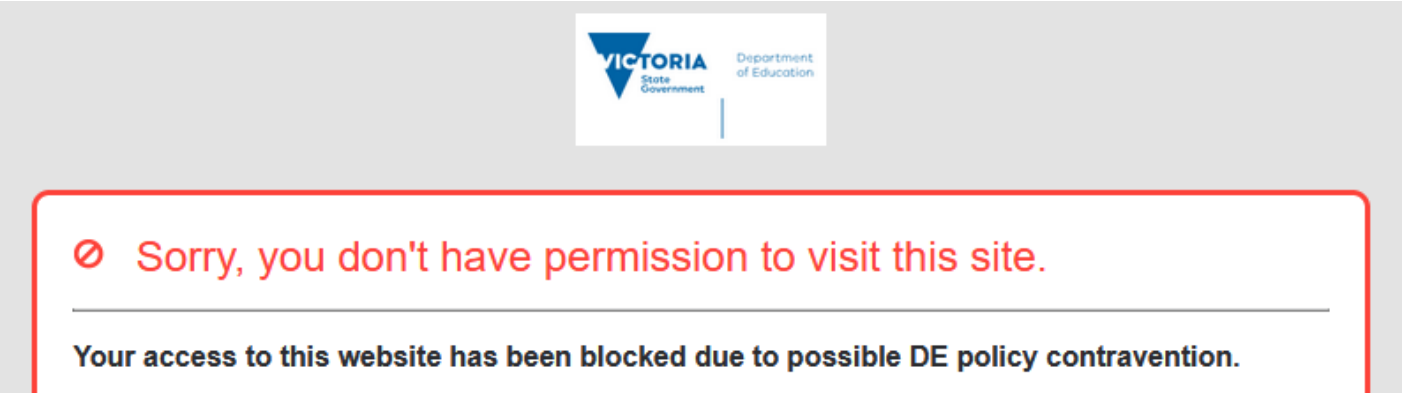
Unblocking Websites

As of 2025, WRC IT no longer maintains a list of blocked/unblocked websites, nor do they have the power to action such requests.
The Department of Education now controls internet access and the allowing / disallowing of access to specific online resources.



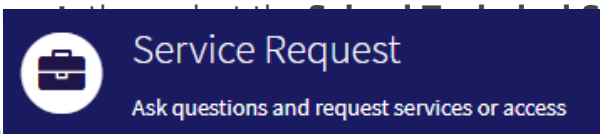
If you believe you have been **mistakenly** blocked from accessing an online resource, a request can be submitted to review the resource in one of two ways (or both):

Service Request via DE Services Portal

This is the **recommended** and generally **fastest** way to have a website unblocked. You will receive a confirmation email from the DE service desk and can **track the progress** of your request online. Turnover time for requests varies but is generally from a day to a week.

Steps:

1. Visit https://services.educationapps.vic.gov.au/ in your browser and **login** with your education credentials.
2. Click **Service Req** **upport** category, then **Service Request**.

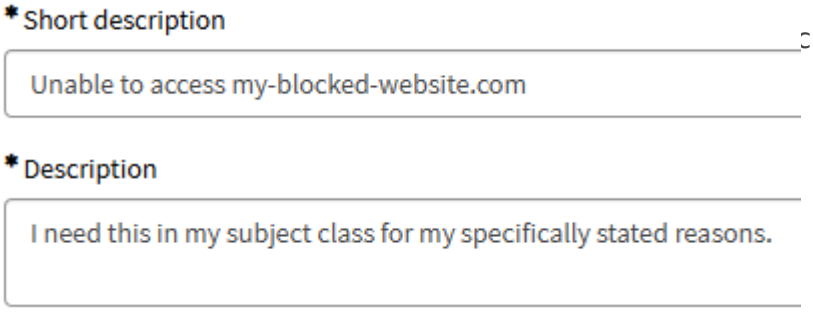


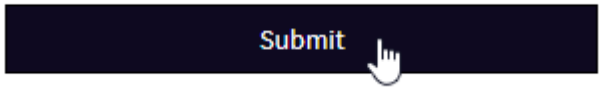


3. Select th[illegible] Service and [illegible]st Sub-Service.



4. State yo[illegible]criptions and click Submit.



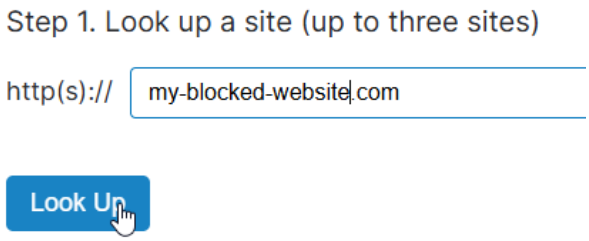


Site Review via ZScaler

This method bypasses the Department of Educaton service desk and submits the request directly to the ZScaler team. You will not receive a confirmation email, only an alert once the resource has been reviewed, stating if the request was successful or not. Turnover time varies greatly, from a week to a month.

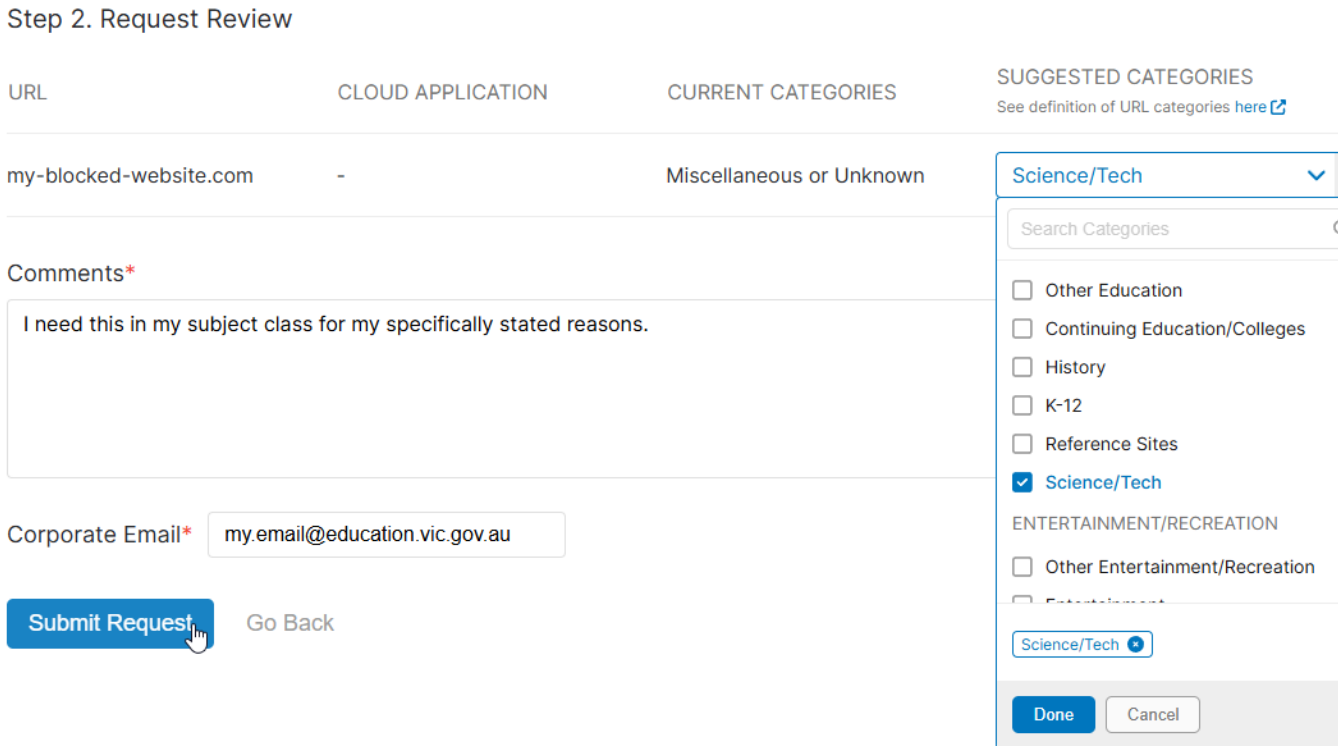
Steps:

1. Visit https://sitereview.zscaler.com/ in your browser.
2. Enter the URL which you are unable to access and press Look Up.



3. Choose the appropriate category for the website and then click Done.

4. State your justification for the change in the comments section and click Submit Request.



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