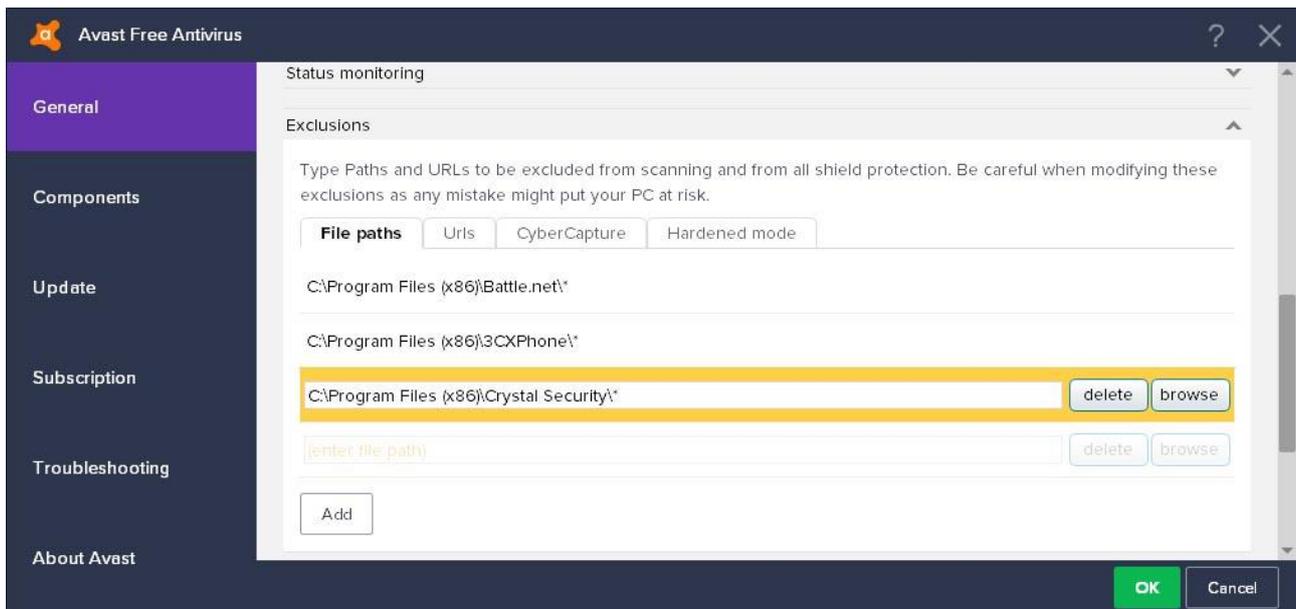


Global Whitelist – Exclude Specific Folder/File/Program/Application from All Avast Scans

If you want to add the exception for the specific website, domain, or URL from being scanned by Avast, follow these steps. This is so-called **Global Whitelist or Exclusion List**.

1. Open the Avast user interface and go to 'Settings' » 'General'
2. Find the tab 'Exclusions' and add specific programs to the 'File paths' tab
3. Added applications and/or paths will now be excluded from any Avast scanning



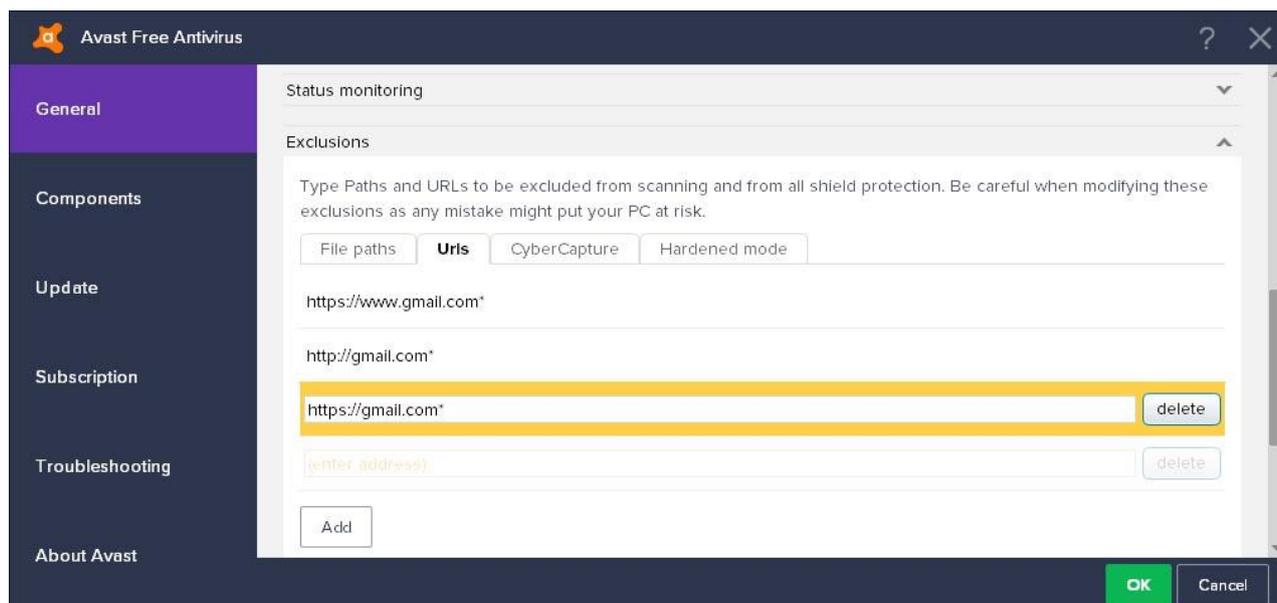
Adding File/Folder/Program Exception into Avast 2018

On the screenshot above you can see that application 'FileZilla FTP Client' and 'DAEMON Tools Lite' are excluded. Such exceptions also apply to all sub-folders on these folders as we have used '*' in the path.

Global Whitelist – Exclude Specific Website/URL from All Avast Scans

If you want to add the exception for the specific Avast shield, follow these steps.

1. Open the Avast user interface and go to 'Settings' » 'General'
2. Find the tab 'Exclusions' and add specific websites or URLs in the 'Urls' tab. Please note 'http://' will be added automatically, so if you want to exclude Yahoo, just type yahoo.com. Please note you need to differentiate between 'http://' and 'https://'
3. Added websites/URLs will now be excluded from any Avast scanning



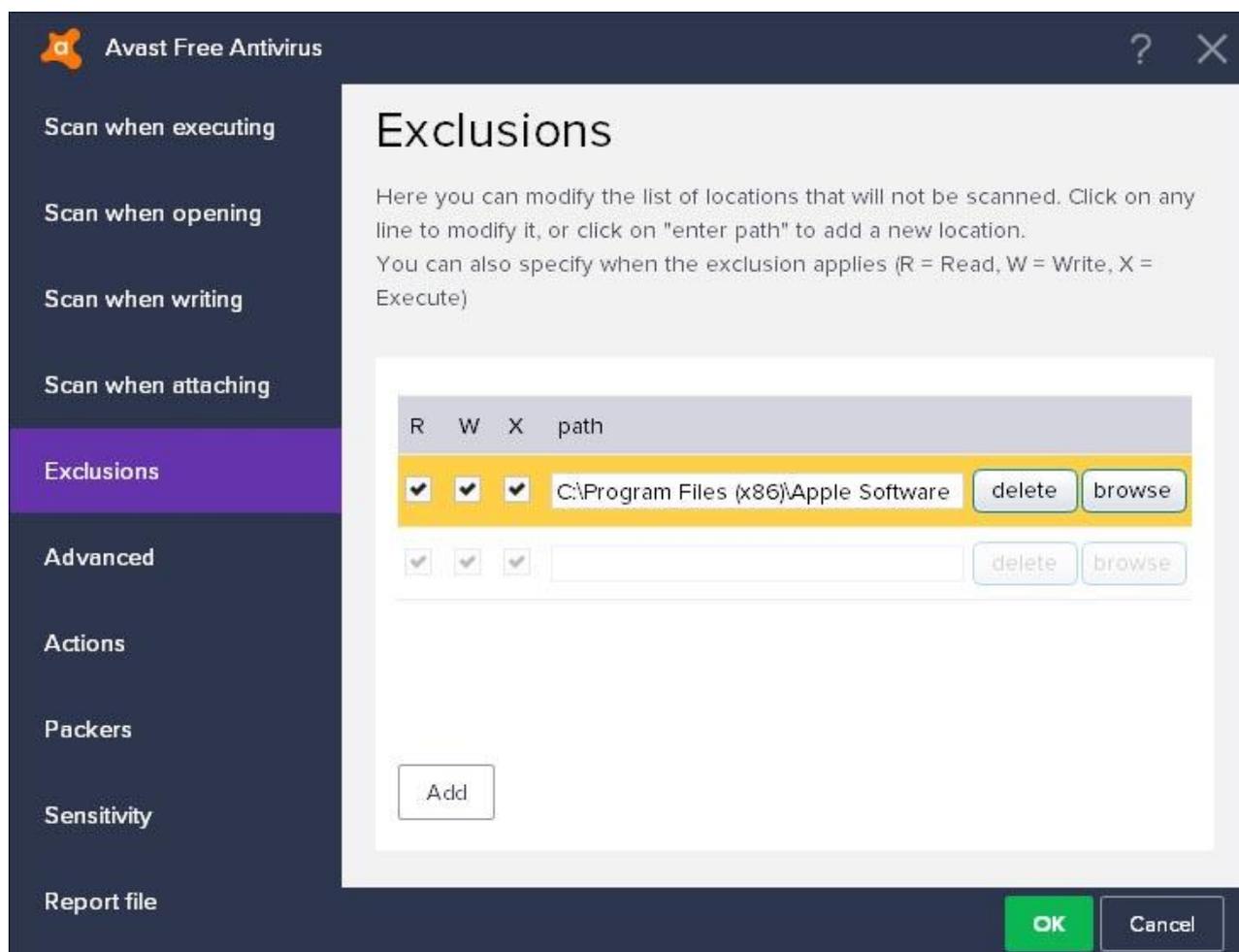
Adding Website/Domain/URL Exception into Avast 2018

On the screenshot above you can see that URLs 'https://www.gmail.com' and 'http(s)://.gmail.com' are excluded. Such exception also applies to all pages on these domains as we have used '/'* in the path.

Add Exception for Specific Avast Antivirus Shield (File System Shield, Mail Shield, or Web Shield)

If you want to add the exception for the specific Avast shield, follow the steps further.

1. Open the Avast user interface and go to 'Settings' » 'Active Protection'
2. Select the shield (File System, Mail, or Web) for which you want to add the exception, and click on 'Customize' link
3. Find the menu item 'Exclusions' and add item you want to exclude from scanning by the specific Avast shield. You can also specify when the exclusion applies (for reading, writing, or executing)
4. Please note that global exclusions are always applied although they aren't listed in the specific shield. Also please note lot of items are listed there by default



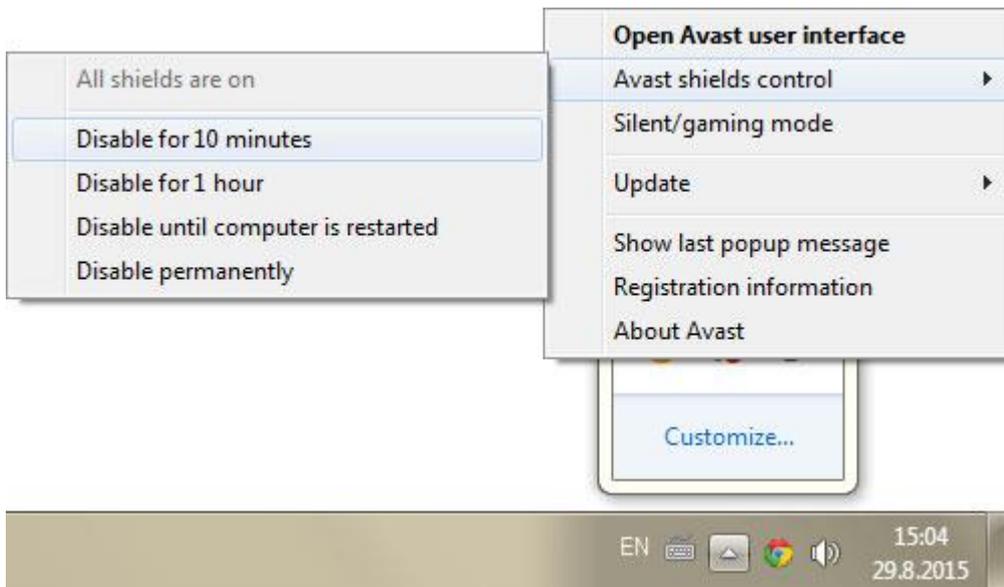
Adding Specific Shield (File System, Mail, or Web) Exception into Avast 2018

On the screenshot above, you can see many items are excluded from the File System Shield scan by default. We haven't added any of them.

[IMPORTANT] Restart All Avast Shields to Make Exclusion Work

After you successfully add the file or webpage to exclusions you need to actually **restart all Avast shields** to make it work. Otherwise, Avast will keep detecting and blocking it as a threat.

1. Find Avast icon in the Windows system tray (click on the top arrow)
2. Go to 'Avast shields control' » 'Disable for 10 minutes' » confirm
3. Go again back to 'Avast shields control' » 'Enable all shields'



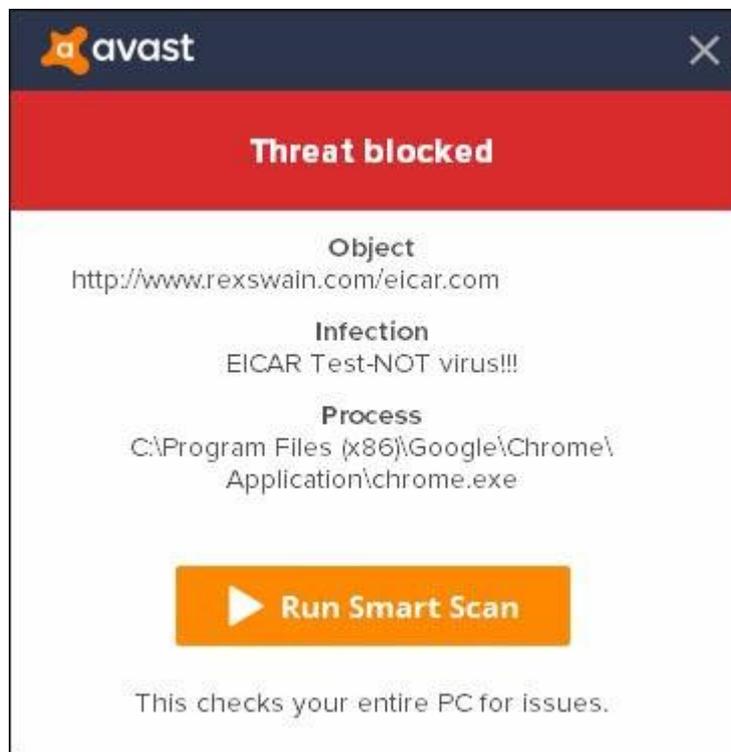
Restarting All Avast Shields From the Windows System Tray

Now Avast should stop detecting the added files/URLs in the exclusions. You can also simply just restart your Windows.

Report a False Positive Detection to Avast

We also strongly suggest to **report the detection** you believe is a **false positive** directly to Avast team. They will look into it and eventually confirm the reported file, software, or website is clean.

Link to report is included on every in-product pop-up displayed when the harmful webpage or file is blocked. Just click on '*Report the file as a false positive*'.



Avast Web Shield Has Blocked a Harmful Webpage or File Pop-up

Then you need to fill-in following simple form. In the additional info you can add a link from [VirusTotal scan](#). Don't forget to check the option '*I know what I'm doing*' and click on '*Submit*'.

Submit URL

File:
tp://www.exceptionalvoice.com/home/voice-feminization/the-fundamentals-mp3-download/

Additional info (English language only, please):
This URL is clean. Also verified by VirusTotal
https://www.virustotal.com/cs/url/db96c4a950e1049abfc7a80416aa903cecf49104aaac0d596d2647aca0b2d0ee/analysis/1440933049/

Your e-mail address (this is an optional field):
paulb@getavast.net

The address is sent along with the file and may be used to contact you if further details are needed. You will not get a response from us unless more information is required.

I know what I'm doing:

Submit Cancel

Avast In-product

Form for Reporting False Positive Detection of Files or Websites

Alternatively you can use the official [web form for reporting false positive detection](#).

Your e-mail *

Description

File (max. 10 MB) * Choose File No file chosen

SUBMIT

Official Avast

Web Form for Reporting False Positive Detection of Files or Websites

Additional Notes

Although we have used Avast Free Antivirus 2018 screenshots in this article, these steps are also applicable for **all Avast Antivirus solutions** (i.e. also for Avast Pro Antivirus, Avast Internet Security, or Avast Premier) running the [latest version available](#).

Steps are relevant for **all Windows versions** – Windows XP, Windows Vista, Windows 7, Windows 8, Windows 8.1 and Windows 10 (including Anniversary Update).

Managing exceptions or turning off Avast protection may leave your computer at risk.