BURBANK UNIFIED SCHOOL DISTRICT
Technology Services

Website Issues? Blocked pages?

Are you frustrated with getting blocked websites or having problems accessing certain websites? The issue may be related to our Internet filter and we hope this guide will be of assistance.

BACKGROUND

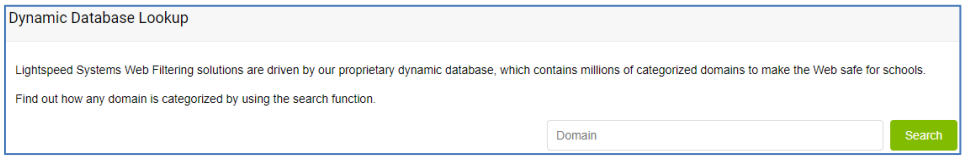
The districted moved to a new Internet filtering system at the beginning of the year, and yes, unfortunately, filtering is required for many reasons. The new system is called Lightspeed and offers many advantages from the previous system, including Safety Checks. A Safety Check is when someone is searching for self-harm topics. Administrators will be notified and will help the individual, regardless if they are home or at school. Regrettably, new systems also bring challenges as well. We are working daily to address any challenges you may encounter!

WHAT TO DO…

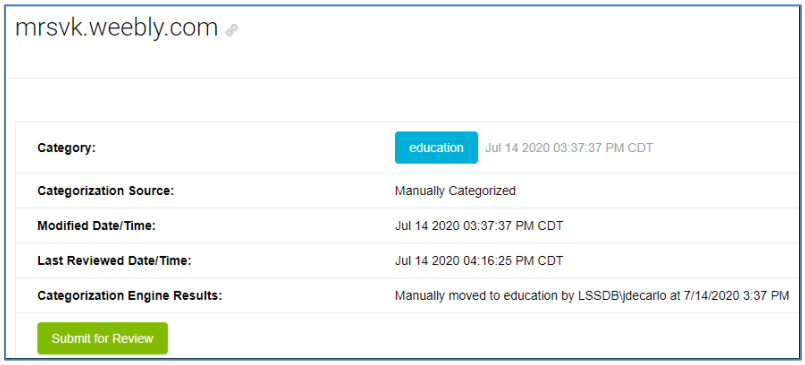
If you received a blocked page, please try these steps to help resolve your problem.

1. Make sure your computer isn't the problem. Reboot and try accessing Netflix, Pandora, or Spotify, as all staff has access to these sites. If you receive a blocked page accessing any of these sites, there is an issue with your computer. Email Support@burbankusd.org with details of your problem. No need to continue with this guide, as your computer does not have the correct access.
    a. There are two policies (Staff and Students) for all computers. Staff has greater access and students are more restricted. FYI, our BUSD-Guest Network is the same as student access, which includes personal devices.

2. https://archive.lightspeedsystems.com – Once your computer is working properly, check to see why the site is being blocked by submitting it for review. Copy and paste the website you are having issues within the search field (Domain).



- The page will update and you will see a summary of why the site is blocked or allowed.

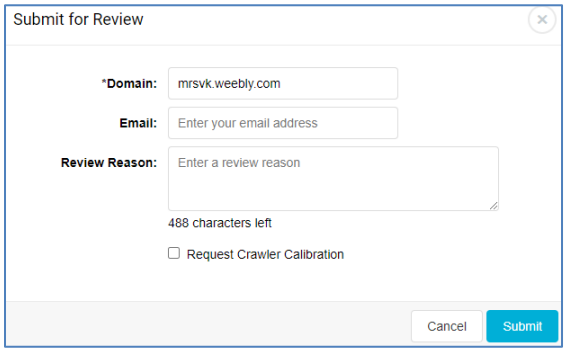


OR



- Uncategorized websites are blocked by default (likely the most common problem), while others may be categorized with restrictions or miscategorized. Lightspeed has web crawlers and automatic systems searching the Internet for all websites. They have AI (Artificial Intelligent) programs automatically categorizing sites, which may at times incorrectly categorize websites. That is step #3 below.

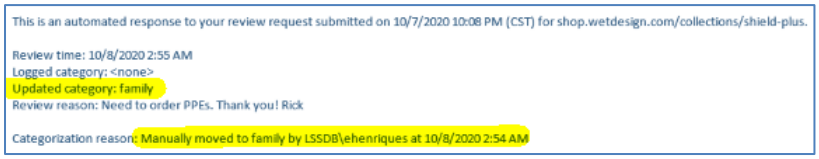
- Select the green ***Submit for Review*** button and enter your email address (for updates regarding your request) and review reason.



- You will receive an email from ***Blocked for Review Request*** regarding your request. This normally *should* take less than an hour to receive but can take longer.



- They may recategorize the site as an accessible website, then you are good to go. Please reboot your computer, so your computer will retrieve updated information from the cloud. Please note, it may take a few hours before the update has spread through Lightspeed's systems, so please try again if you are still receiving a blocked page after a little while.



3. If the website is still blocked and you would like to challenge the categorization, please complete the district's ***Web Filter Support / Unblock Request*** link below. A work order will be created automatically for you. https://support.burbankusd.org/support/catalog/items/62
    a. Your request will be reviewed by the Instructional and Technology teams. Since you submitted the work order, you will receive updates with your request.

We hope this guide helps minimize your downtime and frustrations by showing you the process for requesting websites to be recategorized.

If you have any questions or problems, please call our Help Desk at x818/729-3401 or x43401.

Thank you! Technology Services