

## Firewall Access Notice – Action Required for Pre-K–8 Sites

*For: Educators, Principals, Division Contacts, School Contacts*

### What You Need to Know

Some classroom tools and learning platforms may not work properly unless your school's network firewall is configured to allow access to specific web addresses. If you experience issues such as:

- Trouble loading activities
- Login failures or timeouts
- Broken images or missing content
- Videos not playing

...it may be due to your school's firewall blocking VAConnects for Kids.

### What You Should Do

Please **forward this notice to your school's or division's IT department** so they can review and implement the firewall settings below. You do not need to troubleshoot this yourself.

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*For: School Technology Leads*

## Required Firewall Access

Ensure the following hostnames are **allowed over outbound ports 80 (HTTP) and 443 (HTTPS)**:

- <https://account.vaconnects.virginia.edu>
- <https://vac-api.vaconnects.virginia.edu>
- <https://vaconnects.virginia.edu>
- <https://webhook.vaconnects.virginia.edu>
- <https://vaconnects.zendesk.com>
- <https://cdn.contentful.com>
- <http://cdnjs.cloudflare.com>
- <https://fonts.googleapis.com>
- <https://googletagmanager.com>
- <https://tagmanager.google.com>
- <https://fonts.gstatic.com>
- <https://paginated-reports.powerbi.com>
- <https://static.zdassets.com>
- [https://\\*.zendesk.com](https://*.zendesk.com)
  - This one is important because it's not only [zendesk.com](https://zendesk.com) but any/all subdomains of [zendesk.com](https://zendesk.com) that a user may encounter while receiving VAConnects support

**Note:** If your school or division uses WebSockets, please make sure that WebSocket traffic is permitted over the same ports (80 and 443) for the domains listed above.

## Need Additional Technical Help? Contact VAConnects Support Team

- **Live Chat:** Available on the [VAConnects website](#)
- **Phone:** 1-833-505-5979
- **Email:** [vaconnects@virginia.edu](mailto:vaconnects@virginia.edu)

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