

WSA FAQ: How do I verify which category a URL belongs to and submit a change request?

Contents

[Introduction](#)

[How do I verify which category a URL belongs to and submit a change request?](#)

Introduction

This document describes how to submit a Web Security Appliance (WSA) category change request when a URL is uncategorized or is in the wrong category.

How do I verify which category a URL belongs to and submit a change request?

The [Talos Intelligence Tickets portal](#) can be used to verify which categories a URL belongs to, as well as submit requests to change the category that a URL currently belongs to.

Note: This portal requires you to log in with your CCO credentials.

In order to change the category, complete these steps:

1. Click **Create New Ticket**.
2. Click **Submit a Web Categorization Ticket**.
3. Enter the URL, IP address, or domain of the website in question (up to 50 entries can be entered at a time) and click **Get Category Data**.
4. In order to suggest the same category for multiple entries, choose from the categories in the box next to "Bulk Select Download" (up to five categories can be chosen). Then, from the **Bulk Select Download** drop-down list, choose **Web Security Appliance**.
5. In order to suggest categories for individual entries, choose from the categories box next to each entry in the column "Suggested Content Categories". Then, from the **Select Platform** drop-down list, choose **Web Security Appliance**.
6. Add comments and site descriptions to the box below the entries. Provide as much detail as possible.
7. Click **SUBMIT**.
8. Later, verify the status on the [Talos Intelligence Tickets portal](#) page.