



The blocked screen shows several valuable pieces of information.

**User/Machine** – should always have the actual user’s name in this line, not ‘default’. ‘default’ means the filter does not know who you are. You will need to log out of the computer and back in.

**IP** – shows the IP address of the blocked website

**Category** – tells me what filtering category is blocking the site. This is useful so I can tell if the site is miscategorized and correct it.

**Blocked URL** – this is the actual page that is trying to display. Sometimes a page you can access will pull information from a different site that you cannot access or will redirect you to a different site. If this is the case then that is the site listed here is the one that I need to unblock.

**Quick Tip** – in order to save the blocked screen you need to press ALT + PrtScr at the same time to put a picture of the window in your clipboard. Then open Word and press CTRL + V to paste the picture into the Word document. Print that document and include it with the Internet Access Request Form when submitting it.