

# Zscaler Fix

If you are an existing or new LS&Co employee and received a new/replacement LS&Co issued Mac it is important to verify the following:

VPN Access –

- You have submitted a Request for VPN and received a confirmation email that you have access.
- You are an existing LS&Co employee and previously had access to VPN on another device.

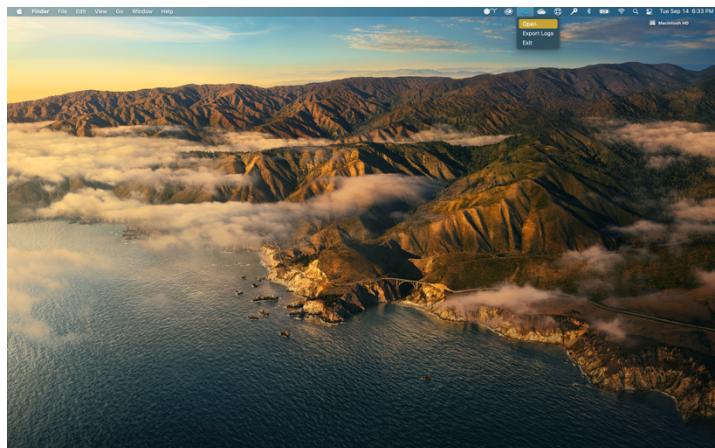
Zscaler –

- Latest and up to date version installed
- Working Wi-Fi or Ethernet connection

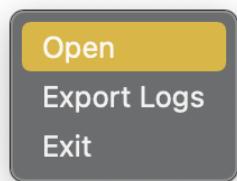
Admin Credentials –

- LS&Co Network ID and Password (*and Mac Log In password if different from Network ID password*)

In your Finder Menu search for the small blue/gray cloud and click it.



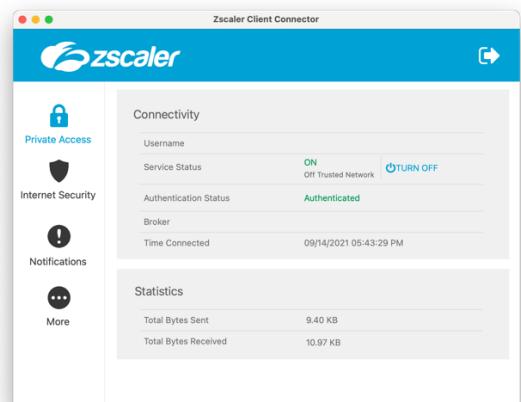
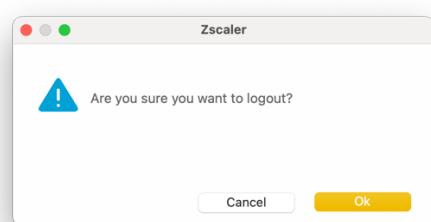
Then select “Open”



A Zscaler window will open up.

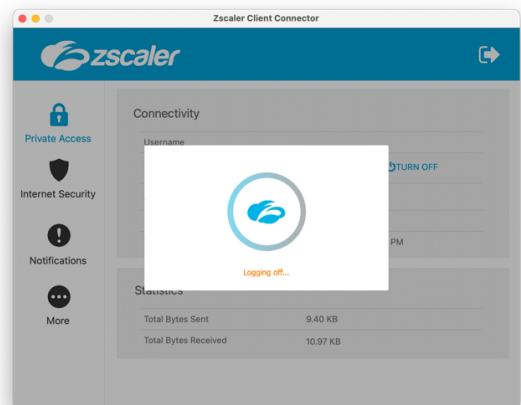
Click the “Arrow” at the top right of the window to “Log Out”

Then select “OK”

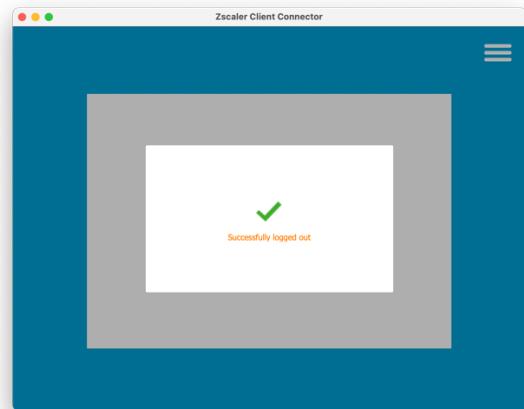


Please wait while Zscaler logs out.

If logging out fails, please try again. Restart your Mac if needed.



Once logged out, please continue to next steps.

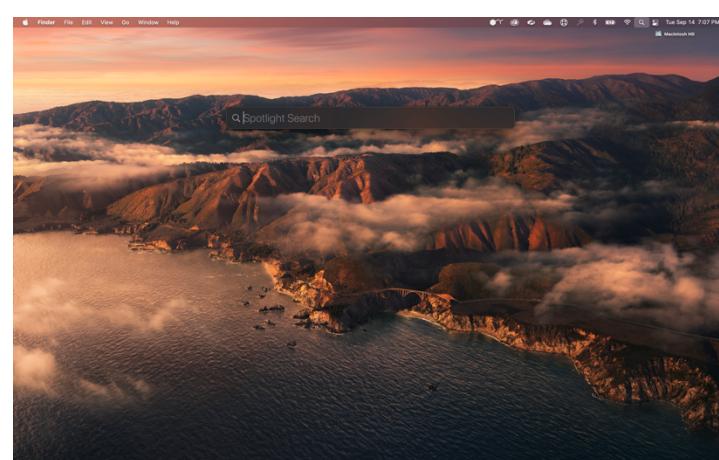
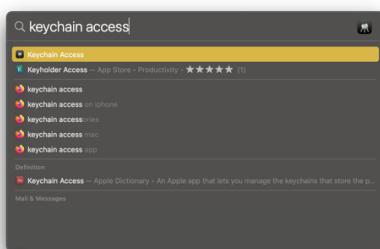


Please follow the steps to “**Elevate**” in Self Service. Use the guide below to learn how to Elevate for Administrator Privileges.

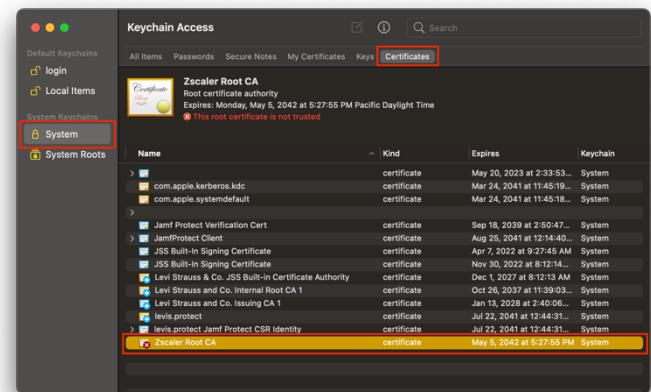
### [Elevate for Administrator Privilege](#)

In your Finder Menu look for the small  at the top right of your desktop and click it.

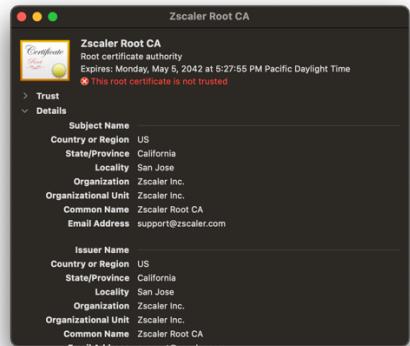
Type “**Keychain Access**” in the Spotlight search field and press the “Return” key on your Mac.



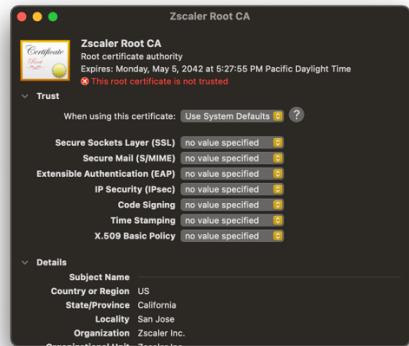
Ensure that all outlined items “System”, “Certificates”, and “Zscaler Root CA” are selected as shown in the image.



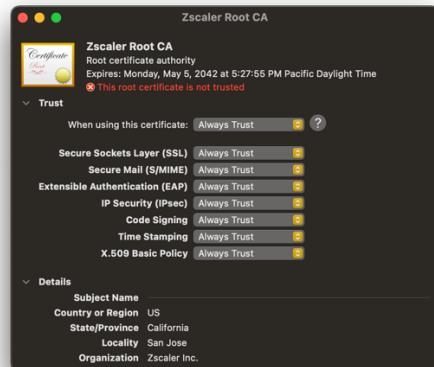
Double click to open “Zscaler Root CA”.



Then click the small arrow near “Trust” to expand.



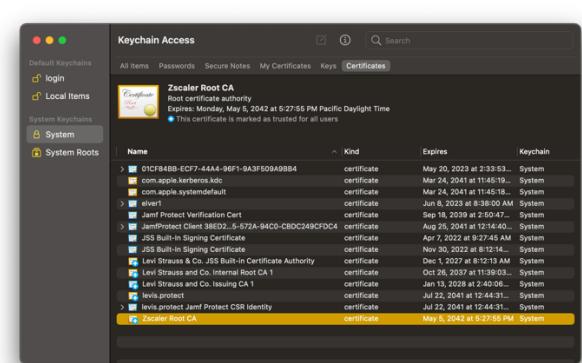
Click the first drop down menu next to  
“When using this certificate:”



Then click “Always Trust”.



An authentication window will pop-up. Your username will be filled in. Enter your LS&Co Network ID password (or Mac Log In password if different) in the password field and click “Update Settings”.

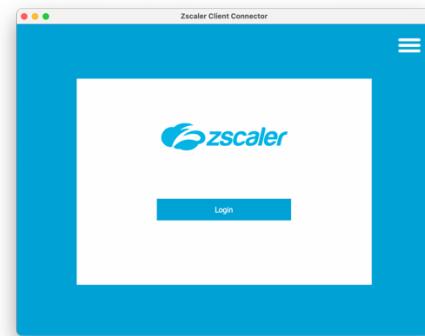


You may close and quit the Keychain Access app.

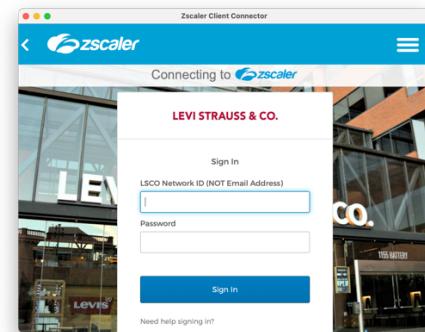
Proceed to locate the small gray cloud in your Finder Menu and click “Open”.



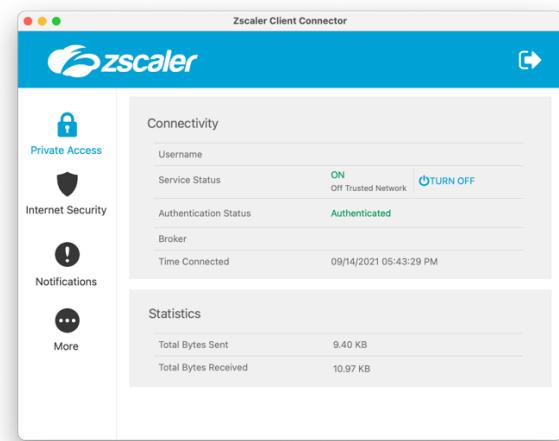
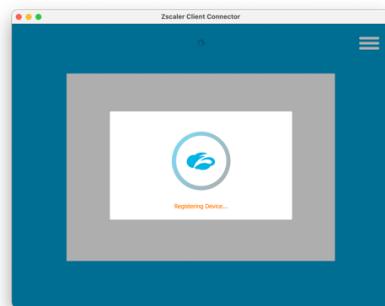
Click “Log In”.



Log In to Zscaler with your LS&Co Network ID and Password and Click “Sign In”



Please wait for Zscaler to Log In. If it fails, go back and try again. Restart your Mac if needed.



Once logged in, your Service Status should say “ON” and Authentication Status should say “Authenticated”

Please close all browsers and apps that were having problems connecting, try again and validate that the issue is resolved.

No further steps required.