



Website Visibility for VA Customers Palo Alto Networks® – Website Categorization

Issue:

VA staff may be unable to access websites of some verified Veteran-Owned Small Businesses (VOSB) and Service-Disabled Veteran-Owned Small Businesses (SDVOSB) from within the VA network.

Discussion:

Due to enhanced security requirements in the VA firewall, websites of some verified firms are not accessible from within the VA network. Inability to reach these websites may hamper the ability of VA procurement officials and program managers to include these firms in market research to identify verified VOSBs capable of meeting their procurement needs. In most instances, the blocked sites are not properly '*categorized*'. VA utilizes Palo Alto Networks® Web Classification service to determine the categorization of website addresses (URLs).

The VA firewall checks outbound Internet traffic against the Palo Alto Networks® categorization database before allowing access to the site. URLs that are not properly categorized in the Palo Alto Network® database are blocked.

How can you ensure VA staff can access your firm's website?

Submit a *URL or IP Address* to view a complete *threat, content, and reputation analysis*.

- Visit:
<https://urlfiltering.paloaltonetworks.com/query>
- Enter your website URL in the URL box
- Check the 'I'm not a robot box'
- Click Search to submit the form

URL Categorization Change

- If not already populated, **enter your URL**
- **Review current category**
- **Select new category** that best describes your firm. **For example:** The **Business and Economy** category encompasses marketing, management, economics, and sites relating to entrepreneurship or running a business
- Once a **new category** is selected, the **Description** auto populates
- **Add a comment** about your business
- **Enter your email address.** Your email address is used by Palo Alto to send notifications regarding your change request
- Place a check in the I'm not a robot box
- **Submit the form**

You can verify VA's ability to access your firm's website from within the VA network by contacting the OSDBU.

VA OSDBU Help Desk

866-584-2344

Monday-Friday 8 a.m. to 8 p.m. (EST)

OSDBU@va.gov

<http://www.va.gov/osdbu>