

Countries Blocked from Matrix and OneHome

Matrix and OneHome block access from a list of countries. This applies to members and to their clients. Cotality sets this restriction. ITSO cannot lift it.

Restricted countries

Access is blocked if you or your client are in one of these countries.

- Belarus
- Bosnia and Herzegovina
- Bulgaria
- Burma (Myanmar)
- Burundi
- Cambodia
- Central African Republic
- China
- Congo (Democratic Republic of Congo)
- Cote D'Ivoire (Ivory Coast)
- Cuba
- Ecuador
- Egypt
- Eritrea
- Guinea-Bissau
- Indonesia
- Iran
- Iraq
- Kazakhstan
- Kenya
- Kosovo
- Kuwait
- Kyrgyzstan
- Lebanon

- Liberia
- Libya
- Mali
- Montenegro
- Morocco
- Nicaragua
- Nigeria
- North Korea
- Oman
- Pakistan
- Palestinian Territory
- Qatar
- Russia
- Russia (Crimea Region)
- Saudi Arabia
- Serbia (Western Balkans)
- Slovakia
- Slovenia
- Somalia
- South Africa
- South Sudan
- Sudan (Darfur Region)
- Syria
- Taiwan
- Tajikistan
- Thailand
- The Republic of North Macedonia
- Tunisia
- Ukraine
- Ukraine (Crimea Region)
- Uzbekistan
- Venezuela
- Vietnam
- Yemen
- Zimbabwe

Tips

- This is a Cotality security restriction. ITSO cannot turn it off for a person or a trip.
- Clients using OneHome from a restricted country are blocked the same way members are in Matrix.
- Some members have been able to sign in using a VPN. VPNs are not supported.

Source: <https://support.itsosystems.ca/kb/134>