School Laptop Internet Access at Home

For student safety, school-issued devices **cannot be used on VPNs or proxy services**, even at home. This is a requirement of the district's internet safety policies and Acceptable Use Policy (AUP).

If a student is unable to access websites on their school-issued laptop while at home, this is often caused by **privacy or security features on the home internet network**, not a problem with the laptop itself. Recent district filtering changes have created a more robust policy to detect such traffic. Students who did not experience issues before may now report issues connecting.

Why this happens

School-issued laptops use a required web-filtering system to keep students safe online. This system needs a **direct connection to the internet** to work properly.

Some home networks use:

- A VPN (Virtual Private Network)
- "Secure browsing" or "privacy" features built into the router
- Advanced DNS or traffic-routing services

These features change how internet traffic is routed and can prevent the school's web filter from functioning correctly. *When this occurs, websites may fail to load or appear completely blocked. This can happen if:*

- A VPN is enabled on your **home router**
- Your internet provider has enabled **security or privacy features**
- A mesh Wi-Fi system (such as Eero, Google WiFi, or Asus) has built-in VPN or filtering enabled

How to fix the issue

To restore access on the school laptop, please try one of the following:

1. **Disable VPN or privacy features** on your home router
2. Create a **separate Wi-Fi network** for the school laptop that does not use VPN or secure routing

Important note

Chippewa Valley Schools cannot troubleshoot issues or configurations with home internet. For help with the settings mentioned above families should contact their internet provider.