

Slide 1 - Zscaler Private Access



Zscaler Private Access

Admin Portal Overview

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Slide notes

Welcome to this training module on the Zscaler Private Access Admin Portal.

Slide 2 - Navigating the eLearning Module

Navigating the eLearning Module

The screenshot shows the Zscaler Cloud Portal dashboard. At the top right is the Zscaler logo. In the top right corner of the dashboard, there is an 'Exit' button. Along the bottom of the dashboard, there is a video player interface with several controls: 'Play/Pause', 'Previous Slide', 'Next Slide', 'Fast Forward', 'Progress Bar', 'Audio On/Off', and 'Closed Captioning'. The dashboard itself displays various metrics and charts, including a large blue donut chart in the center.

Slide notes

Here is a quick guide to navigating this module. There are various controls for playback including **Play and Pause**, **Previous**, **Next slide** and **Fast Forward**. You can also mute the audio or enable **Closed Captioning** which will cause a transcript of the module to be displayed on the screen. Finally, you can click the X button at the top to exit.

Slide 3 - Agenda

Agenda

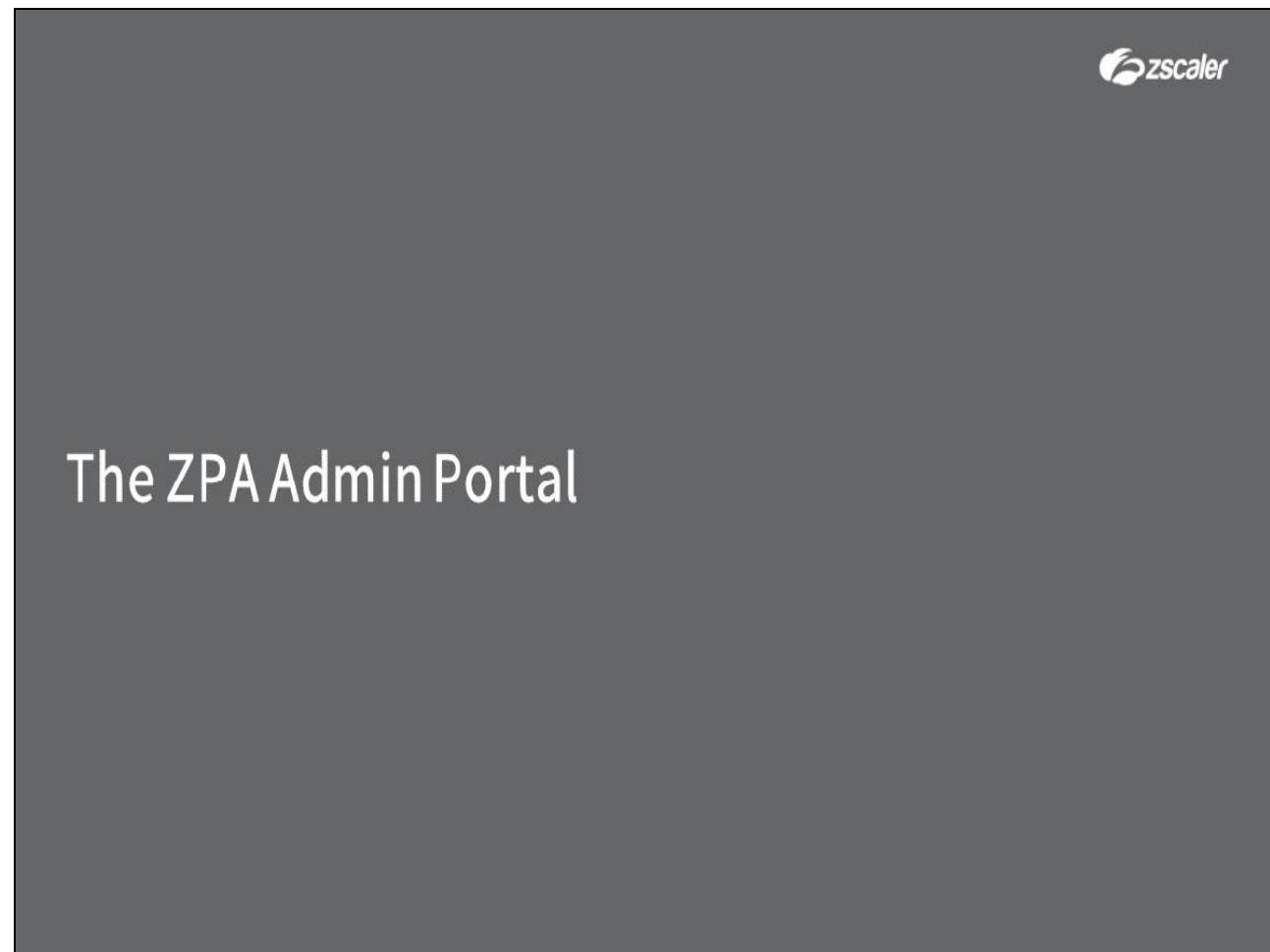


- The ZPA Admin Portal
- ZPA Dashboards
 - Applications
 - Users
 - Health
- Accessing ZPA Admin Portal Help

Slide notes

In this module, we will provide a brief overview of the ZPA Admin Portal, have a look at the Dashboards available, and explain how to access ZPA Help.

Slide 4 - ZPA Portal Overview



The ZPA Admin Portal

Slide notes

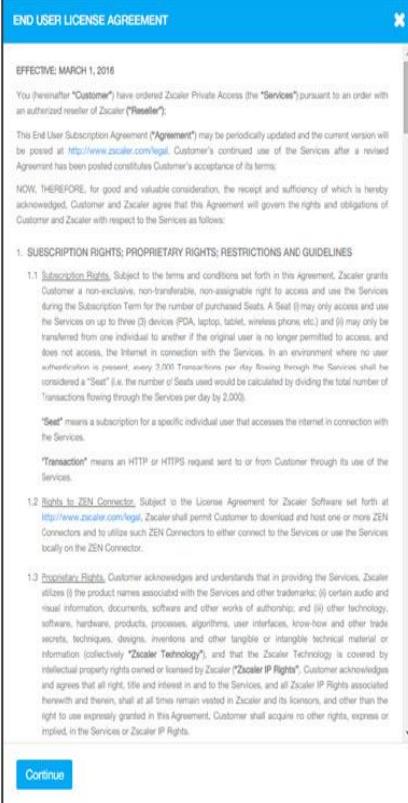
The first topic that we will cover is a brief description of the ZPA Admin Portal.

This section has been created as an interactive demo to give you a feel for the navigation of the ZPA Admin Portal UI. You will be asked to select the appropriate menu options to navigate the UI. You may also use the Play control to proceed to the next step.

Slide 5 - Slide 5

ZPA Admin Portal Access

- Separate admin portal to Zscaler Internet Access and the Zscaler App Portal
 - Go to: <https://admin.private.zscaler.com>
 - Login with the username and password provided
 - End User License Agreement (EULA) is presented and must be accepted on first time login



Slide notes

Zscaler Private Access is managed and configured through a separate Admin Portal. To access the ZPA Admin Portal go to <https://admin.private.zscaler.com>, and login with the username and password provided to you. The first time you access the Admin Portal, an End User License Agreement (EULA) will be shown and must be accepted before you can access the system configuration.

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https://admin.private.zscaler.com

Slide notes

After your organization has been provisioned for ZPA, you can access the ZPA Admin Portal at <https://admin.private.zscaler.com>.

When the login page appears, enter your username and password for access to the Admin Portal. There is a **Remember me** option if you want the ZPA Admin Portal to remember your username the next time you log in. Complete **Two Factor Authentication** if your account is configured for this feature.

Alternatively, if the administrator Single Sign On (SSO) feature has been enabled, and an Identity Provider (IdP) for administrator SSO provided, select the **Single Sign On using IdP** option. Enter your user name, click **Sign In** and follow the IdP prompts to complete your authentication.

Note that the ZPA Admin Portal is currently only available in English, and that on first time login an EULA is displayed, which you must accept in order to proceed.

Slide 7 - ZPA Admin Portal Navigation Options

The screenshot shows the ZPA Admin Portal's navigation sidebar. At the top right is the Zscaler logo. The sidebar contains the following items:

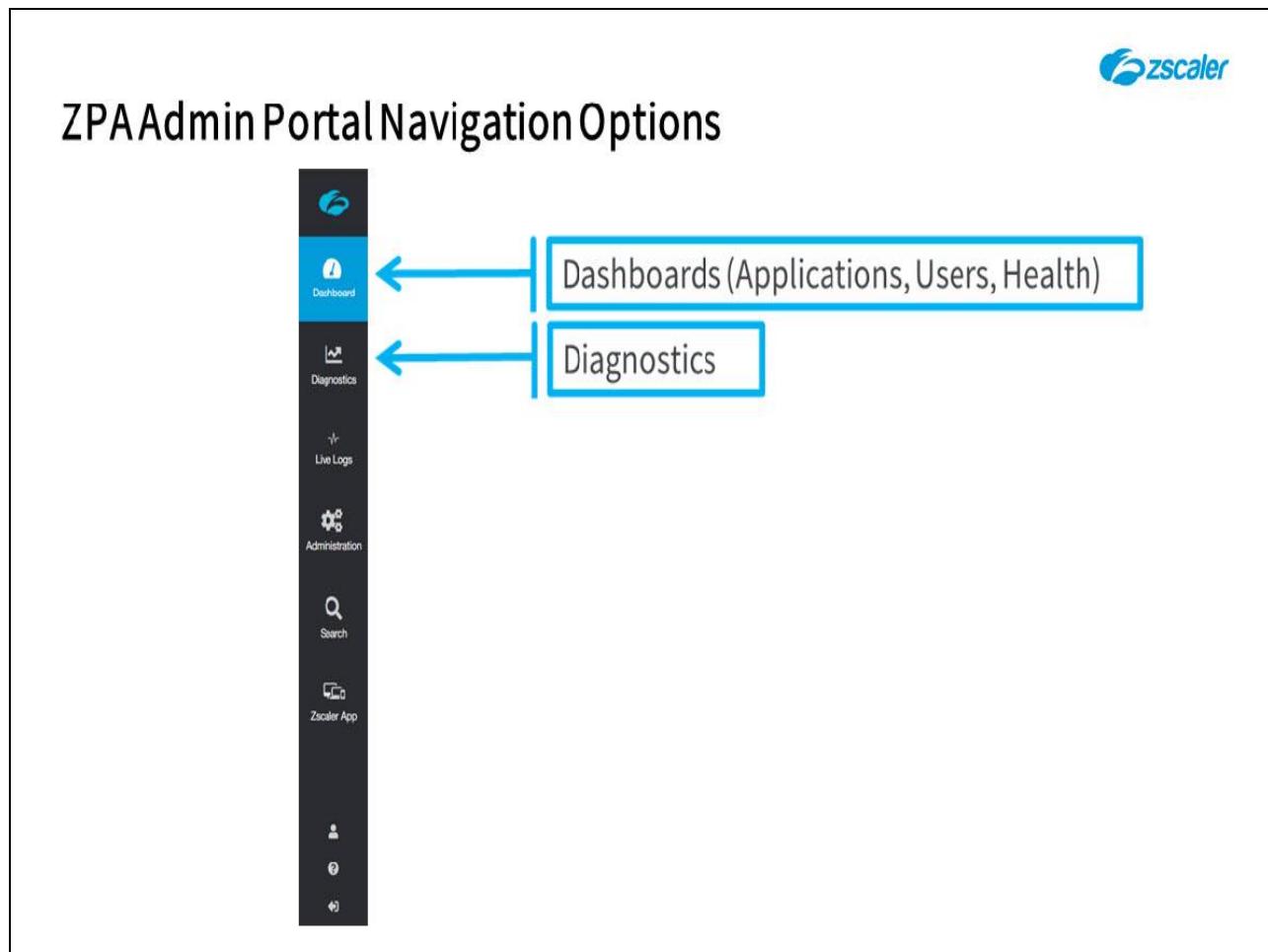
- Dashboard** (highlighted with a blue arrow pointing to a callout box)
- Diagnostics
- Live Logs
- Administration
- Search
- Zscaler App
- User (represented by a person icon)
- Logout (represented by a power-off icon)

A blue callout box highlights the **Dashboards (Applications, Users, Health)** option under the Dashboard section.

Slide notes

The navigation options within the Admin Portal include: Real-time **Dashboards** to provide an overview of your **Applications**, **Users** and overall system **Health**; ...

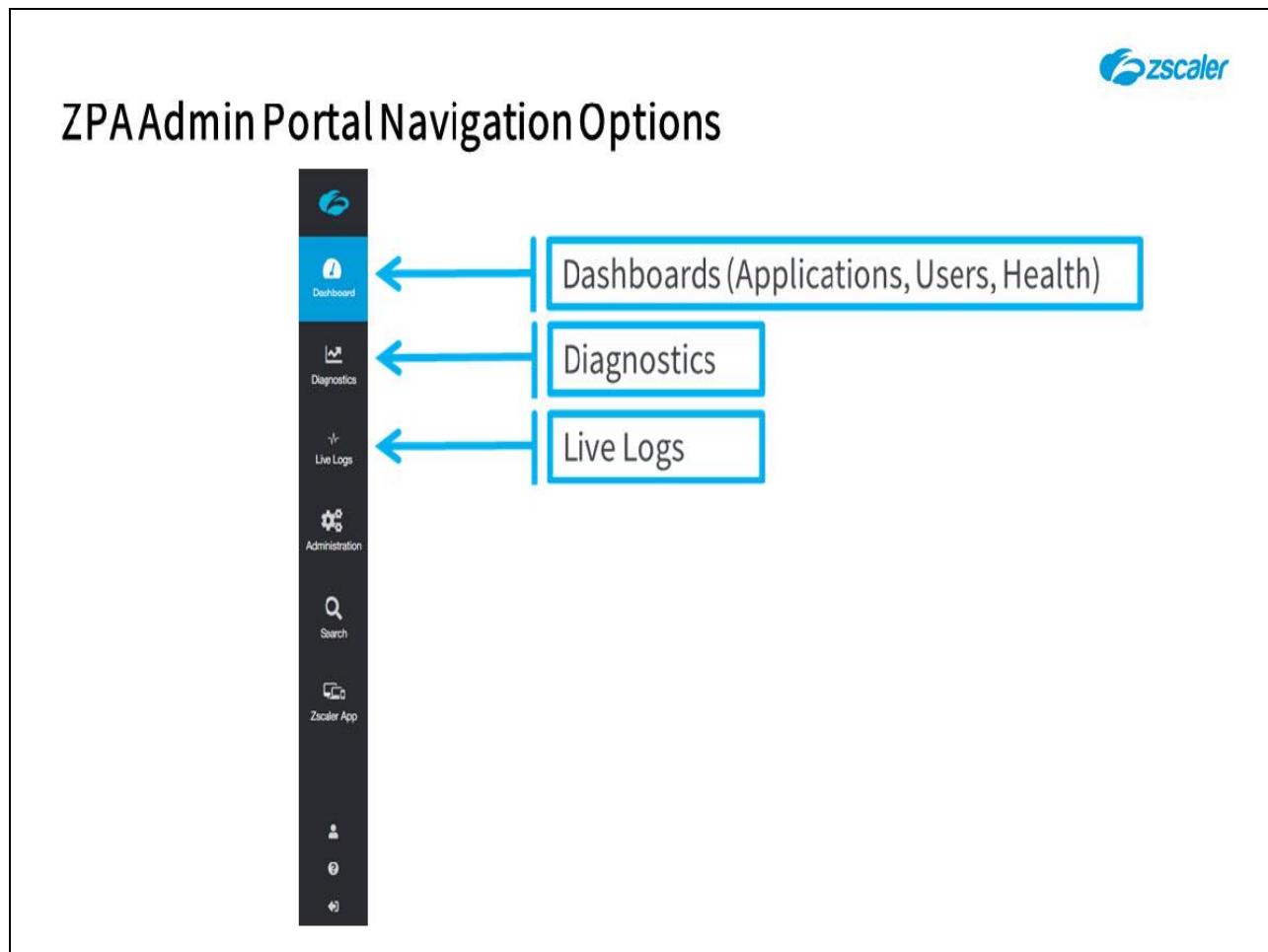
Slide 8 - ZPA Admin Portal Navigation Options



Slide notes

...a **Diagnostics** page that allows you to review and search the ZPA Logs; ...

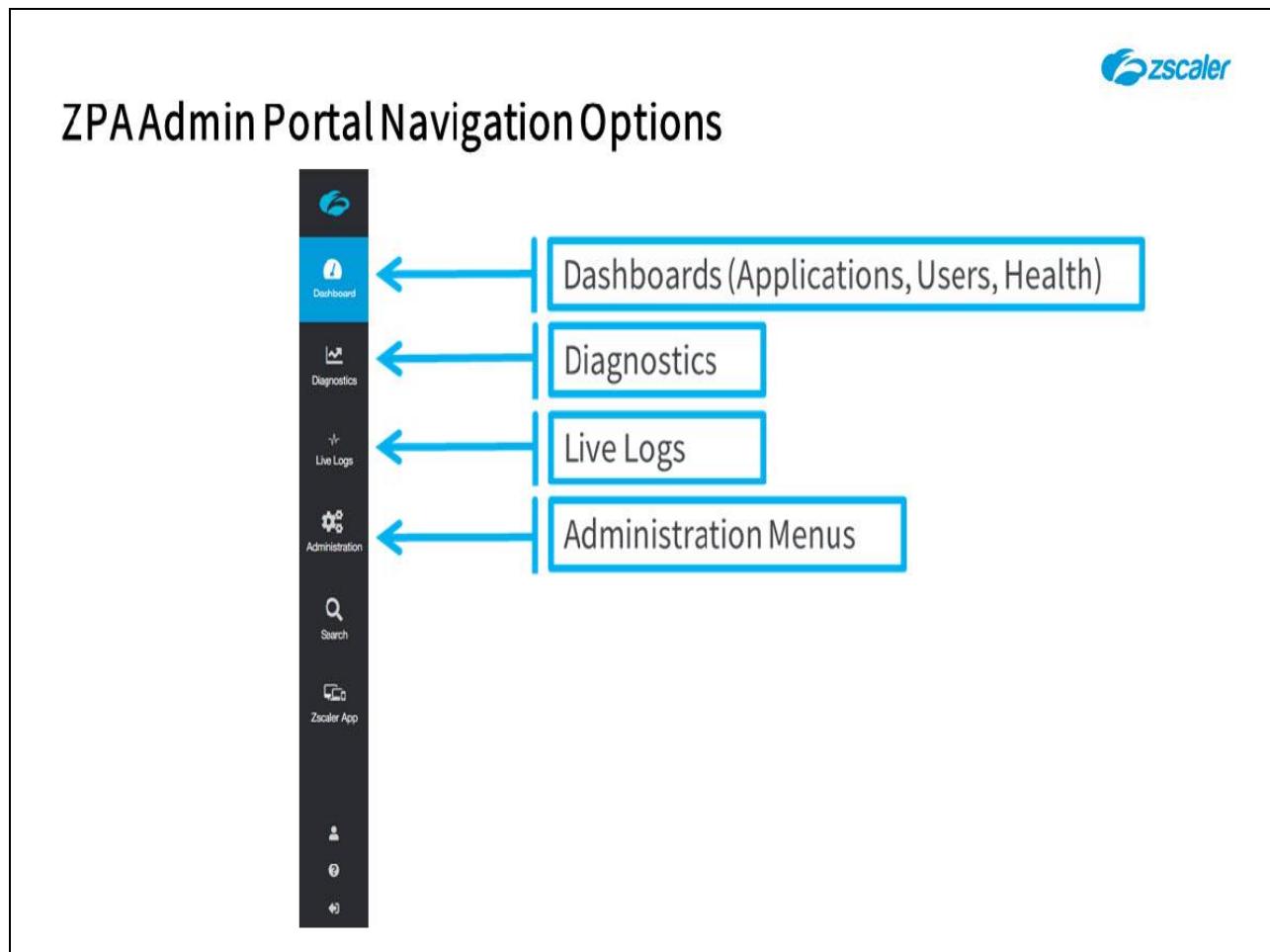
Slide 9 - ZPA Admin Portal Navigation Options



Slide notes

...a Live Logs page, showing real-time activity; ...

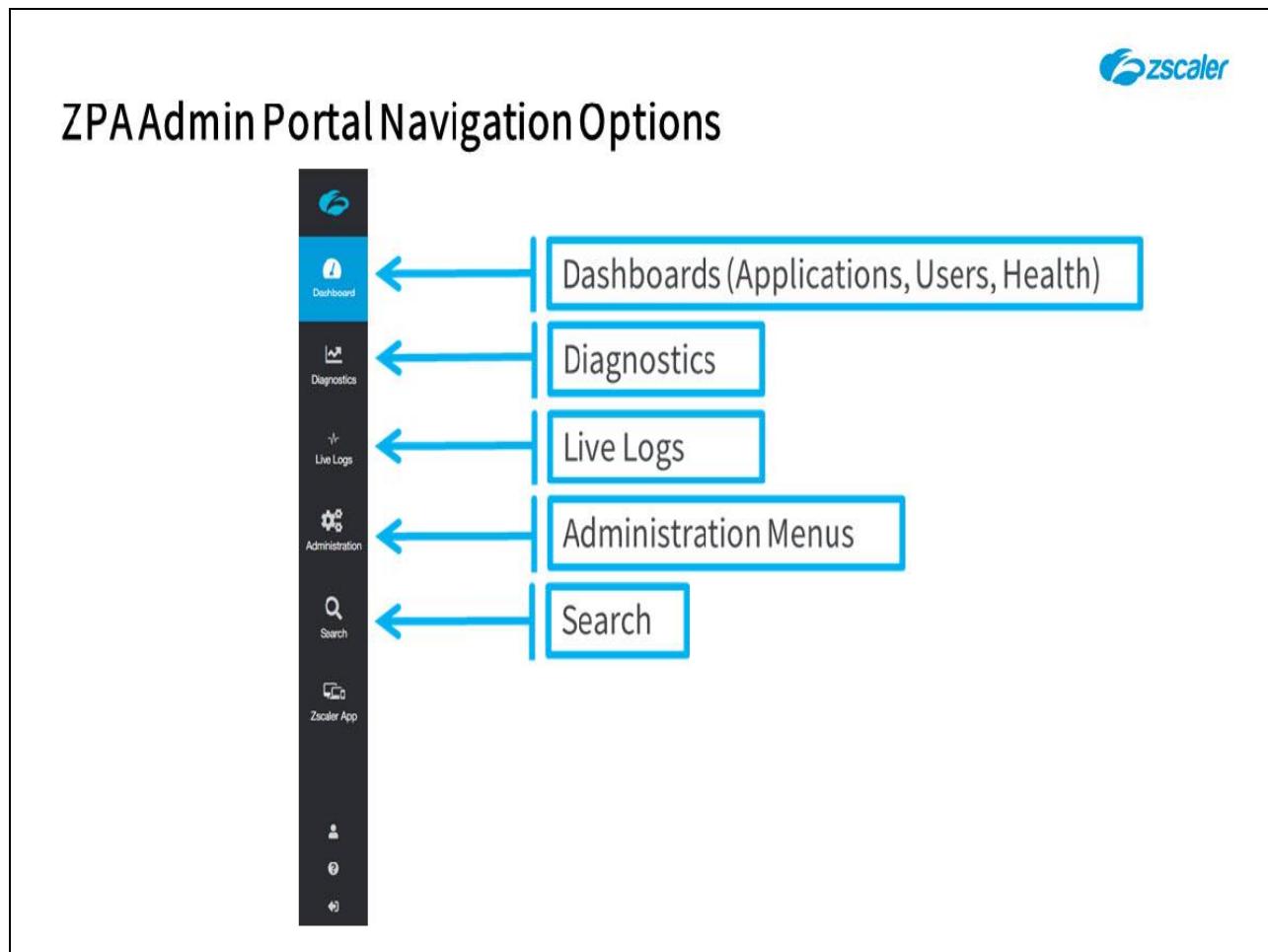
Slide 10 - ZPA Admin Portal Navigation Options



Slide notes

...a set of **Administration** menus that allow the configuration of all system settings; ...

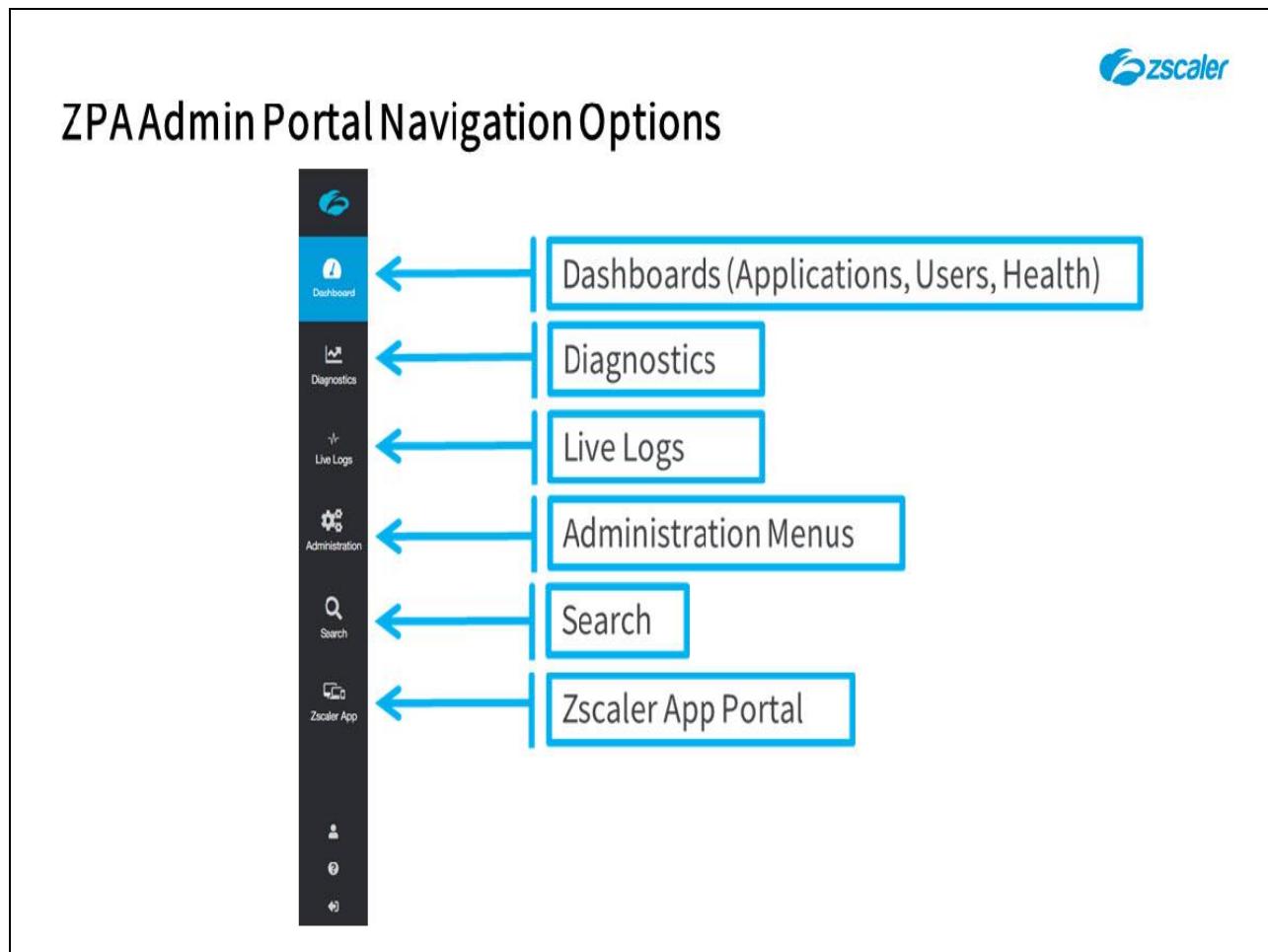
Slide 11 - ZPA Admin Portal Navigation Options



Slide notes

...a **Search** option to allow you to quickly find tabs, field names, toggle names, tooltips or other text; ...

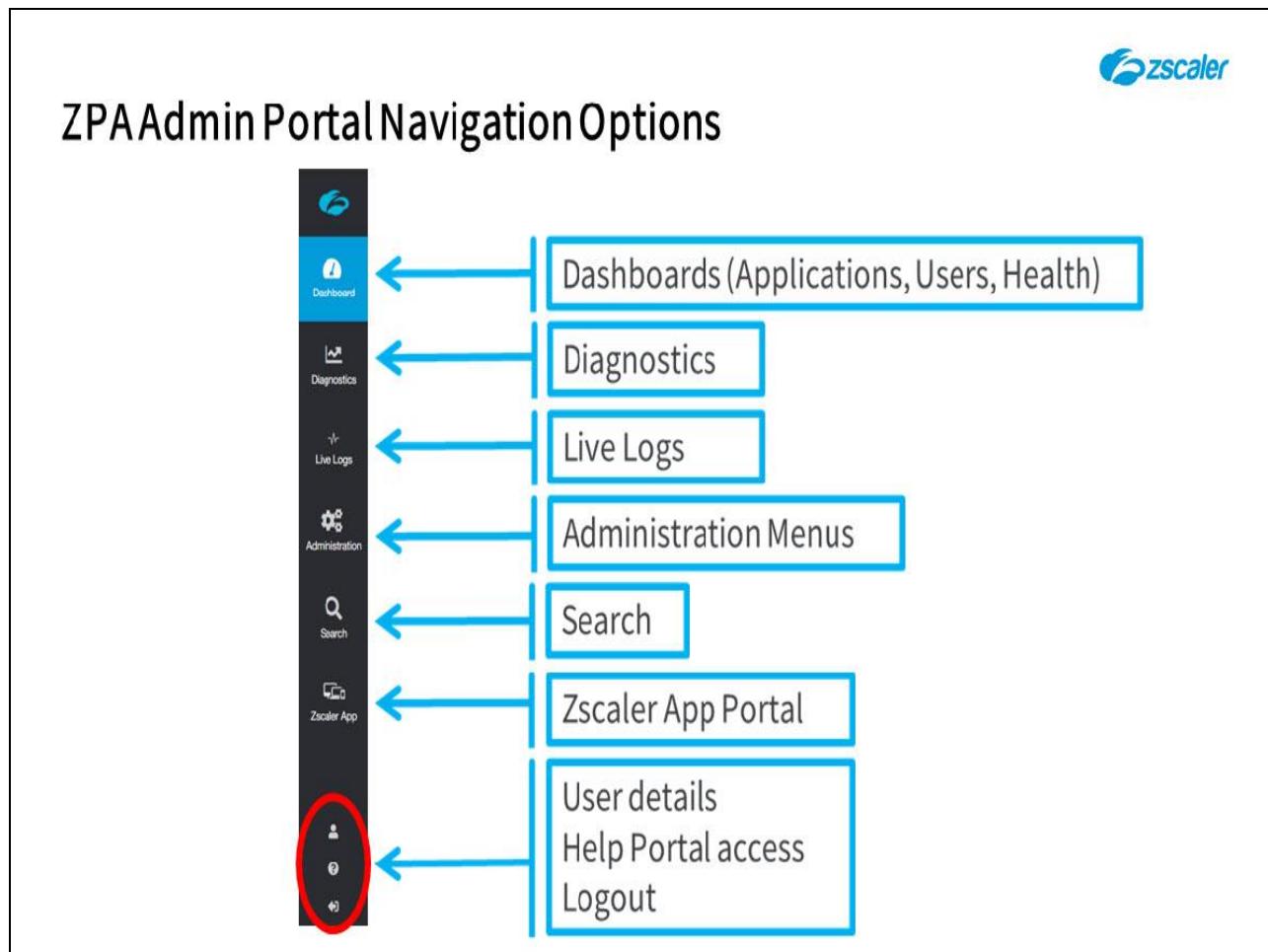
Slide 12 - ZPA Admin Portal Navigation Options



Slide notes

...the option to open the matching **Zscaler App** Portal, to configure the environment for your Zscaler App users; ...

Slide 13 - ZPA Admin Portal Navigation Options



Slide notes

...plus the ability to view the username of the current user, the ability to access the ZPA Help Portal and the option to sign out of the Admin Portal.

Slide 14 - Slide 14

Access the Dashboard pages when necessary

DISCOVERED APPLICATIONS: 4

ACCESS POLICY BLOCKS: 0

SUCCESSFUL TRANSACTIONS: 17

TOP APPLICATIONS BY BANDWIDTH:

- 94.46 KB crm.safemarch.com
- 12.63 KB intranet.safemarch.com
- 0.00 B 172.20.0.26

100% of Total Transactions

TOP ERRORS

TOP POLICY BLOCKS

Slide notes

On login to the ZPA Admin Portal, the default page shown is the **Applications** Dashboard, which provides information about the ZPA applications available within your organization. You can access this page at any time using the **Dashboard** link, or the Zscaler logo at top left in the navigation bar.

To access the ZPA diagnostics environment to view and filter the ZPA logs, click **Diagnostics**.

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Log Type: User Activity

TOTAL: 23

ERRORS: 0

ACCESS POLICY ...: 0

TIMEOUT POLICY ...: 0

SUCCESSFUL: 19

INFO: 4

No filters have been applied.

Add Filters

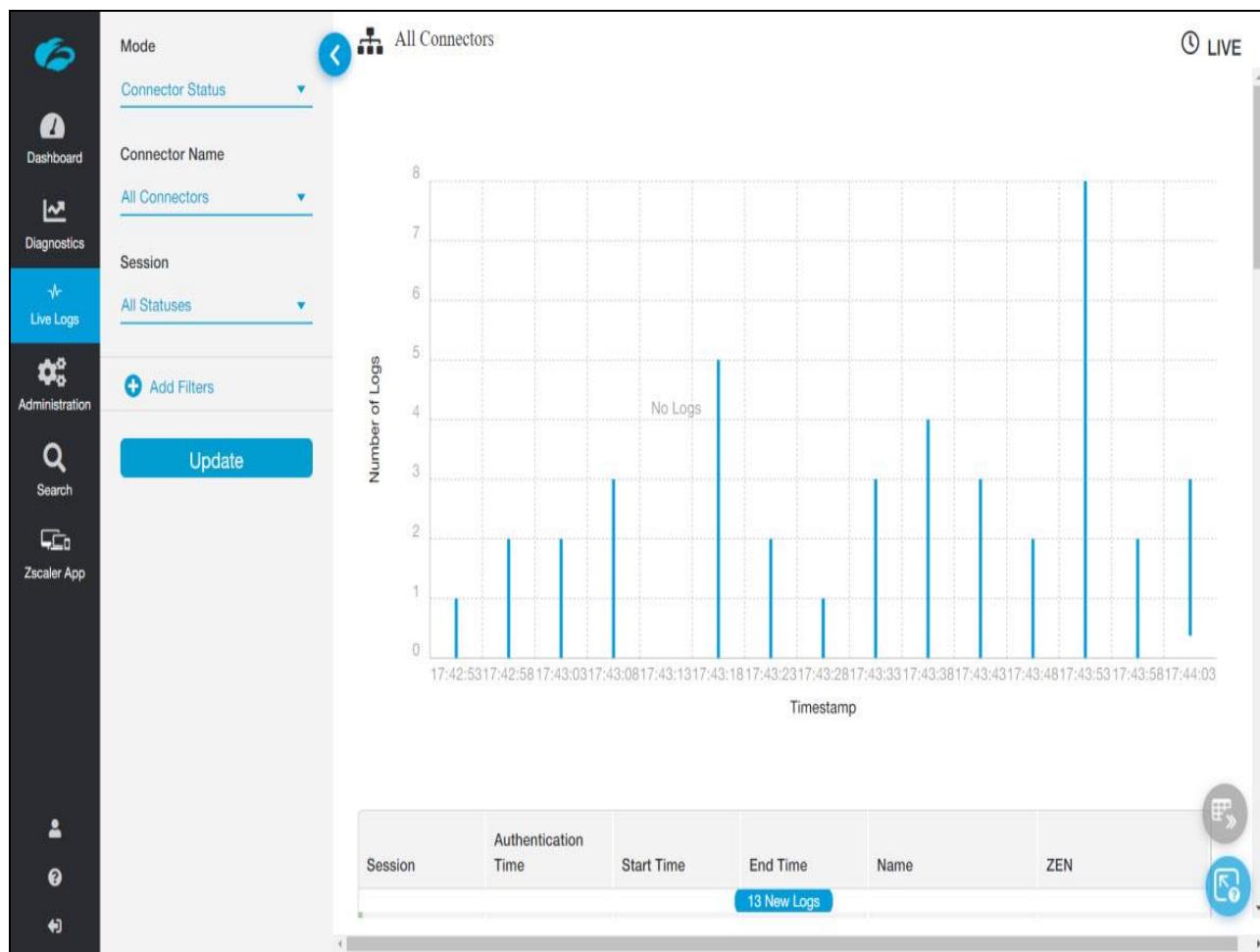
Connection	UTC	Policy	User	ZEN	Connector	Application
May 28th, 08:40:29 +07		Global_Policy_2	Administrator [Redacted]	AP-SG-8362	AWS US-West Connector 1	intranet.safemarch.com:80 T...
May 28th, 08:40:18 +07		Global_Policy_2	Administrator [Redacted]	AP-SG-8362	AWS US-West Connector 1	crm.safemarch.com:80 TCP
May 28th, 08:40:18 +07		Global_Policy_2	Administrator [Redacted]	AP-SG-8362	AWS US-West Connector 1	intranet.safemarch.com:80 T...
May 28th, 08:39:55 +07		Global_Policy_2	Administrator [Redacted]	AP-SG-8363	AWS US-West Connector 1	crm.safemarch.com:80 TCP
May 28th, 08:39:41 +07		Global_Policy_2	Administrator [Redacted]	AP-SG-8363	AWS US-West Connector 1	intranet.safemarch.com:80 T...
		Global_Policy_2		AP-SG-8363	AWS US-West Connector 1	crm.safemarch.com:80 TCP

Slide notes

This page allows you to create filtered views of log data for **User Activity**, **User Status**, or **Connector Status**. We will talk about this page in detail, in the Troubleshooting modules.

To view log activity in real-time, click **Live Logs**.

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Slide notes

On this page you can monitor and view logs in real-time for; **Users**, **Applications**, or **Connector Status**. This log display is updated every 5s.

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The screenshot shows the Zscaler Admin Portal interface. On the left, there is a vertical navigation bar with several icons and menu items. The 'Administration' icon is highlighted with a red box, and a tooltip 'Administration and configuration areas and options' points to it. Other menu items include 'Dashboard', 'Diagnostics', 'Live Logs' (which is currently selected), 'Enrollment Certificates', 'Connectors', 'Connector Groups', 'Connector Provisioning Keys', 'Log Receivers', 'Access Policy', and 'Timeout Policy'. The main content area features a grid-based log viewer with columns for Authentication, Start Time, End Time, Name, and ZEN. A message '19 New Logs' is visible at the bottom of the log table. The top right corner has a 'LIVE' indicator.

Slide notes

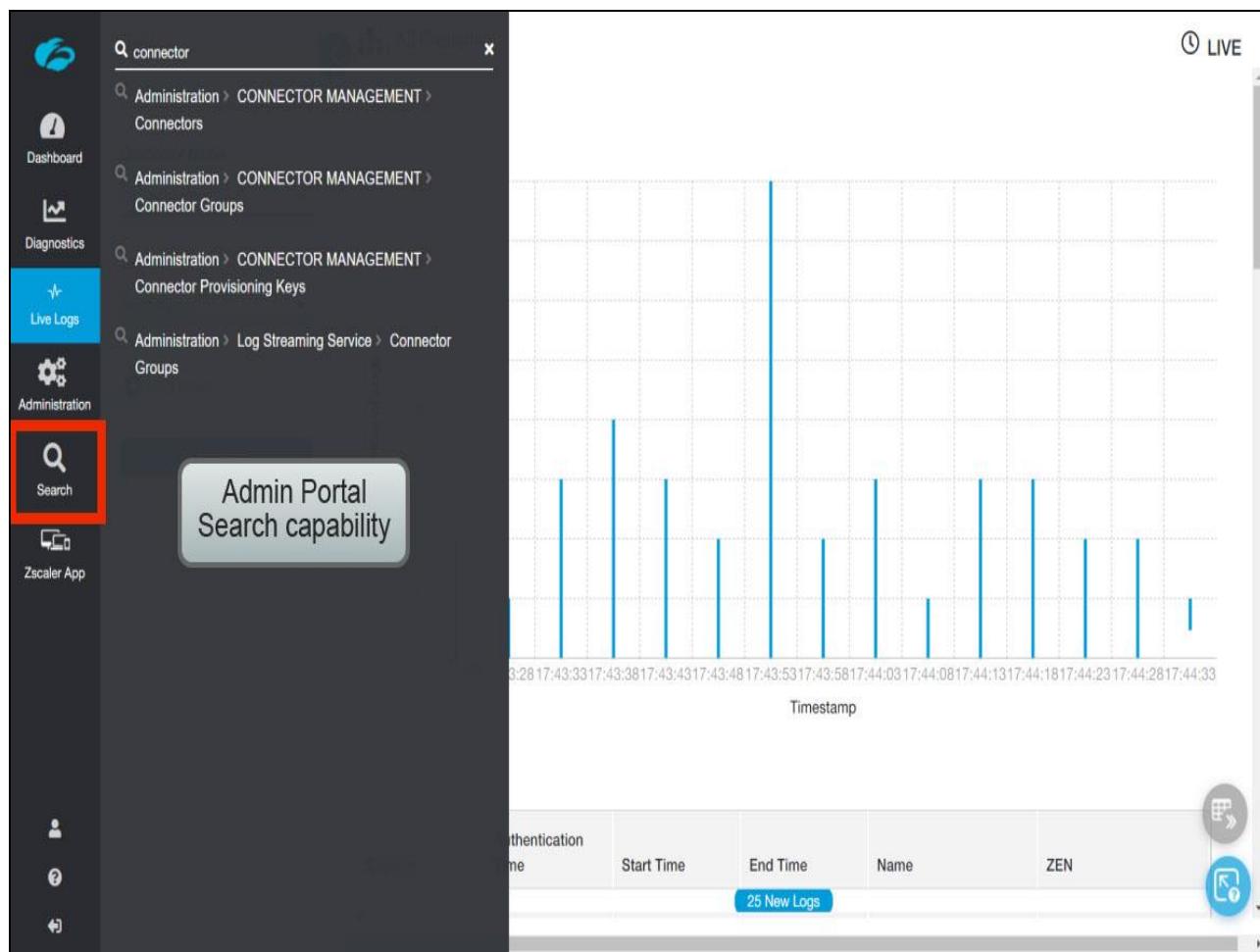
Mouseover the **Administration** menu to gain access to the administration and configuration options.

All ZPA components with the exception of the Zscaler App can be configured from this menu, the options available being grouped by;

- **APPLICATION MANAGEMENT,**
- **AUTHENTICATION,**
- **CERTIFICATE MANAGEMENT,**
- **CONNECTOR MANAGEMENT,**
- **LOG STREAMING SERVICE,**
- **POLICY MANAGEMENT**
- And **SETTINGS.**

Many of these options are covered in the other modules of this course.

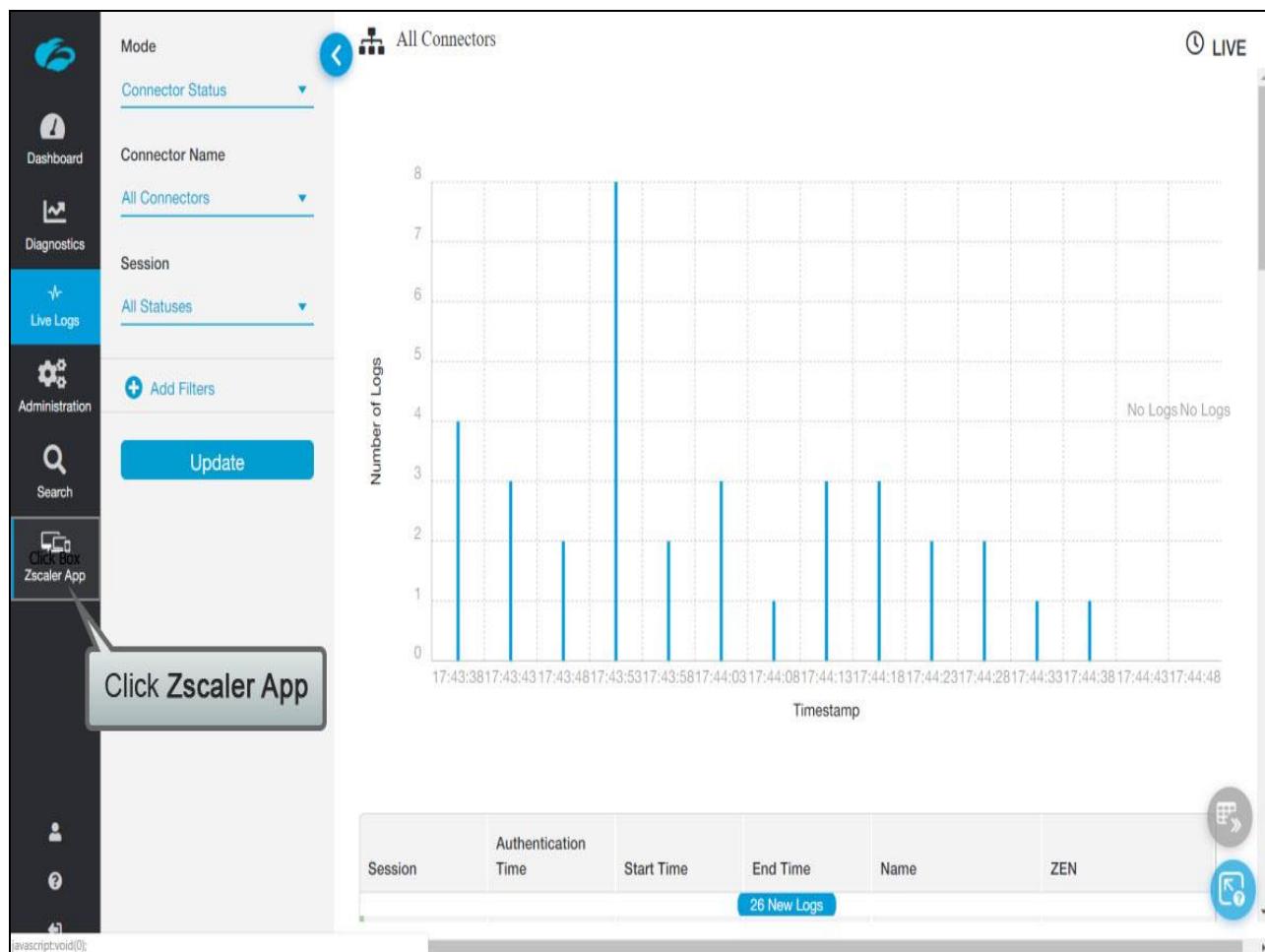
Slide 18 - Slide 18



Slide notes

There is a **Search** option to allow you to quickly find tabs, field names, toggle names, tooltips or other text within the Admin Portal.

Slide 19 - Slide 19



Slide notes

The Zscaler App is configured as normal at the Zscaler App Portal. To open the Zscaler App Portal associated with this ZPA instance in a new browser tab, click the link in the navigation bar.

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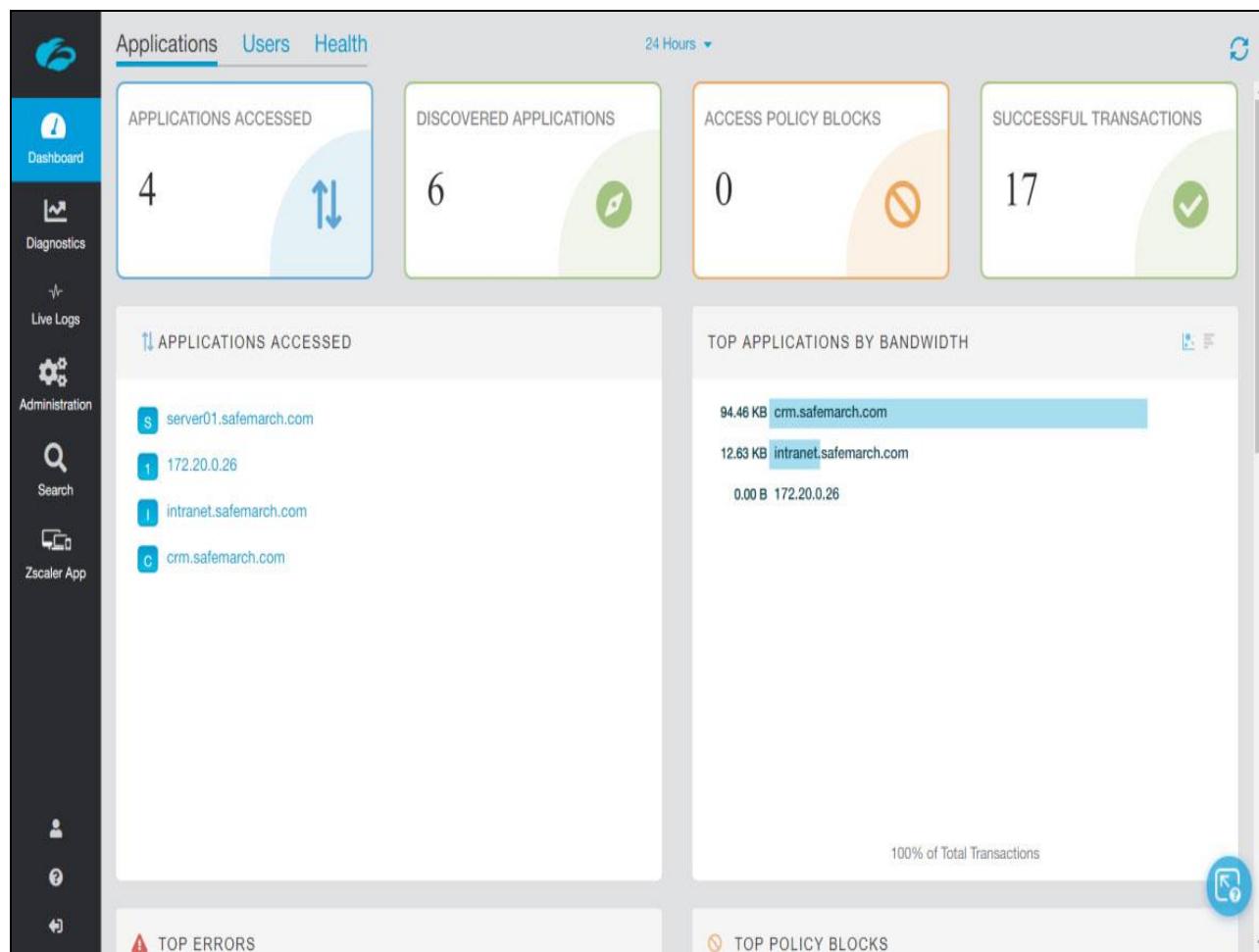


Slide notes

We will look at this portal in more detail in a later module.

Use the **Go Back** link in the top navigation bar to logout of the Zscaler App Portal and return to the ZPA Admin Portal login.

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Slide notes

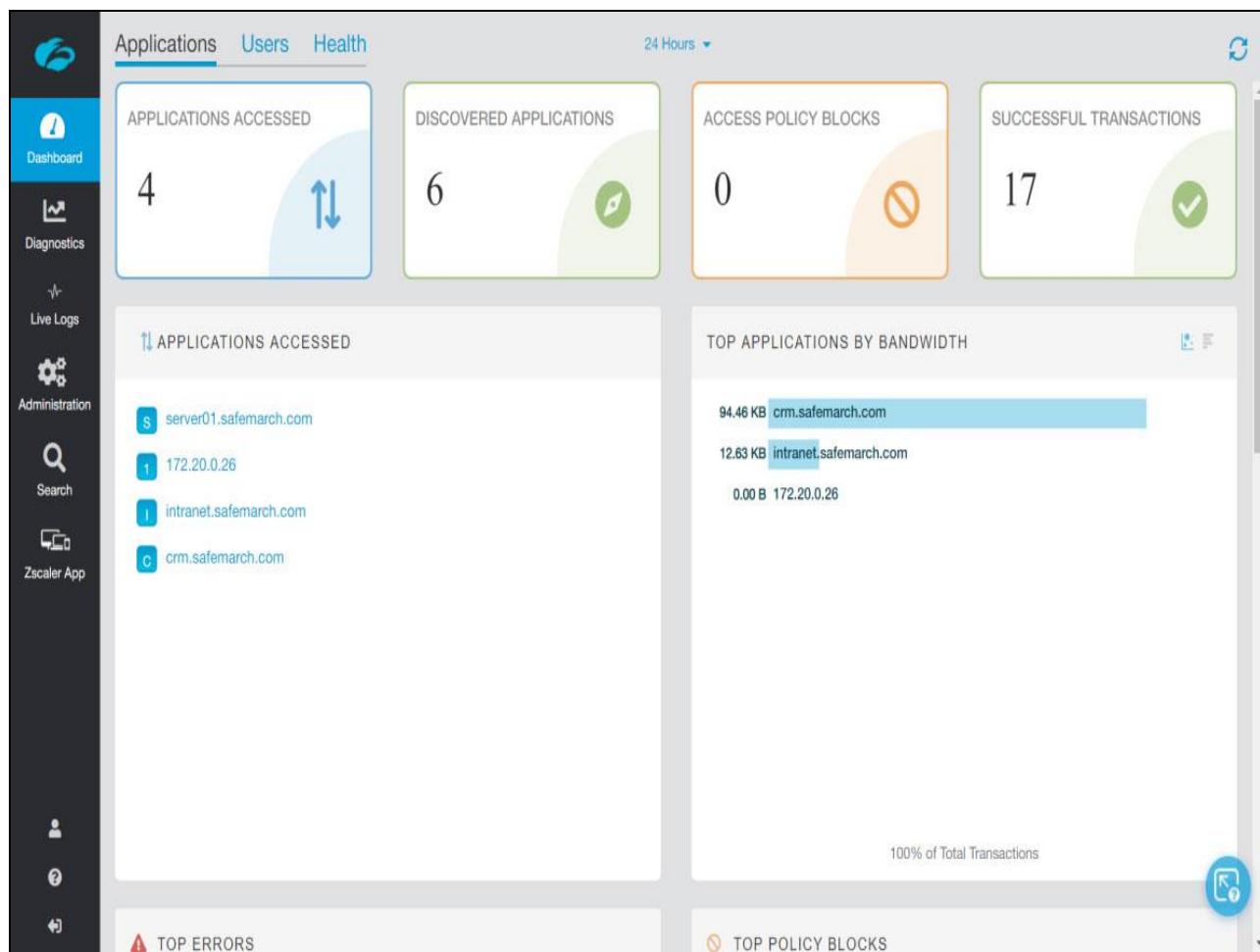
Slide 22 - Slide 22

The screenshot shows the ZPA Admin Portal dashboard. On the left, there's a vertical sidebar with icons for Account (User icon), Dashboard (Blue square with white icon), Diagnostics (Graph icon), Live Logs (Bar chart icon), Administration (Gear icon), Search (Search icon), and Zscaler App (Cloud icon). The User icon is highlighted with a red box. A tooltip over this icon says: "Mouseover the Username icon to see who you are logged in as". The main dashboard area has a "24 Hours" time filter. It features three cards: "APPLICATIONS" (0, green background), "ACCESS POLICY BLOCKS" (0, orange background with a red slash icon), and "SUCCESSFUL TRANSACTIONS" (17, green background with a green checkmark icon). Below these is a section titled "TOP APPLICATIONS BY BANDWIDTH" showing: "94.46 KB crm.safemarch.com", "12.63 KB intranet.safemarch.com", and "0.00 B 172.20.0.26". At the bottom right is a "TOP POLICY BLOCKS" button with a magnifying glass icon. The footer of the dashboard says "100% of Total Transactions".

Slide notes

You can view the username with which you are logged into the ZPA Admin Portal by clicking on, or mousing over the **Username** icon. You also have the option here to change the password for that user.

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Slide notes

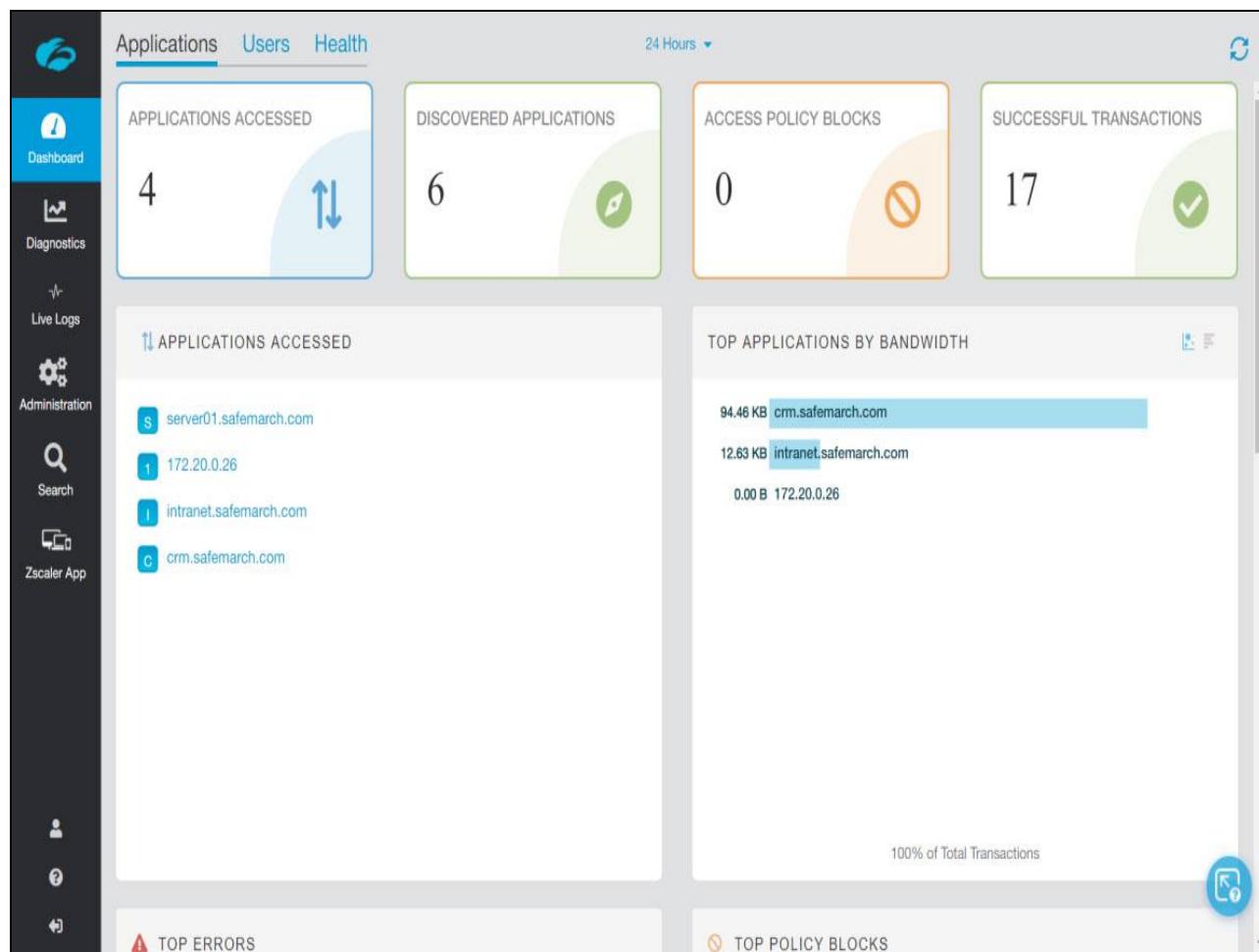
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The Help menu gives access to the ZPA Support Portal

Slide notes

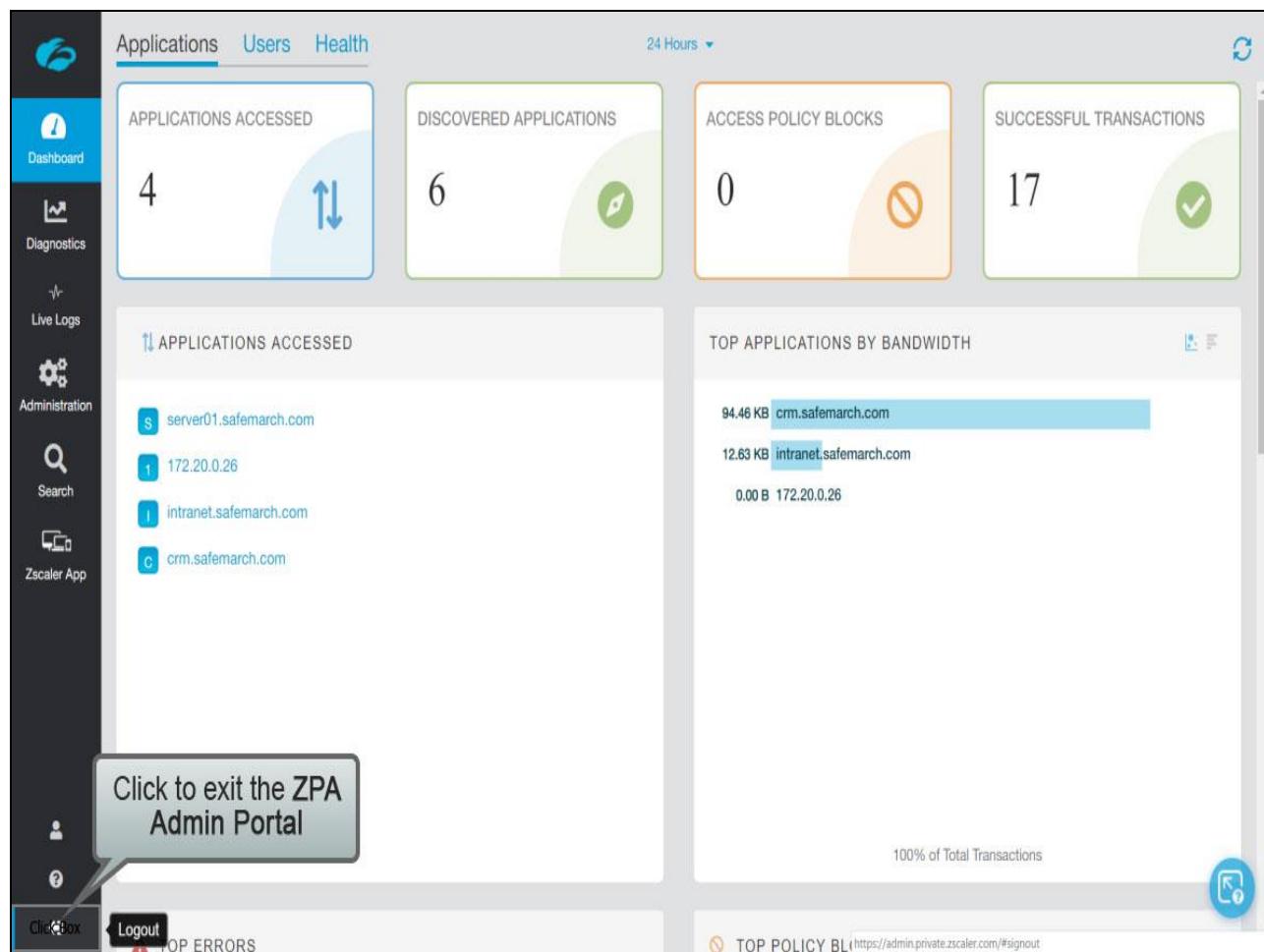
The **Help** menu gives access to the ZPA Support Portal, to view or search the ZPA documentation and knowledgebase, or to raise a ZPA support ticket. We'll look at these options in more detail later in this module.

Slide 25 - Slide 25



Slide notes

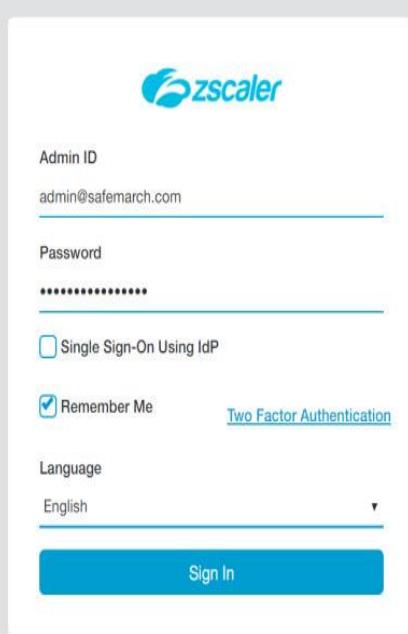
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Slide notes

Use the **Sign Out** icon in the navigation bar to sign out of the ZPA Admin Portal.

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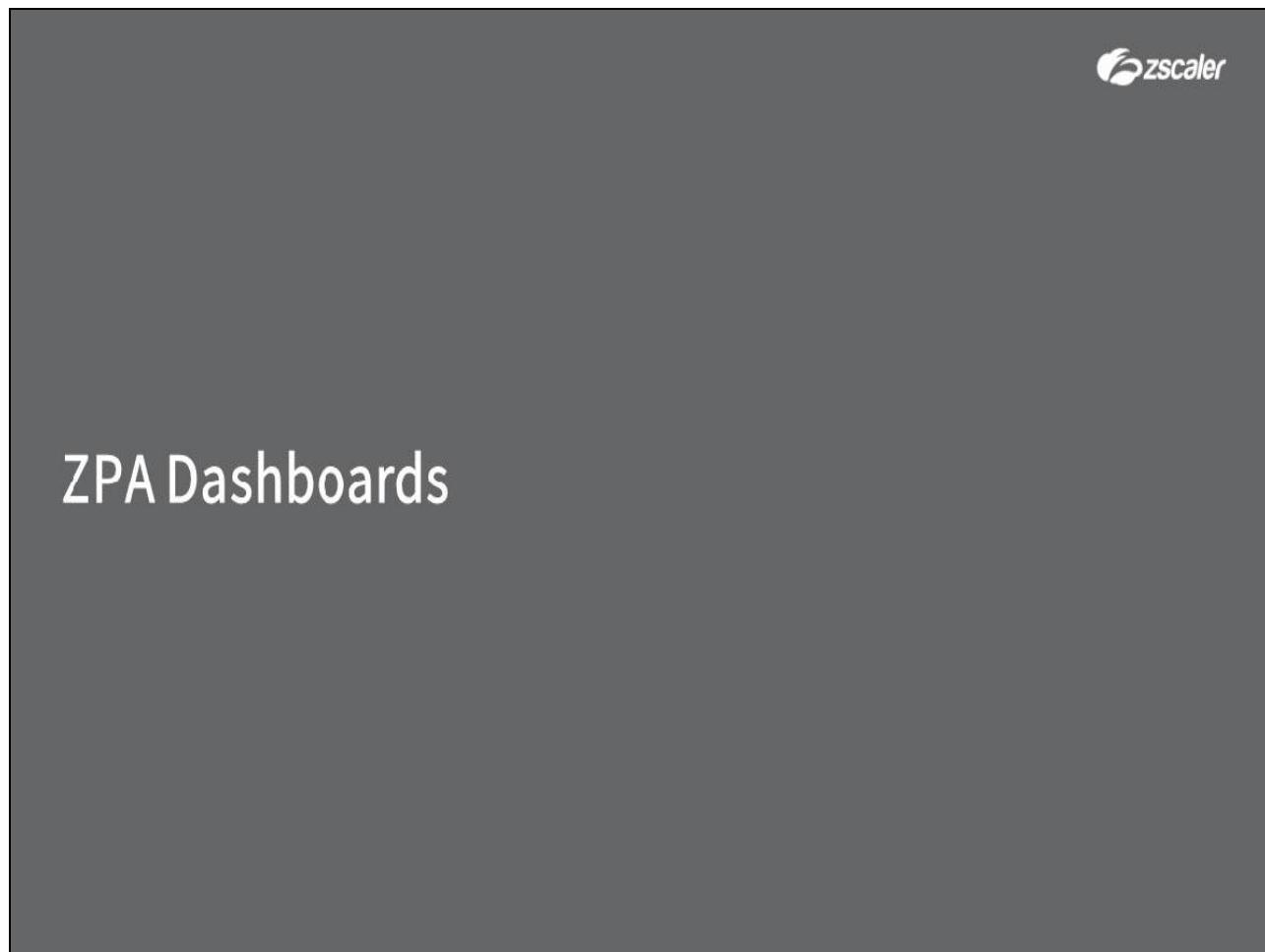


The image shows the Zscaler Admin Portal login screen. It features a light gray background with a white login form in the center. The Zscaler logo is at the top left of the form. The form contains the following fields:

- Admin ID:** A text input field containing "admin@safemarch.com".
- Password:** A password input field showing masked text.
- Single Sign-On Using IdP:** An unchecked checkbox.
- Remember Me:** A checked checkbox.
- Two Factor Authentication:** A link next to the Remember Me checkbox.
- Language:** A dropdown menu set to "English".
- Sign In:** A large blue button at the bottom of the form.

Slide notes

Slide 28 - ZPA Dashboards

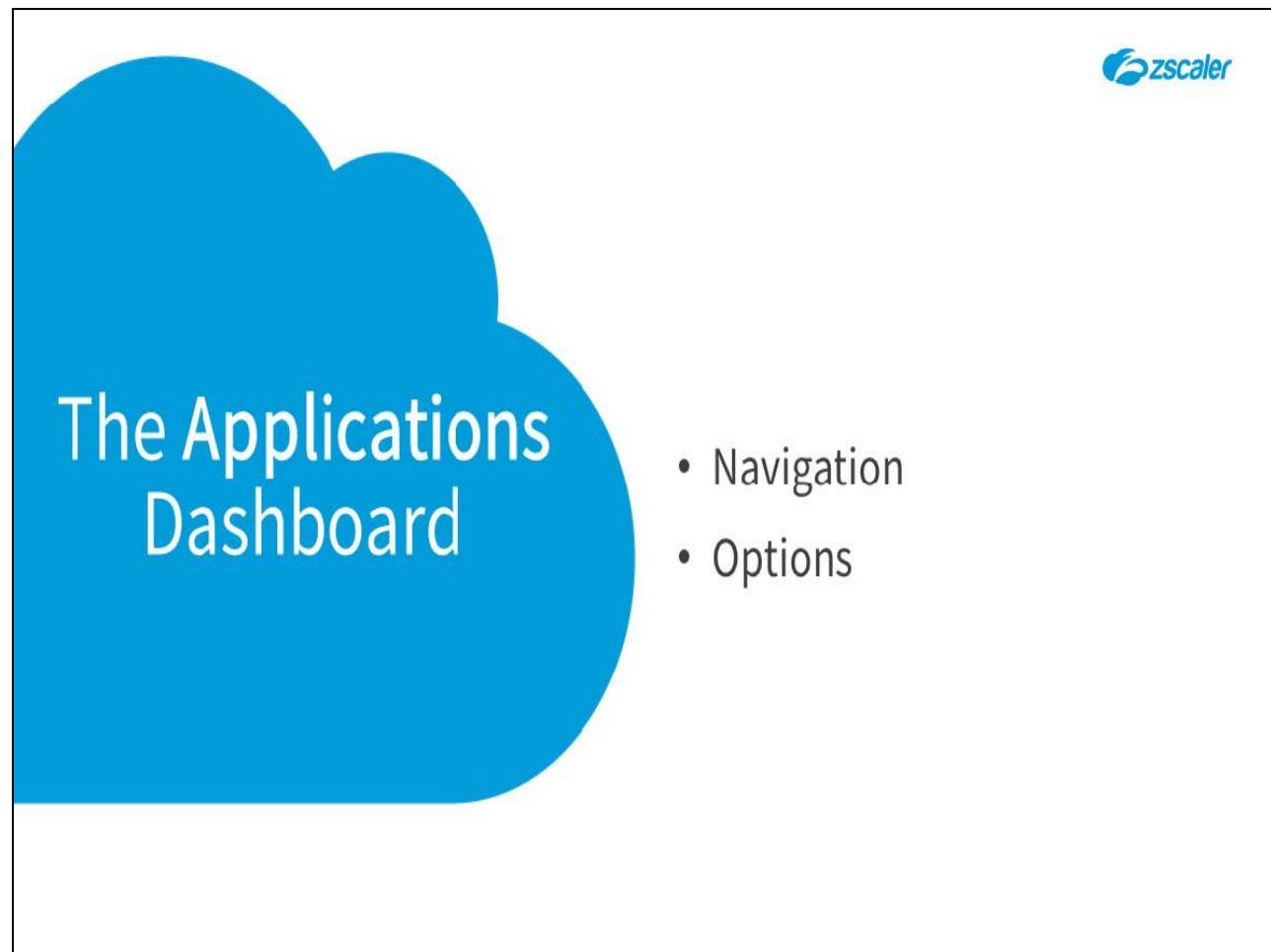


Slide notes

The next topic that we will cover is an overview of the Dashboards available within the ZPA Admin Portal.

This section has been created as an interactive demo to give you a feel for the navigation of the ZPA Admin Portal. You will be asked to select the appropriate menu options to navigate the UI. You may also use the Play control to proceed to the next step.

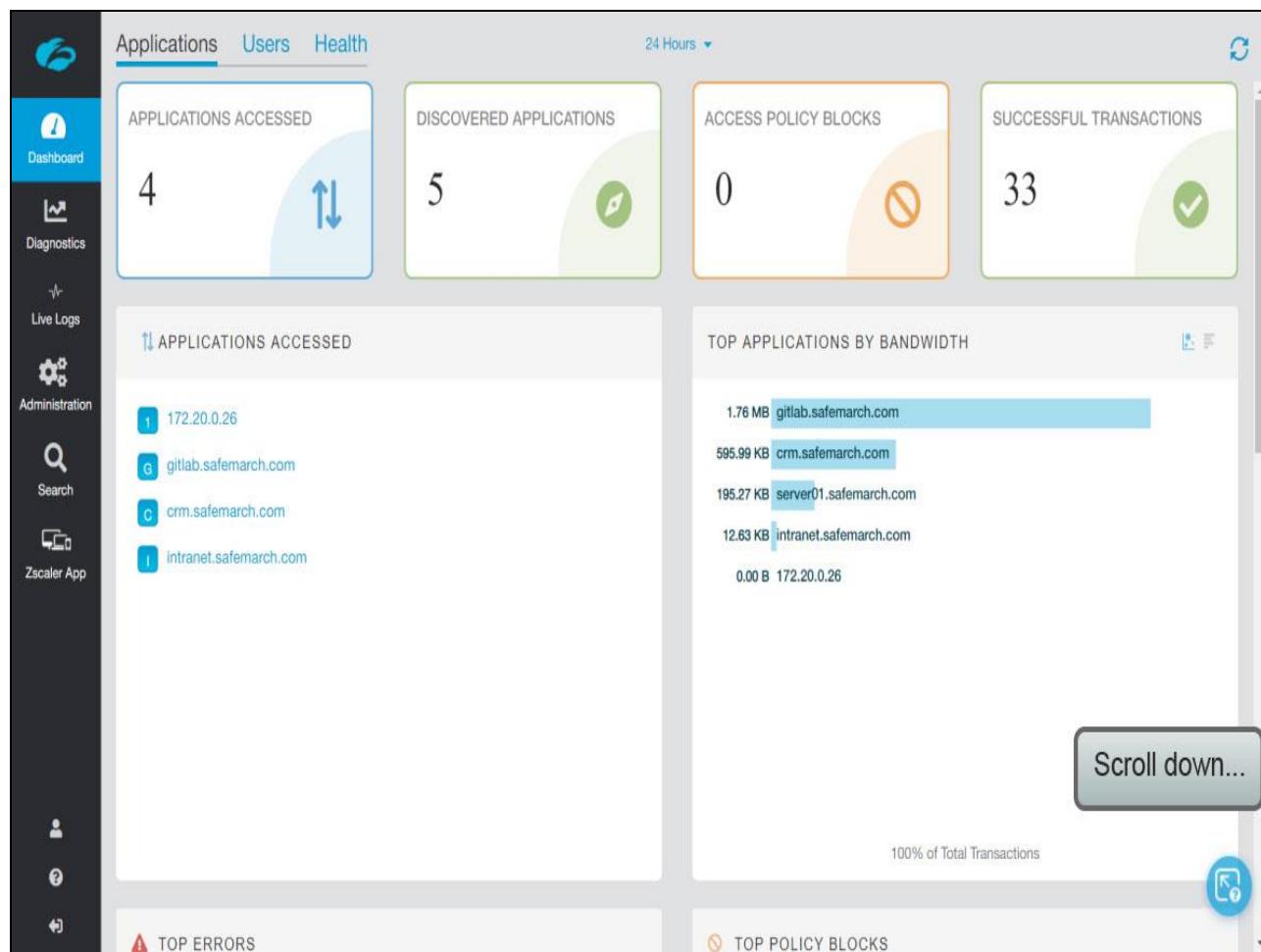
Slide 29 - ZPA Diagnostics



Slide notes

The first Dashboard will look at is actually the landing page when you first open the ZPA Admin Portal, the **Applications** dashboard. This dashboard provides information about applications defined or discovered within your organization.

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Slide notes

The **Applications** Dashboard contains a number of standard widgets that provide a real-time summary and overview of; **APPLICATIONS ACCESSED**, **TOP APPLICATIONS BY BANDWIDTH**, scroll down to see...

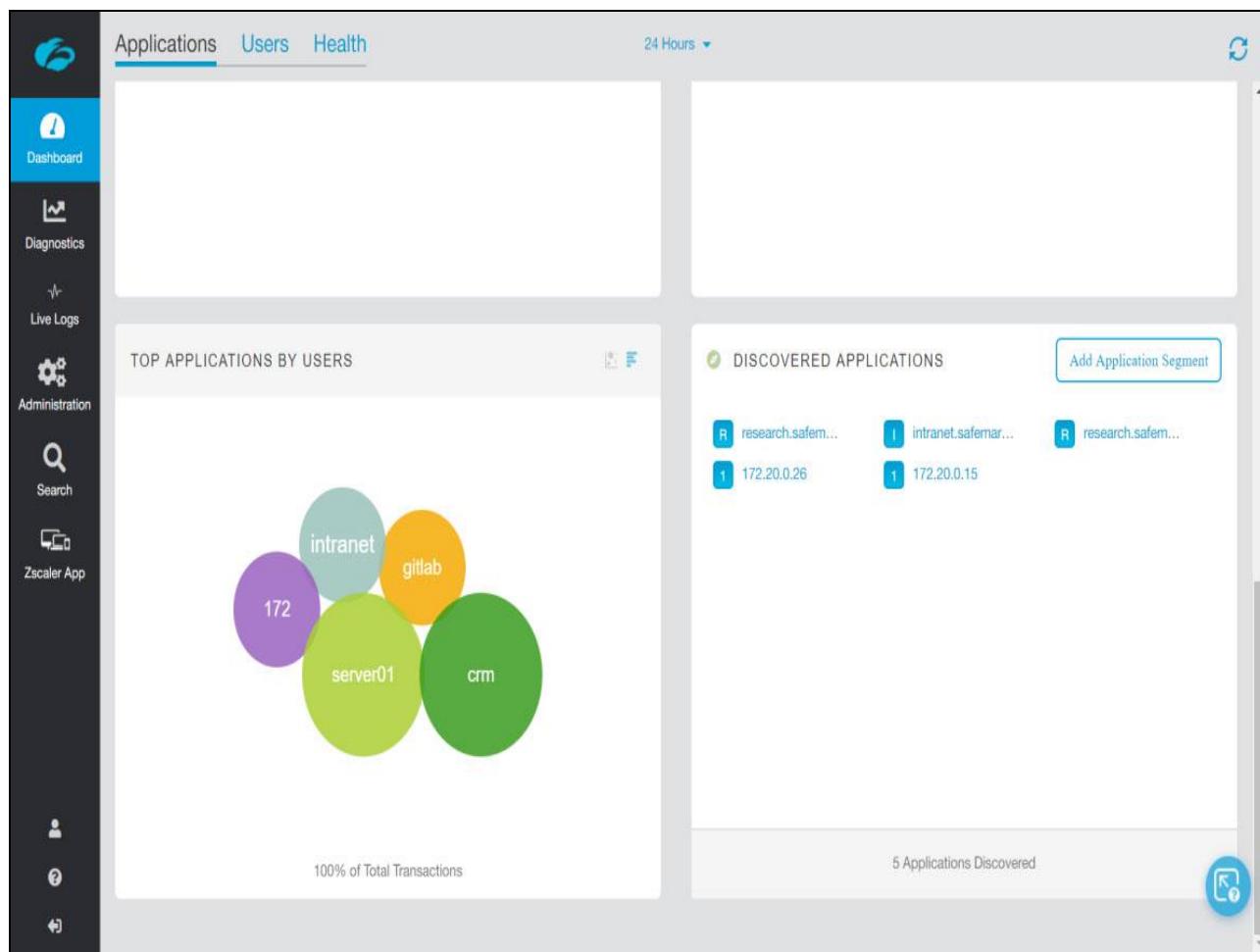
Slide 31 - Slide 31

The screenshot shows the Zscaler Admin Portal's Applications dashboard. The left sidebar includes links for Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and user management. The main area has tabs for Applications, Users, and Health, with a 24 Hours dropdown. A top banner indicates 100% of Total Transactions. The Applications section displays 'TOP ERRORS' and 'TOP POLICY BLOCKS' with tabs for Connection Status Codes, Applications, Connectors, and ZENs. Below these are sections for 'TOP APPLICATIONS BY USERS' (with a purple bar chart) and 'DISCOVERED APPLICATIONS' (listing research.safermar.com, intranet.safermar.com, 172.20.0.26, and 172.20.0.15). A callout bubble points to the 'Discover Applications' button with the text 'Scroll down...'. The bottom right corner features a circular refresh icon.

Slide notes

...TOP ERRORS, TOP POLICY BLOCKS, scroll down again to see...

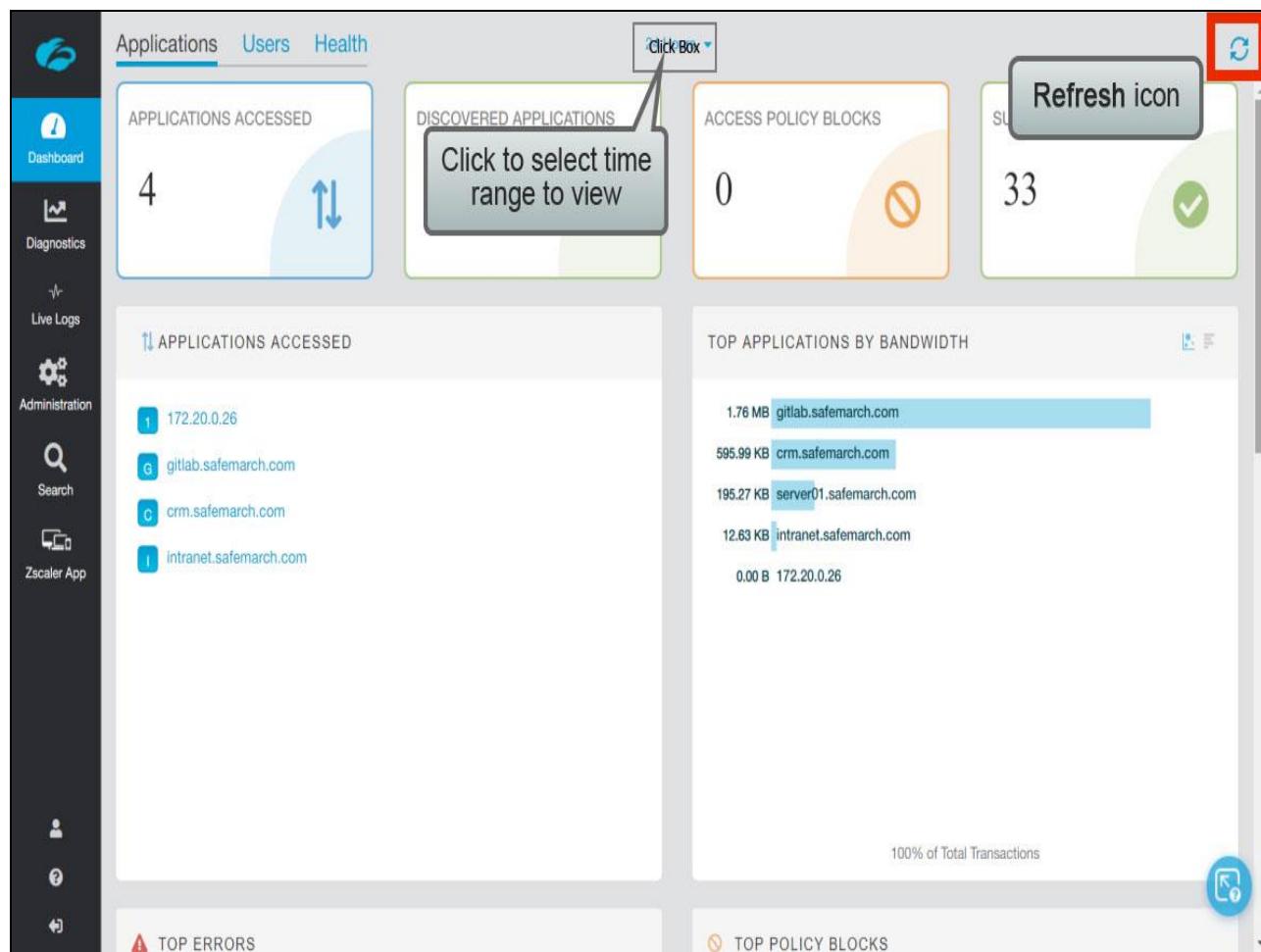
Slide 32 - Slide 32



Slide notes

...the TOP APPLICATIONS BY USER and DISCOVERD APPLICATIONS widgets.

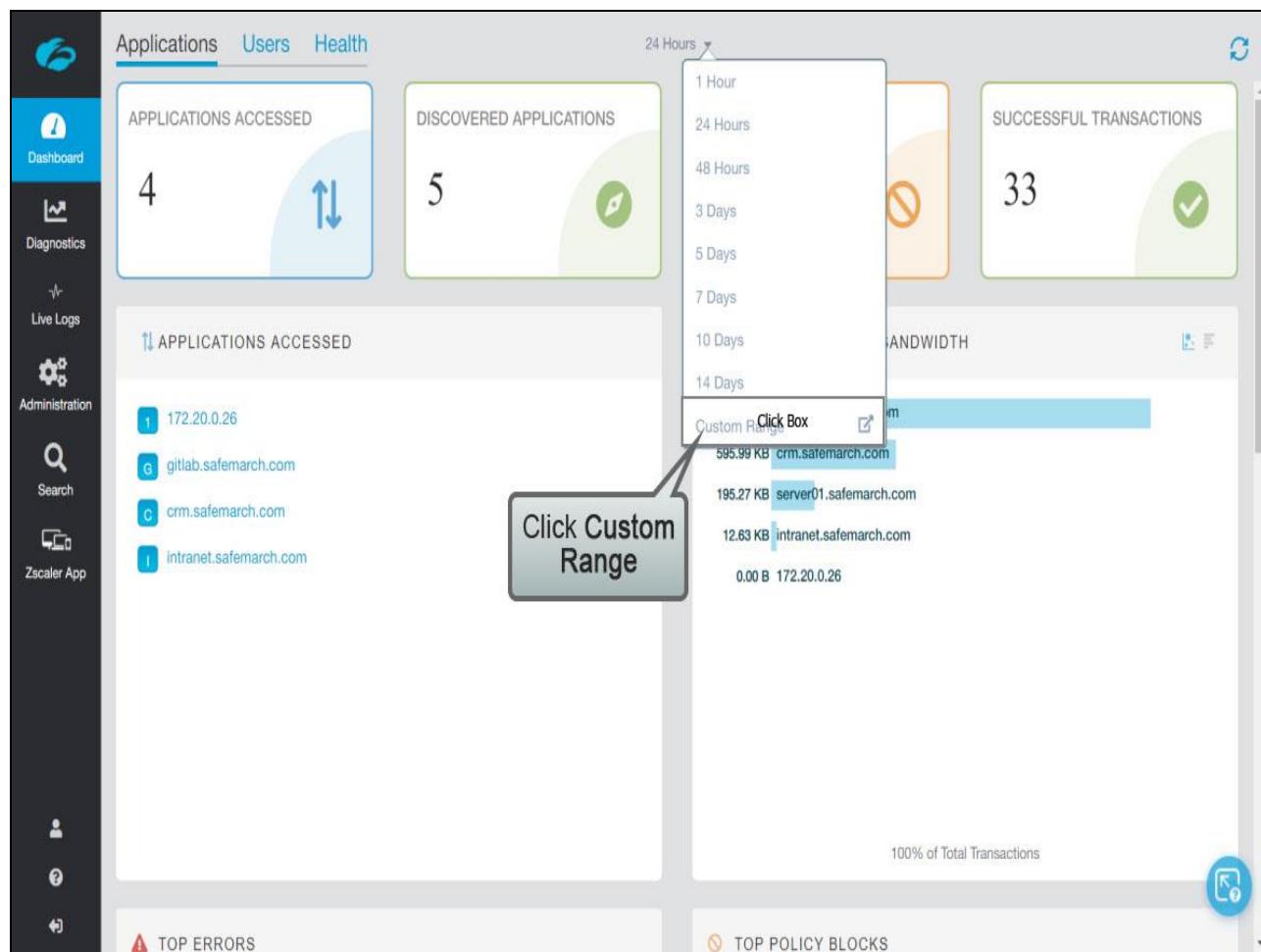
Slide 33 - Slide 33



Slide notes

There is a **Refresh** icon at top right, and to change the time frame for the Dashboard display, click the time frame filter, ...

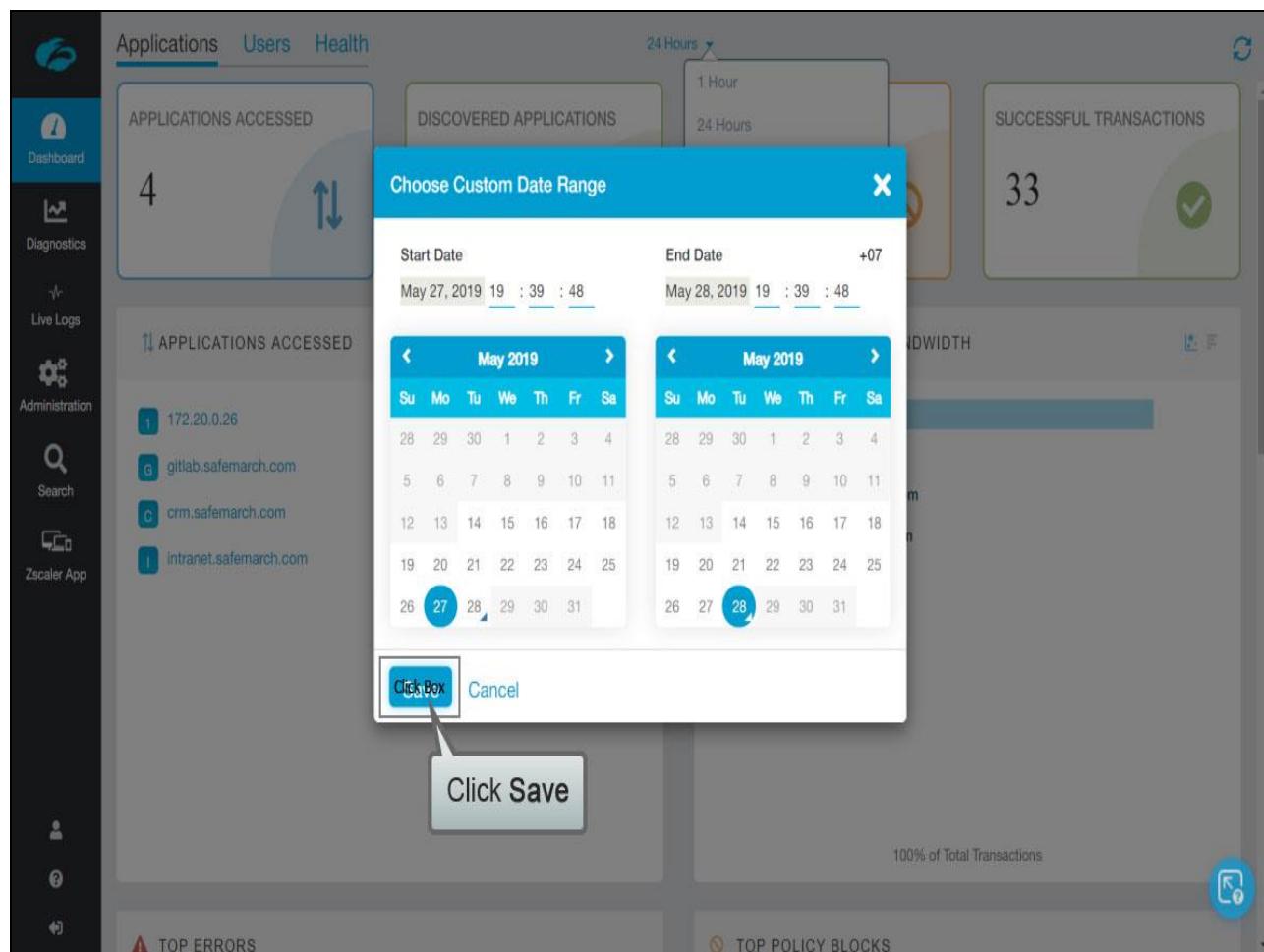
Slide 34 - Slide 34



Slide notes

...and select the time frame for the Dashboard to display. To set a custom date range, click **Custom Range**, ...

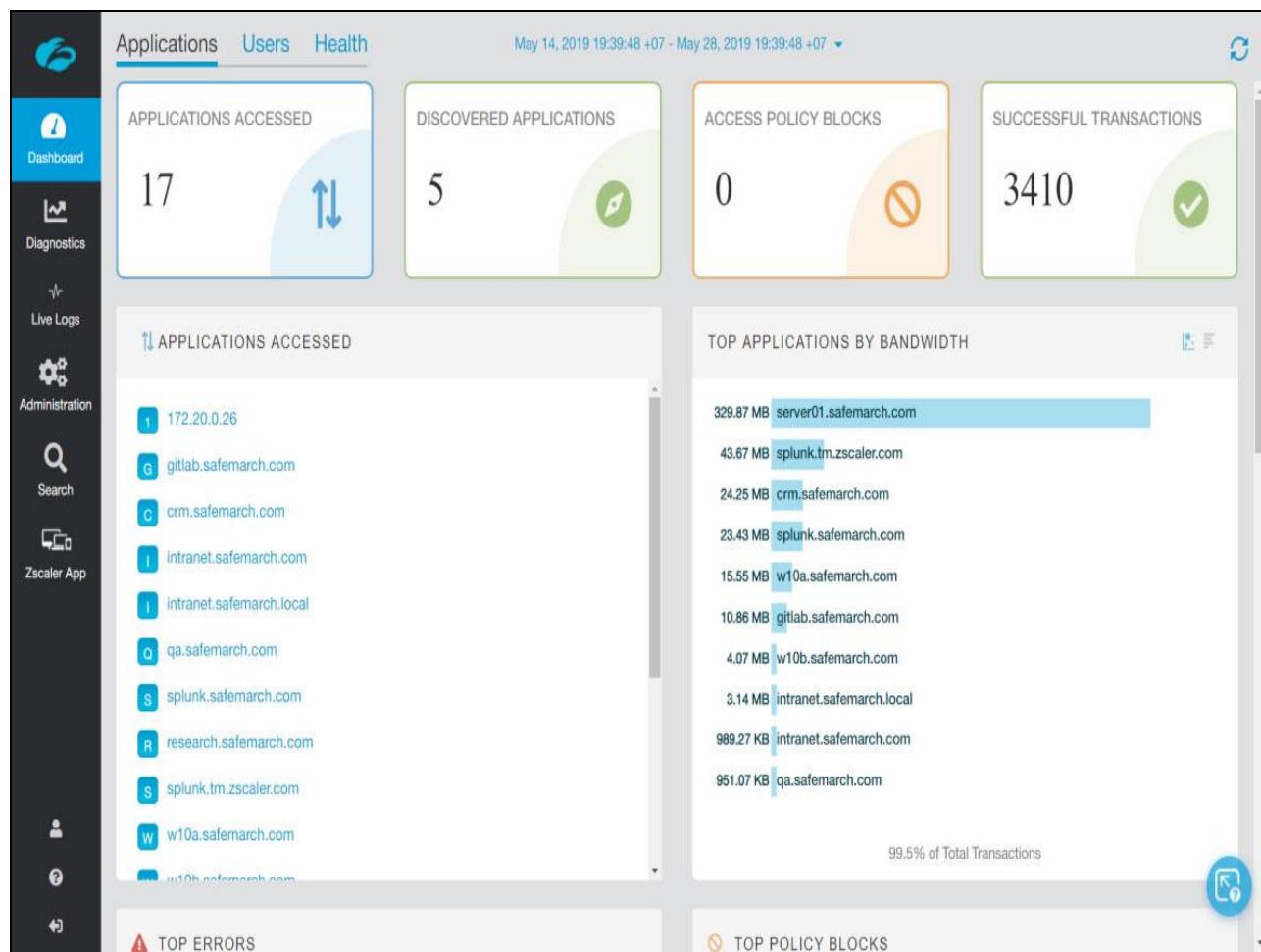
Slide 35 - Slide 35



Slide notes

...set the custom date range that you need (up to the last 14 days) and click **Save**.

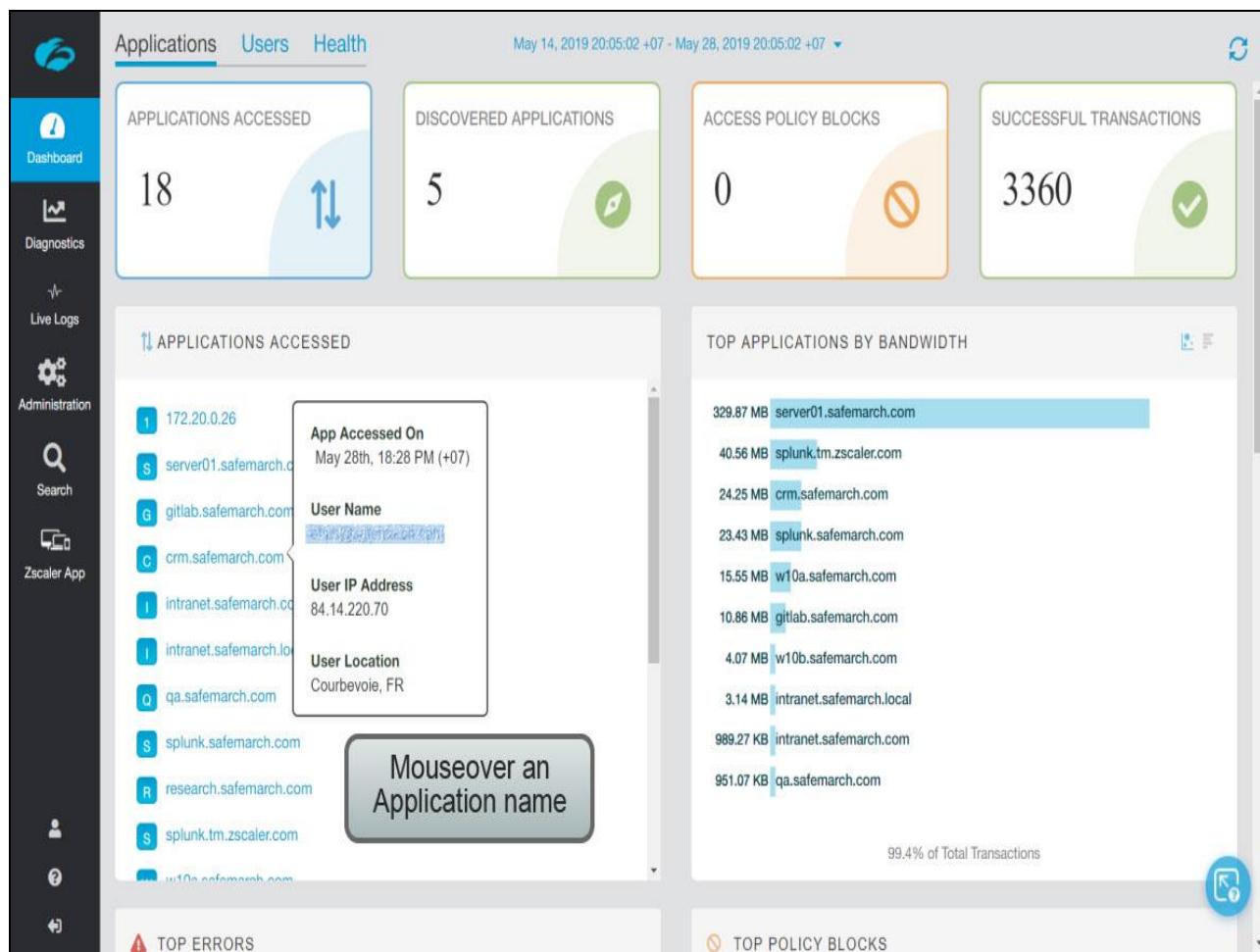
Slide 36 - Slide 36



Slide notes

The dashboard widgets will be updated to reflect the new date range.

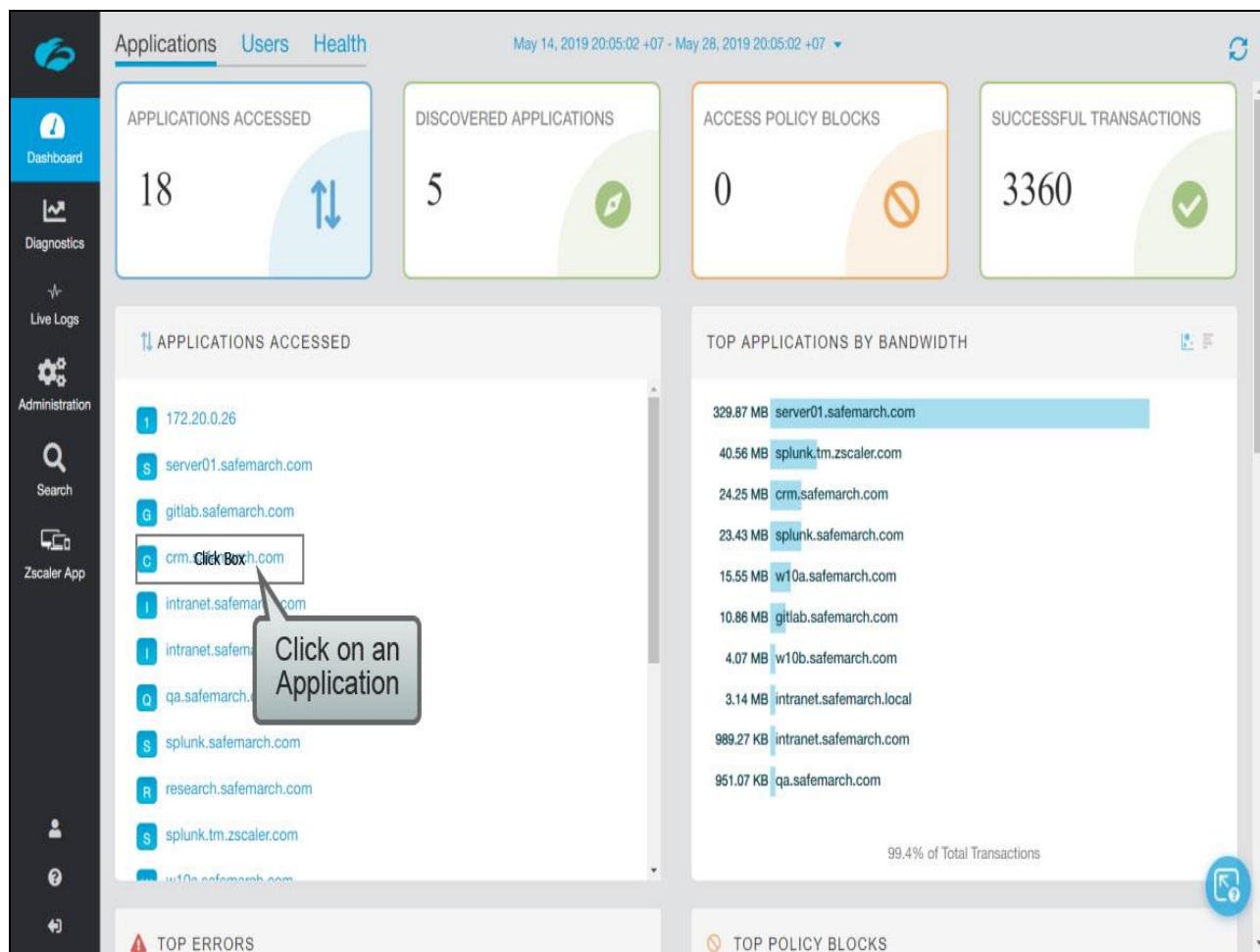
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Slide notes

If you mouseover an application in the **APPLICATIONS ACCESSED** widget, a pop-up tool tip will provide more information about that application, including details about when it was last accessed, and who by.

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Slide notes

To view diagnostic information for an application, click on it...

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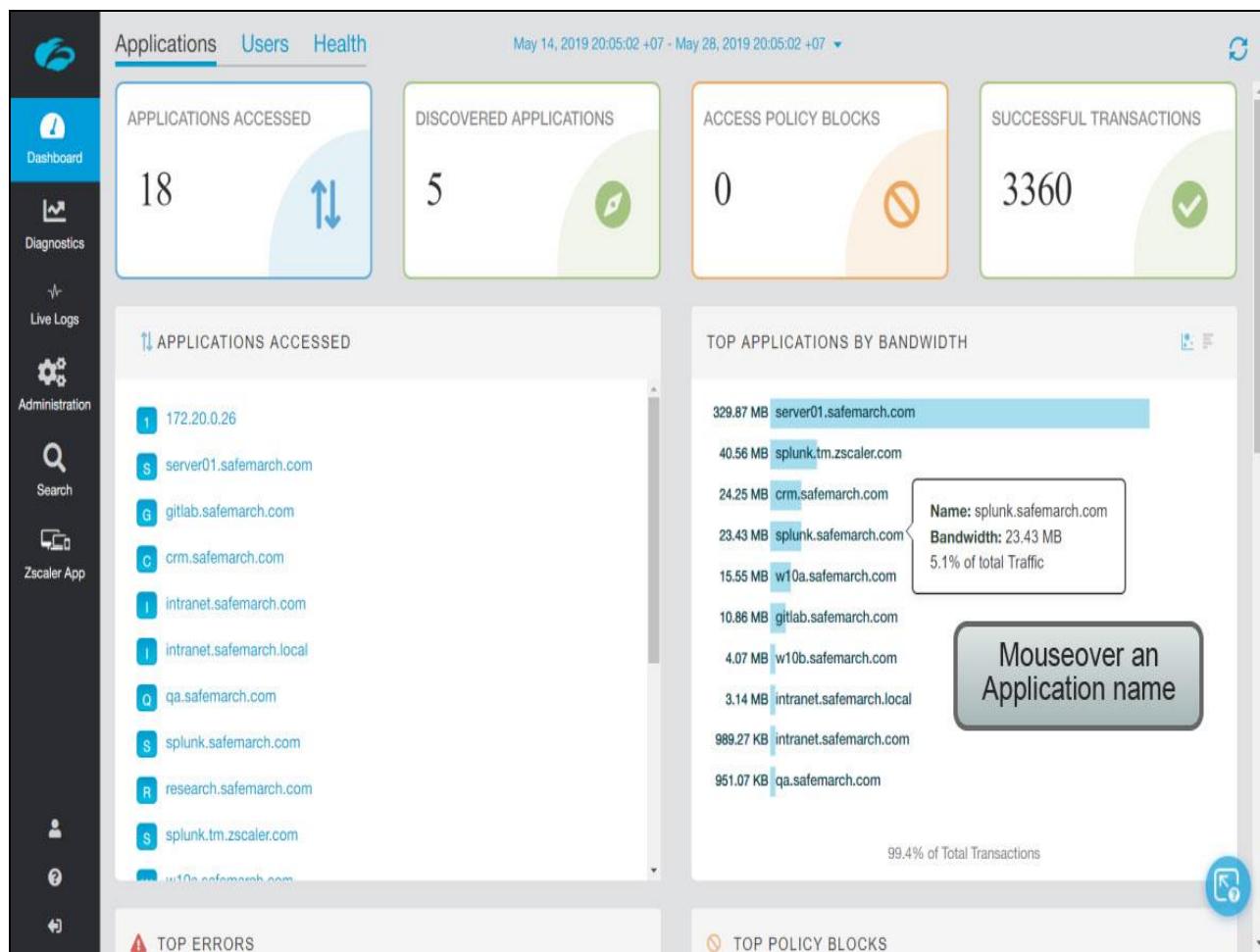
The screenshot shows the Zscaler Admin Portal's Diagnostics page. On the left, a sidebar lists navigation options: Dashboard, Diagnostics (selected), Live Logs, Administration, Search, and Zscaler App. The main content area has a header "Log Type: User Activity" and a date range "May 14, 2019 20:05:02 +07 - May 28, 2019 20:05:02 +07". Below this is a summary section with counts for TOTAL (1084), ERRORS (0), ACCESS POLICY (0), TIMEOUT POLICY (0), SUCCESSFUL (1077), and INFO (7). A note says "Data on the Dashboard page might be more recent than the data presented below". The main content area contains a search bar with the filter "[Application: Domain Equals crm.safemarch.com]" and an "Apply" button. Below the search is a table with columns: Connection, UTC, Policy, User, ZEN, Connector, and Application. The table shows three log entries for the application 'crm.safemarch.com' with policy 'Global_Policy_2'. The last two rows have edit and delete icons.

Connection	UTC	Policy	User	ZEN	Connector	Application
May 28th, 18:29:35 +07		Global_Policy_2	John.Doe@safermarch.com	FR-PAR-8407	AWS US-West Connector 2	crm.safemarch.com:80 TCP
May 28th, 18:28:32 +07		Global_Policy_2	John.Doe@safermarch.com	FR-PAR-8407	AWS US-West Connector 2	crm.safemarch.com:80 TCP
May 28th, 18:28:32 +07		Global_Policy_2	John.Doe@safermarch.com	FR-PAR-8407	AWS US-West Connector 2	crm.safemarch.com:80 TCP
		Global_Policy_2		FR-PAR-8407	AWS US-West Connector 2	crm.safemarch.com:80 TCP

Slide notes

...to be taken to the **Diagnostics** page with a filtered list of log entries for that application, for the time interval set for the Dashboard view. You can view the appropriate, filtered **Diagnostics** list if you click on any application, or error shown on the **Applications** Dashboard page.

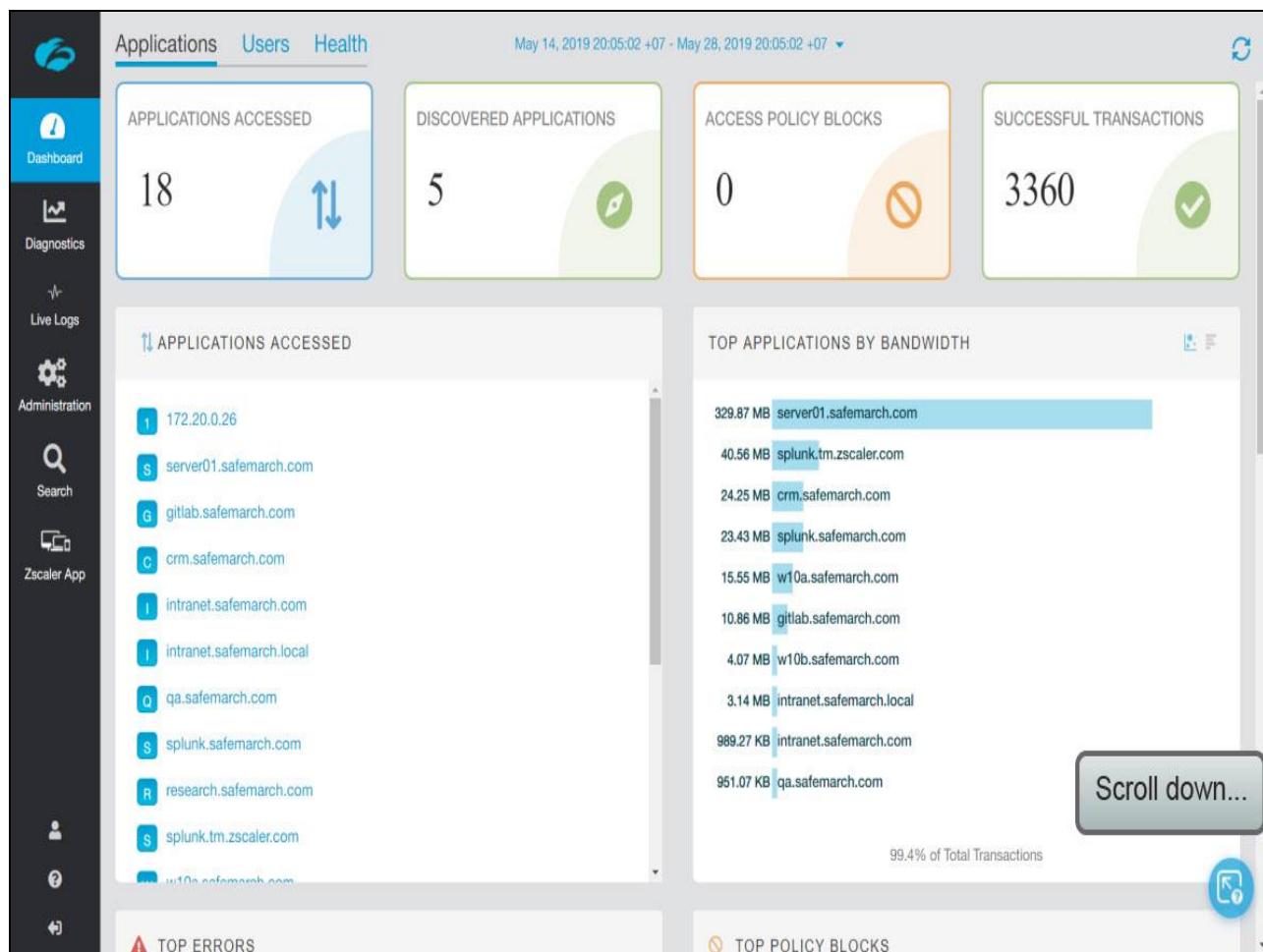
Slide 40 - Slide 40



Slide notes

If you mouseover an application in the **TOP APPLICATIONS BY BANDWIDTH** widget, a pop-up tool tip will provide more information about that application, including details of the bandwidth it has used.

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Slide notes

Scroll down, ...

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Applications Users Health May 14, 2019 20:05:02 +07 - May 28, 2019 20:05:02 +07 99.4% of Total Transactions

TOP ERRORS

Connection Status Codes Applications Connectors ZENs

Applications

48 w10a.safemarch.com:3389
24 w10b.safemarch.com:3389
11 research.safemarch.com:443

TOP POLICY BLOCKS

Total Transactions: 3,543
Errors for this selection: 48 (1.35%)

Analyze by:
Connectors
Connection Status Codes
Show in Diagnostics

No data available for time range

Mouseover an Error

Click Show in Diagnostics

TOP APPLICATIONS BY USERS

intranet qa

DISCOVERED APPLICATIONS

Add Application Segment

research.safem... intranet.safemar... research.safem...
172.20.0.26 172.20.0.15

Slide notes

If you mouseover an error in the **TOP ERRORS** or **TOP POLICY BLOCKS** widgets, a pop-up tool tip will provide more information about that error, including the number of times it has been seen.

To view the actual errors, click the **Show in Diagnostics** option, ...

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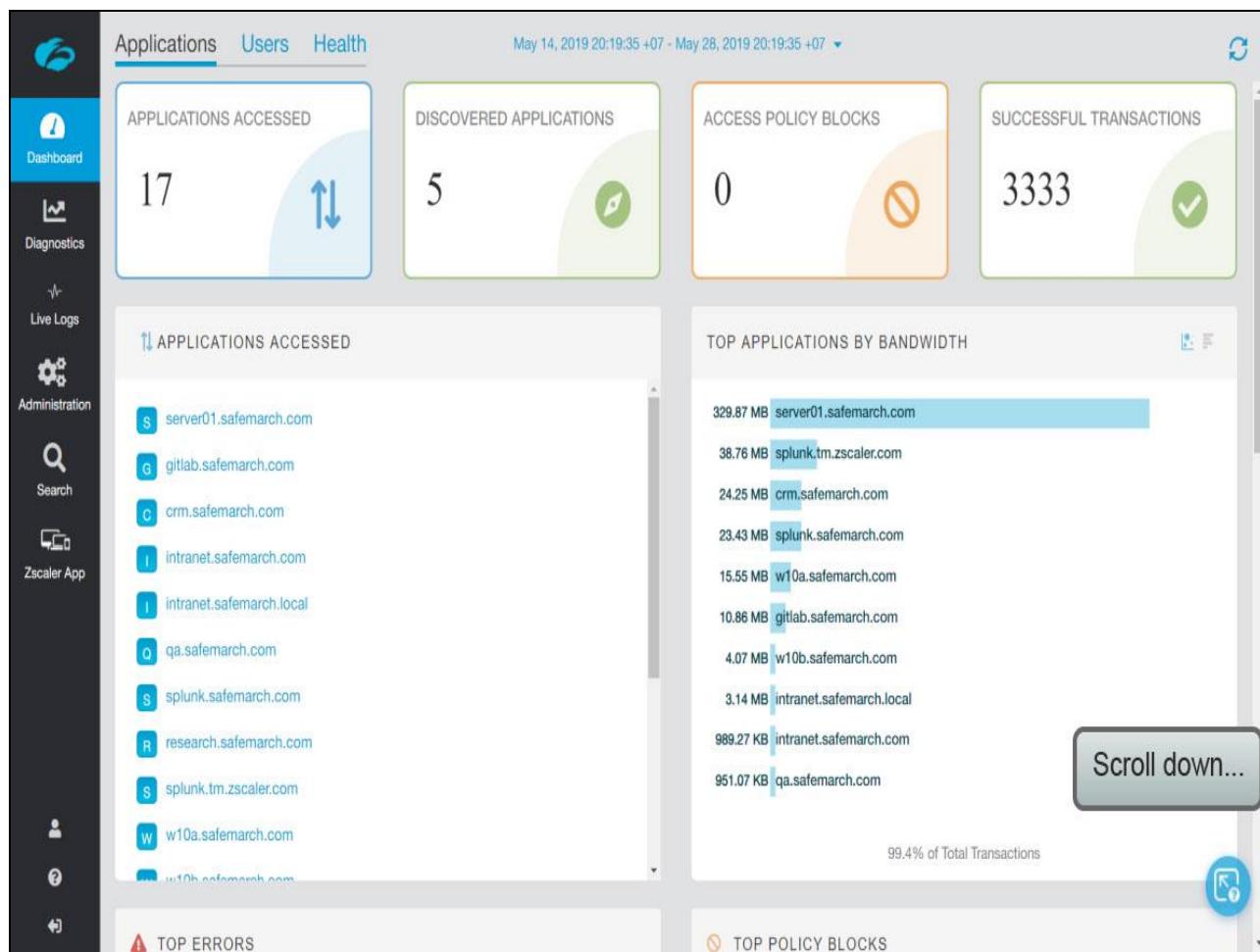
The screenshot shows the Zscaler Admin Portal's Diagnostics page. On the left, a sidebar lists various navigation options: Dashboard, Diagnostics (which is selected), Live Logs, Administration, Search, and Zscaler App. The main content area has a header "Log Type: User Activity" and a date range "May 14, 2019 20:19:35 +07 - May 28, 2019 20:19:35 +07". A message at the top right says "Data on the Dashboard page might be more recent than the data presented below". Below this, there are six summary boxes: TOTAL (76), ERRORS (48), ACCESS POLICY ... (0), TIMEOUT POLICY ... (0), SUCCESSFUL (24), and INFO (4). A large blue box highlights the "ERRORS" section. Below these are two filter sections: one for "APPLICATION: DOMAIN" set to "w10a.safemarch.com" and another for "APPLICATION: SERVER PORT" set to "3389". At the bottom is a table with columns: Connection, UTC, Policy, User, ZEN, Connector, and Application. Three rows are listed, all showing errors related to "Global_Policy_2" and "w10a.safemarch.com" with status "No connector can reach this...". Each row has a "Details" icon (a gear with an arrow) and a "Logs" icon (a circular arrow).

Connection	UTC	Policy	User	ZEN	Connector	Application
May 22nd, 00:51:00 +07		Global_Policy_2	w10a.safemarch.com	US-CA-8171	No connector can reach this...	w10a.safemarch.com:3389 ...
May 22nd, 00:50:58 +07		Global_Policy_2	w10a.safemarch.com	US-CA-8171	No connector can reach this...	w10a.safemarch.com:3389 ...
May 22nd, 00:50:56 +07		Global_Policy_2	w10a.safemarch.com	US-CA-8171	No connector can reach this...	w10a.safemarch.com:3389 ...
		Global_Policy_A		US-CA-8171	No connector can reach this...	w10a.safemarch.com:9380

Slide notes

...to be taken to the **Diagnostics** page to view the details for the error.

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Slide notes

Scroll down, ...

Slide 45 - Slide 45

Applications Users Health May 14, 2019 20:19:35 +07 - May 28, 2019 20:19:35 +07

TOP APPLICATIONS BY USERS

DISCOVERED APPLICATIONS

Click Add Application Segment

Add Application Segment

App Discovered On

May 21st, 09:33 AM (+07)

Mouseover an Application name

5 Applications Discovered

Slide notes

If you mouseover an application in the **DISCOVERED APPLICATIONS** widget, a pop-up tool tip will provide more information about it, including when it was discovered.

To convert a discovered application into a defined application (that you can apply an Access Policy to), click **Add Application Segment**.

Slide 46 - Slide 46

The screenshot shows the Zscaler Admin Portal's Applications section. On the left, a vertical sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and user management. The main area has tabs for Applications, Users, and Health, with the Applications tab selected. A date range from May 14, 2019 to May 28, 2019 is shown at the top right. Below the tabs is a large, empty white space.

TOP APPLICATIONS BY USERS: This section features a bubble chart where the size of each bubble represents the percentage of total transactions. The bubbles are labeled: intranet (teal), qa (purple), gitlab (orange), server01 (light green), research (blue), splunk (dark blue), and w10a (cyan). Below the chart, it says "87.4% of Total Transactions".

DISCOVERED APPLICATIONS: This section lists discovered applications with checkboxes. Two items are checked: "research.safem..." and "172.20.0.26". There is also an unchecked checkbox for "intranet.safemar...". A button labeled "Select Applications" is located at the top right of this section. A callout box with a red border points to the "Define Selected Applications" button at the bottom right of the modal window.

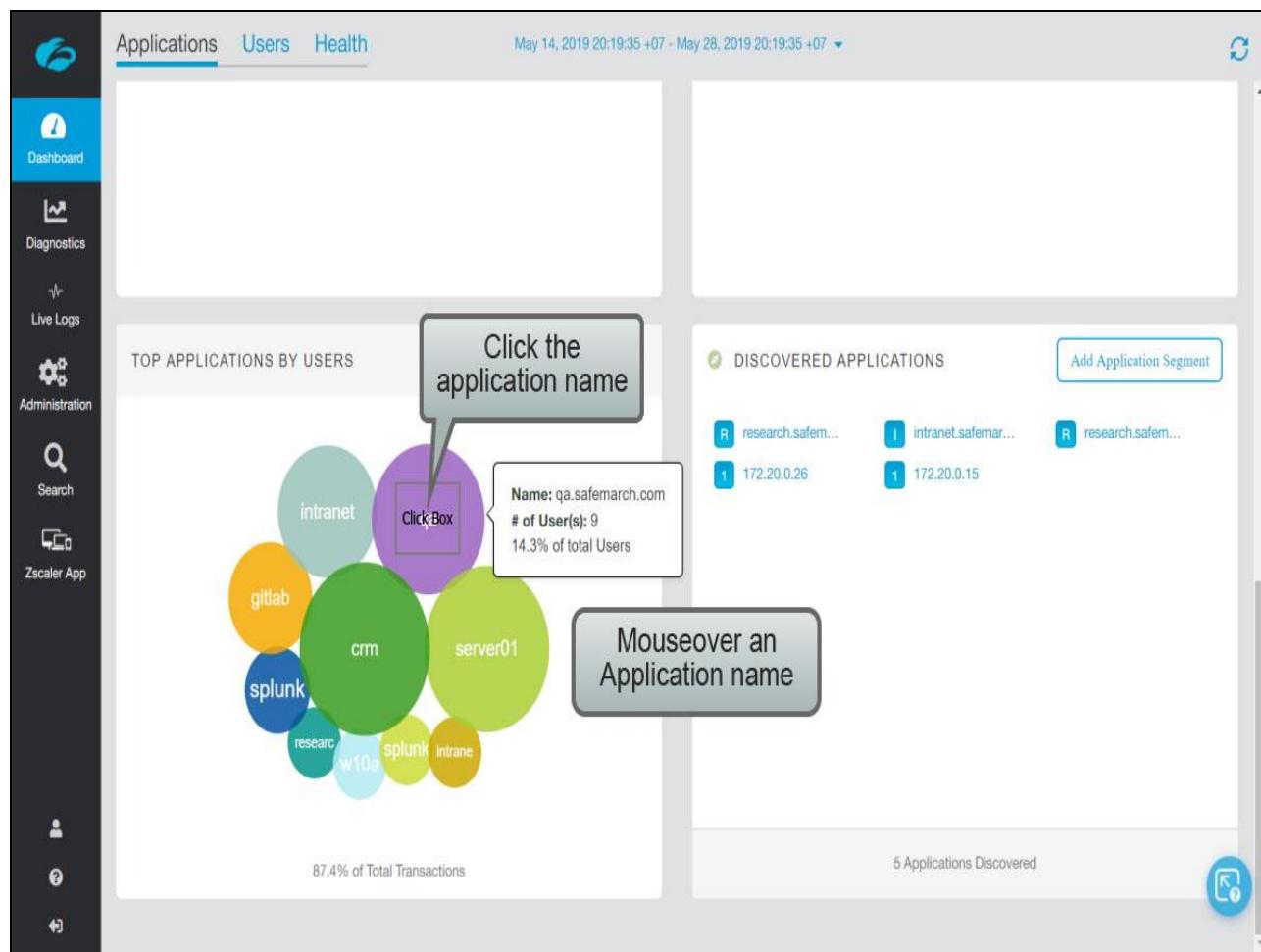
Callout Text: "Select Applications and define them on the Portal as necessary"

Buttons: "Define Selected Applications" (highlighted with a red box) and "Cancel".

Slide notes

Here you may select one or more of the discovered applications and convert them to applications defined on the portal using the **Define Selected Applications** option. Once an application is defined on the portal you can configure an **Access Control** policy rule for it, to control who is permitted to use that application.

Slide 47 - Slide 47



Slide notes

If you mouseover an application in the **TOP APPLICATIONS BY USERS** widget, a pop-up tool tip will provide more information about that application, including details of the number of users that have accessed it.

To view the log for an application, click the bubble containing the application name, ...

Slide 48 - Slide 48

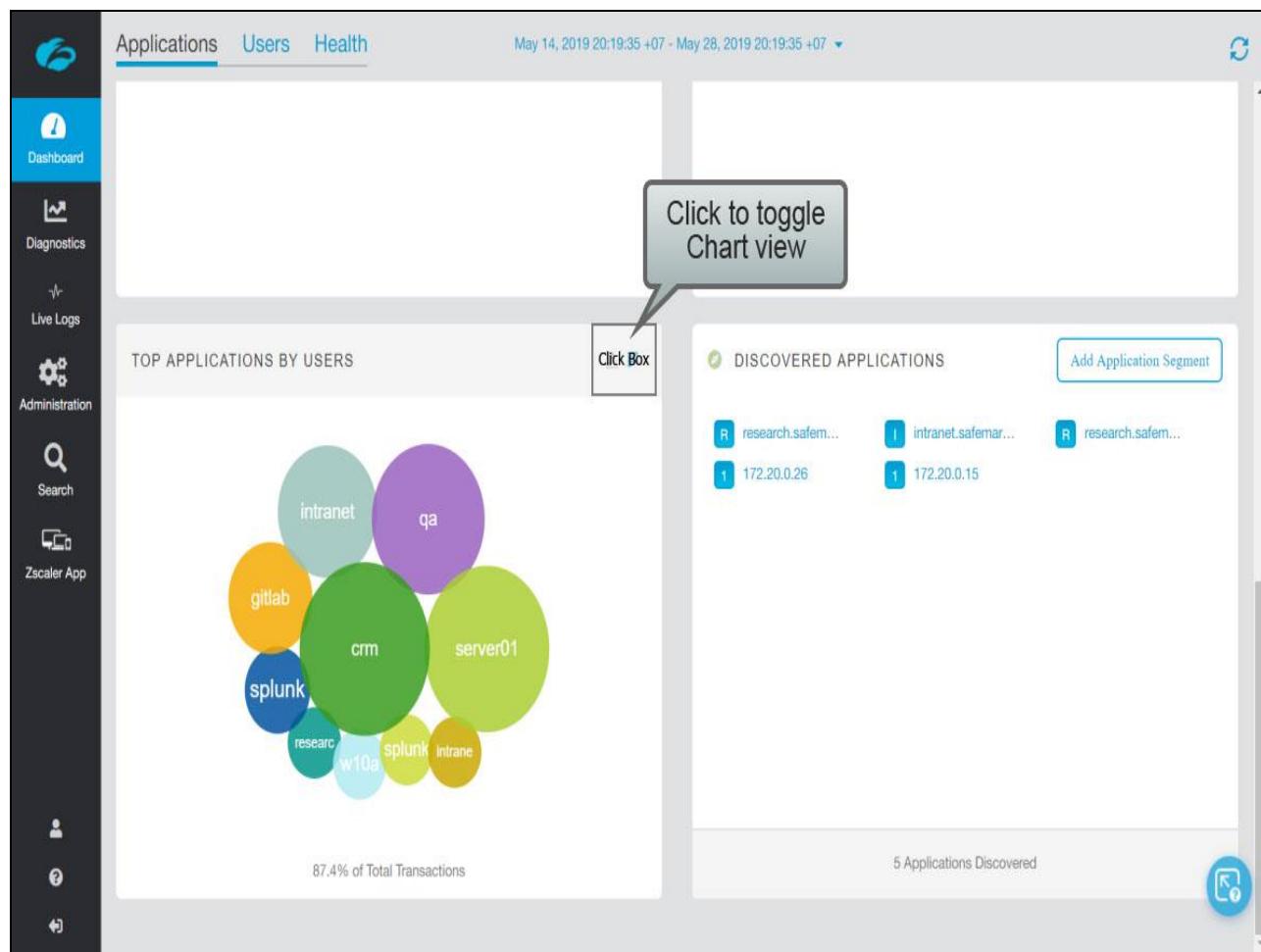
The screenshot shows the Zscaler Admin Portal's Diagnostics section. On the left, a sidebar lists various navigation items: Dashboard, Diagnostics (which is selected and highlighted in blue), Live Logs, Administration, Search, and Zscaler App. The main content area displays a summary of log types: TOTAL 160, ERRORS 0, ACCESS POLICY ... 0, TIMEOUT POLICY ... 0, SUCCESSFUL 124, and INFO 36. Below this, a search bar filters logs for 'Application: Domain Equals qa.safemarch.com'. The table below shows three log entries from May 25th:

Connection	UTC	Policy	User	ZEN	Connector	Application
May 25th, 03:09:35 +07	Global_Policy_2	qa.safemarch.com	US-GA-8521	San Jose Connector 4	qa.safemarch.com:80 TCP	
May 25th, 03:09:32 +07	Global_Policy_2	qa.safemarch.com	US-GA-8521	San Jose Connector 4	qa.safemarch.com:80 TCP	
May 25th, 02:18:17 +07	Global_Policy_2	qa.safemarch.com	US-GA-8521	San Jose Connector 3	qa.safemarch.com:80 TCP	

Slide notes

...and the **Diagnostics** page filtered for that application will be shown.

Slide 49 - Slide 49



Slide notes

Some of the widgets allow you to toggle between a list view, and a bubble chart view. To toggle from a bubble chart to a list, click the **List** icon in the top right corner of the widget, ...

Slide 50 - Slide 50

The screenshot shows the Zscaler Admin Portal's Applications dashboard. On the left is a vertical sidebar with icons for Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and Help. The main area has tabs for Applications, Users, and Health, with the Applications tab selected. A date range from May 14, 2019 to May 28, 2019 is shown. A callout box with the text "Click to toggle Chart view" points to a small rectangular box on the right side of the screen. The left panel displays a bar chart titled "TOP APPLICATIONS BY USERS" with the following data:

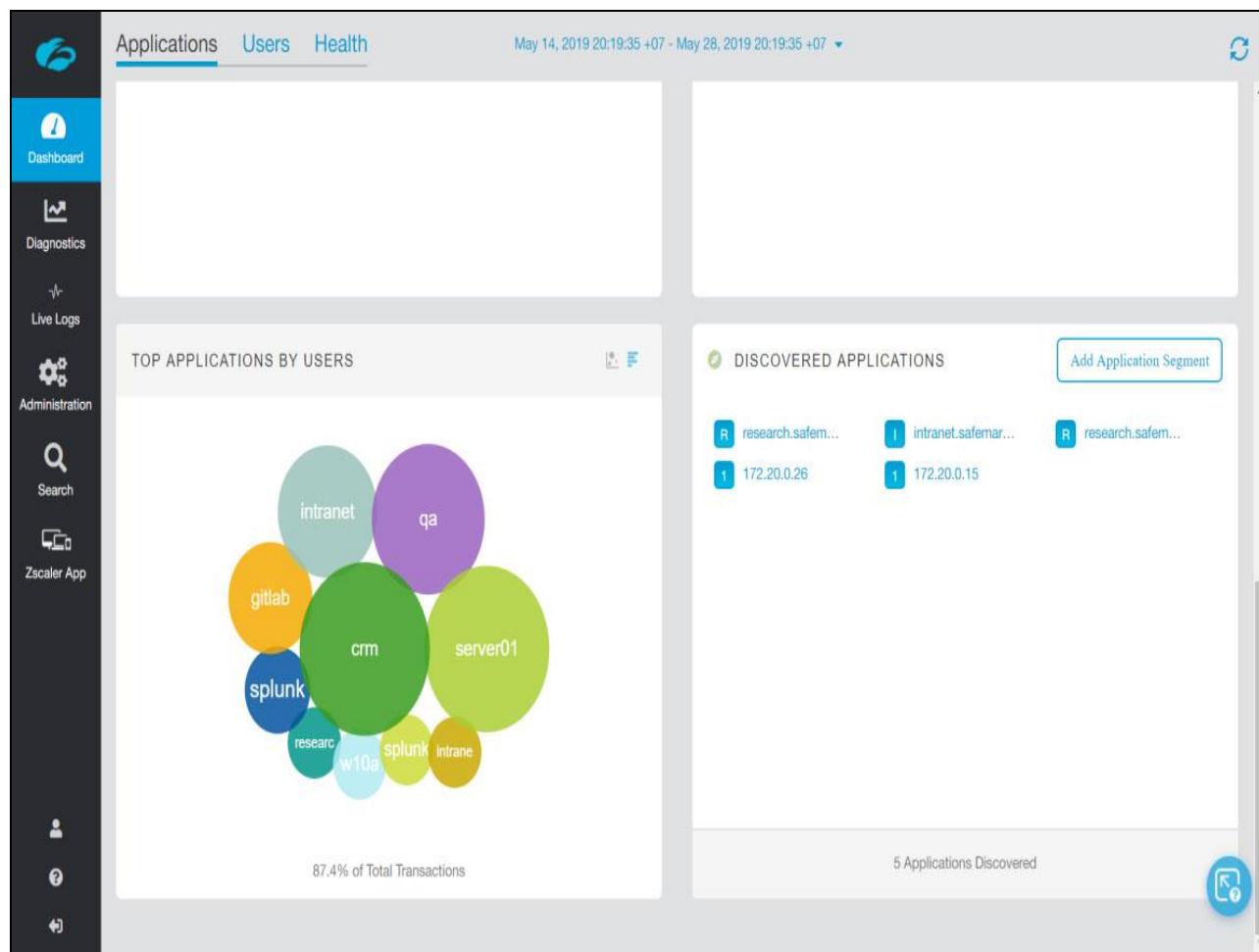
Rank	Application
12	crm.safemarch.com
11	server01.safemarch.com
9	qa.safemarch.com
7	intranet.safemarch.local
5	gitlab.safemarch.com
3	splunk.safemarch.com
2	intranet.safemarch.com
2	splunk.tm.zscaler.com
2	w10a.safemarch.com
2	research.safemarch.com

Below the chart, it says "87.4% of Total Transactions". The right panel shows "DISCOVERED APPLICATIONS" with 5 applications discovered, including research.safemarch.com, intranet.safemarch.com, 172.20.0.26, 172.20.0.15, and another research.safemarch.com entry. There is also an "Add Application Segment" button. A circular icon with a magnifying glass is located at the bottom right.

Slide notes

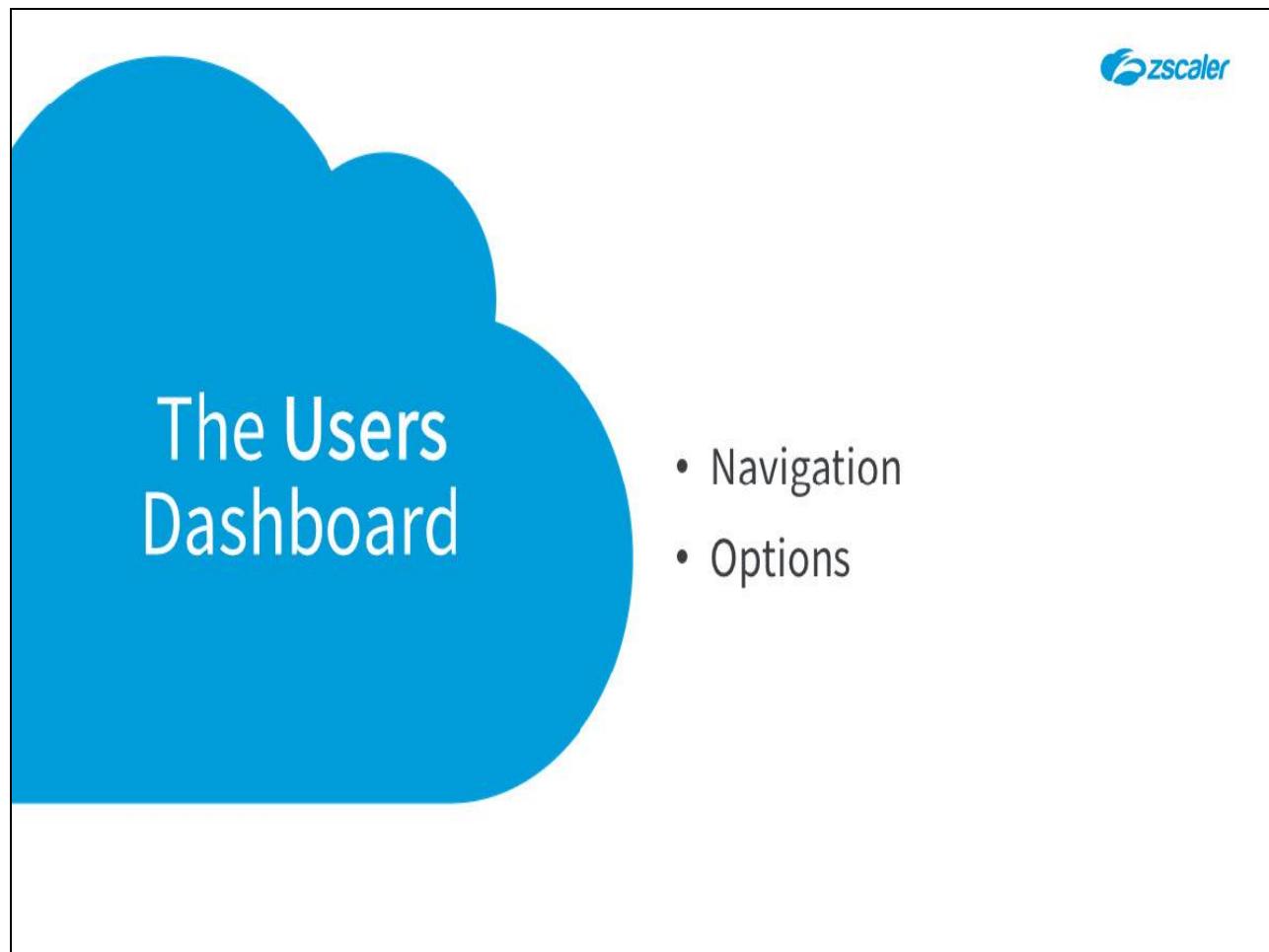
...and to toggle back, click the **Chart** icon.

Slide 51 - Slide 51



Slide notes

Slide 52 - The Users Dashboard



The Users Dashboard

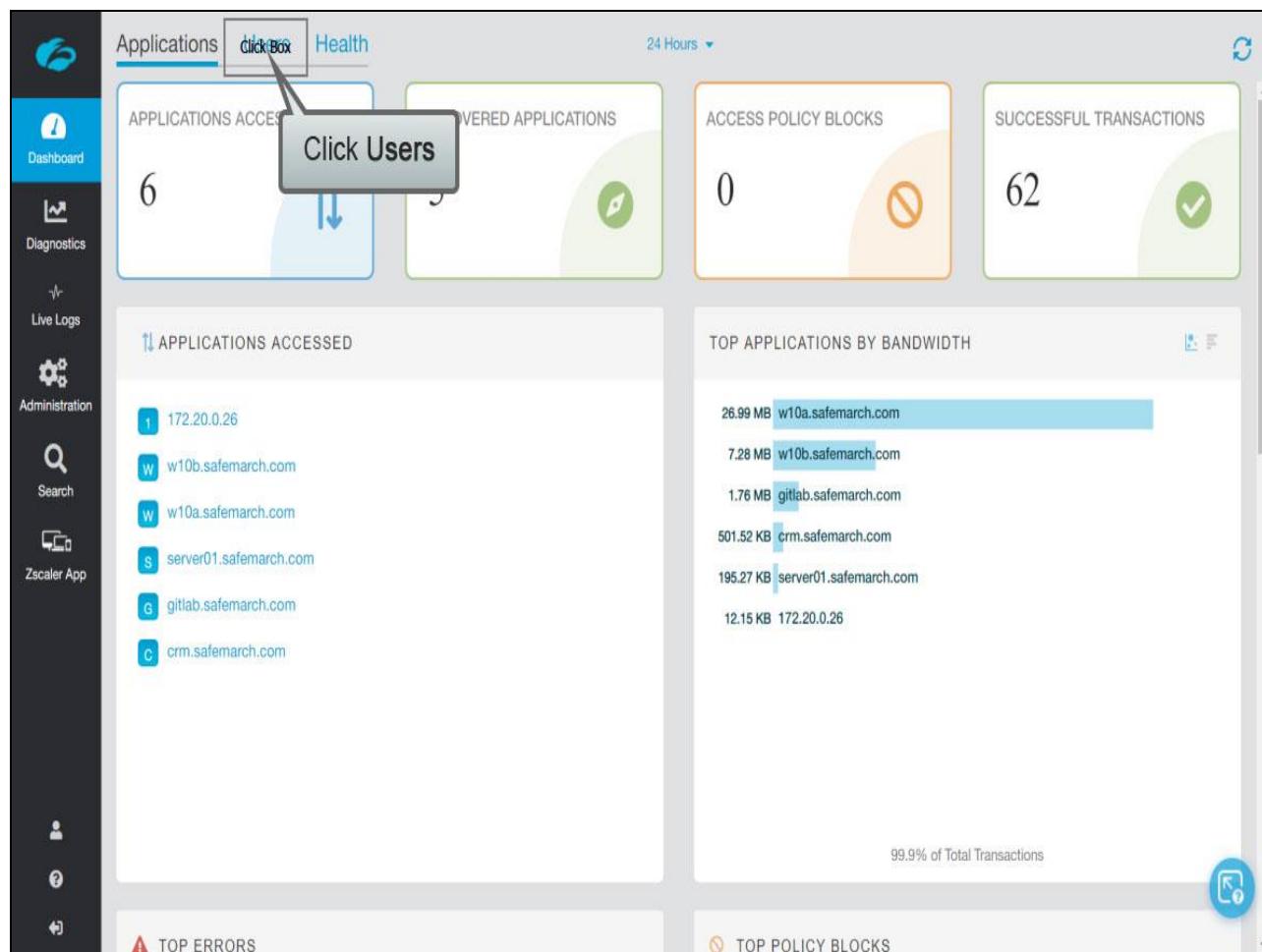
- Navigation
- Options

zscaler

Slide notes

Next, we will look at the **Users** dashboard, which provides information about user activity in your organization.

Slide 53 - Slide 53



Slide notes

To view the **Users** Dashboard, click **Users**.

Slide 54 - Slide 54

The screenshot shows the Zscaler Admin Portal's Users Dashboard. On the left is a vertical sidebar with icons for Applications, Users (selected), Health, Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and Help. The main area has three columns: RECENT USERS (showing 14 users), CURRENT CONNECTED USERS (with a dropdown menu for selecting a time frame, currently set to 14 Days, which is also highlighted with a red box), and TOP POLICY BLOCKED USERS (showing 0). Below the current connected users section is a note: "No top users by policy for this time interval". To the right of the dashboard is a Refresh icon.

Slide notes

The **Users** Dashboard contains a number of standard widgets that provide a real-time summary and overview of;

- RECENT USERS,
- CURRENT CONNECTED USERS,
- USERS BLOCKED BY POLICIES,
- TOP USERS BY APPLICATIONS,
- TOP USERS BY BANDWIDTH,
- And TOP POLICIES BY BLOCKED USERS.

As with the **Applications** Dashboard, you can select the time frame to view, and refresh the Dashboard display.

Slide 55 - Slide 55

The screenshot shows the Zscaler Admin Portal dashboard. On the left is a vertical sidebar with icons for Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and other navigation links. The main area has tabs for Applications, Users (which is selected), and Health. A date filter '14 Days' is set. The dashboard displays four main sections: RECENT USERS (14), CURRENT CONNECTED USERS (2), TOP POLICY BLOCKS (0), and USERS BLOCKED BY POLICIES (No top users by policy for this time interval). A tooltip 'Mouseover a User name' points to a user entry in the RECENT USERS section, which shows details: Logged In Time (May 28th, 08:42 AM (+07)), App Accessed (intranet.safemarch.com), IP Address (180.129.86.85), and User Location (Singapore, SG).

Slide notes

If you mouseover a username in any of the widgets, a pop-up tool tip will provide more information about that user. The details displayed depend on the widget, but can include; the user's time connected, location, IP address, and the applications accessed.

Slide 56 - Slide 56

The screenshot shows the Zscaler Admin Portal's Applications Dashboard. The top navigation bar includes 'Applications' (selected), 'Users' (highlighted in blue), and 'Health'. A dropdown menu for the time period shows '14 Days'. On the left, a sidebar lists various sections: Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and Help.

The main dashboard area displays three cards:

- RECENT USERS:** Shows the number 14. A callout box with a grey border and a blue arrow points to this card, containing the text "Click Box".
- CURRENT CONNECTED USERS:** Shows the number 2.
- TOP POLICY BLOCKS:** Shows the number 0.

A detailed callout box is overlaid on the 'RECENT USERS' card, showing the following information for a specific user session:

- Logged In Time: May 28th, 08:42 AM (+07)
- App Accessed: intranet.safemarch.com
- IP Address: 180.129.86.85
- User Location: Singapore, SG

Slide notes

As with the **Applications** Dashboard, if you click on an item in this Dashboard...

Slide 57 - Slide 57

The screenshot shows the ZCCA Admin Portal's Diagnostics page. On the left is a vertical sidebar with icons for Dashboard, Diagnostics (selected), Live Logs, Administration, Search, and Zscaler App. The main area has a header "Log Type: User Activity" and a date range "May 15, 2019 14:51:15 +07 - May 29, 2019 14:51:15 +07". It displays summary statistics: TOTAL 79, ERRORS 0, ACCESS POLICY ... 0, TIMEOUT POLICY ... 0, SUCCESSFUL 74, and INFO 5. A note says "Data on the Dashboard page might be more recent than the data presented below". Below this is a search bar with the filter "[Username Equals yfayasustira@safemarch.com]". The search results table has columns: Connection, UTC, Policy, User, ZEN, Connector, and Application. It lists three entries for "Global_Policy_2" from "yfayasustira@safemarch.com" on "May 28th, 08:40:29 +07". The last row is partially visible with "Global_Policy_A". To the right of the table are two circular icons: one with a gear and another with a refresh symbol.

Connection	UTC	Policy	User	ZEN	Connector	Application
May 28th, 08:40:29 +07		Global_Policy_2	yfayasustira@safemarch.com	AP-SG-8362	AWS US-West Connector 1	intranet.safemarch.com:80 T...
May 28th, 08:40:18 +07		Global_Policy_2	yfayasustira@safemarch.com	AP-SG-8362	AWS US-West Connector 1	crm.safemarch.com:80 TCP
May 28th, 08:40:18 +07		Global_Policy_2	yfayasustira@safemarch.com	AP-SG-8362	AWS US-West Connector 1	intranet.safemarch.com:80 T...
		Global_Policy_A		AP-SG-8362	AWS US-West Connector 1	crm.safemarch.com:80 TCP

Slide notes

...you will be taken to the **Diagnostics** page with a filtered list of logs entries for that item.

Slide 58 - Slide 58

The screenshot shows the Zscaler Admin Portal dashboard. On the left is a dark sidebar with icons for Applications, Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and Help.

The main area has three sections at the top:

- RECENT USERS:** 14
- CURRENT CONNECTED USERS:** 2
- TOP POLICY BLOCKS:** 0

Below these are two more sections:

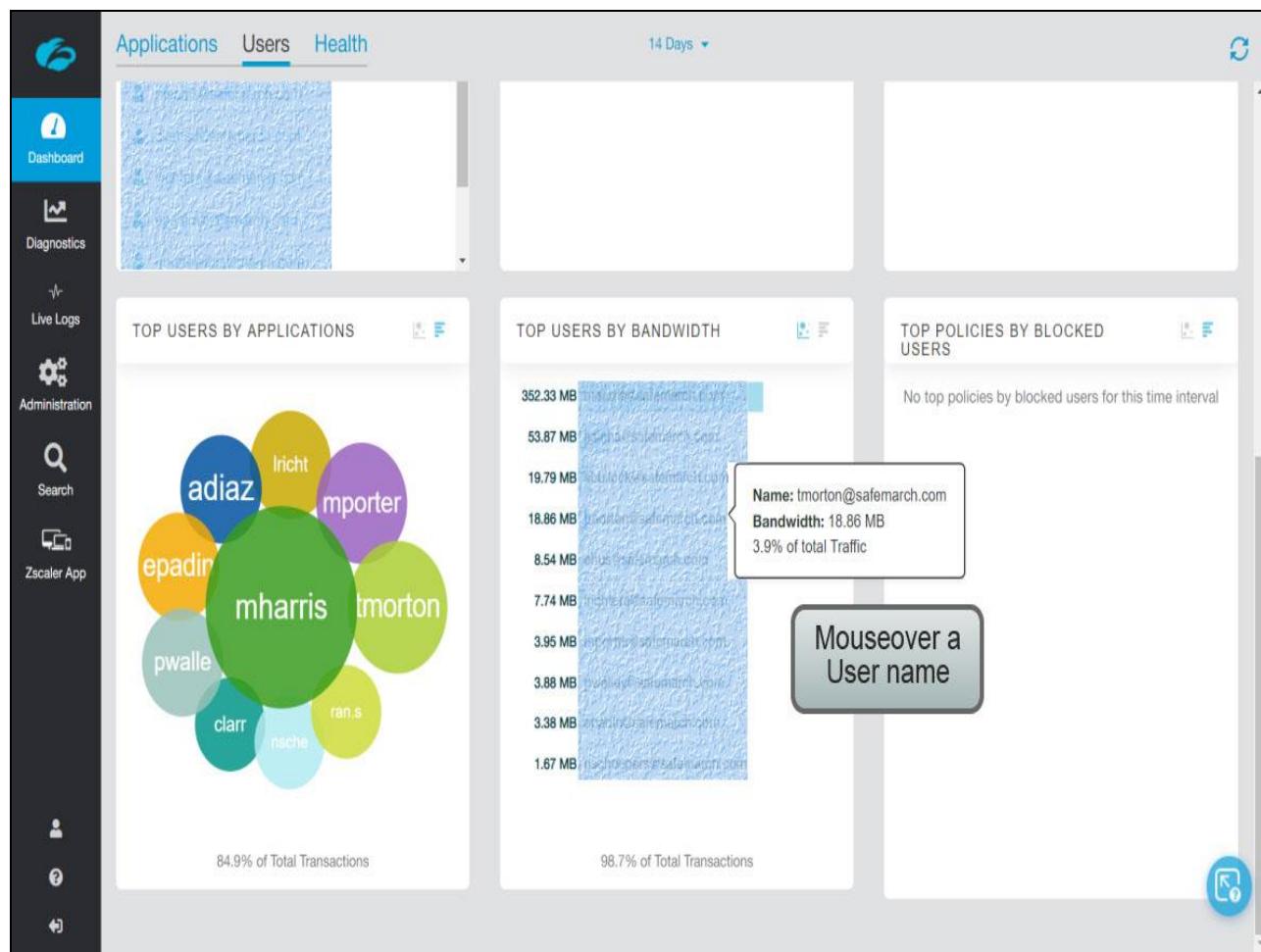
- RECENT USERS:** A large blue rectangular area showing a list of recent users, which is mostly obscured by a 'Scroll down...' button.
- CURRENT CONNECTED USERS:** A smaller blue rectangular area showing a list of current connected users, also mostly obscured by a 'Scroll down...' button.
- USERS BLOCKED BY POLICIES:** No top users by policy for this time interval.

A 'Scroll down...' button with a downward arrow icon is positioned in the bottom right corner of the main content area.

Slide notes

Scroll down, ...

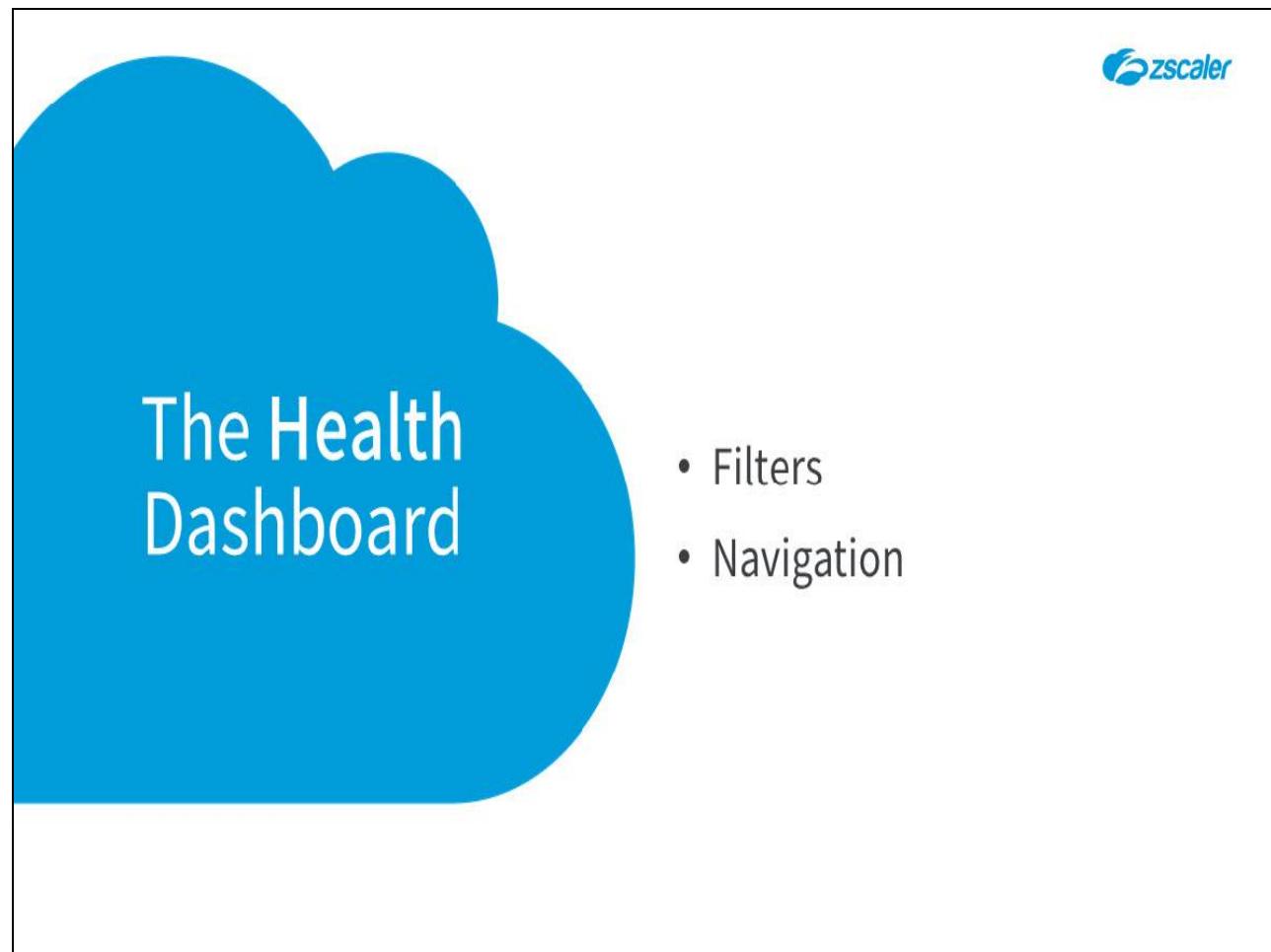
Slide 59 - Slide 59



Slide notes

...to review the; **TOP USERS BY APPLICATIONS**, **TOP USERS BY BANDWIDTH**, and **TOP POLICIES BY BLOCKED USERS** widgets.

Slide 60 - The Health Dashboard



The Health Dashboard

- Filters
- Navigation

zscaler

Slide notes

Lastly, we will look at the **Health** dashboard, which provides widgets that display the health of your organization's applications, servers, and Connectors.

Slide 61 - Slide 61

The screenshot shows the Zscaler Admin Portal dashboard. On the left is a vertical sidebar with icons for Applications, Users, Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and Help. The 'Users' icon is highlighted with a blue bar. The main dashboard area has a header with 'Applications' (blue), 'Users' (underlined in blue), and 'Click Box' (with a mouse cursor icon). A dropdown menu '14 Days ▾' is shown. Below the header are four sections: 'RECENT USERS' (14), 'CURRENT CONNECTED USERS' (2), 'TOP POLICY BLOCKS' (0), and 'USERS BLOCKED BY POLICIES' (No top users by policy for this time interval). A large callout box labeled 'Click Health' points to the 'Click Box' button in the header. A URL at the bottom left is https://admin.private.zscaler.com/#dashboard/health.

Slide notes

To view the **Health** Dashboard, click **Health**.

Slide 62 - Slide 62

The screenshot shows the Zscaler Admin Portal's Health dashboard. On the left, a vertical sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main area has tabs for Applications, Users, and Health, with the Health tab selected. The Applications section displays 6 of 24 applications, each with a status icon (S or W) and a red arrow pointing down, indicating they are down or unhealthy. The Servers section displays 4 of 10 servers, each with a status icon (00 or 00!) and a red arrow pointing down. A callout bubble points to a filter icon in the Applications section with the text "Click on a Filter". A "Click Box" is also present near the filter icon.

APPLICATIONS 6 of 24 Applications

sales.safemarc h.com sales.safemarc h.com salesops.safem arch.com salesops.safem arch.com w10a.safemarc h.com w10b.safemarc h.com

Servers 4 of 10 Servers

172.20.0.13 172.20.0.14 172.16.2.4 172.16.2.6

<https://admin.private.zscaler.com/#dashboard/usersDashboard>

Slide notes

The **Health** Dashboard provides an indication of the current health of **APPLICATIONS**, **SERVERS**, and **CONNECTORS**.

By default, filters are applied so that the only objects visible are those that are indicated as **Down** or **Unhealthy**. To view all objects, click on the filters for each object type and select all statuses.

Slide 63 - Slide 63

The screenshot shows the ZCCA Admin Portal interface. On the left is a vertical sidebar with icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Scaler App. The main area has tabs for Applications, Users, and Health, with the Health tab selected.

APPLICATIONS section: Displays 24 of 24 Applications. Icons indicate status: S (Sales), W (Web), C (CRM), G (GitLab), I (Intranet), Q (Unknown), R (Relay), and S (Server). A callout box points to the application row with the text "Icons to indicate Application, Server, and Connector status".

	sales.safemarc h.com	sales.safemarc h.com	salesops.safem arch.com	salesops.safem arch.com	w10a.safemarc h.com	w10b.safemarc h.com	crm.gf.local	crm.safemarch. com	crm.safemarch. com
S	S	S	S	S	W	W	C	C	C
gitlab.safemarc h.com	gitlab.safemarc h.com	intranet.gf.local	qa.gm	qa.gm	qa.gm	qa.gm	server01.safem arch.com	server01.safem arch.com	server01.safem arch.com

SERVERS section: Displays 10 of 10 Servers. Icons indicate status: Up (green arrow up), Down (red arrow down), Unhealthy (yellow exclamation mark), and Unknown (blue question mark). A callout box points to the server row with the text "Icons to indicate Application, Server, and Connector status".

	172.20.0.13	172.20.0.14	172.16.2.6	172.16.2.4	172.20.0.12	192.168.1.27	10.0.0.7	172.20.0.15	CRM Server
Up	Down	Unhealthy	Unknown	Up	Up	Up	Up	Up	Up
Domain Controller									

Slide notes

The statuses that may be indicated are; **Up**, **Down**, **Unhealthy**, and **Unknown**.

Slide 64 - Slide 64

The screenshot shows the Zscaler Admin Portal interface. On the left, a sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main area has tabs for Applications, Users, and Health, with the Health tab selected. The Applications section displays 24 of 24 applications in a grid, each with a status icon (S, W, C, G, I, Q, R, S) and a red arrow indicating performance. The Servers section shows 10 of 10 servers with status icons (green up, red down, yellow exclamation) and IP addresses. A callout box points to the right edge of the Applications grid with the text "Click to scroll within, or resize the section".

APPLICATIONS							
24 of 24 Applications							
Sales	Sales	SalesOps	SalesOps	Web	Web	CRM	CRM
sales.safemarc h.com	sales.safemarc h.com	salesops.safe march.com	salesops.safe march.com	w10a.safemarc h.com	w10b.safemarc h.com	crm.gf.local	crm.safemarch .com
gitlab.safemarc h.com	gitlab.safemarc h.com	intranet.gf.local	qa.gf.local	qa.safemarch.c om	research.gf.loc al	server01.safem arch.com	server01.safem arch.com

SERVERS								
10 of 10 Servers								
172.20.0.13	172.20.0.14	172.16.2.6	172.16.2.4	172.20.0.12	192.168.1.27	10.0.0.7	172.20.0.15	CRM Server
Domain Controller								

Slide notes

You can scroll within a section to find a particular object, or click to expand the section, ...

Slide 65 - Slide 65

The screenshot shows the Zscaler Admin Portal interface with three main sections: Applications, Servers, and Connectors.

- APPLICATIONS:** Displays 24 of 24 Applications. Each application is represented by a blue rounded rectangle with a white icon (S, W, C) and a red circle indicating status. Some applications have green arrows pointing up, while others have red arrows pointing down or yellow exclamation marks.

 - sales.safemarch.com
 - sales.safemarch.com
 - salesops.safe.march.com
 - salesops.safe.march.com
 - w10a.safemarch.com
 - w10b.safemarch.com
 - crm.gf.local
 - crm.safemarch.com
 - crm.safemarch.com
 - gitlab.safemarch.com
 - gitlab.safemarch.com
 - intranet.gf.local
 - qa.gf.local
 - qa.safemarch.com
 - research.gf.local
 - server01.safemarch.com
 - server01.safemarch.com
 - server01.safemarch.com

- SERVERS:** Displays 10 of 10 Servers. Each server is represented by a blue rounded rectangle with a white icon (two boxes) and a red circle indicating status. Some servers have green arrows pointing up, while others have red arrows pointing down or yellow exclamation marks.

 - 172.20.0.13
 - 172.20.0.14
 - 172.16.2.6
 - 172.16.2.4
 - 172.20.0.12
 - 192.168.1.27
 - 10.0.0.7
 - 172.20.0.15
 - CRM Server

- CONNECTORS:** Displays 9 of 9 Connectors. Each connector is represented by a blue rounded rectangle with a white icon (tree with boxes) and a red circle indicating status. Some connectors have green arrows pointing up, while others have red arrows pointing down or yellow exclamation marks.

 - AWS Prov-4
 - AWS US-West Connector 1
 - AWS US-West Connector 2
 - Azure East-US-1
 - Azure US-Central-South
 - Log Streaming Service Sa
 - San Jose Connector 3
 - San Jose Connector 4
 - Seattle Connector 1

Slide notes

...and drag and drop the bottom right corner to resize the section window.

Slide 66 - Slide 66

The screenshot shows the Zscaler Admin Portal interface. On the left, a sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main area has tabs for Applications, Users, and Health, with the Health tab selected. The Applications section displays 24 of 24 applications in a grid, each with a status icon (S, W, C) and a red arrow indicating connectivity. The Servers section shows 10 servers with their IP addresses and status icons. The Connectors section shows 9 connectors with their names and status icons. A tooltip 'Click on a Server, Application, or Connector' points to a server icon in the Servers section. Another tooltip 'Mouseover an Application, Server, or Connector' points to a connector icon in the Connectors section, which triggers a pop-up showing the IP address (192.168.1.27) and last updated date (May 29th, 16:42 PM (+07)).

Slide notes

If you mouseover an object (**Application**, **Server**, or **Connector**), a pop-up tool tip will provide more information about that object.

To display related objects, click on an object, ...

Slide 67 - Slide 67

The screenshot shows the Zscaler Admin Portal interface. The left sidebar contains navigation links: Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main content area has tabs for Applications and Health, with the Health tab currently selected.

APPLICATIONS

24 of 24 Applications

sales.safemarch.com	sales.safemarch.com	salesops.safe.march.com	salesops.safe.march.com	w10a.safemarch.com	w10b.safemarch.com	crm.gf.local	crm.safemarch.com	crm.safemarch.com
gitlab.safemarch.com	gitlab.safemarch.com	intranet.gf.local	qa.gf.local	qa.safemarch.com	research.gf.local	server01.safemarch.com	server01.safemarch.com	server01.safemarch.com

SERVERS > APPS OF 172.16.2.4

W w10a.safemarch.com:... > W w10a.safemarch.com:...

CONNECTORS

9 of 9 Connectors

AWS Prov-4	AWS US-West Connector 1	AWS US-West Connector 2	Azure East-US-1	Azure US-Central-South	Log Streaming Service Sa	San Jose Connector 3	San Jose Connector 4	Seattle Connector 1
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Slide notes

...to open a drill down view.

Slide 68 - Slide 68

The screenshot shows the Zscaler Admin Portal interface. On the left, there's a vertical sidebar with icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main area has tabs for Applications, Users, and Health, with the Applications tab selected.

APPLICATIONS: Shows 24 of 24 Applications. Each application entry includes a small icon (e.g., S, W, C, G, I, Q, R) and the URL. Some icons have red or green status dots and arrows pointing up or down.

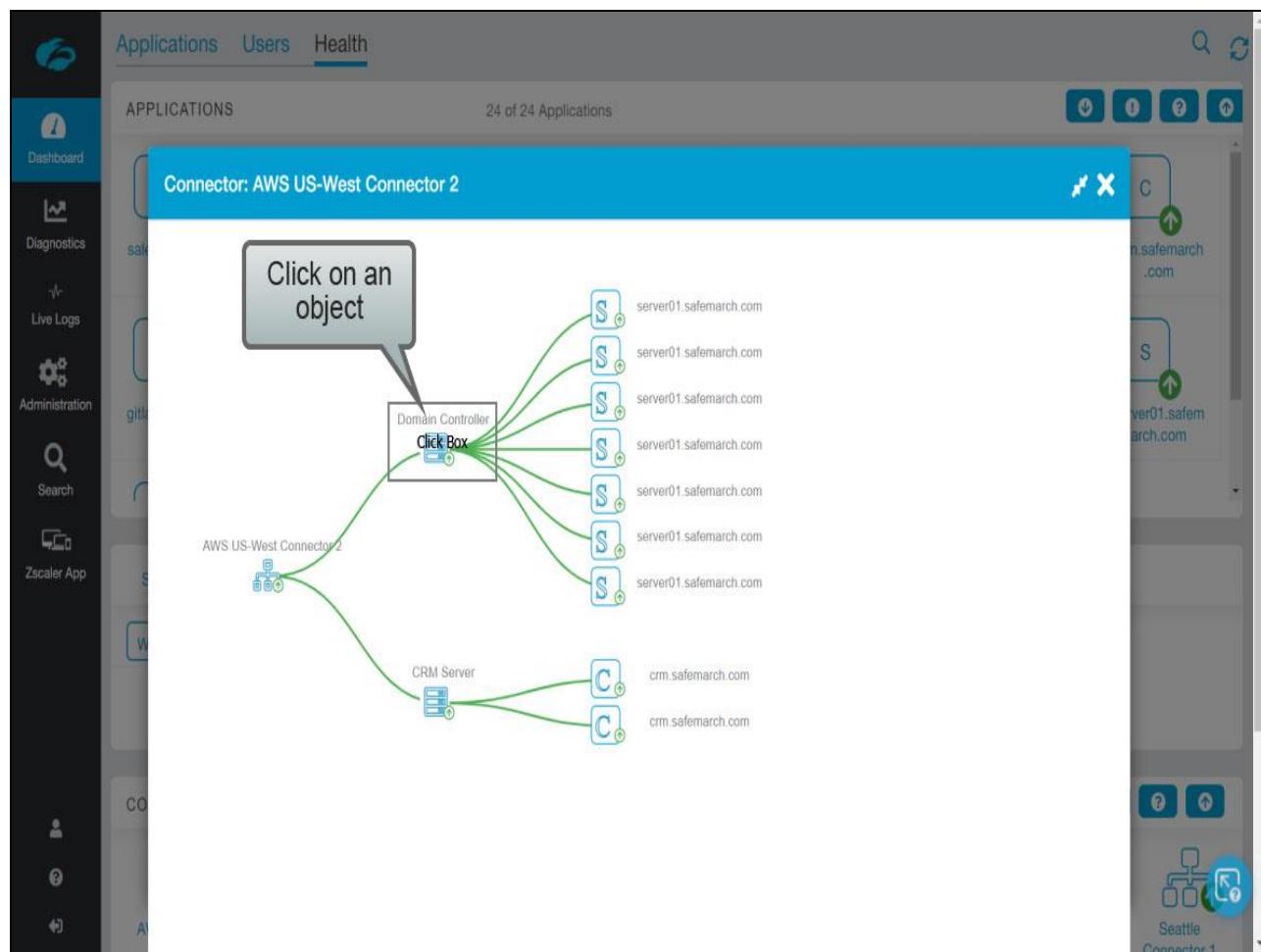
SERVERS > APPS OF 172.16.2.4: This section shows the logical connectivity for the application 'w10a.safemarch.com'. It displays a tree structure of connected objects. A callout box with the text 'Click on the map icon' points to a blue map icon located next to the connector for 'w10a.safemarch.com'.

CONNECTORS: Shows 9 of 9 Connectors. Each connector entry includes a small icon and the name. The connectors listed are AWS Prov-4, AWS US-West Connector 1, AWS US-West Connector 2, Azure East-US-1, Azure US-Central-South, Log Streaming Service Sc, San Jose Connector 3, San Jose Connector 4, and Seattle Connector 1.

Slide notes

To view a real-time logical connectivity map for any object, mouseover it if necessary and click on the **Map** icon associated with it.

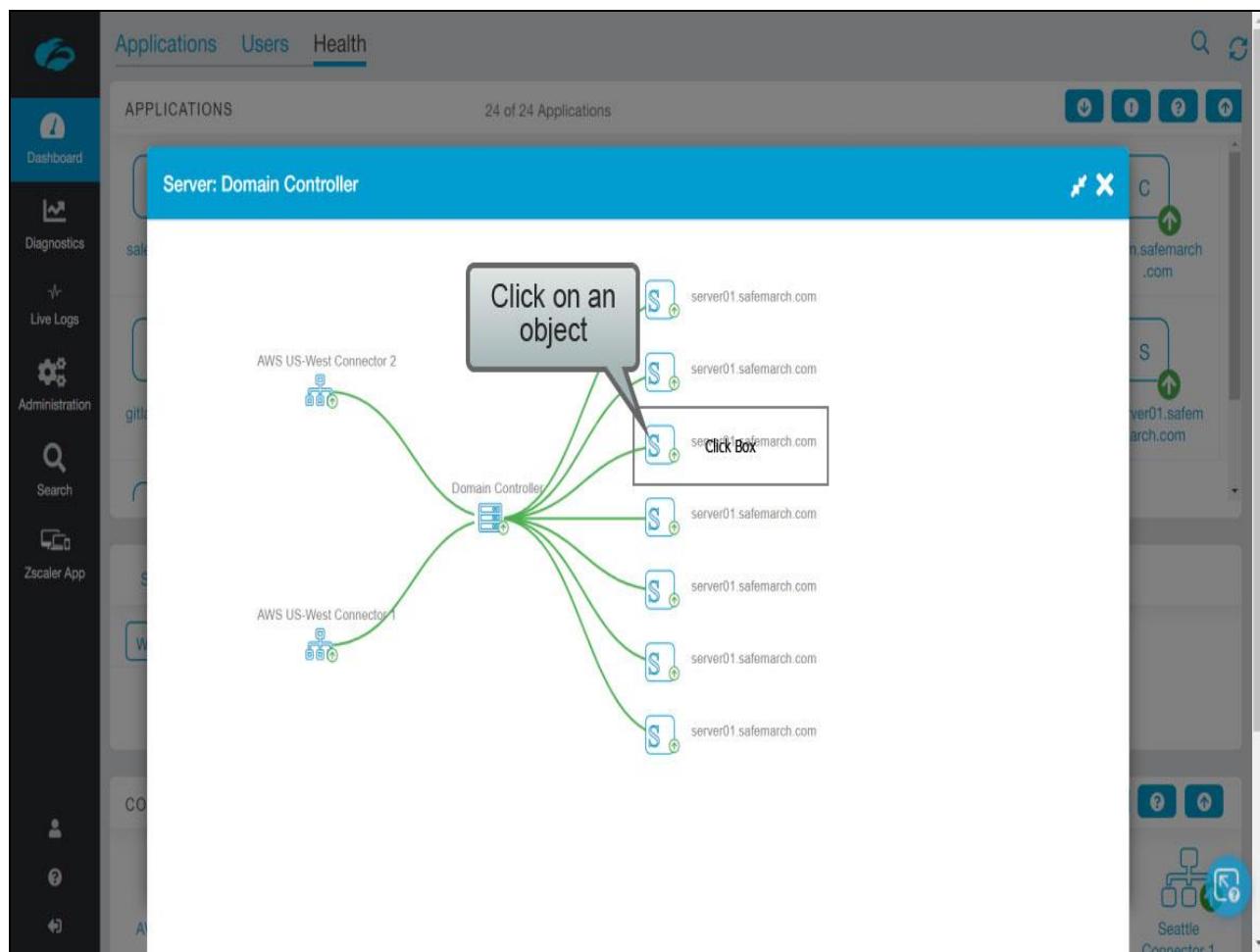
Slide 69 - Slide 69



Slide notes

A map indicating the logical connectivity for that object will open and display real-time status of each related object.
You can click on any of the objects within the map, ...

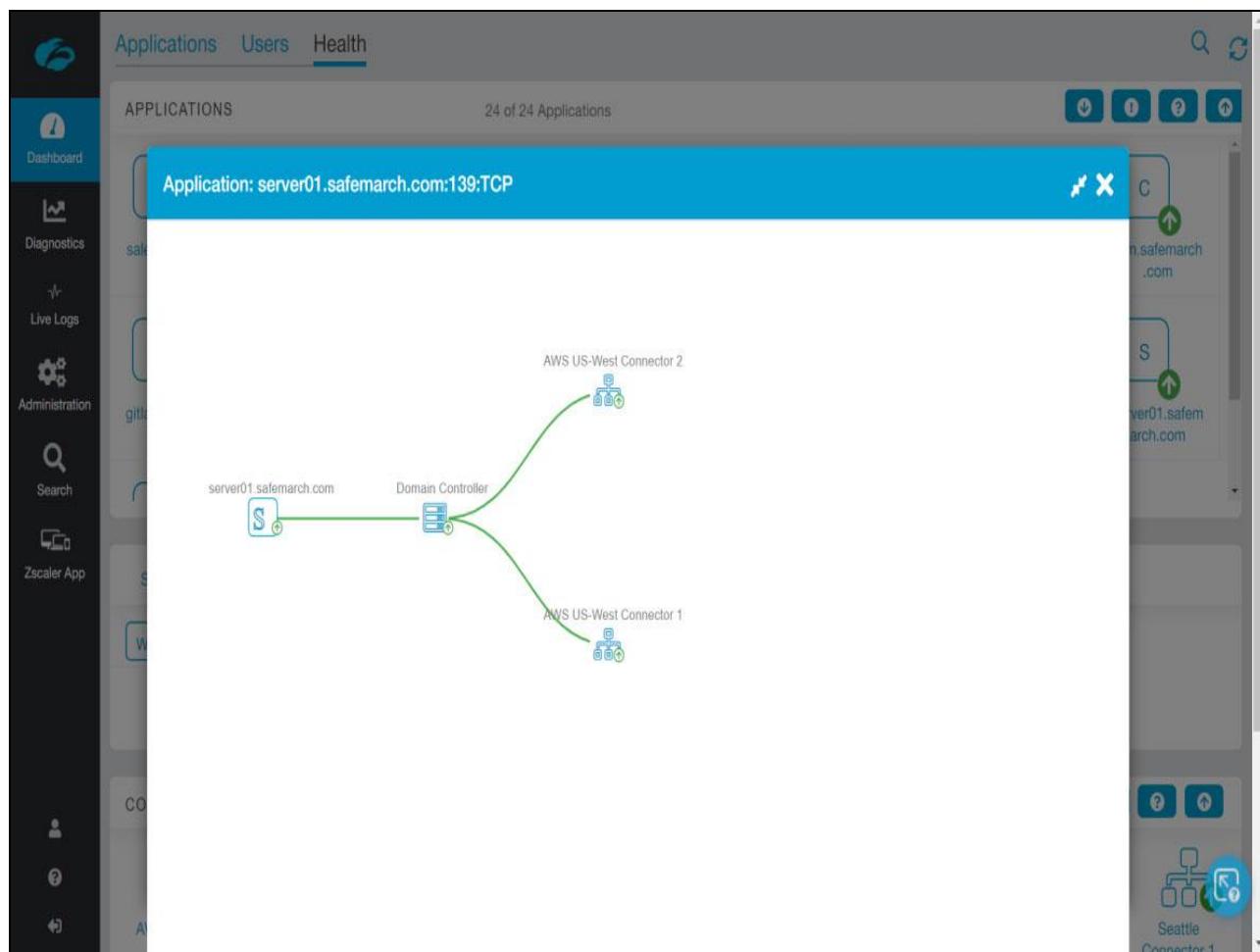
Slide 70 - Slide 70



Slide notes

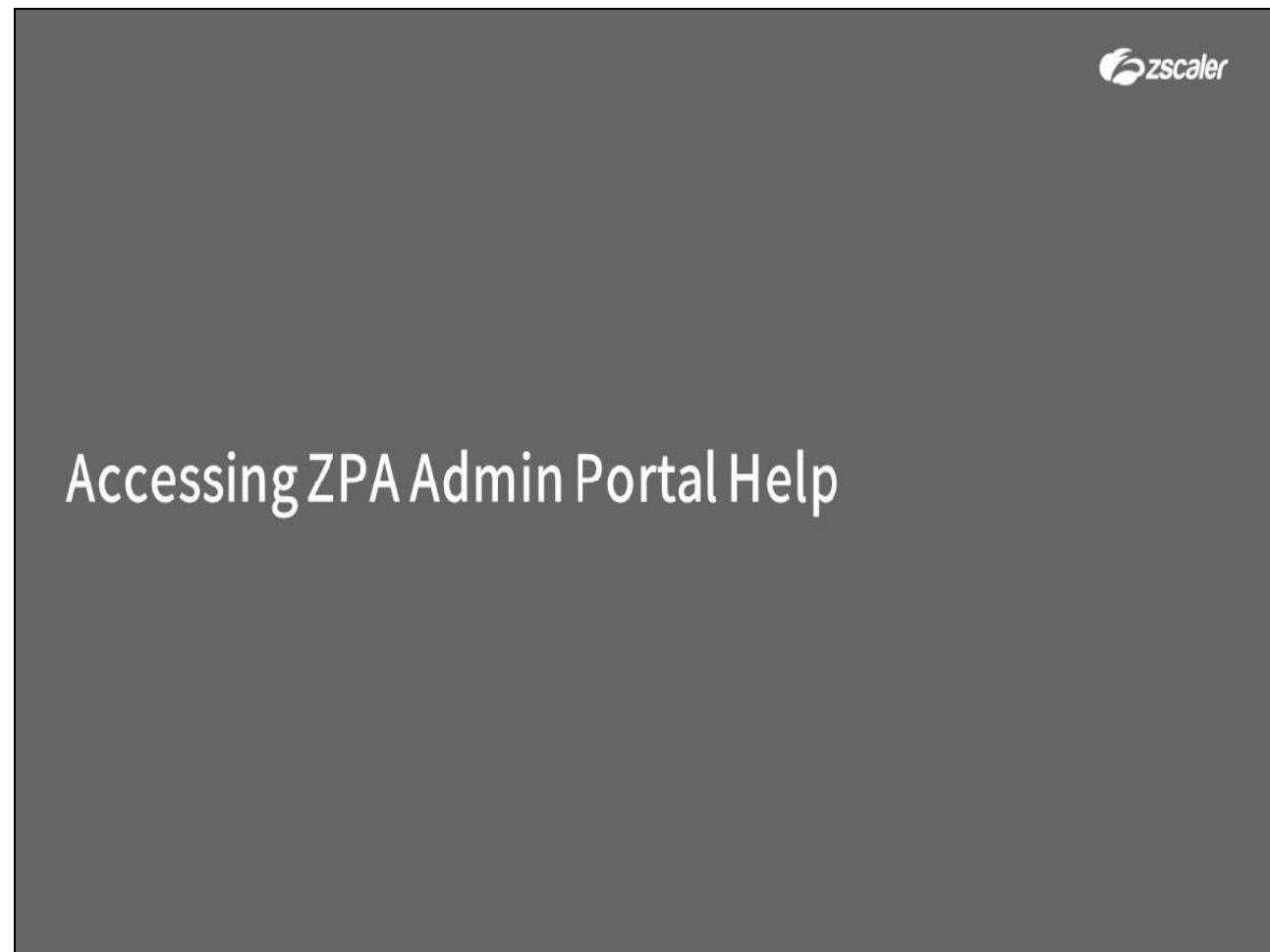
...to change the map view to focus on the chosen object.

Slide 71 - Slide 71



Slide notes

Slide 72 - Accessing ZPA Portal Help

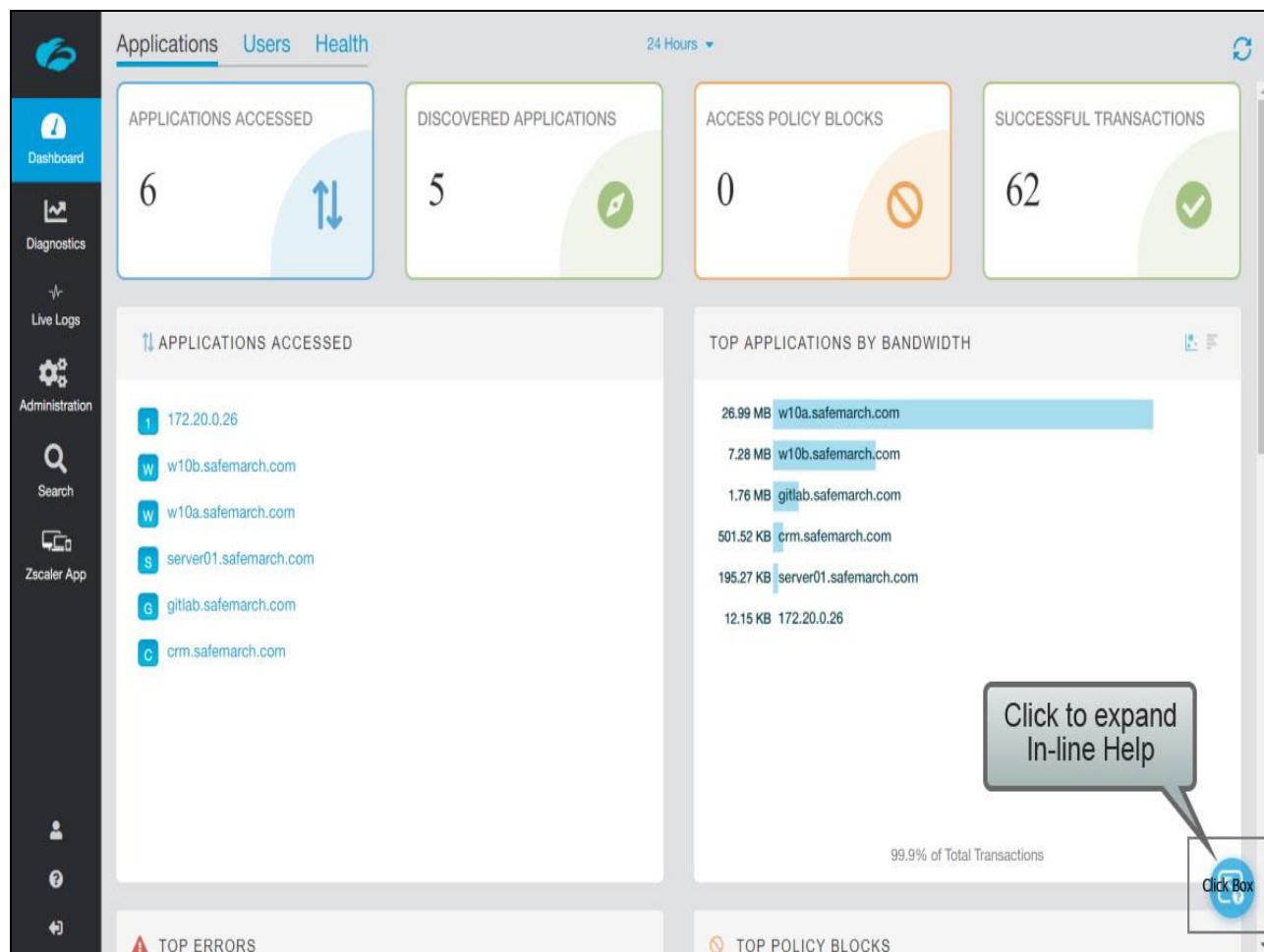


Slide notes

The final topic that we will cover is a look at how to access ZPA Help.

This section has been created as an interactive demo to give you a feel for the navigation of the ZPA Admin Portal. You will be asked to select the appropriate menu options to navigate the UI. You may also use the Play control to proceed to the next step.

Slide 73 - Slide 73



Slide notes

You can access ZPA Help in two places, from the **Help** menu, or click to expand the in-line **Help** panel.

Slide 74 - Slide 74

The screenshot shows the ZCCA-PA Admin Portal's Applications dashboard. On the left, a sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. The main area has tabs for Applications, Users, and Health, with a '24 Hours' dropdown. Key metrics include 'APPLICATIONS ACCESSED' (6), 'DISCOVERED APPLICATIONS' (5), 'ACCESS POLICY BLOCKS' (0), and 'SUCCESSFUL TRANSACTIONS' (62). Below these are sections for 'APPLICATIONS ACCESSED' (listing hosts like 172.20.0.26, w10a.safemarch.com, etc.) and 'TOP APPLICATIONS BY Bandwidth'. A callout box points to the help panel: 'To view Help for the current page'.

APPLICATIONS ACCESSED

- 1 172.20.0.26
- W w10b.safemarch.com
- W w10a.safemarch.com
- S server01.safemarch.com
- G gitlab.safemarch.com
- C crm.safemarch.com

TOP APPLICATIONS BY BANDWIDTH

BANDWIDTH	APPLICATION
26.99 MB	w10a.safemarch.com
7.28 MB	w10b.safemarch.com
1.76 MB	gitlab.safemarch.com
501.52 KB	crm.safemarch.com
195.27 KB	server01.safemarch.com
12.15 KB	172.20.0.26

To view Help for the current page

Documentation Browser

About the Applications Dashboard

The Applications dashboard provides information about applications in your organization.

Submit a Ticket | Open in a New Tab

Slide notes

A Help panel will open where you can view the ZPA article relevant to the page you are currently viewing.

You can resize, re-position, or minimize this panel at will.

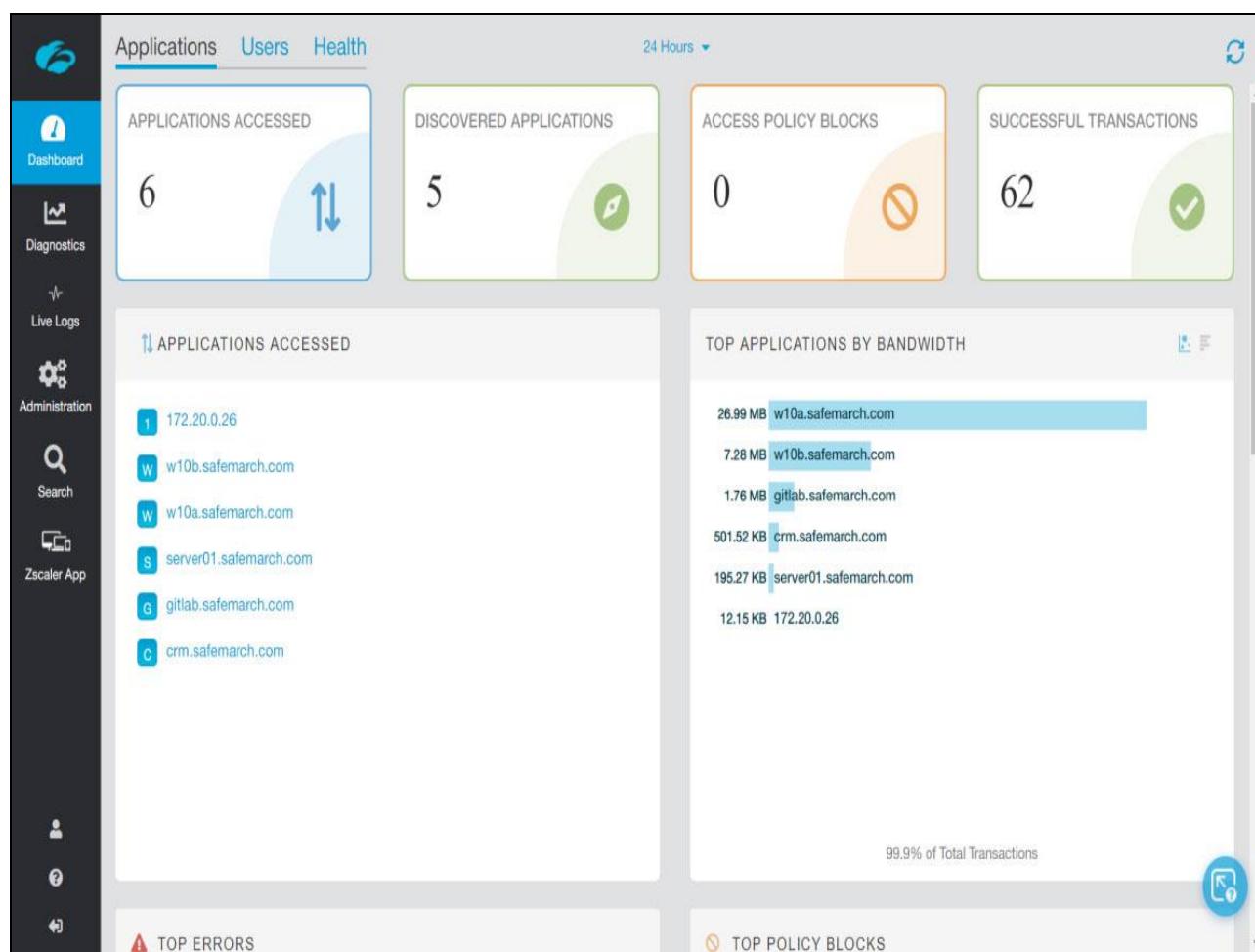
Slide 75 - Slide 75

The screenshot shows the ZCCA Admin Portal's Applications dashboard. The left sidebar includes links for Dashboard, Diagnostics, Live Logs, Administration, Search, and Scaler App. The main content area has tabs for Applications, Users, and Health, with a '24 Hours' dropdown. A 'Documentation Browser' window is open, showing the 'About the Applications Dashboard' page. This page contains a large text block: 'The Applications dashboard provides information about applications in your organization.' Below this are several cards: 'APPLICATIONS ACCESSED' (12), 'DISCOVERED APPLICATIONS' (22), 'ACCESS POLICY BLOCKS' (15K+), and 'SUCCESSFUL TRANSACTIONS' (55K+). A callout box labeled 'Click Box' points to the 'About the Applications Dashboard' link. Another callout box labeled 'Open in a New Tab and Submit a Ticket options' points to the bottom right of the dashboard area. At the bottom, there are buttons for 'Submit a Ticket' and 'Open in a New Tab', with the 'Open in a New Tab' button highlighted by a red border.

Slide notes

Also available are links to allow you to view the Help for this page full screen in a new browser tab, and the option to **Submit a Ticket**.

Slide 76 - Slide 76



Slide notes

Slide 77 - Slide 77

From the Help menu click Zscaler Help Portal

The dashboard displays various metrics: APPLICATIONS (0), ACCESS POLICY BLOCKS (0), and SUCCESSFUL TRANSACTIONS (62). It also shows a list of top applications by bandwidth:

Bandwidth	Application
26.99 MB	w10a.safemarch.com
7.28 MB	w10b.safemarch.com
1.76 MB	gitlab.safemarch.com
501.52 KB	crm.safemarch.com
195.27 KB	server01.safemarch.com
12.15 KB	172.20.0.26

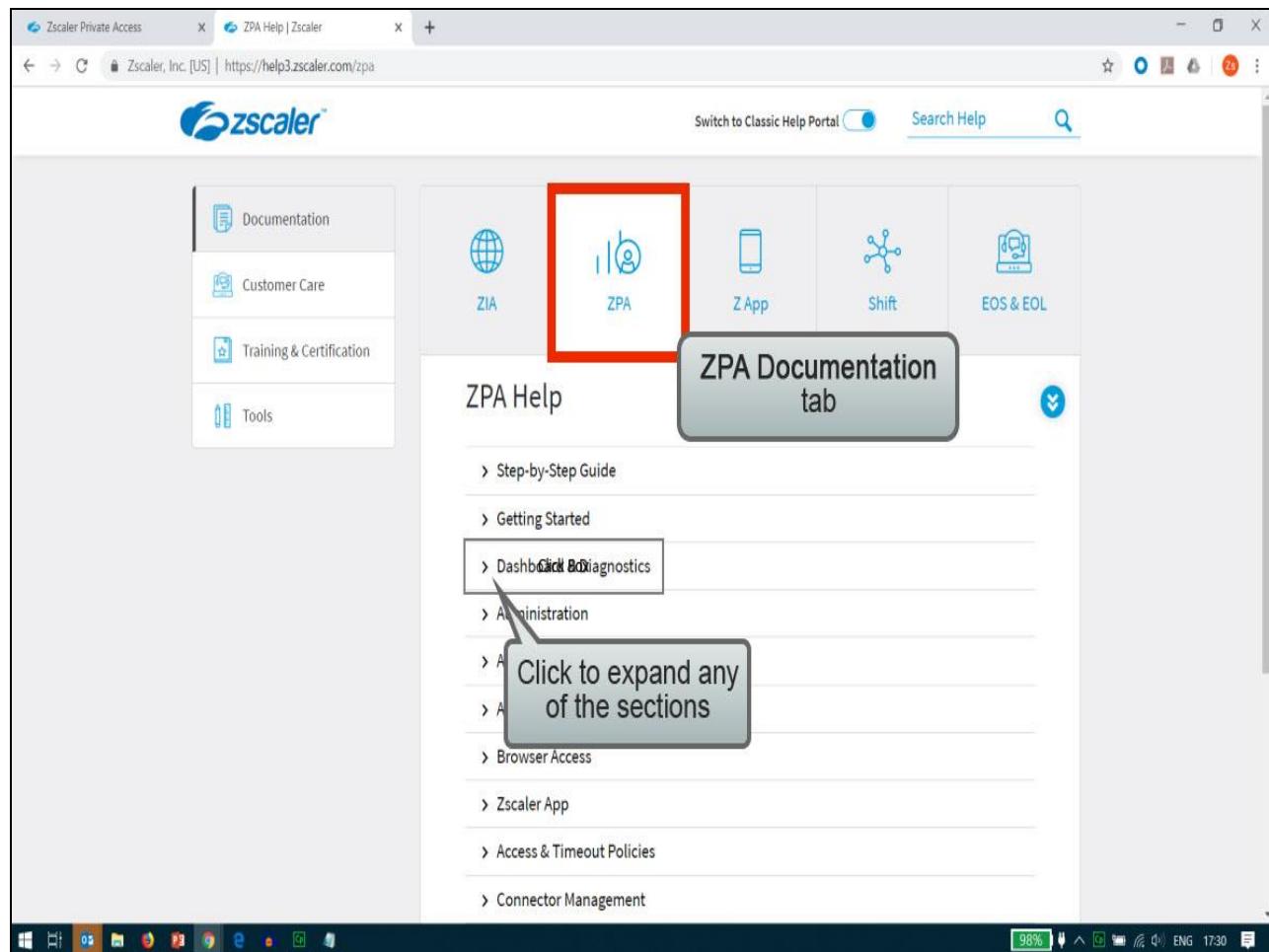
99.9% of Total Transactions

TOP POLICY BLOCKS

Slide notes

To view ZPA articles on the Zscaler Help Portal and access other support tools, from the **Help** icon menu, click **Zscaler Help Portal...**

Slide 78 - Slide 78

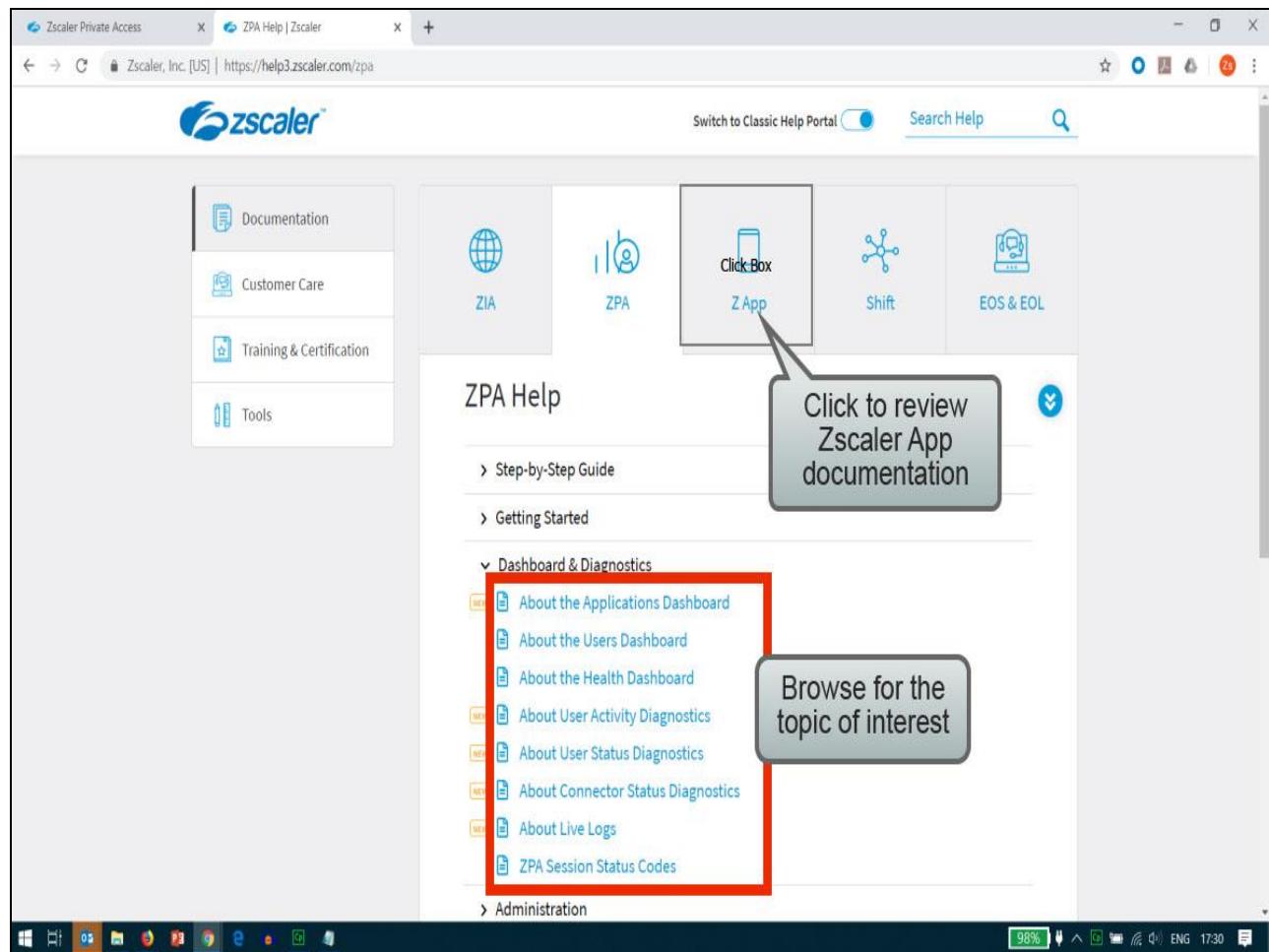


Slide notes

...and you will be taken to the Help Portal **ZPA Documentation** tab.

To expand any of the sections of the Documentation, click on the title of interest, ...

Slide 79 - Slide 79

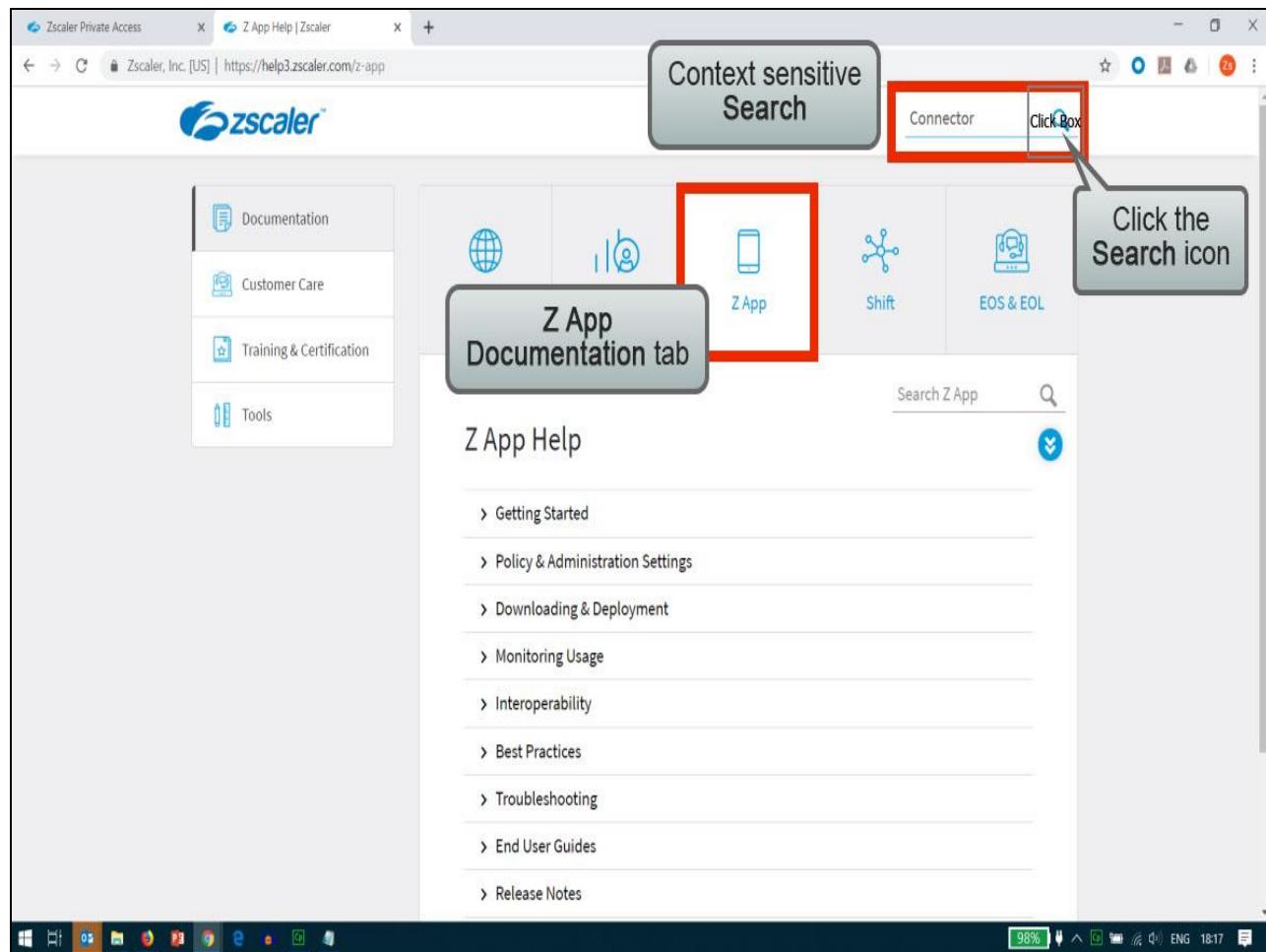


Slide notes

...and the available topics will be listed for you.

If you need to review documentation for the Zscaler App, click the **Z App** tab, ...

Slide 80 - Slide 80



Slide notes

...and the list of the available Zscaler App documentation will be shown.

A context sensitive search function is available. Enter your search term and click on the **Search icon** (or press **Enter**).

Slide 81 - Slide 81

The screenshot shows a web browser window with the Zscaler Admin Portal. The URL is https://help3.zscaler.com/search. The search bar contains the text "Connector". To the right of the search bar is a dropdown menu titled "ZPA & Z App" with a blue "Search" button next to it. A red box highlights this dropdown menu. A gray callout bubble with the text "Context sensitive Search" points to the "Search" button. The search results page displays "Total Records: 90" and a list of articles related to connectors. On the far left, there is a sidebar with various navigation links. The bottom of the screen shows the Windows taskbar with icons for File Explorer, Task View, and other applications.

Slide notes

You have the option to filter the results to any combination of the following areas;

- All,
- ZIA & Z App,
- ZPA & Z App,
- Z App,
- Shift,
- And EOS & EOL.

Slide 82 - Slide 82

The screenshot shows the Zscaler Help Portal interface. At the top, there are two tabs: "Zscaler Private Access" and "Phone Support | Zscaler". The URL in the address bar is "https://help3.zscaler.com/contact-support". On the right side of the header, there is a "Switch to Classic Help Portal" toggle switch, a "Search Help" input field, and a magnifying glass icon.

The main content area features a sidebar titled "Customer Care options" with four items: "Documentation", "Customer Care" (which is highlighted with a red box), "Training & Certification", and "Tools". To the right of the sidebar, there are five icons: "Phone Support" (with a phone receiver icon), "Deployment Advisory Services" (with an info icon), "Login to See My Tickets" (with a ticket icon), and "Submit Ticket" (with a pencil icon). Below these icons, the "Phone Support" section is expanded, showing regional contact details:

Americas	EMEA	Asia/Pacific
USA Toll Free: +1-800-953-3897	UK: +44 20 3514 2748	Australia: +61-2-8417 2939
Global Direct: +1-408-701-0534	France: +33-1-7418-1777	Germany: +49-2-21-8282-9199
		Netherlands: +31-3-0808-0255

Slide notes

Other tools on the Help Portal include, on the **Customer Care** page:

- **Phone Support** details with regional contact numbers;
- Information on Zscaler's **Deployment Advisory Services** offering;
- The option to **Login to See My Tickets**;
- And a **Submit Ticket** interface.

Slide 83 - Slide 83

The screenshot shows a web browser window for the Zscaler Admin Portal. The URL is https://help3.zscaler.com/zcca-pa. The page has a header with the Zscaler logo, a search bar, and a 'Switch to Classic Help Portal' button. On the left, there's a sidebar with links: Documentation, Customer Care, Training & Certification (which is highlighted with a red box), and Tools. The main content area features several icons for different certification paths: ZCCA-IA, ZCCP-IA, ZCTA, ZCCA-PA, and ZCCP-PA. A large callout box highlights the 'Training & Certification information' section. Below this, a yellow box contains the title 'Zscaler Certified Cloud Administrator – Private Access (ZCCA-PA)'. To the left of this box is a question: 'Who should take this course?' followed by an answer: 'Zscaler system administrators and anyone else responsible for the setup, configuration, and administration of their organization's Zscaler Private Access deployment.' At the bottom of the yellow box is a list of 'Modules and Topics':

- ZPA Fundamentals
- Basic Administration
- ZEN Connector Installation
- SAML Overview
- Z-App Fundamentals
- Z-App Installation and Administration

The status bar at the bottom of the browser shows battery level (98%), signal strength, and other system info.

Slide notes

On the **Training & Certification** page you will find details on what certification training we have available and details on how to access it.

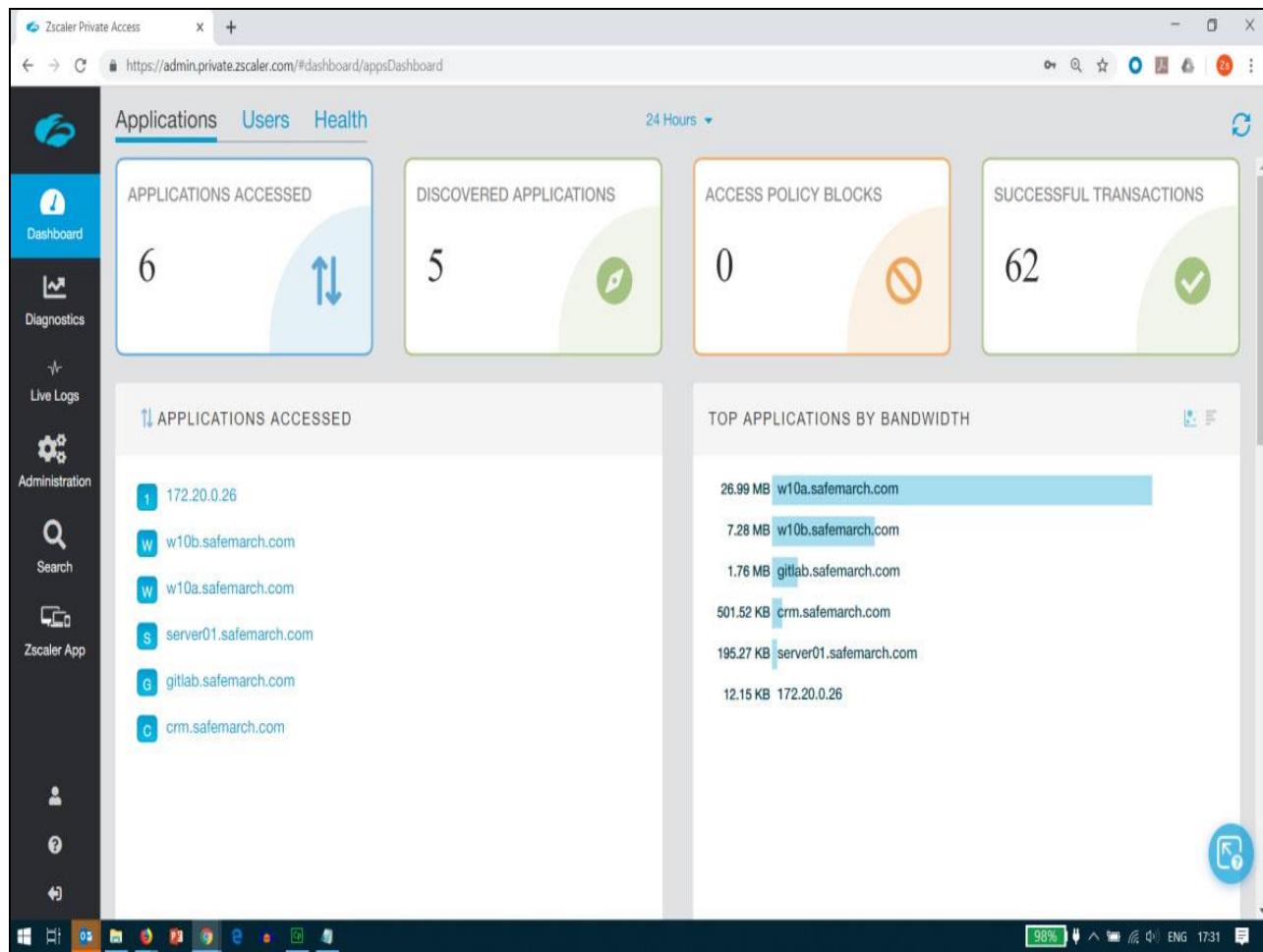
Slide 84 - Slide 84

The screenshot shows a web browser window for 'Zscaler Private Access' at the URL <https://help3.zscaler.com/zia/tools>. The page title is 'Tools'. On the left, there's a sidebar with links: Documentation, Customer Care, Training & Certification, and Tools, which is highlighted with a red box. A button labeled 'Zscaler Tools' is also visible. The main content area lists various tools under 'Tools': zscaler.net, zscalerone.net, zscalertwo.net, zscalerthree.net, zscloud.net, ips.zscaler.net/zpa, Threat Library, Zscaler Community, Zscaler Network Analysis Tool, Zscaler Proxy Test, Zscaler Security Research Blog, and Zscaler Threatlabz. At the top right, there's a 'Switch to Classic Help Portal' toggle and a search bar. The bottom of the screen shows a Windows taskbar with icons for File Explorer, Task View, and other applications.

Slide notes

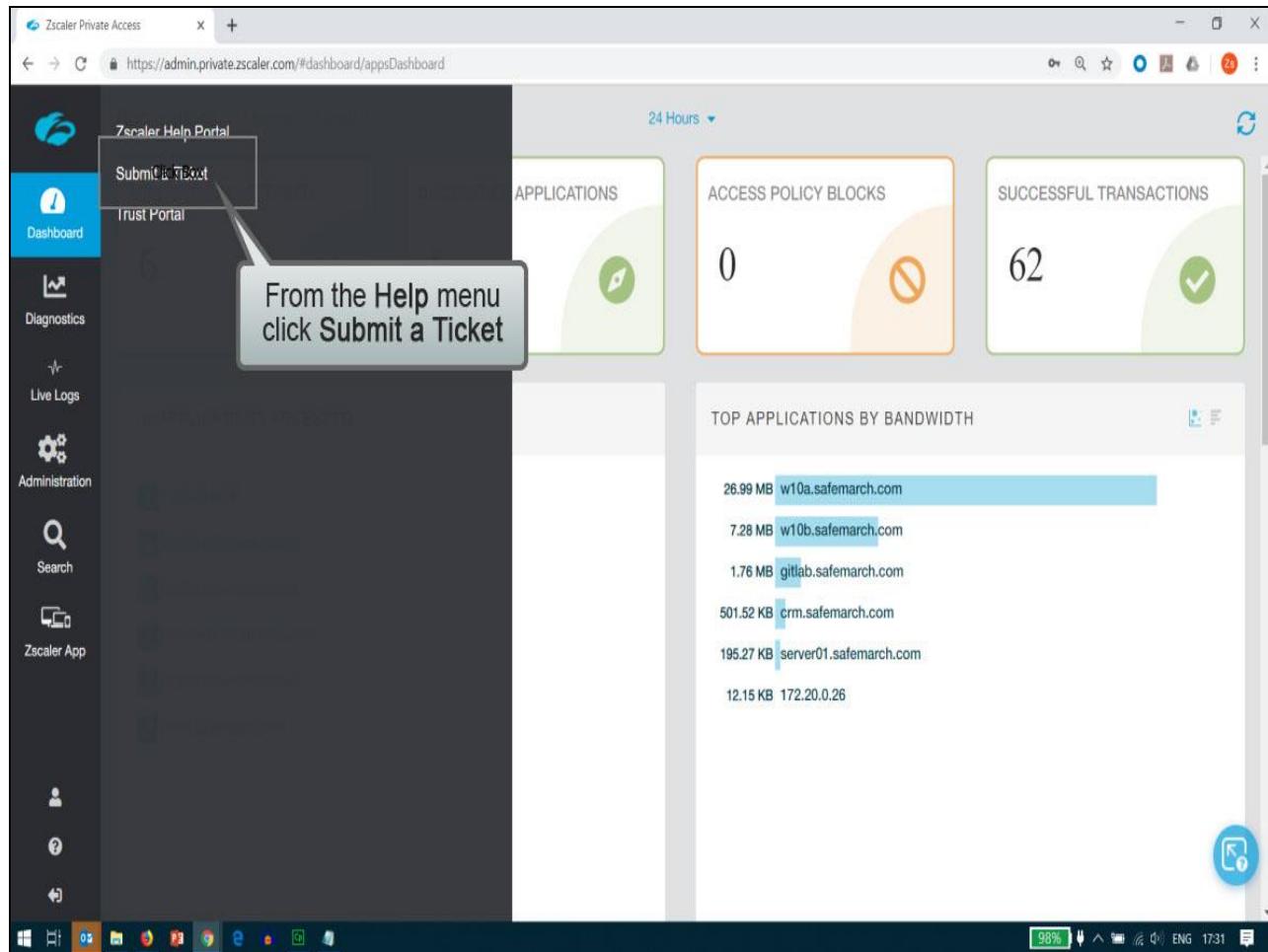
On the **Tools** page you will find links to access the available Zscaler troubleshooting and support tools. Note: We will talk about many of these in the Support and Troubleshooting modules.

Slide 85 - Slide 85



Slide notes

Slide 86 - Slide 86



Slide notes

To raise a support ticket with Zscaler, from the **Help** menu click the **Submit a Ticket** option, ...

Slide 87 - Slide 87

The screenshot shows a web browser window with two tabs: "Zscaler Private Access" and "Zscaler Private Access Support". The main content area is titled "Zscaler Private Access Support Portal". A blue banner at the top contains the text: "US Government (FedRAMP) Cloud Customers: If you are using the zscalergov.net cloud, click here to submit your ticket. Do not use this submission form." Below this, there are several input fields: "Contact Email *", "Issue Subject *", "CC List (separate multiple email addresses with a comma)", "Description *", "Customer Type *", and "Ticket Type *". To the right of these fields is a "Search" bar and a user profile icon with the email "pdahl@safemarch.com". Below the input fields are two buttons: "See My Tickets" and "Escalate Support Ticket". A red callout box on the right side of the page contains the following text:

**ACTION REQUIRED - MANDATORY
ZSCALER APP (ZAPP) UPGRADE**

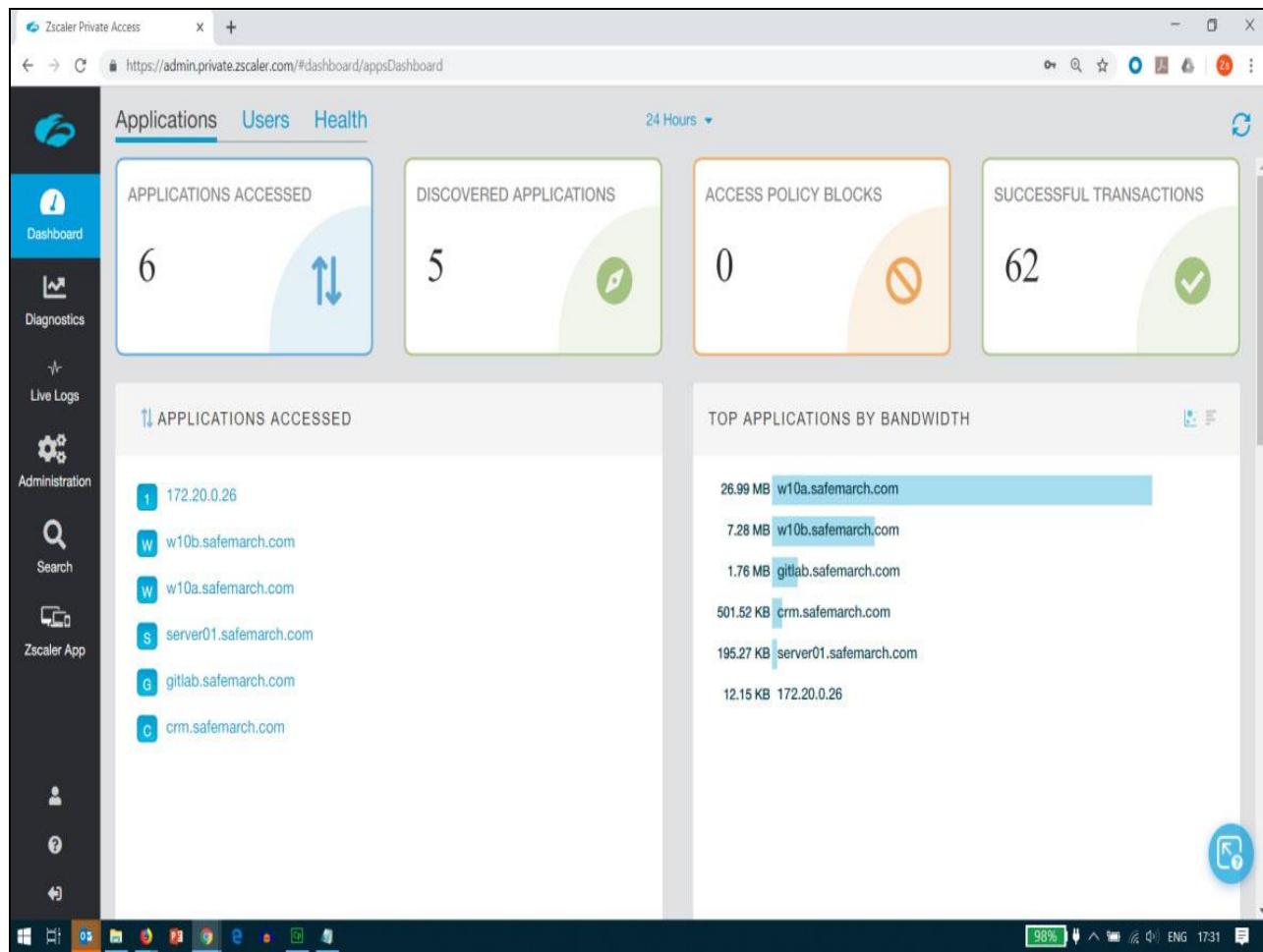
Starting Dec 4th, 2018 Z App 1.4.3 or higher version is required for ZPA. Users who are on lower versions of Z App will see Connection Error in Private Access section of Zscaler App and will be unable to connect to ZPA.

Resolution:
Z App on user's device must upgrade

Slide notes

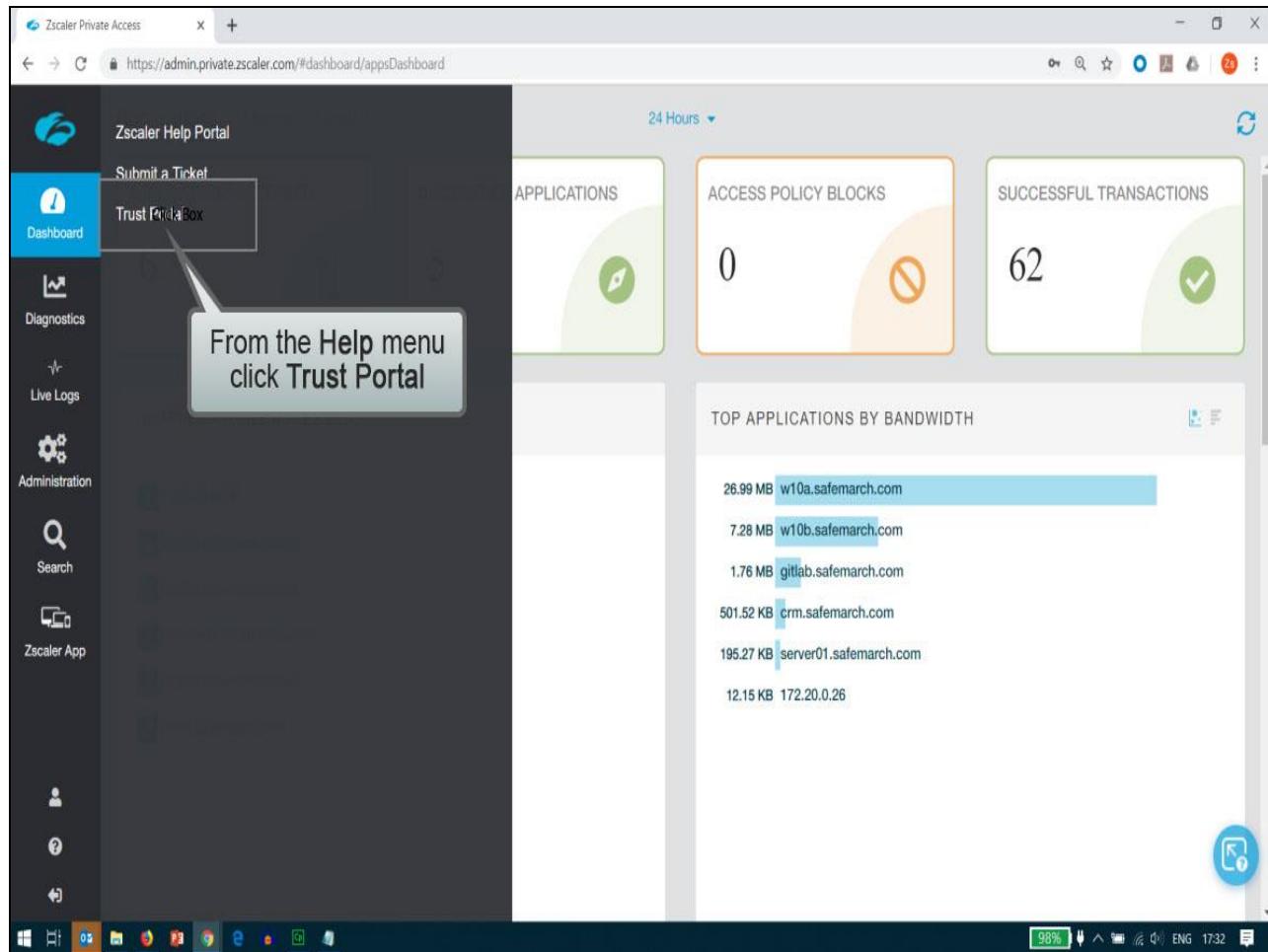
...to be taken straight to the interface for submitting a ticket.

Slide 88 - Slide 88



Slide notes

Slide 89 - Slide 89



Slide notes

To review the Trust Portal for the Zscaler infrastructure, from the **Help** menu click the **Trust Portal** option.

Slide 90 - Slide 90

The screenshot shows the Zscaler Trust 3.0 portal. At the top, there's a navigation bar with links for 'Cloud Overview', 'Cloud Status', 'Maintenance', 'Incidents', and 'Support'. The 'Cloud Status' tab is active. To the right of the navigation bar, there are links for 'RSS', 'Sign In', and 'Subscribe'. Below the navigation, a large button says 'Select the Zscaler Private Access Cloud'. To its right, a red box highlights the 'Zscaler Private Access' section in the top navigation bar. Below this, a list of services is shown with green bars indicating status from May 26 to May 29. The services listed are: Traffic Forwarding, Authentication, DNS, Zscaler App Admin, App Routing, Client Enrollment, Config Distribution, Dashboard, Diagnostics, Downloads, Health, and Security.

Slide notes

On the Trust Portal, be sure to select the **Zscaler Private Access** Cloud to view ZPA-related data. Note: We will talk about this portal in more detail in the Support and Troubleshooting section.

Slide 91 - Thank you & Quiz



Thank you & Quiz

Slide notes

Thank you for following this Zscaler training module, we hope this module has been useful to you and thank you for your time.

What follows is a short quiz to test your knowledge of the material presented during this module. You may retake the quiz as many times as necessary in order to pass.