

# AutoFix: Temporarily access a blocked website

## A. Useful Page is Blocked

While browsing to a legitimate website, I got blocked! How can I access what I need?

Page Content Blocked - cnn.com

Category: **News**  
Rating: **Pebble**  
Wrong Category? Select action below

This category is blocked in your profile. If your profile needs to be changed, contact your system administrator, or login to the DrawBridge console to make the necessary changes.

  
Help Me Access This Page

### 1. Review the details on the block page

- The header will display the domain/URL that got blocked after the **Page Content Blocked** message. Ensure this is what you were attempting to visit--occasionally a website will perform a redirect to another web address that isn't immediately obvious unless you double-check this.

Page Content Blocked - cnn.com

- The category box displays what Category the filter engine determined the page to be classified as, along with the rating for that category.

Category: **News**  
Rating: **Pebble**  
Wrong Category? [Select action below](#)

- The explanation box tells you more information: In this case, the Category the page was classified as is set to Block. **If the setting for this Category should be changed, sign-in to the DrawBridge console and change the setting with Always Allow or another access policy.**

This category is blocked in your profile. If your profile needs to be changed, contact your system administrator, or login to the DrawBridge console to make the necessary changes.

Still need access? Proceed with the following steps.

## 2. Click the **Help Me Access This Page** button

This will initiate the re-analysis of the page. Generally by temporarily tweaking category settings, a page can be accessed.



[Help Me Access This Page](#)

If you're not signed-in to the DrawBridge console, you'll be presented with a sign-in page next.

## Console Login

[Forgot Email or Password?](#)

### 3. Fill out the form with some more information

- Pick a reason for the request

Reason\*

  

- Tell us more about what you had in mind

Comments\*

Checking on coronavirus news

- When finished, click **Save**

 Create Autofix

## Autofix Details

Describe what you're using this page for and what you expected to find.

Reason\*

Whatever the Page score, I need it temporarily.

Comments\*

Checking on coronavirus news

Clear

Save

The Autofix Engine will review the page details and the patterns that generated the **Block** action. If possible, those patterns will be offset to allow only that page and ones to load.

## 4. After the progress bar completes, click the arrow to return to the site

If you wish to have Compass Foundation staff look at the issue for a permanent fix, click Submit for Human Review first; then you will be given an option to be taken to the page again.

• cnn.com autofix has been approved



cnn.com autofix succeeded at Level2

## What to do next?

Just take me back to this page...



cnn.com

Should a real person check this page score? If the category is incorrect, it will be corrected, enabling permanent access to pages like this one.



Send for Human Review

The page should load for one hour now:

**CNN World** Africa Americas Asia Australia China Europe India Middle East United Kingdom **LIVE TV** Edition

**LIVE**  
The Citizen by CNN conference hosts conversations on the issues that matter for 2020

**Live** Coronavirus updates **Live** Election 2020 and SCOTUS updates

• **LIVE UPDATES**

# The latest on the coronavirus pandemic

By Helen Regan, Adam Renton, Tara John, Ed Upright, Meg Wagner, Mike Hayes and Melissa Macaya, CNN

Updated 10:32 a.m. ET, September 22, 2020



CNN reporter: I have never seen anything like this 3:01

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# B. Blocked Silt Categories

All categories have a default action of ,  or . If you're on a DrawBridge filtered network you can click to [see the list of Silt-rated categories](#) that are designed to classify work & task-related material that should be appropriate for all situations.

(Curious what *Silt* means? Learn more about Ratings [here](#).)

Silt rated categories are never set to  by default, but they can be blocked by a custom filter policy as shown below.

Blocked by custom filter policy - hvacdirect.com

Category: **Appliances / HVAC**

Rating: **Silt**

Need this page? [Click the button below](#)

This category is blocked in your profile. If your profile needs to be changed, contact your system administrator, or login to the DrawBridge console to make the necessary changes.



[Help Me Access This Page](#)

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When Autofixing Silt-rated categories with a default action of , the Autofix behavior differs in the following ways:

- The user is not required to enter comments.
- The entire category is flipped to .
- The minimum duration is 4 hours instead of 1, and user can choose duration options from:
  - 4 Hours
  - 12 Hours
  - 24 Hours
  - Permanent (if user is company owner)

## Autofix Duration

How long should this category be enabled?

4 Hours	12 Hours	24 Hours	Permanent
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Clear	Save
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When a category is allowed permanently, an [Access Policy Dashboard Report](#) will be sent at the end of the day to all Accountability Contacts that have their preferences selected to receive such reports.

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