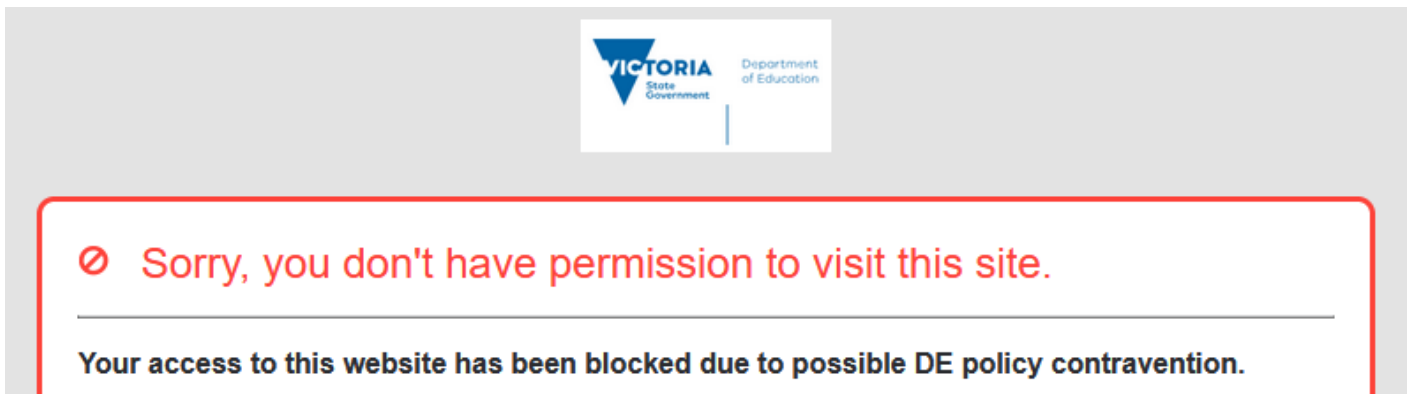


# Unblocking Websites

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.



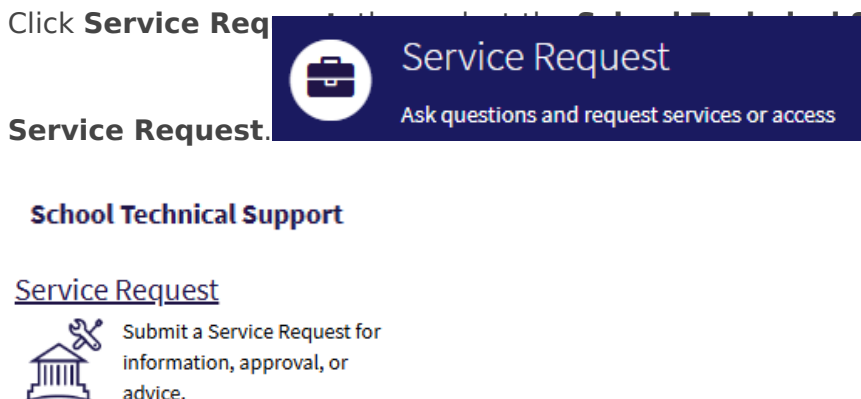
If you believe you have been **mistakenly** blocked from accessing an online resource, a request can be submitted to review the resource in one of two ways (or both):

## 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 Request** under the **School Technical Support** category, then



3. Select the Service and Sub-Service.

4. State your request.

Submit.

Service
Zscaler Service

Sub-Service
Allow Zscaler Cloud Application

\*Short description

Unable to access my-blocked-website.com

\*Description

I need this in my subject class for my specifically stated reasons.

Submit

## Site Review via ZScaler

This method bypasses the Department of Education 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.

Step 1. Look up a site (up to three sites)

http(s)://

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.

Step 2. Request Review

URL	CLOUD APPLICATION	CURRENT CATEGORIES	SUGGESTED CATEGORIES
my-blocked-website.com	-	Miscellaneous or Unknown	See definition of URL categories <a href="#">here</a>
<div>Comments*</div> <div>I need this in my subject class for my specifically stated reasons.</div>			<div>Science/Tech</div> <div>Search Categories</div> <div><div><input type="checkbox"/> Other Education</div><div><input type="checkbox"/> Continuing Education/Colleges</div><div><input type="checkbox"/> History</div><div><input type="checkbox"/> K-12</div><div><input type="checkbox"/> Reference Sites</div><div><input checked="" type="checkbox"/> Science/Tech</div></div> <div>ENTERTAINMENT/RECREATION</div> <div><div><input type="checkbox"/> Other Entertainment/Recreation</div><div><input type="checkbox"/> Entertainment</div></div> <div>Science/Tech</div> <div><div>Done</div><div>Cancel</div></div>

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