



# Requesting access to an internet site

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## Overview

We have access to a lot of content on the internet but to protect staff, students and the district, some sites have been blocked through our content filtering service. This could apply to sites you used to be able to access as well. These steps outline the procedure for requesting access to blocked sites.

## Quick Start

Enter a ticket for the blocked site including a snip of the message.

The screenshot shows the Technology Department website. At the top is the Sioux City Community Schools logo and the text 'Technology Department'. Below this is a navigation bar with 'Home', 'Solutions', and 'Updates'. The main content area has the heading 'How can we help you today?' and a search bar with the placeholder text 'Enter your search term here...'. To the right of the search bar is a 'SEARCH' button. Further right, there is a red box highlighting a '+ New support ticket' button and a 'Check ticket status' link.



Website	notpurple.com
Path	
Policy Name	Core Blocked Content   ALL
Rule Type	Standard Filtering
Application/Category	
Your IP	

If you believe this site has been incorrectly blocked,  
you can report it to Linewize.

Enter your bypass code to unblock this link

<input type="text" value="Bypass code"/>	<input type="button" value="Unblock"/>
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## Collect a snip of the blocked site

It is important that technology have all of the information about the site you are attempting to access. The best way to present this is using the Snipping Tool on your device. When you receive a “Content Blocked” screen, click on “See why it’s blocked” to get to the information screen about the site.




**Content Blocked**

Access to **notpurple.com** has been blocked

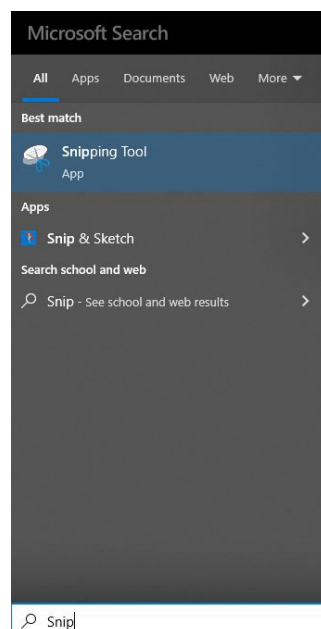
See why it's blocked

Website	notpurple.com
Path	
Policy Name	Core Blocked Content   ALL
Rule Type	Standard Filtering
Application/Category	
Your IP	

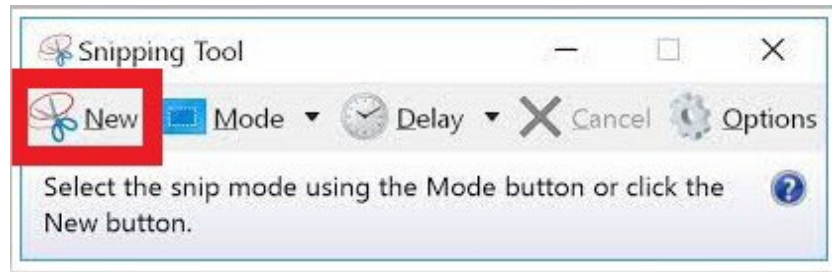
If you believe this site has been incorrectly blocked, you can report it to Linewize.

Enter your bypass code to unblock this link

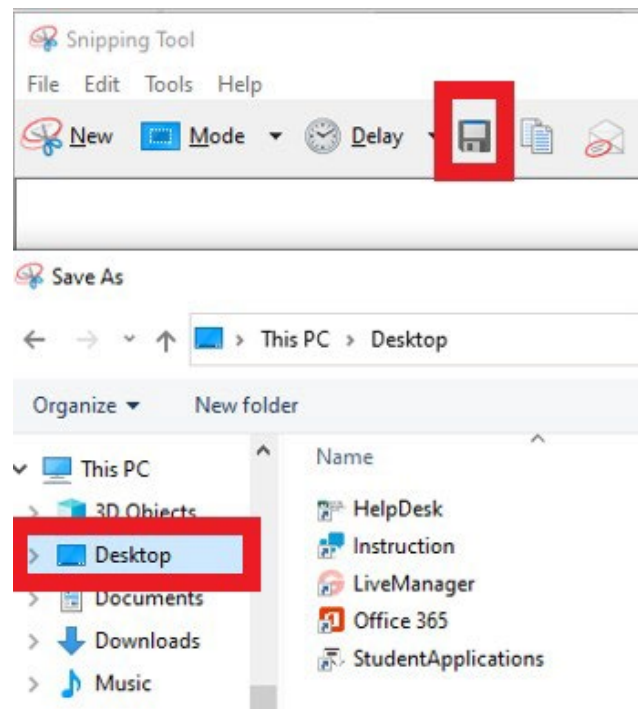
Open the Snipping Tool application by going to the start menu (Windows icon) at the bottom left of your desktop and type Snip, then select the Snipping Tool.



With your browser screen open showing the blocked site message, click on the New button in Snipping Tool.



By clicking New, your screen will appear hazy as you prepare to take your snip. Place your cursor over the top left corner of the blocked message. Left click your mouse and drag the snip box across the message from the top left to the bottom right. Then release your mouse button. Your snip will show up in the Snipping Tool window. If you do not like the snip you took or you need to redo the snip to get more information, click New again and start the process over. If you are satisfied with your snip, click the save icon and save the snip to your desktop to attach to your ticket.





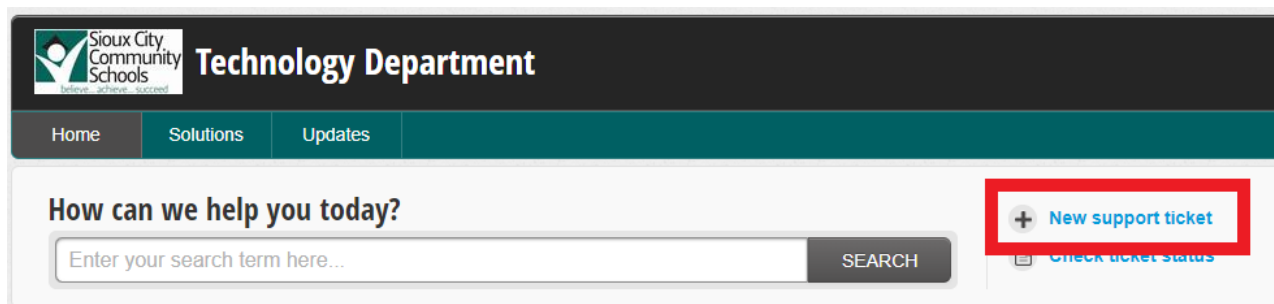
## Create a help desk ticket

Submitting a help desk ticket is the quickest way to get support from the technology department. Tickets are automatically routed to the appropriate person for the issue so it is important to choose the correct category.

Start by going to the help desk site through Freshdesk:

<https://sccsd.freshdesk.com/support/home>

The only staff that log into the help desk site are technology staff so you will want to choose New support ticket rather than login or Sign up.



Enter your district email in the Requester section. You can enter your name under your email if you choose to but it is not required.

Requester \*

itstudentfilter@live.siouxcityschools.com

First Last Name

Enter the problem.

Problem \*

blocked site



Choose your building. Enter your room number or area. Select the customer category you fit in to.

Building \*

Room Number or Area (Staff & Teachers)

Customer \*

In the section for Issue, choose Internet Filter/Linewize. Then enter the description of the issue.

Issue \*

Description \* 



**B** **I** **U**

The website notpurple.com is being blocked.  
It is currently being used for the following educational purposes.

Click + Attach a file and attach the snip you saved to your desktop. Check I'm not a robot (complete the captcha steps if required) and click Submit.

Capture.PNG (46.94 KB) -

[+ Attach a file](#)

I'm not a robot   reCAPTCHA  
Privacy - Terms