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.

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.

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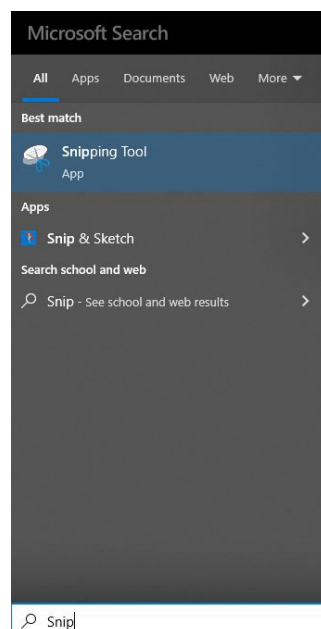
With your browser screen open showing the blocked site message, click on the New button in Snipping Tool.
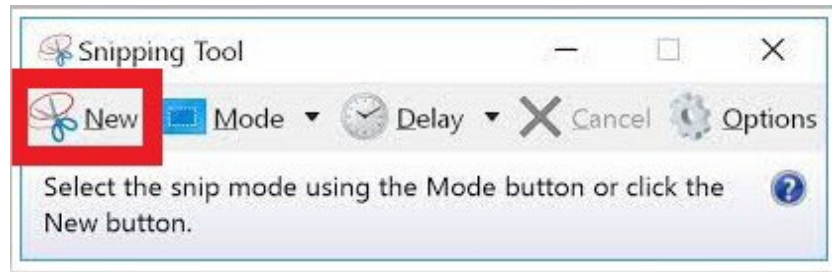
By clicking New, your screen will appear hazy as you prepare to take your snip. Place your cursor over the top left corner of the blocked message. Left click your mouse and drag the snip box across the message from the top left to the bottom right.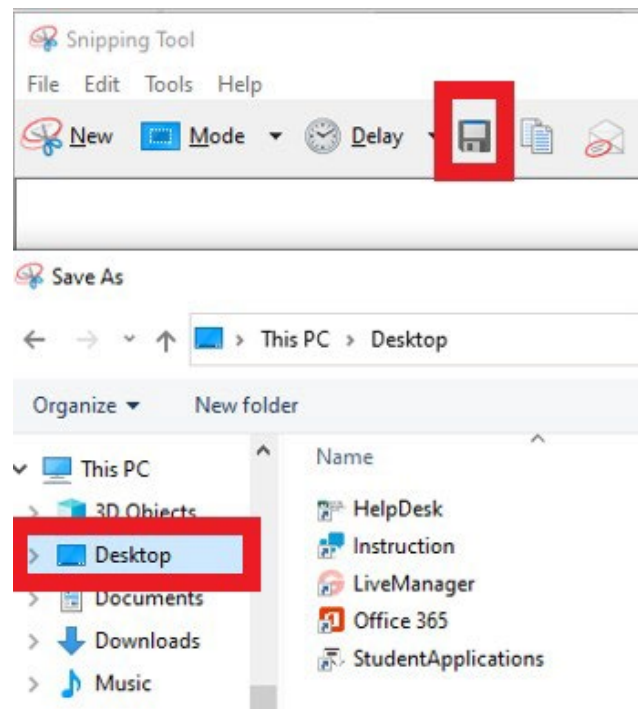 Then release your mouse button. Your snip will show up in the Snipping Tool window. If you do not like the snip you took or you need to redo the snip to get more information, click New again and start the process over. If you are satisfied with your snip, click the save icon and save the snip to your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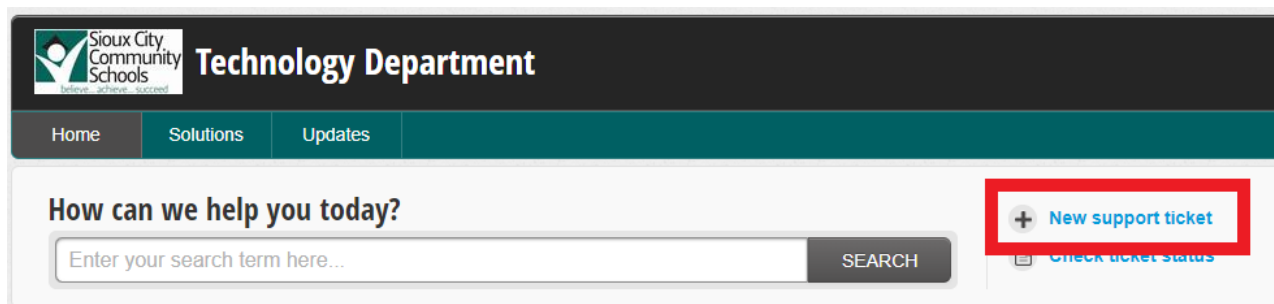
Create a help desk ticket

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.

Enter the problem.

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

Building *   Education Service Center   ⌄

Room Number or   001
Area (Staff &
Teachers)

Customer *   Staff   ⌄

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

Issue *   Internet Filter/Linewize   ⌄

Description *   B *I* U ☰ ☰ A 🄰 ∞

                          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

Submit   Cancel