



User Guide

Zscaler Private Access

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1. Manual guide for self-installation of Zscaler Client Connector (ZCC) (For Personal Device)

1.1. Please kindly download the software by the link below.

<https://d32a6ru7mhaq0c.cloudfront.net/Zscaler-windows-3.9.0.175-installer.exe>

<https://d32a6ru7mhaq0c.cloudfront.net/Zscaler-windows-3.9.0.175-installer-x64.exe>

After downloading is complete, please click **“Open File”** to install on the machine.

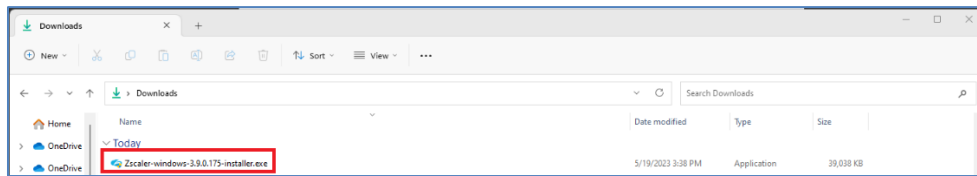


Figure 1 Zscaler Client Connect Software

1.2. After double-clicking the file for installation, display on this screen. Please kindly Click the **“Next”** button.

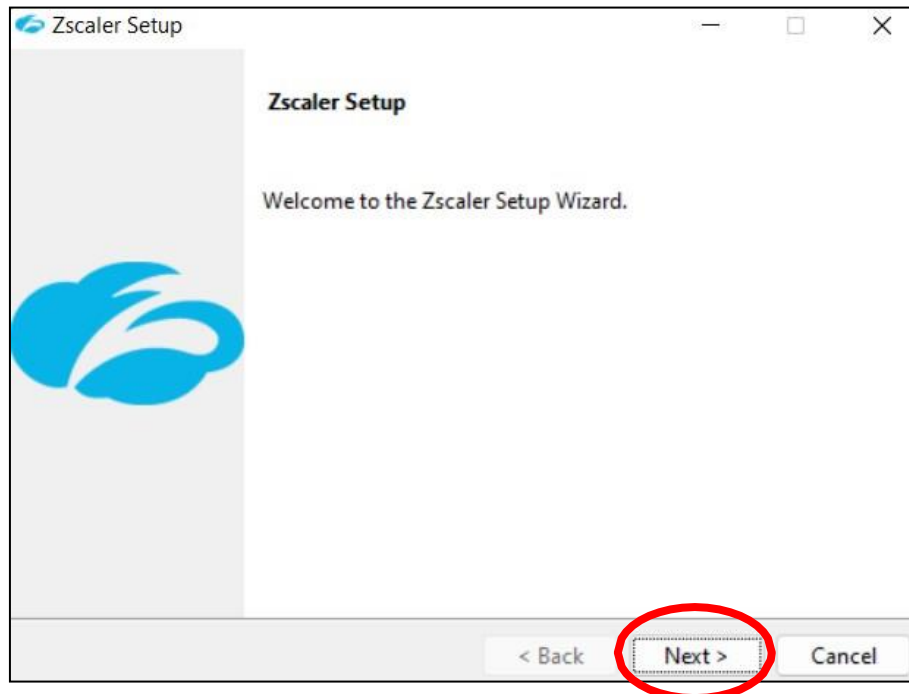


Figure 2 Install Zscaler Client Connect 1

- 1.3. After that display on this screen. Please kindly Click the “Next” button.

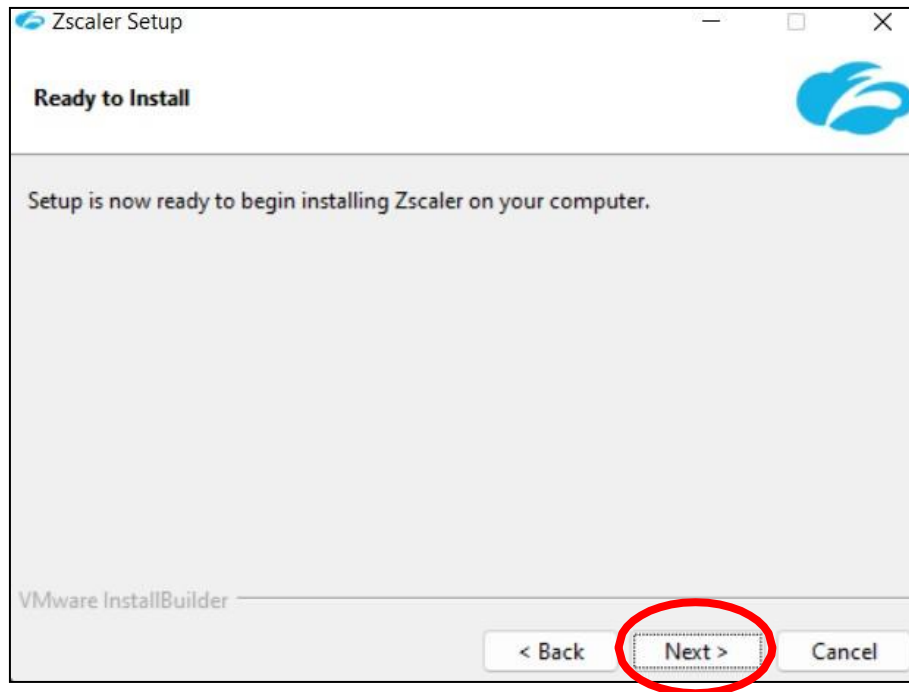


Figure 3 Install Zscaler Client Connect 2

- 1.4. After completing the installation, Please Kindly fill out your E-Mail for login.

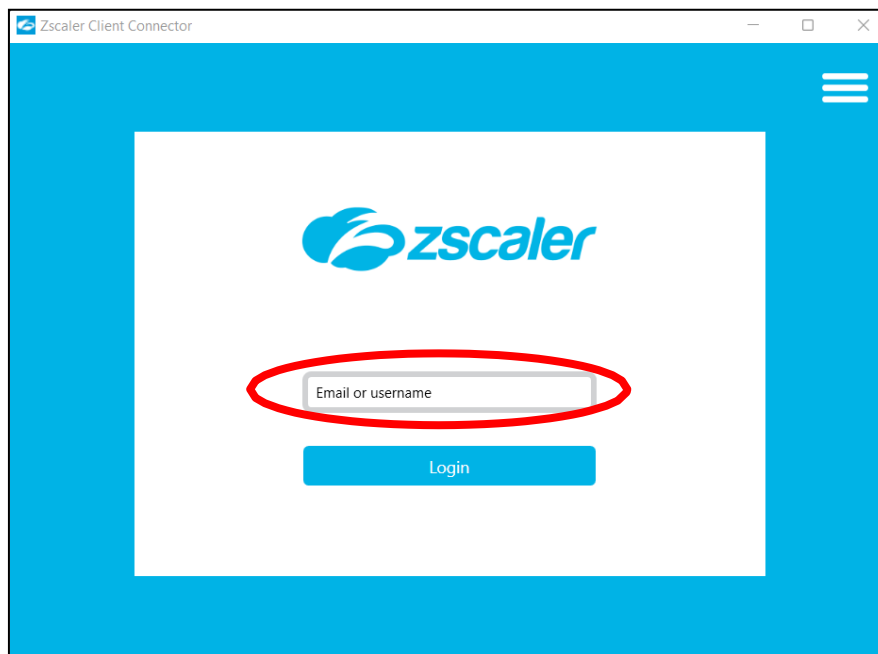




Figure 4 Install Zscaler Client Connect 3

2. How to open ZPA

2.1. Check on laptop not connected VPN.

2.2. Click to the arrow  at the bottom right corner of the screen, then right-click on the Zscaler icon  and select open Zscaler.

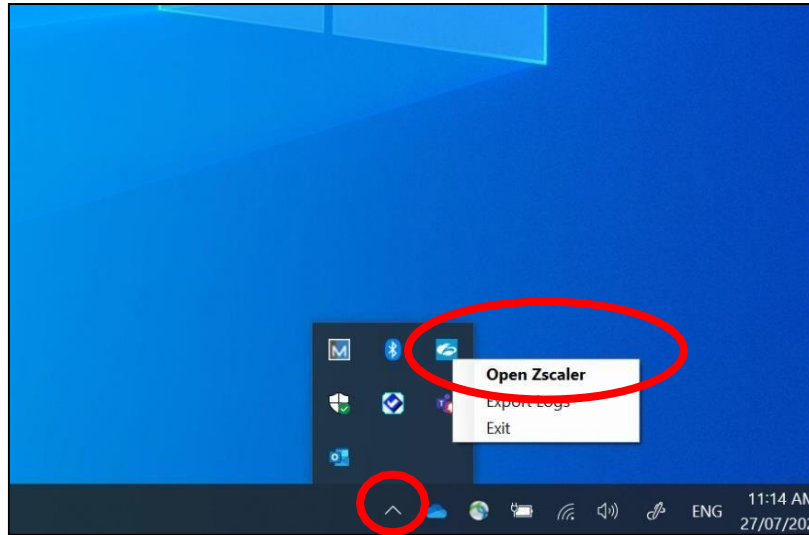




Figure 5 Zscaler Icon in System Tray

2.3. If the screen shows a blue padlock icon with an exclamation mark  [Private Access](#), press the button  **AUTHENTICATE**.

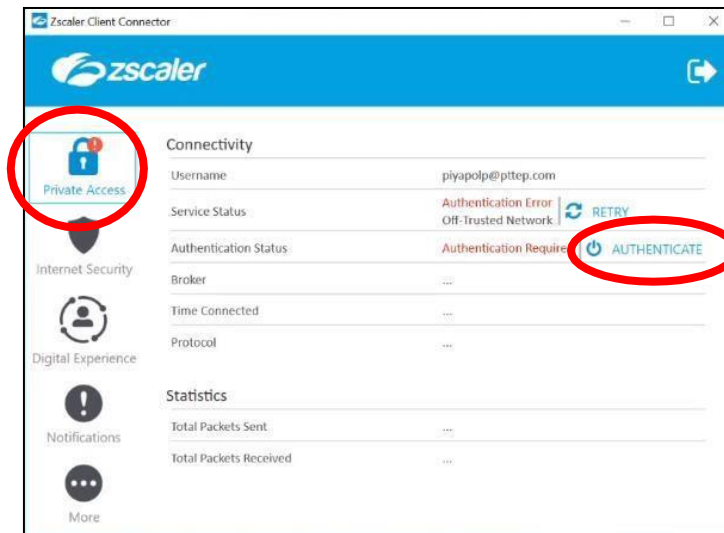


Figure 6 ZPA requires Re-Authentication

If requesting Re-Authentication, select the user and continue with the Authenticate steps.

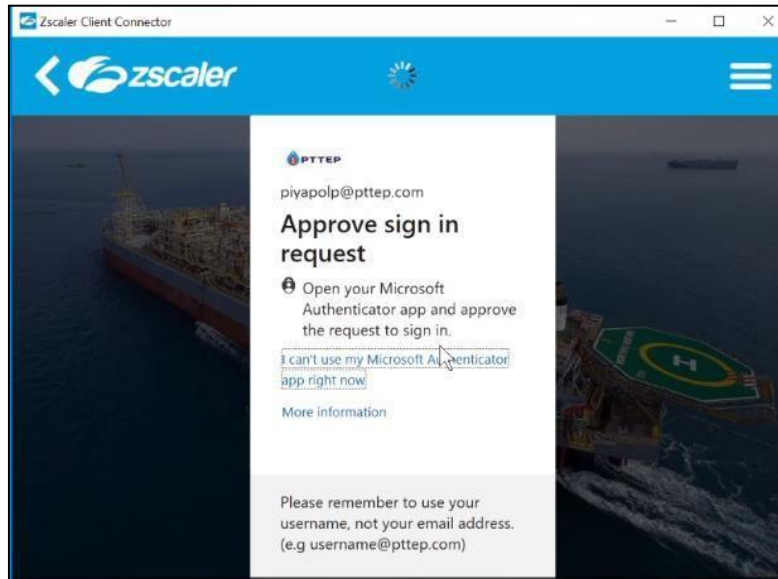


Figure 7 Re-Authentication

- 2.4. After pressing the button, check that the Private Access icon is in the normal status. if no red exclamation mark, the status shows “ON”, and Authentication Status shows status “Authenticated” as shown in Figure 8 that ZPA has been installed successfully.

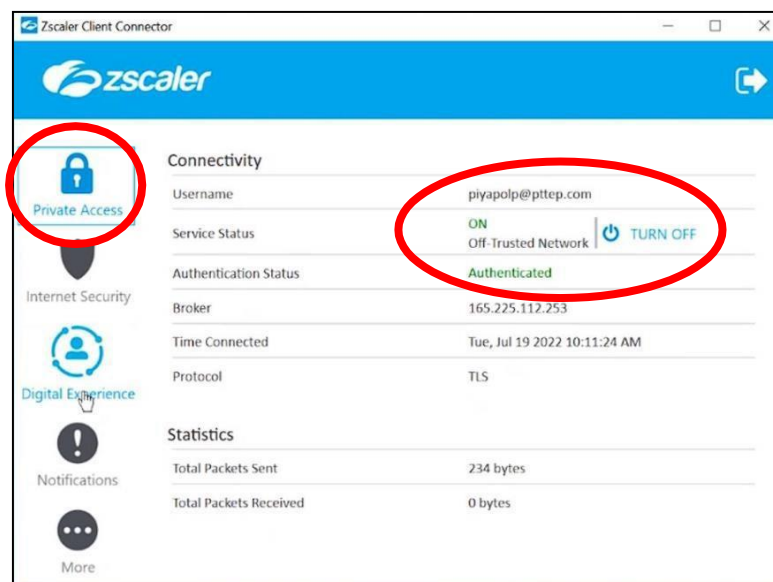


Figure 8 ZPA connection successful

3. How to use ZPA for access internal resource

If ZPA is already installed, try to use a web browser to access Intranet or Phone directory as links below.

<http://ep-intranet/Pages/Home.aspx>

<https://pttep-phonedirectory.pttep.com>

If can't access, please kindly contact Servicedesk@pttdigital.com or call 3456

4. Basic troubleshooting if found the issue

4.1. Can't find Private Access icon on Zscaler Client Connector.

If the Private Access icon is not found as shown in Figure 9, go to **Menu >> About** and press

Update Policy button as shown in Figure 10.

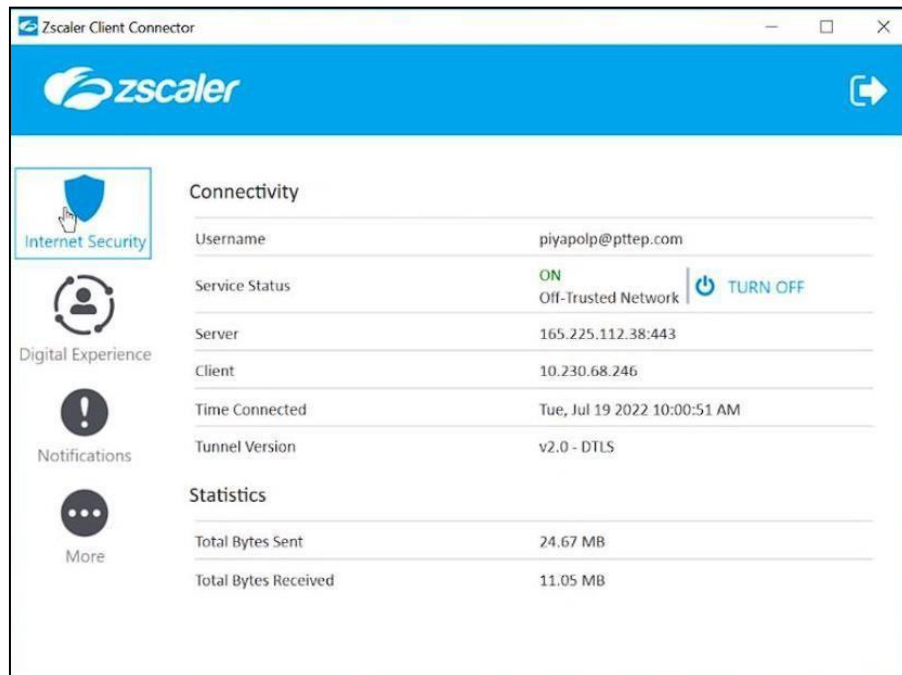


Figure 9 ZPA is not found

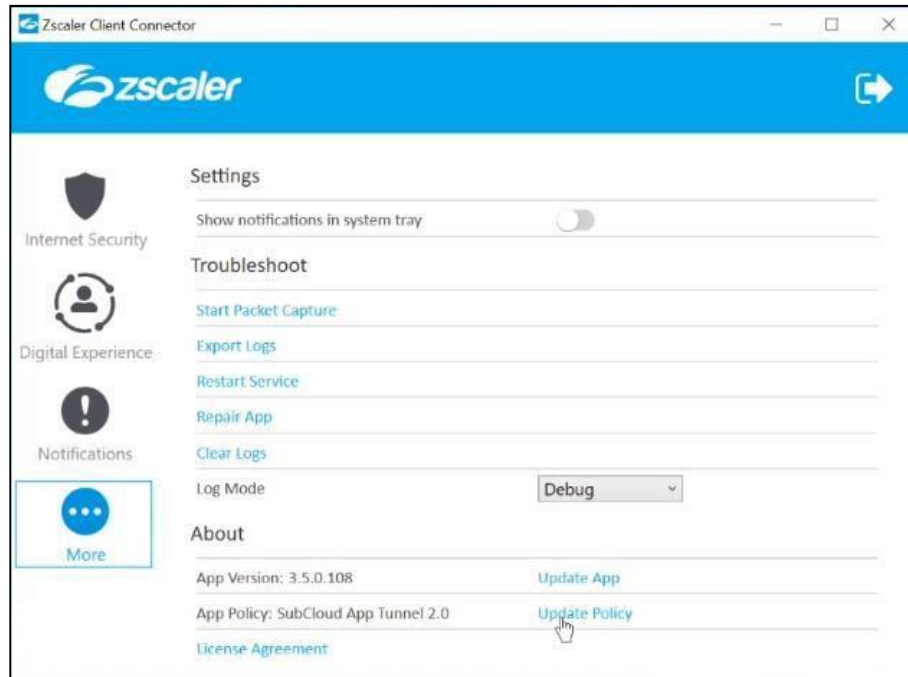


Figure 10 Update Policy

- 4.2. If found other problem, please kindly contact ServiceDesk@pttdigital.com or call 3456