Getting started with Protex

For non technical staff

Introduction

- Flexible filtering system built specifically for education
- Provides age-appropriate protection - Staff and pupils have different filtering profiles
- Tailored to your school online safety policies
- Fully managed by us

How Protex works

Blocks web pages based on URL
- IWF and the Home Office provide URL lists that must be blocked to all users
  - These lists cannot be overridden
- Global lists – web pages that are not appropriate to particular types of users
- Local lists – web sites your school specifically requires to be blocked
- Enforces safe search on all major search engines
- Contextual Content Checking
  - Scans page content
  - Applies a positive or negative value to words/phrases
  - Tallies the values to give a content score
  - Blocks pages that meet or exceed the content threshold for that profile

Profiles

All users are assigned to an appropriate profile

There are 17 standard profiles

primary pupil, secondary pupil, 6th form, staff

with or without social networking

with or without online games

Walled garden – only allows sites 'whitelisted sites'

Additional profiles can be created

Each profile has a 'content' threshold

The staff threshold is higher than that of a primary or secondary pupil

Blocked page screen

Please talk to your teacher if you have

any questions about this.

Teacher Comment

User: 8081   E2BN:Primary

Access to the page:

http://sex.com

Blocked site: sex.com

You are seeing this because the page you requested appears to contain, or is labeled as containing, unsuitable material.

If you think this is a mistake then please contact a member of staff.

Teacher Comment

Protex

E²BN

Access to the page:

http://sex.com

Blocked site: sex.com

You are seeing this because the page you requested appears to contain, or is labeled as containing, unsuitable material.

If you think this is a mistake then please contact a member of your technical staff.

Unblock Request

Protex

E²BN

To request that the page is unblocked

- Check that you are on the correct user profile (colour and user id)
- Check that URL of the page you have been blocked from is correct and that you haven't mis-typed the URL
- Click the Teacher Comment /Unblock Request button
- Complete the web form

Unblock Request Form

Name: _____ *

School: _____ *

LA: [------------ ▼] *

E-mail address: _____ *

In order for us to reply please make sure that you enter a valid email address, it is correctly typed, and that it is allowed to receive external mail.

Work Telephone: _____

Mobile: _____

If you want to suggest that a site is either not being blocked that should be or vice versa then please enter the URL; the age range(s) you think the change is appropriate for; and, for blocking, which of the given categories you think it falls into.
PLEASE ONLY SUBMIT ONE URL PER FORM

Comment * (Required): _____

Applicable Age Range: ☐ Primary ☐ Middle ☐ Secondary ☐ Adult

Categories: ☐ Porn ☐ Adult ☐ Timewasting ☐ Chat/Blogging ☐ Other

URL: (to be blocked)	http://
URL: (to be Contentchecked)	http://
URL: (to be trusted)	http://

Send Details   ClearForm

Complete your contact details

Tell us why this page/site should be unblocked

Who do you want to allow to see this site?

Paste the URL of the blocked page in the grey or green box

How is a page unblocked?

- Any user, including pupils, can **request** a page to be unblocked

- All requests are handled by our moderators who:

Establish why the page has been blocked and evaluate the content/context.

Refer to our filtering policy guidelines and either:

Judge that the page does not contain inappropriate content for the age profile. The page is unblocked and the change rolled out to all schools

Or

Judge that the block was correct. The page remains blocked.

Grey areas and special cases

If the request to unblock is suspicious or the page's naughtiness rating is borderline for the profile, the request is escalated

- Additional information from the person requesting the unblock requested
- Ascertain that the request is from a member of staff
- Pass request to our safeguarding lead for review
- Contact the school's HT/SLT for authorisation

Who can request a page unblock?

- Any user, including pupils, can **submit** a request via the web form
- Schools that opt for self management can additionally use their own internal procedures to request blocks and unblocks.

Unblock request safeguards

Unblock requests are only actioned if:

- Page categorisation/weighting is incorrect for the profile
- The context overrides the weighting of a word or phrase *i.e. Skunk has a high weighting and causes pages to be blocked but the context of being a character on a the CBEEBies site overrides the weighting*
- After human checking of the content and context

- Borderline cases – after review by our safeguarding lead/ with school's SLT sign off

What we will not unblock

- Sites that are part of the IWF list or the PREVENT cannot be unblocked

- Sites that are categorised as: "Porn", "illegalDrugs", "illegalHacking" and "Proxy" cannot be overridden on any profile

- Many sites are categorised as "Adult" or "18+" and are only available on the Staff profile i.e. gambling, dating sites, self-harm, pro-an. We will not unblock these sites for pupil profiles.

Request a page is blocked

Three ways depending on the urgency of the request

- Submit a the web form request (<4hrs) (See slide 4)

- Email support@e2bn.org with your contact details, school, and the URL to be blocked (<4hrs)

- Ring us on 01462 834588 if it needs urgent attention

How is a page blocked?

- Any user, including pupils, can **request** a page to be blocked

- All requests are handled by our trained reviewers who will

a) Establish why the page should be blocked

b) Referring to our filtering policy guidelines:

Judge that the page contains inappropriate content for the age profile. The page is blocked and the change rolled out to all schools

Judge that the page does not contain inappropriate content for the age profile. Seek clarification with the requester/ block the page for that school. The page remains available in other schools.

Keeping you informed

- Following a block or unblock request we will inform the user submitting the request of the actions we have taken and why

- If we detect a pattern in denied requests for unblocks from pupils i.e. lots of requests to unblock a proxy bypass sites we will inform the school

Active Directory users only

- Protex integrates with school AD.

- By logging on to the device the user is assigned to their filtering profile based on their AD user group.

- AD integration allows profiles to be tailored to individual users

- The school's AUP or internet guidance/rules can be displayed at browser launch

- Logs individual user's requests in Protex access/denied log

- Staff users can switch between staff and pupil profile

AD Only -Protex Status box

- Users who are browsing via the Protex authentication port will have a small additional browser window that keeps the user "logged in".

- This window can be minimised.

- When the window is displayed, it shows icons representing allowed and barred categories; the background colour also indicates the profile that has been assigned to the user
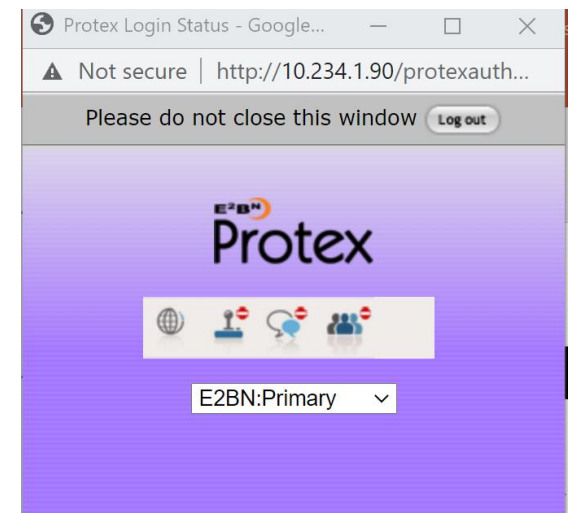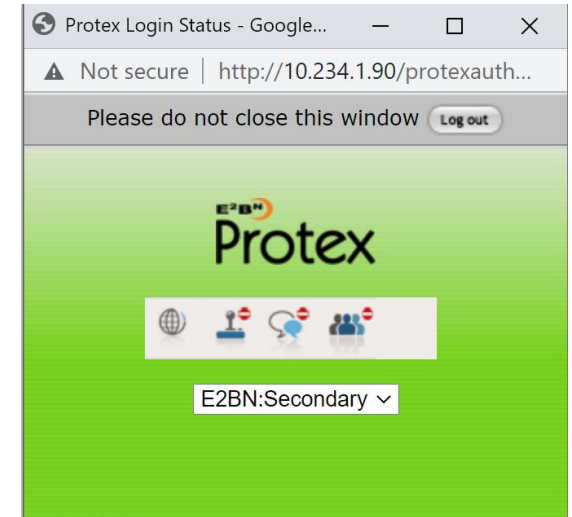
AD only - staff users

- Staff users can switch between staff and pupil profiles
- Enables staff planning lessons to check that web resources that are available to them as Staff users are also available to Pupil users
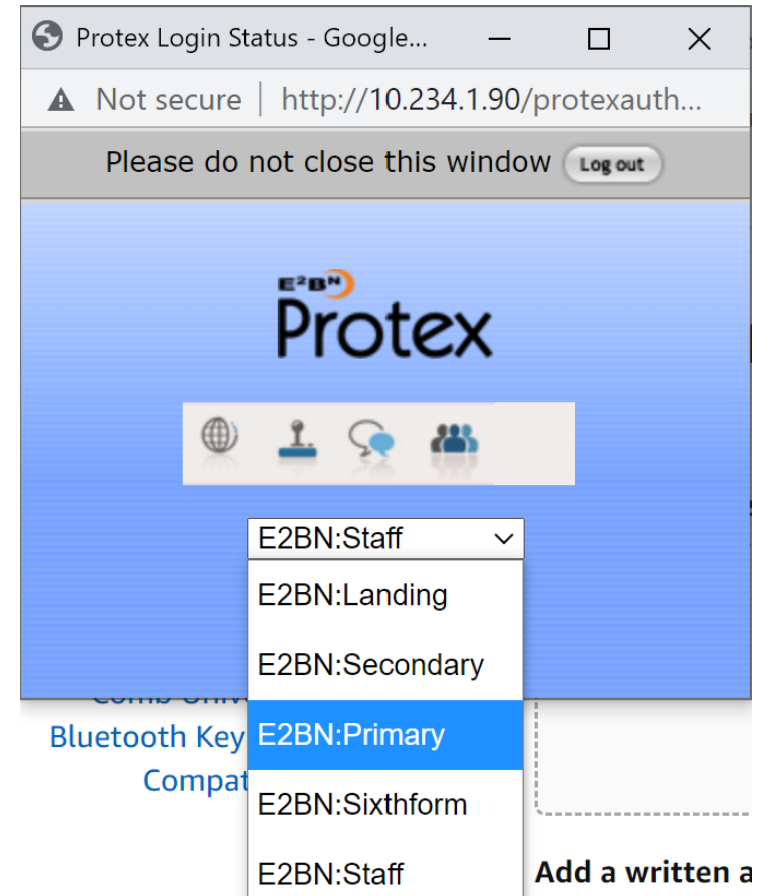
Log in App

- Available for Windows and Mac devices
- Is installed on user's device and set to run at start up
- Auto detects proxy settings and if AD is running
- Prompts for user log in if necessary