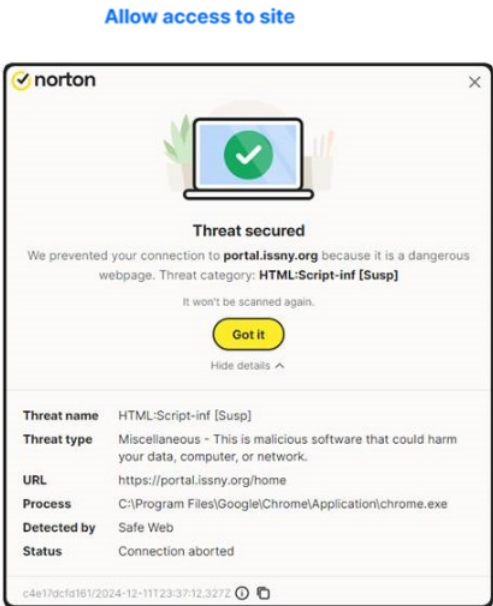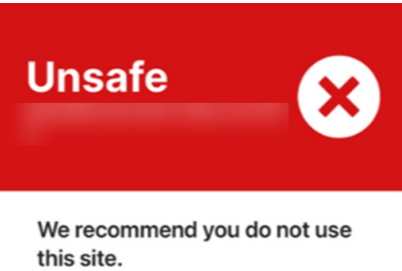# ISS Portal Flagged by Antivirus Software

If you are receiving an error message stating that 'portal.issny.org' is unsafe or you are being blocked from entering the site due to a possible security risk, rest assured that the ISS Portal **is in fact safe.** Below are examples of error messages that have been reported by users. Please note that this error can be presented in different ways depending on the software you use.

Your antivirus software is giving a **false positive** and flagging the site as potentially harmful. We've run security tests and the website is up to safety compliance. Our development team is reaching out various to Anti-Virus software companies to have our website verified as safe. However, we do not know the internal processes of those AV companies so we do not have a timeline on when that resolution will happen.

At this time, you will need to either reach out to your Anti-Virus provider concerning access to our website or to make an exception on your Anti-Virus software to allow access to portal.issny.org

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