why this destination should be reclassified below.

Why should hotsited.com be reclassified?

CANCEL   SEND

360079096031

5. Click **Send**.

Your request opens a ticket with us that is reviewed as soon as possible.