

Why can't I access this UAL website from UAL's network?

One of the most common issues with accessing UAL websites is that people have changed the DNS settings of their computer to use Google's (8.8.8.8) or Cloudflare's (1.1.1.1) public DNS for privacy or speed reasons.

Symptoms

The internet works fine, but you cannot connect to `arts.ac.uk` or `*.arts.ac.uk`.

Test

1. In your computer's command line, type `nslookup arts.ac.uk`.
2. The first line of the response will be `Server: x.x.x.x`. If that IP address is not in one of these ranges private IP ranges, it's a public DNS service:

- 10.0.0.0 - 10.255.255.255
- 172.16.0.0 - 172.31.255.255
- 192.168.0.0 - 192.168.255.255

Solution

Edit your computer's network settings to remove the custom DNS, allowing your computer to revert to the DNS servers provided by UAL's DHCP server.

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