Welcome to the Webroot Community!

The mission of this online community is to provide a virtual meeting space where Webroot users and cybersecurity enthusiasts can learn, share, and connect. While our community is aimed at Webroot customers and users, we welcome everyone with an interest in cybersecurity, as long as you observe these community rules:

1. **Be Respectful**

   We work hard to keep spammers and trolls away from the Webroot Community, and we expect users to treat one another with respect. Differing viewpoints, constructive criticism, and requests for clarification are all welcome. Insensitive topics and comments, name-calling, profanity, and anything you wouldn’t want someone to say to you in person will be removed at the moderators’ discretion. Multiple offenses will result in a temporary or permanent ban.

2. **Keep the Positivity**

   The Webroot Community is a place to ask questions, get answers, and share ideas in a positive environment. There are plenty of other forums to post negative comments on, and if a message is not constructive it will be removed. Complaints and frustrations are welcome so long as they are expressed appropriately. In addition, please do not discuss divisive issues such as religion or politics.

3. **Use the Search Bar before Posting**

   To avoid duplicate content, please use the search bar to find what you are looking for before posting. Redundant content may be removed or merged with other threads.

4. **Don’t Promote Other Organizations and Causes**

   The Webroot Community should be used to share information about issues related to Webroot, Webroot products and services, and cybersecurity in general. Please do not attempt to promote a separate organization or cause. Links to third-party security vendors and other vendors not supported by Webroot will be removed. Spam posts (links to malicious sites, phishing attempts, solicitations, etc.) will be removed without notice and the user will be banned.
No Private Testing Discussions

We do not condone private malware testing by end-users. This is never a good idea, and in some areas it’s actually illegal. The whole point of antivirus software is not to get infected, and unfortunately when somebody sets a bad example, there will always be others who are influenced into following the same path. It’s not something we want to encourage.

It Is the “Webroot Community”...

The Webroot Community is monitored by Webroot’s Community moderators (each, a “Moderator”). Webroot and its Moderators reserve, at their sole discretion, the right to choose what content is appropriate, and to remove content, including, but not limited to, comments that do not further the goals of the Community.

Webroot Support

You will notice that some community members have a Webroot logo next to their names – this means they are Webroot employees and community moderators. All other users are voluntarily contributing their time and expertise, and may not have knowledge of your specific situation or configuration. Please submit a support ticket if you prefer to speak directly with Webroot Support.

Terms of Service

By using these forums, you agree to follow the above guidelines as well as the full Terms of Service for the Webroot Community. Please be sure to review them in their entirety.

Reporting Inappropriate Content

If you recognize any violation of these guidelines, please notify us within the community by choosing “Report Inappropriate Content” from the message’s Options menu and let us know why you feel the content is inappropriate. Please do not confront the offending user directly.