

Slide 1 – The Zscaler App: End User Experience



# The Zscaler App

## End User Experience

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### Slide notes

Welcome to this Zscaler training module on the Zscaler App end user experience.

## Slide 2 - Navigating the eLearning Module

The screenshot shows the Zscaler eLearning module dashboard. The top right corner features the Zscaler logo. The main content area displays several key metrics: 'APPLICATIONS ACCESSED' (15), 'DISCOVERED APPLICATIONS' (3), 'ACCESS POLICY BLOCKS' (0), and 'SUCCESSFUL TRANSACTIONS' (884). Below these are two charts: 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. The 'TOP APPLICATIONS BY BANDWIDTH' chart lists the following data:

Application	Bandwidth
vcenter.lab.safemarch.com	23.97 MB
gitlab.safemarch.com	8.11 MB
7.24 MB	orm.safemarch.com
6.41 MB	it15.safemarch.com
3.98 MB	splunk.m2.zscaler.com
3.38 MB	intranet.gf.local
1.92 MB	intranet.safemarch.local
1.81 MB	splunk.safemarch.com
1.41 MB	server01.safemarch.com
1.02 MB	orm.gf.local

The 'TOP POLICY BLOCKS' section includes tabs for 'Access Policy Blocks' and 'Timeout Policy Blocks', with a link to 'Access Online Blocks'.

Annotations on the slide include:

- A blue callout labeled 'Play/Pause' points to the play/pause button in the bottom left corner of the video player.
- A blue callout labeled 'Previous Slide' points to the previous slide button in the bottom left corner of the video player.
- A blue callout labeled 'Next Slide' points to the next slide button in the bottom left corner of the video player.
- A blue callout labeled 'Progress Bar' points to the progress bar at the bottom of the video player.
- A blue callout labeled 'Exit' points to the exit button in the top right corner of the video player.
- A blue callout labeled 'Audio On/Off' points to the audio volume icon in the bottom right corner of the video player.
- A blue callout labeled 'Closed Captioning' points to the closed captioning icon in the bottom right corner of the video player.

## Slide notes

Here is a quick guide to navigating this module. There are various controls for playback including **Play and Pause**, **Previous** and **Next** slide. 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

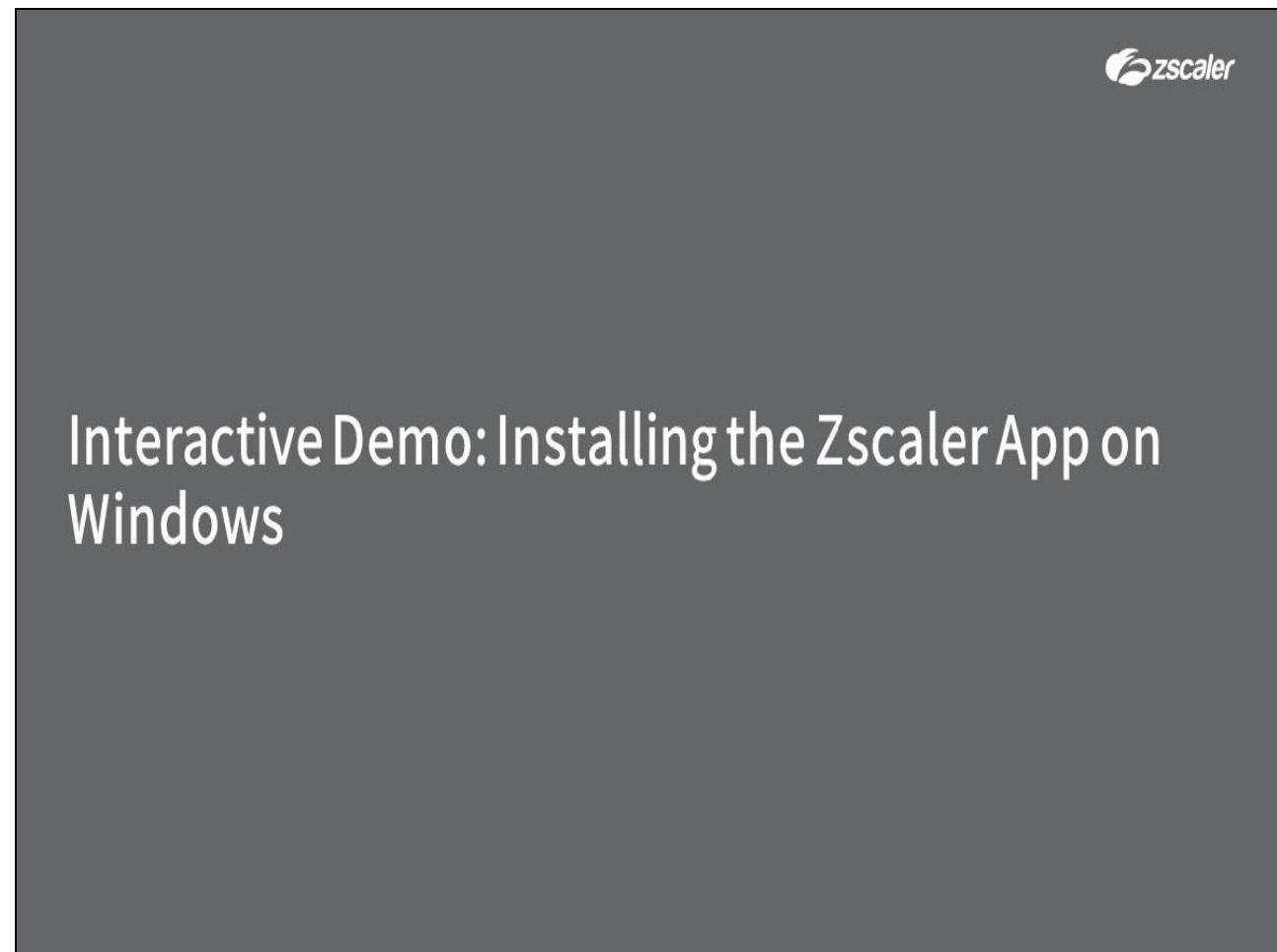


- Interactive Demo: Installing the Zscaler App
- Interactive Demo: The End User Experience on Windows
- Interactive Demo: The End User Experience on iOS

## Slide notes

In this module, we will look at: The installation of the Zscaler App on the Windows platform; the end user's experience of the app on Windows; and the end user's experience of the app on the iOS platform.

## Slide 4 - Interactive Demo: The End User Experience



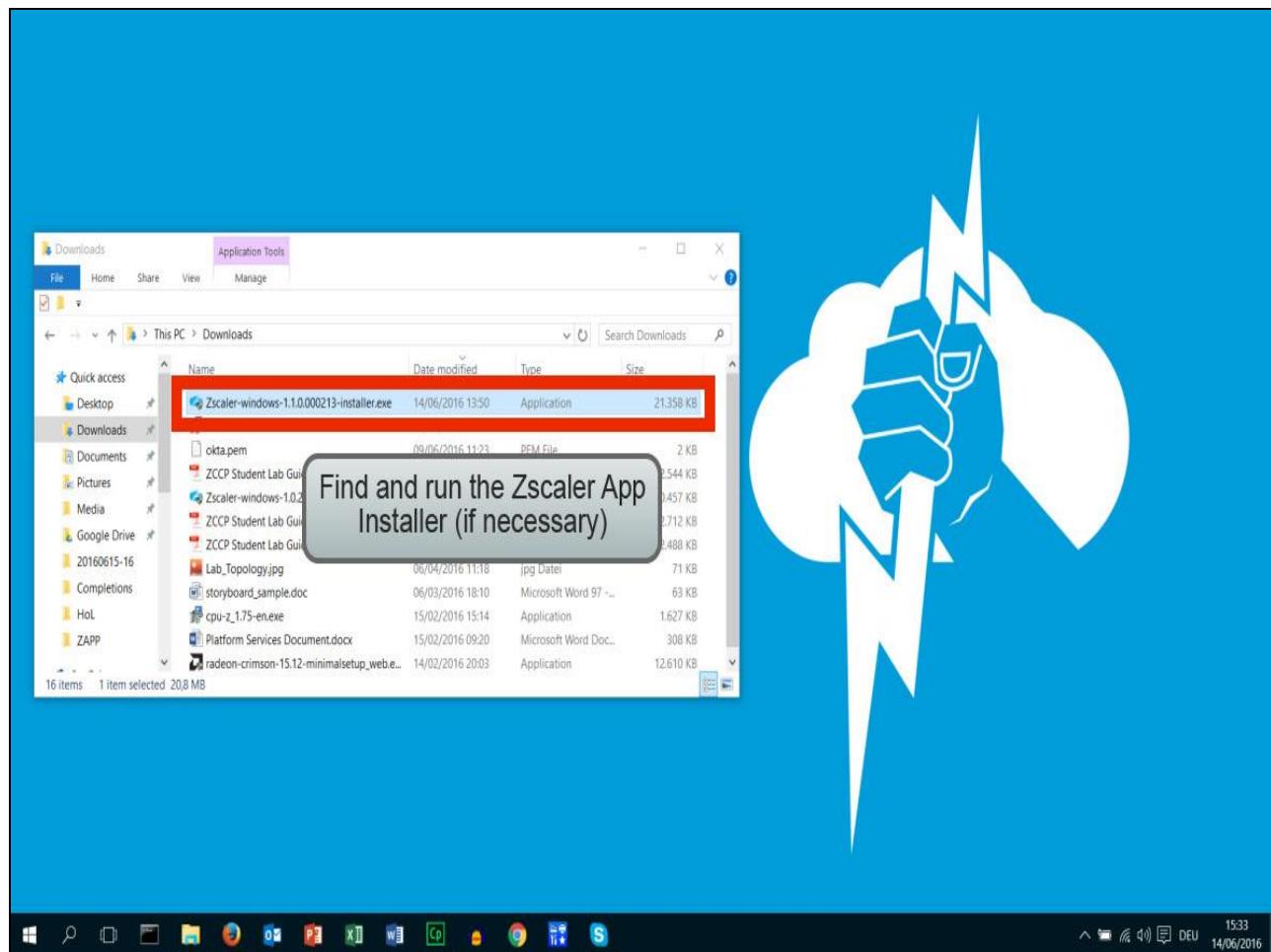
## Interactive Demo: Installing the Zscaler App on Windows

### Slide notes

In the first section, we have a look at the installation of the Zscaler App on the Windows platform.

This section has been created as an interactive demo, and you will be asked to select the appropriate menu or software options to navigate the UI. You may also use the Play control to proceed to the next step.

## Slide 5 - Slide 5

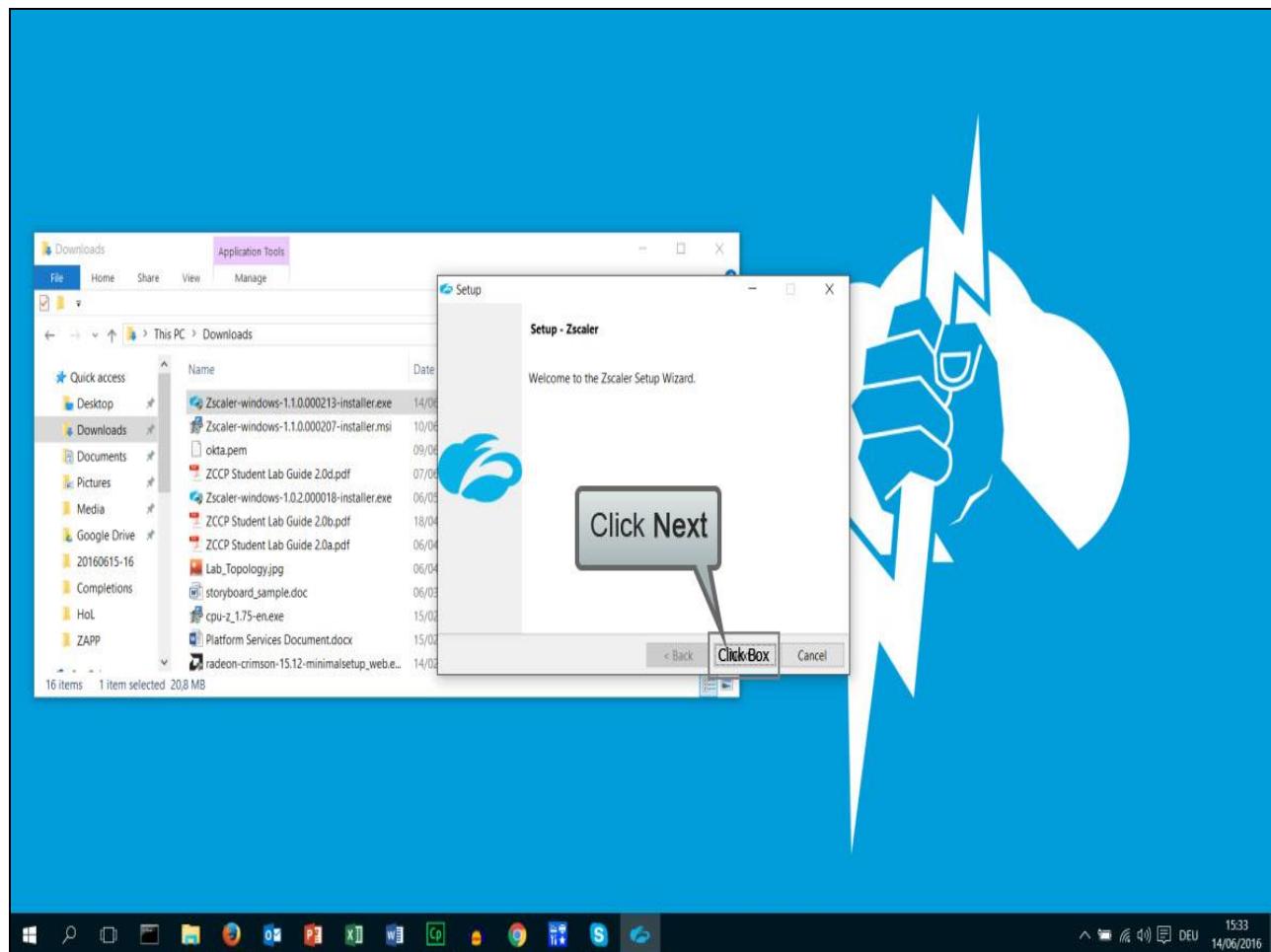


## Slide notes

To install the Zscaler App, find and run the installer executable file. In this example we will install the app on a Windows platform.

Note that the installation may not be necessary if your administrator has already pushed the app to your device for silent installation. Or, your administrator may send you a link to the installer file, hosted on AWS.

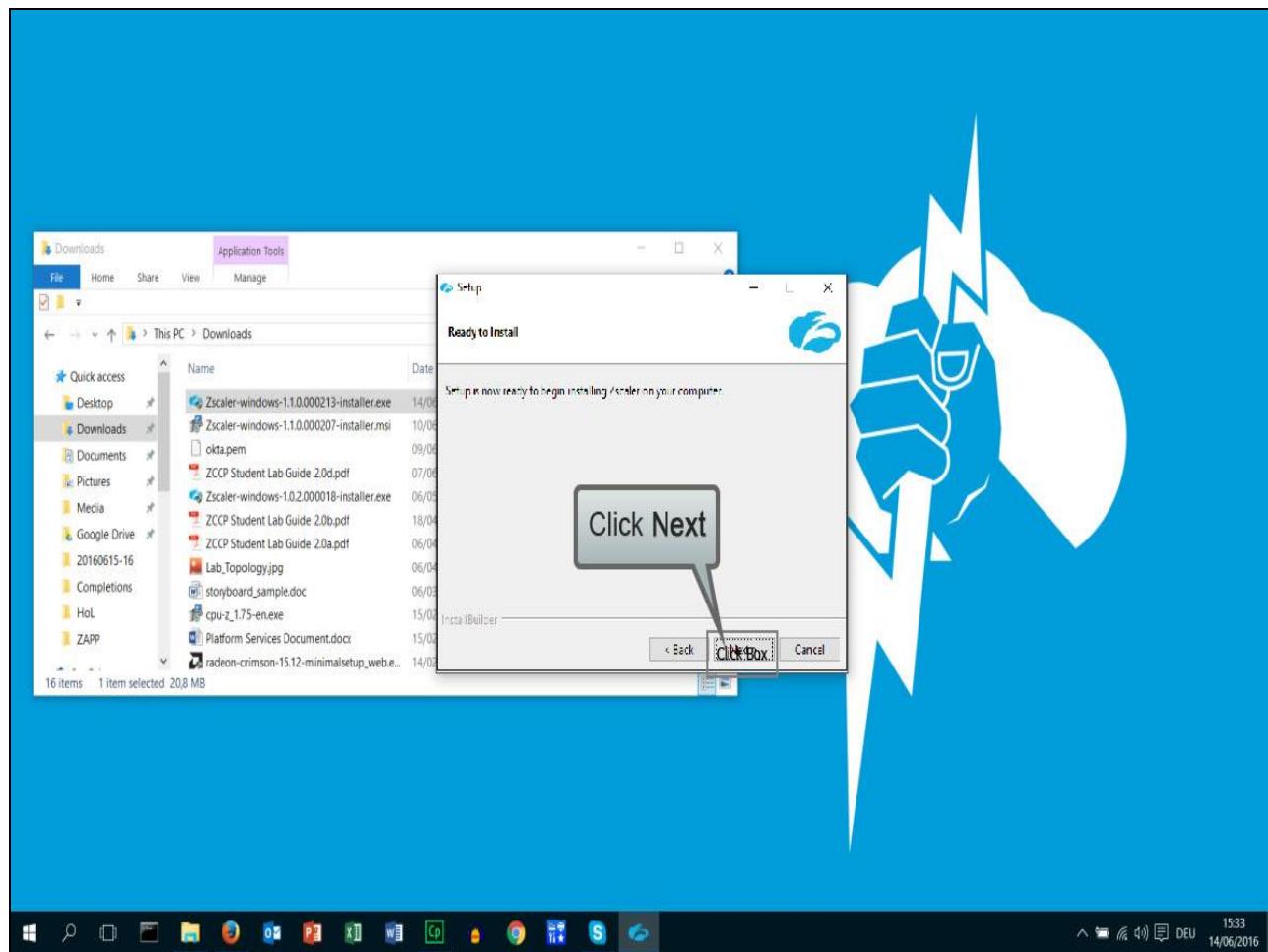
## Slide 6 - Slide 6



## Slide notes

Click **Next** at the **Welcome** screen, ...

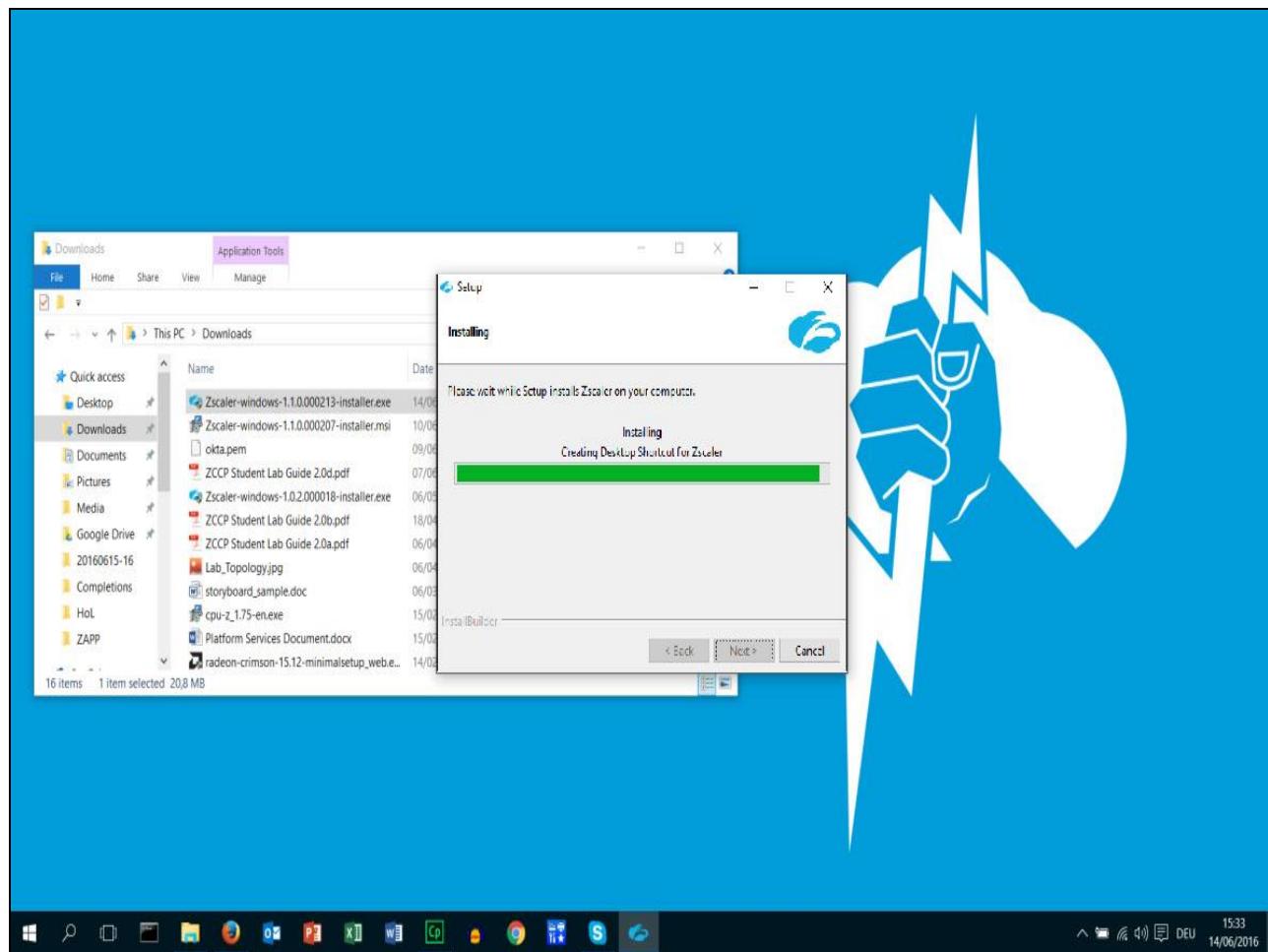
## Slide 7 - Slide 7



## Slide notes

...then **Next** at the **Ready to Install** screen, ...

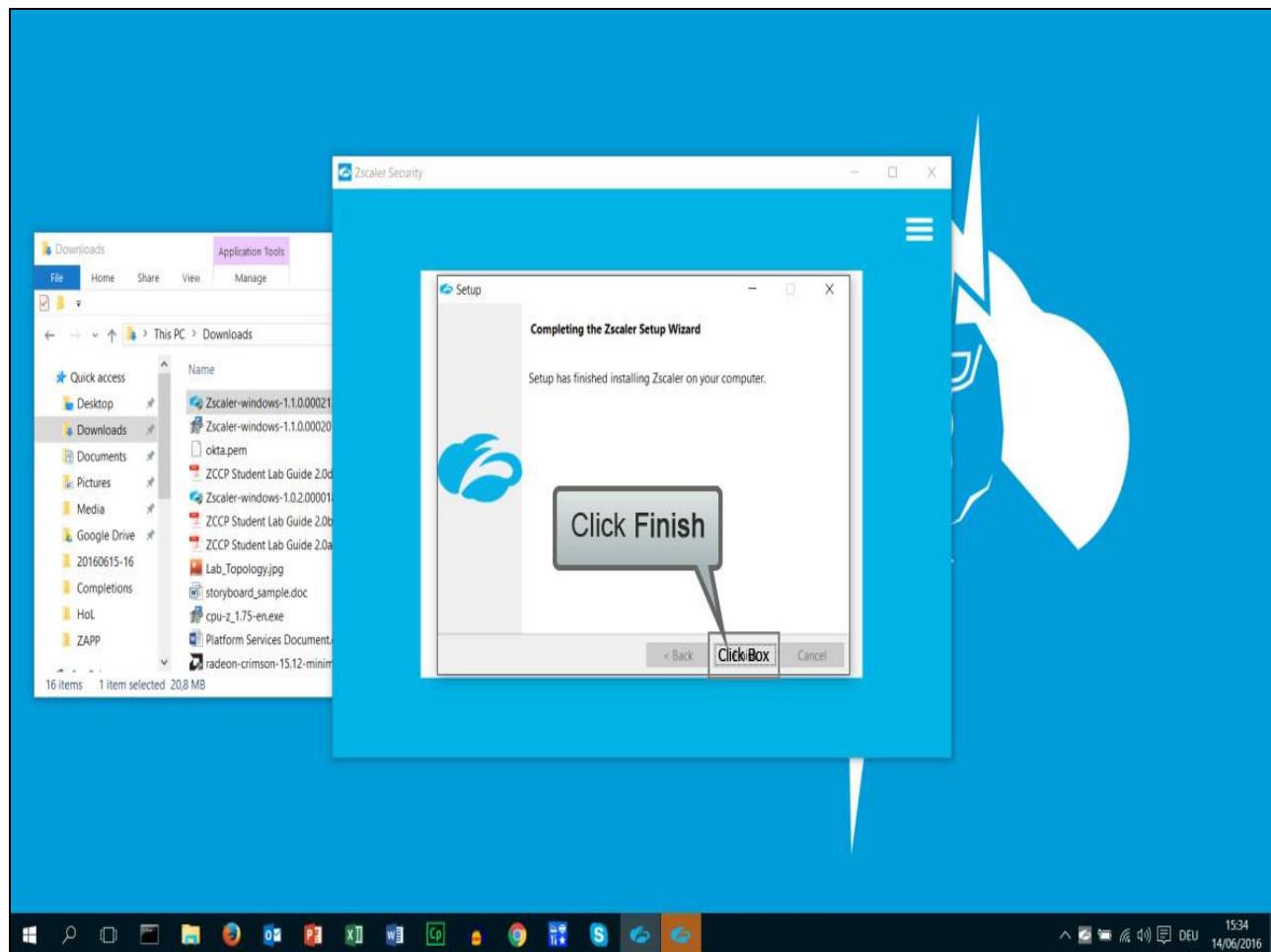
## Slide 8 - Slide 8



## Slide notes

...and the installation will begin.

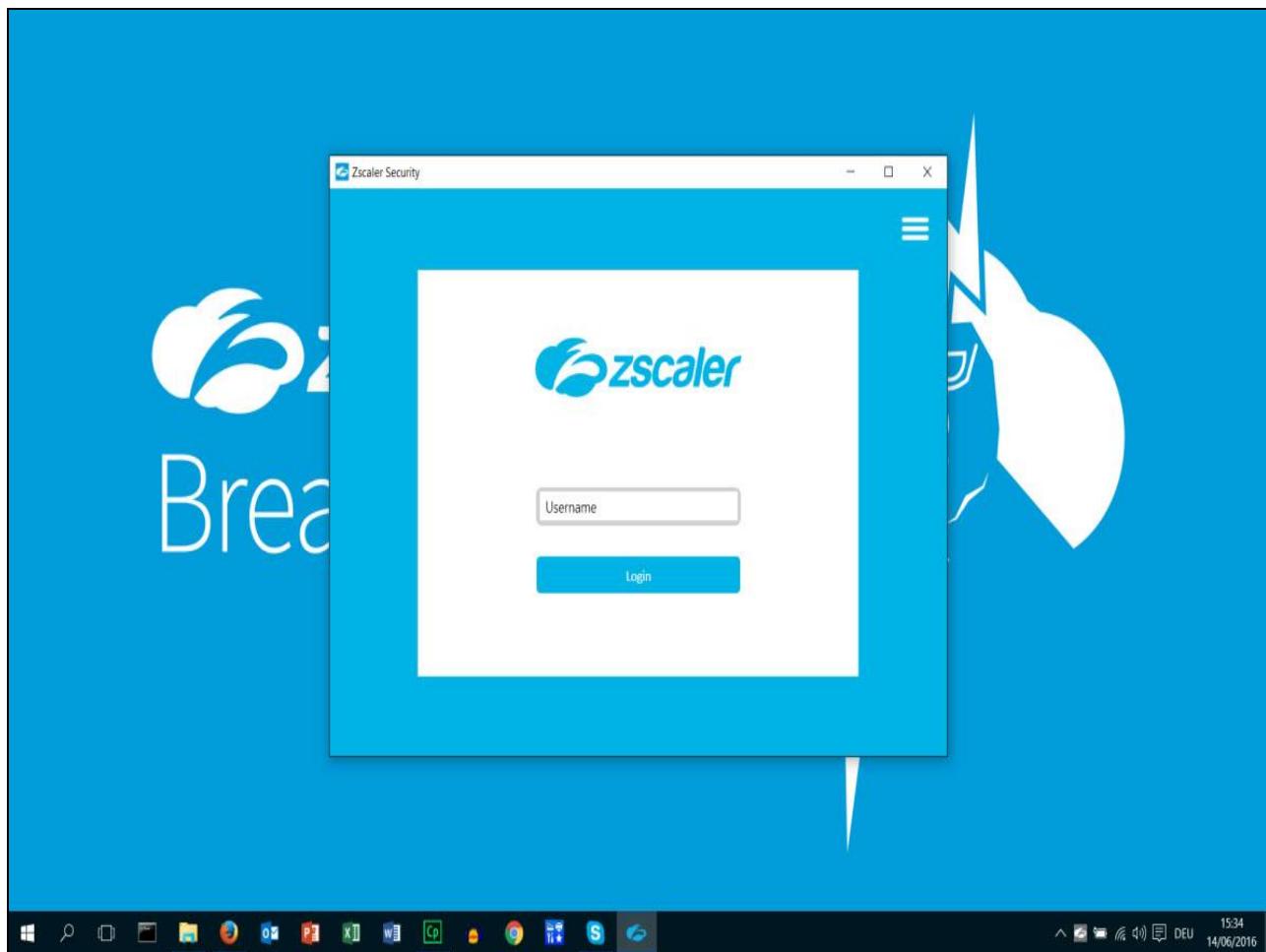
## Slide 9 - Slide 9



## Slide notes

Click **Finish** to exit the installer, ...

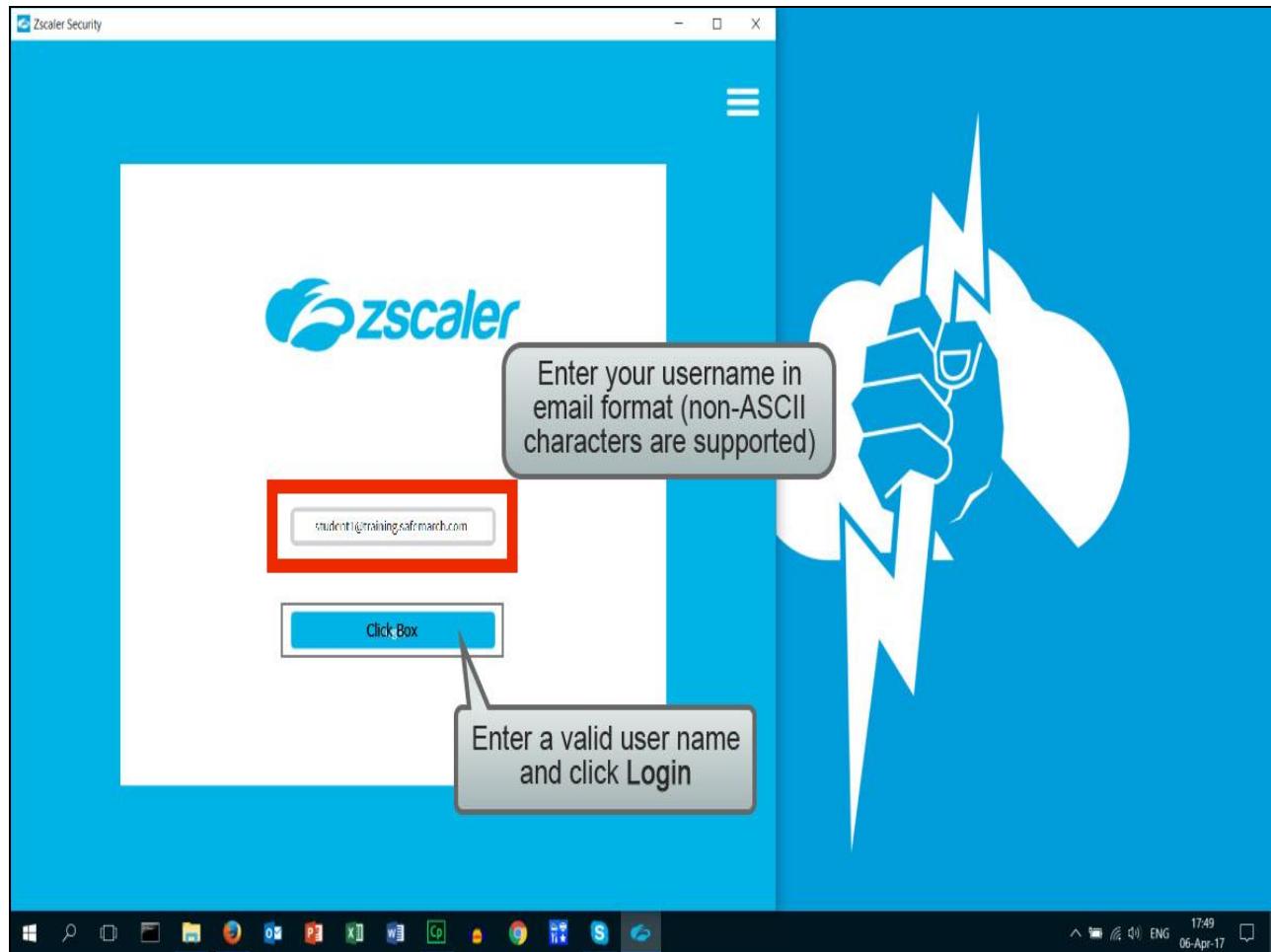
## Slide 10 - Slide 10



## Slide notes

...and the app will take you to a login interface.

## Slide 11 - Slide 11

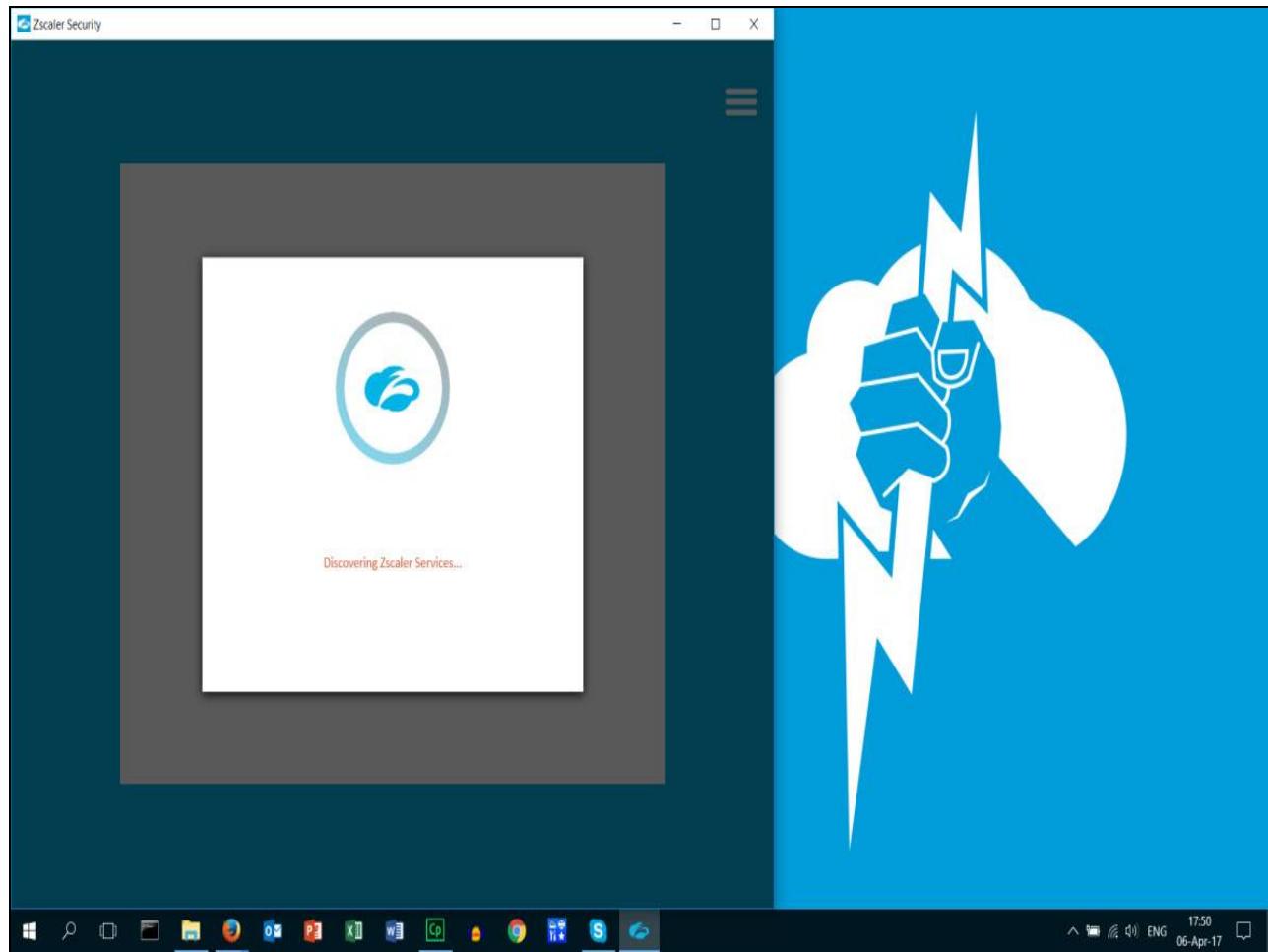


## Slide notes

Note that under normal circumstances **Domain** information is also required, with a username entered in the form of an Email address. It is possible to pre-populate the **Domain** name during the install of the app. It is also possible to automate the enrollment based on the computer login, and to hide this interface completely. Also note that non-ASCII characters are supported in usernames and passwords.

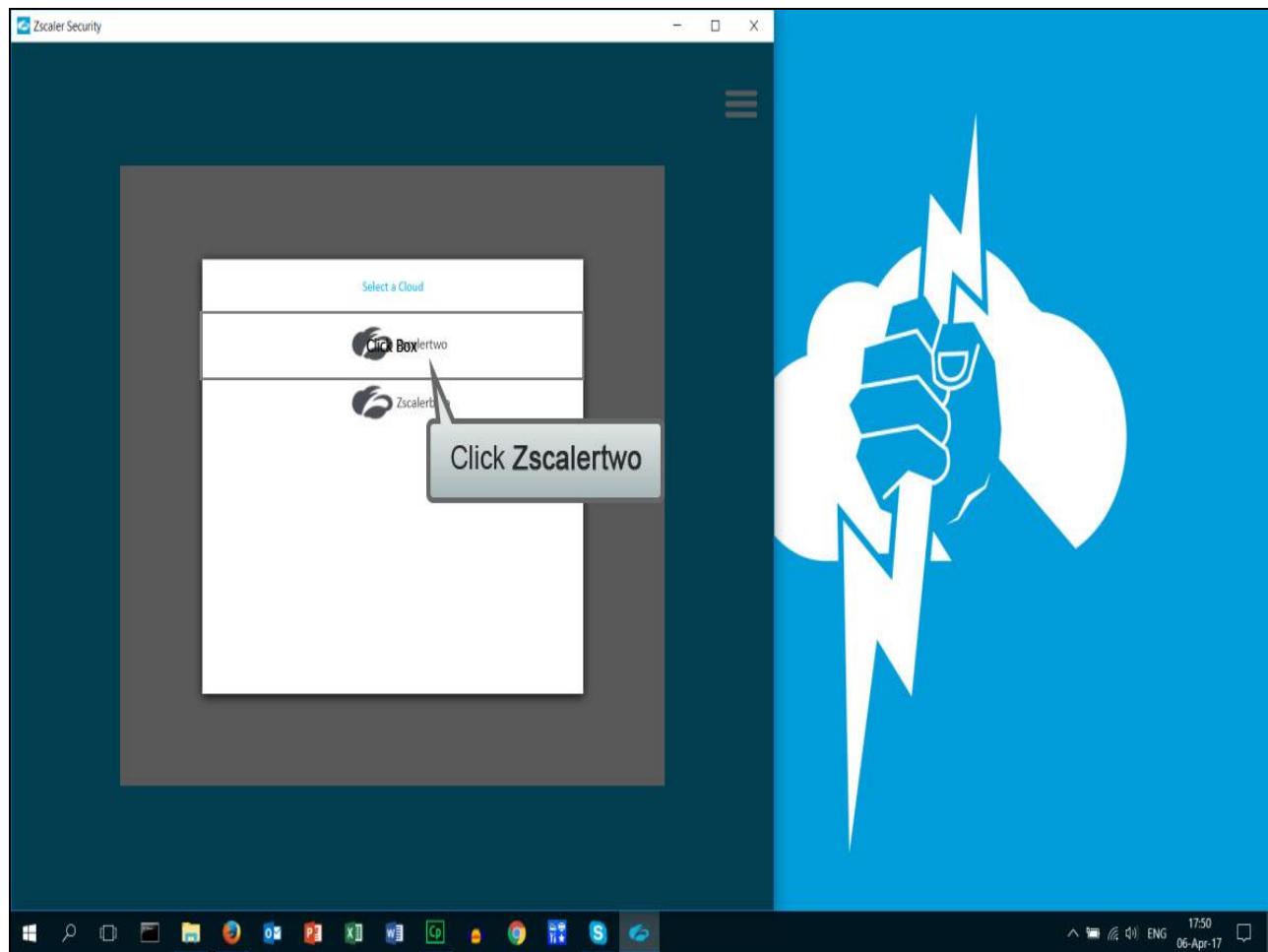
Provide a valid username for login to the app and click **Login**.

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Slide notes

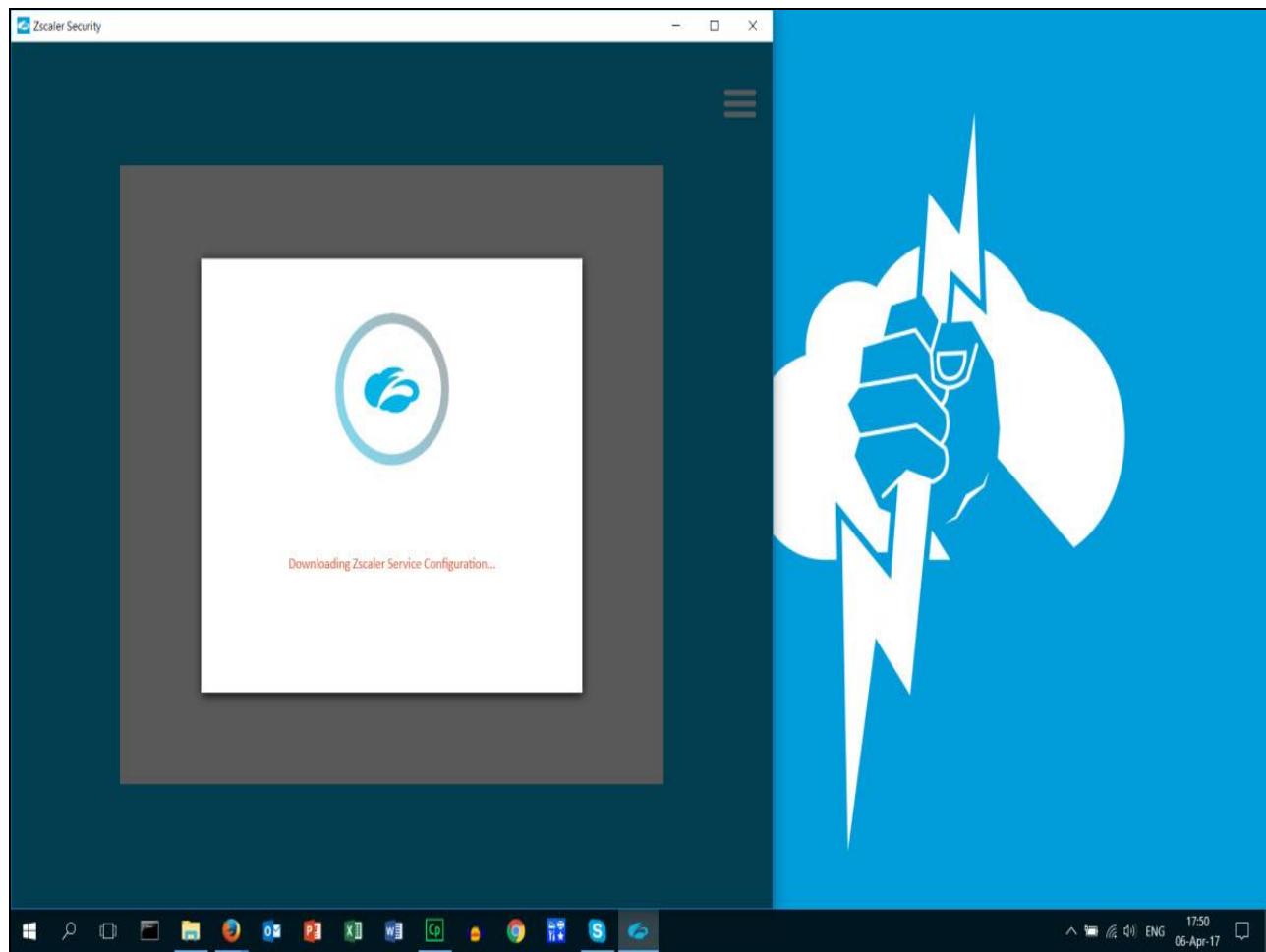
## Slide 13 - Slide 13



## Slide notes

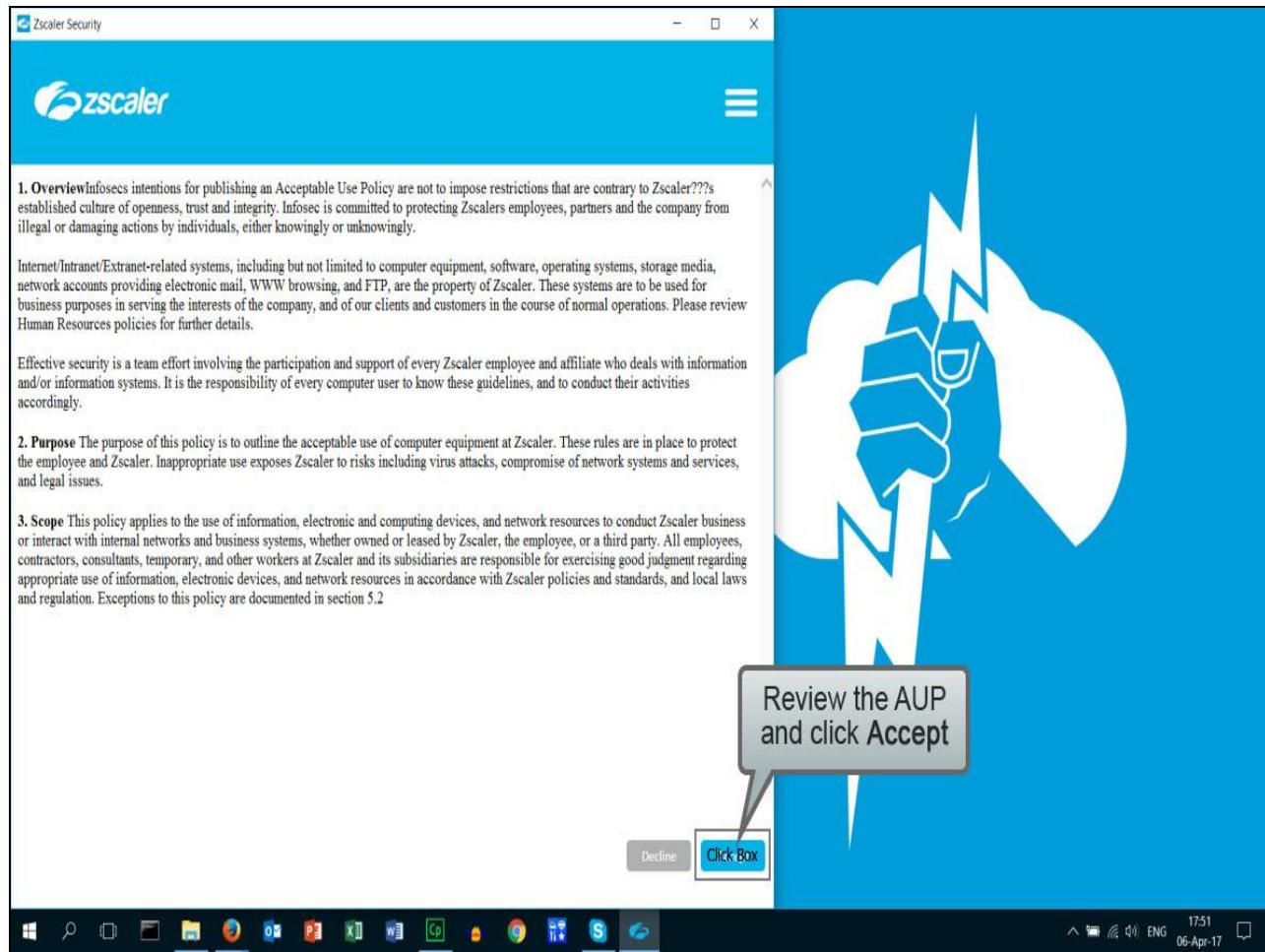
If your username exists on multiple Cloud instances, you will need to select the **Cloud** to connect to, in this example click on **Zscalertwo**. Note that the **Cloud** to connect to can be specified on installation of the app.

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Slide notes

## Slide 15 - Slide 15

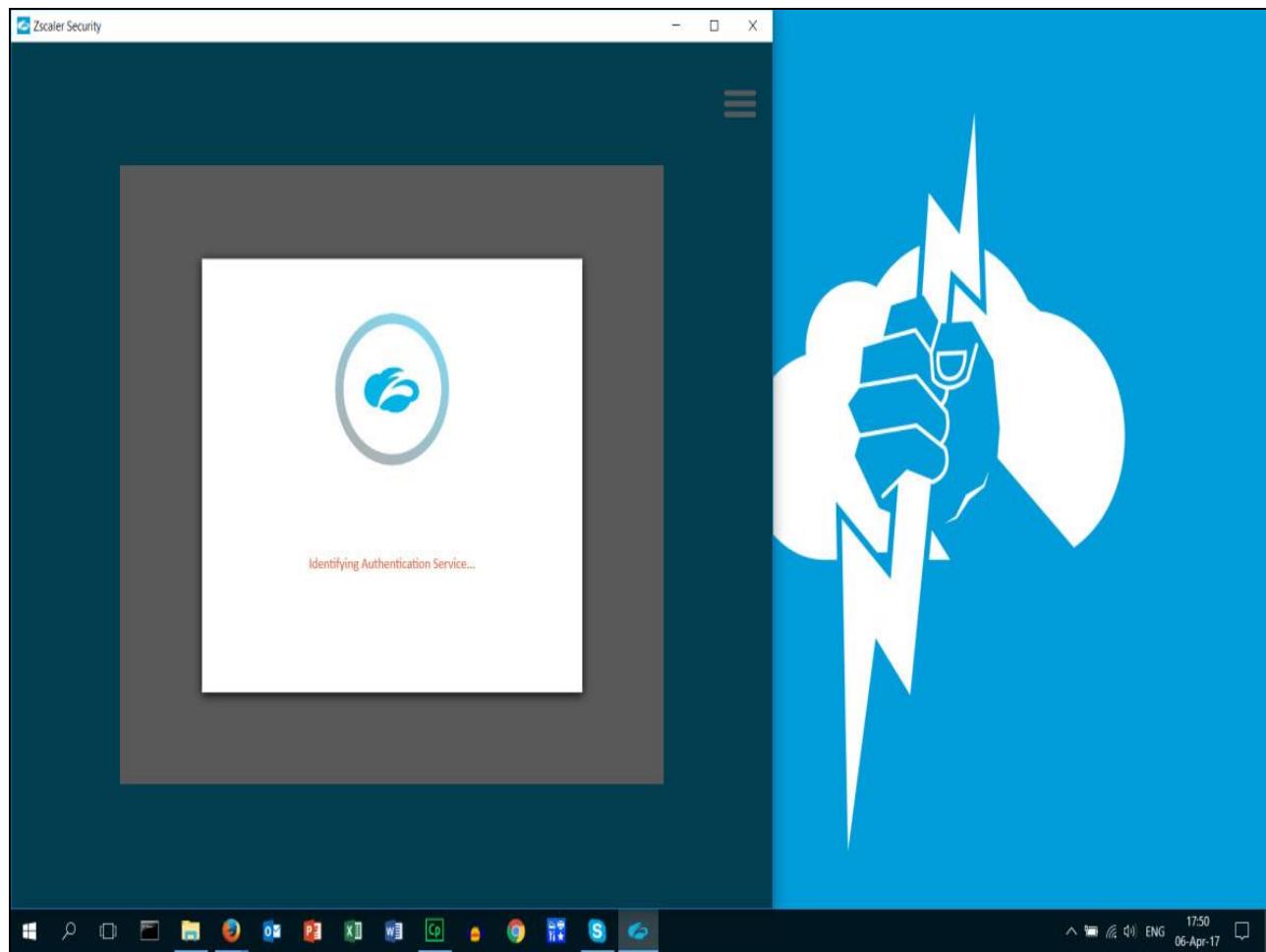


## Slide notes

If an Authorized Use Policy (**AUP**) is shown, you must click **Accept** in order to use the app.

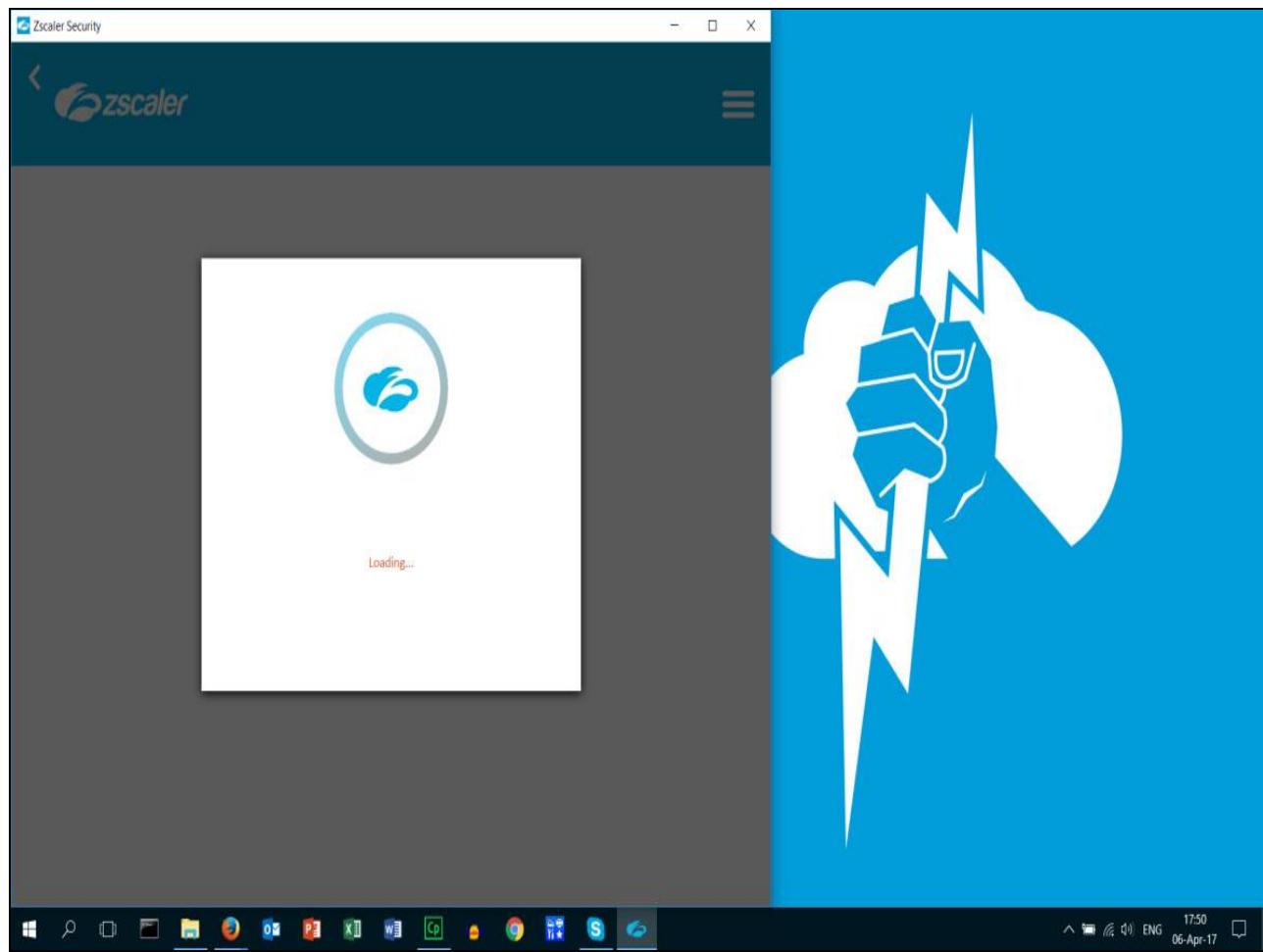
This **AUP** may be shown again periodically depending on the configuration in the Zscaler App Portal. It may be shown; **Daily, Weekly, After each Login, After a Device Reboot**, or at some custom interval set in days.

Slide 16 - Slide 16



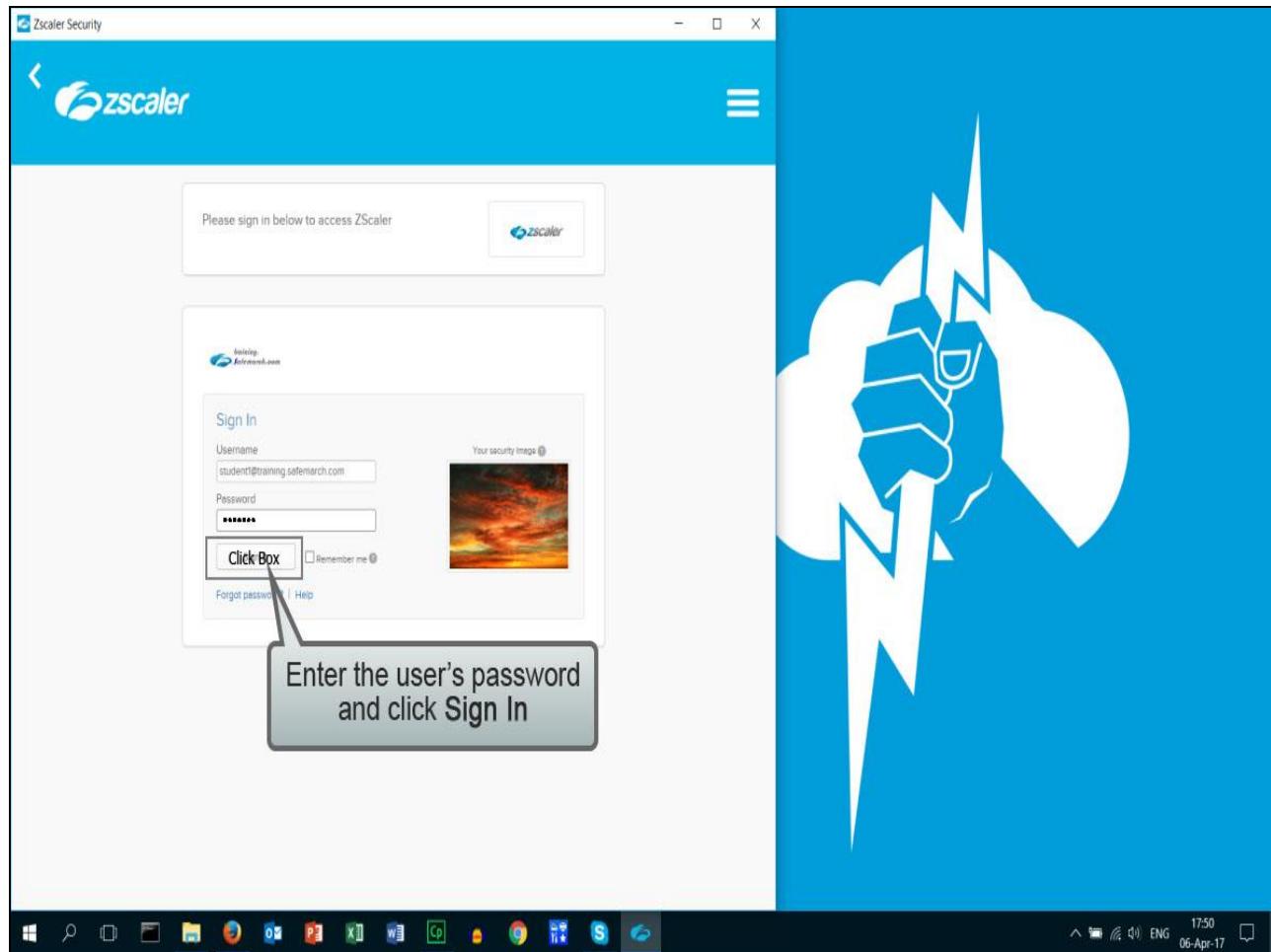
Slide notes

Slide 17 - Slide 17



Slide notes

## Slide 18 - Slide 18



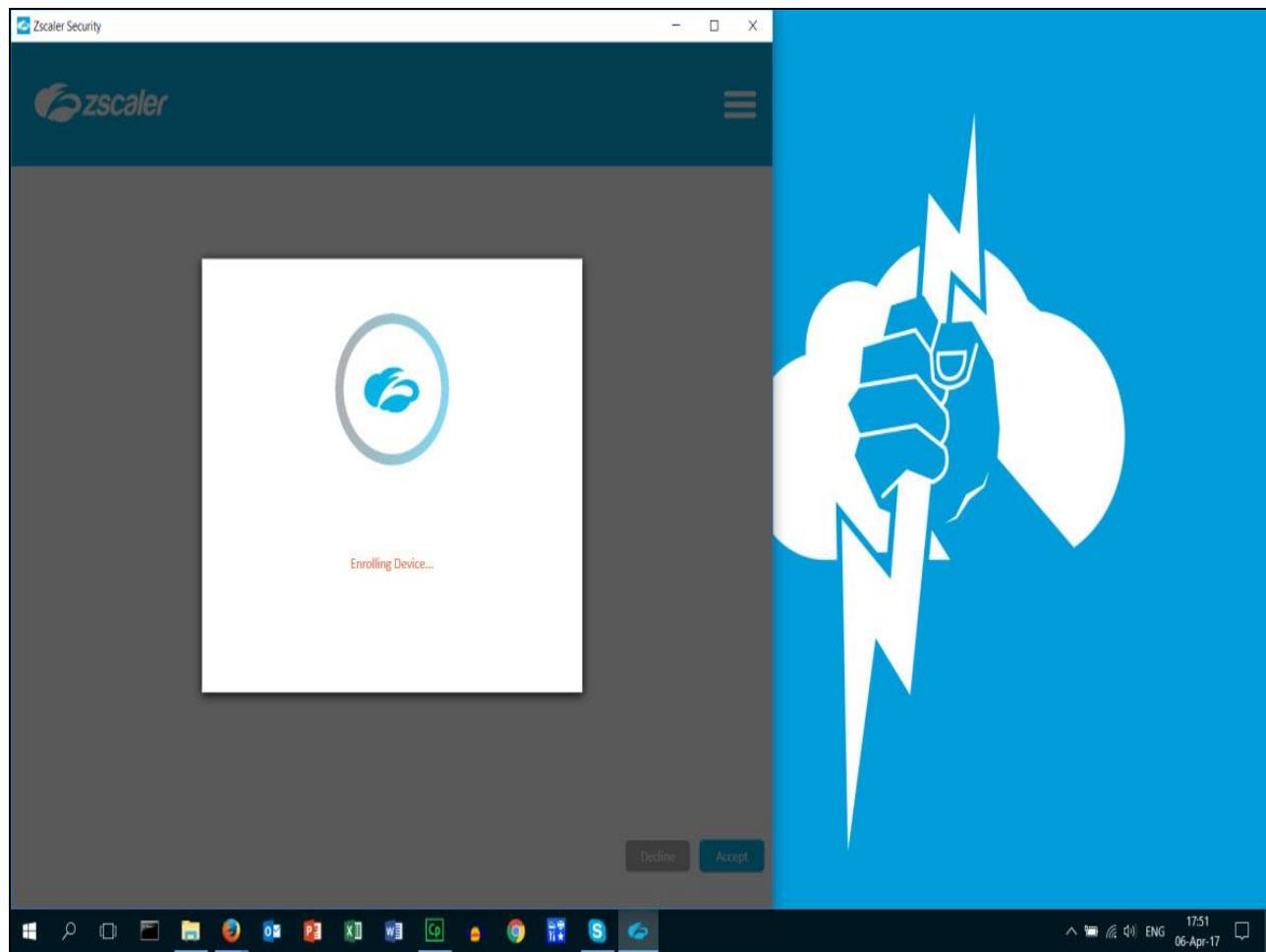
## Slide notes

You may be re-directed to a SAML single sign-on service at this point, as shown here.

Note, depending on the OS, the **Username** field may require the end user to click into it, even though it appears to be auto-populated.

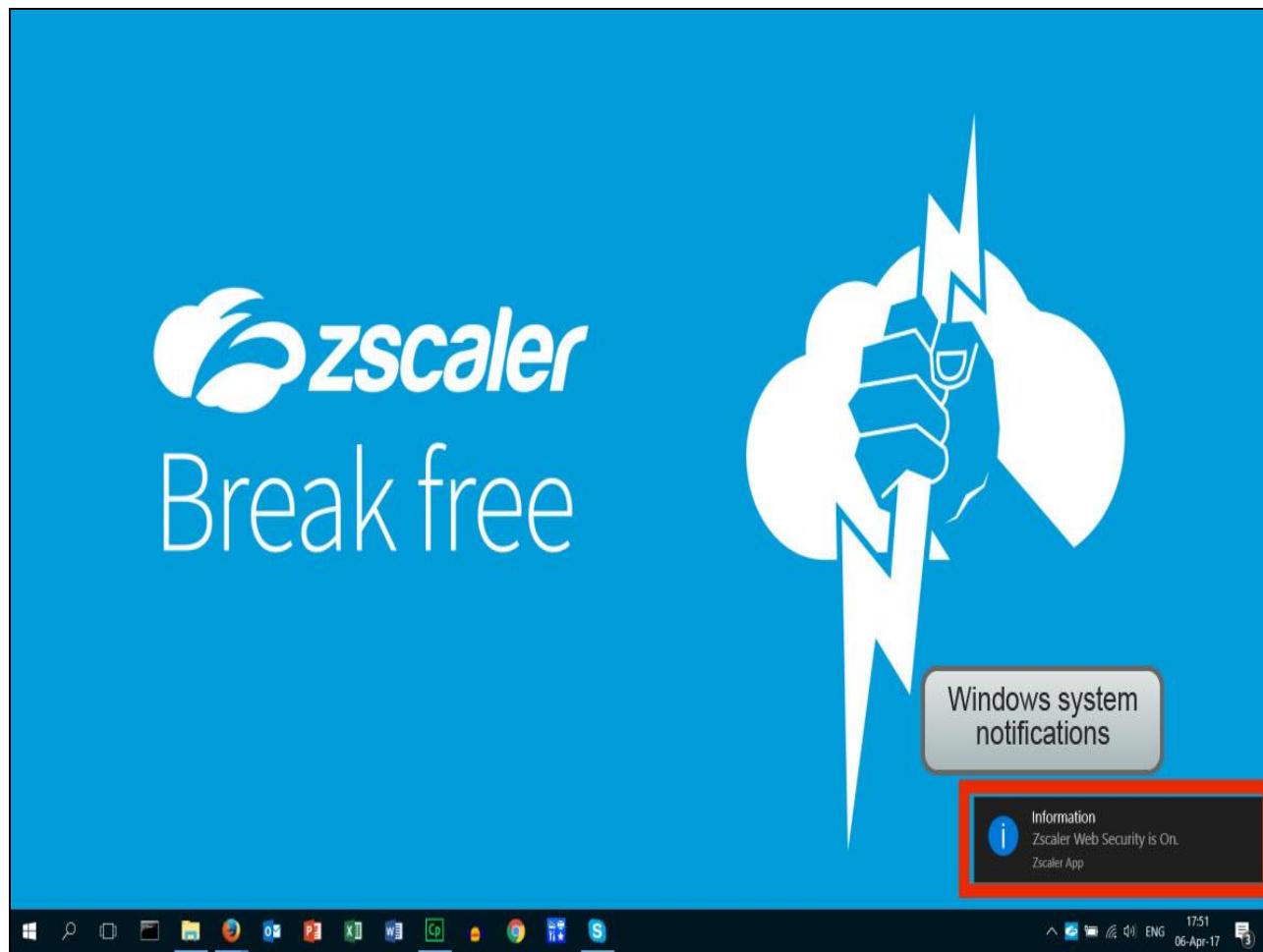
Enter your **Password** and click **Sign In**.

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Slide notes

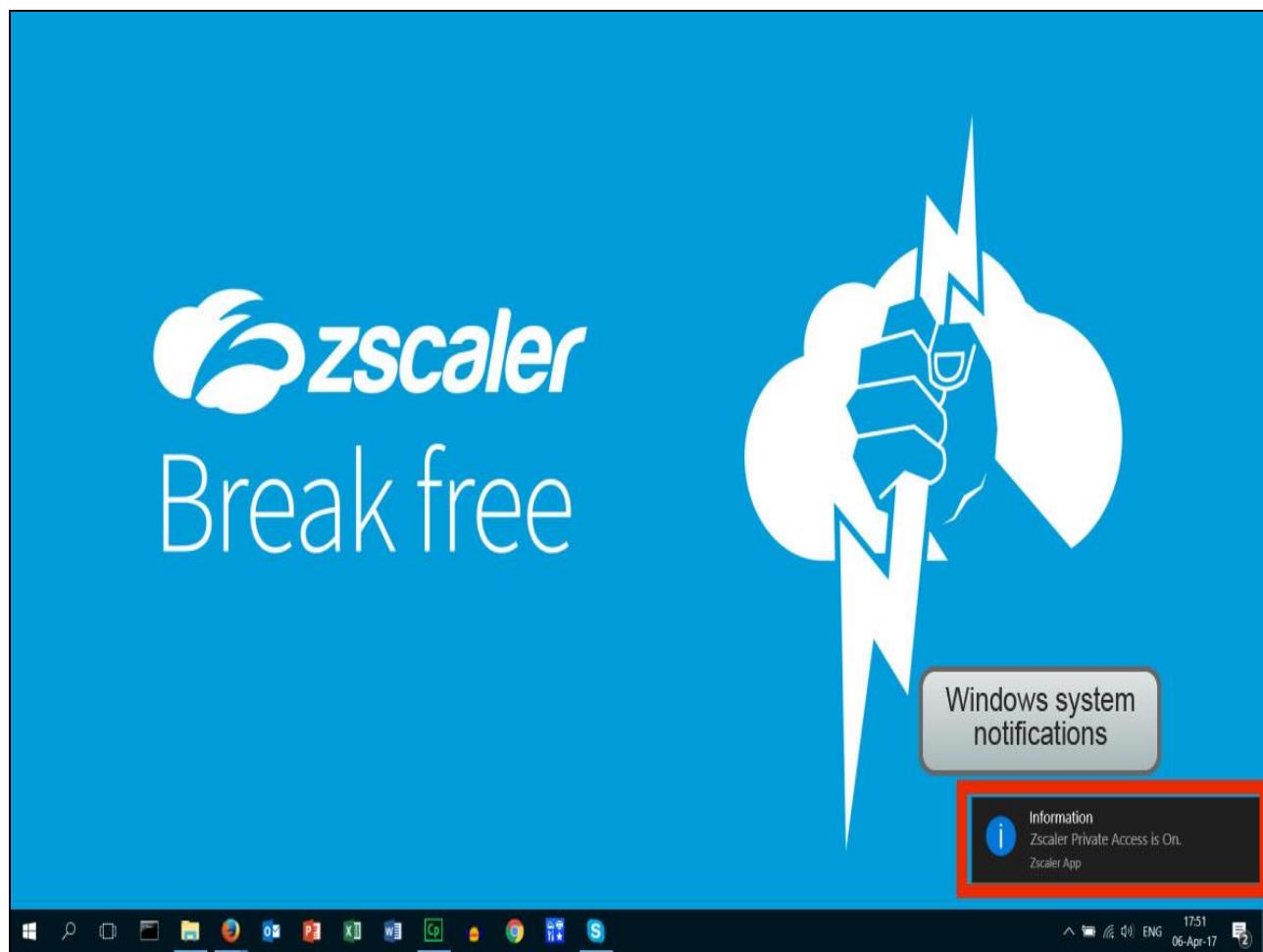
## Slide 20 - Slide 20



## Slide notes

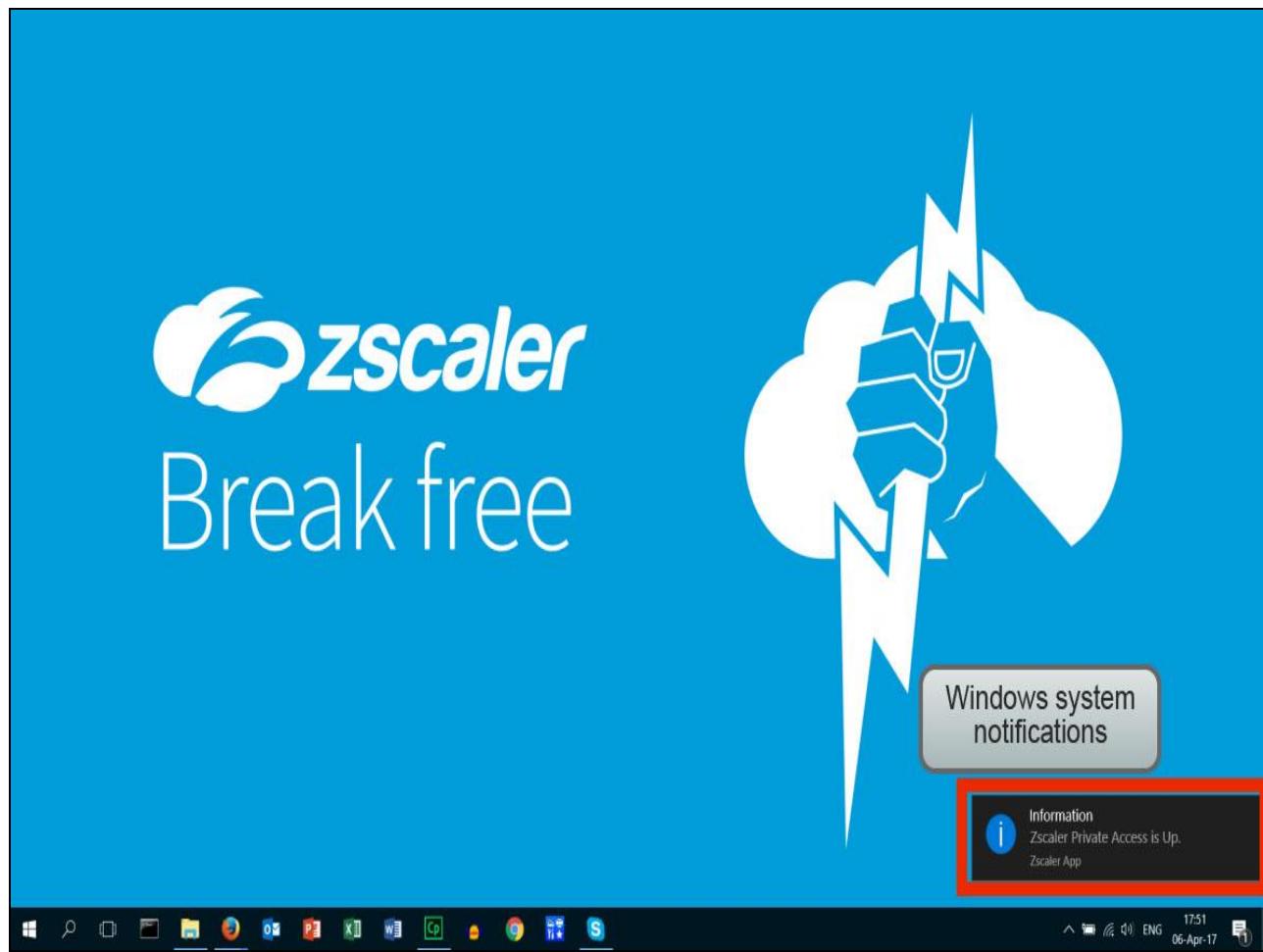
The platform may show status notifications, although this will depend on the platform type and whether these are enabled by default by the Zscaler App administrator.

## Slide 21 - Slide 21



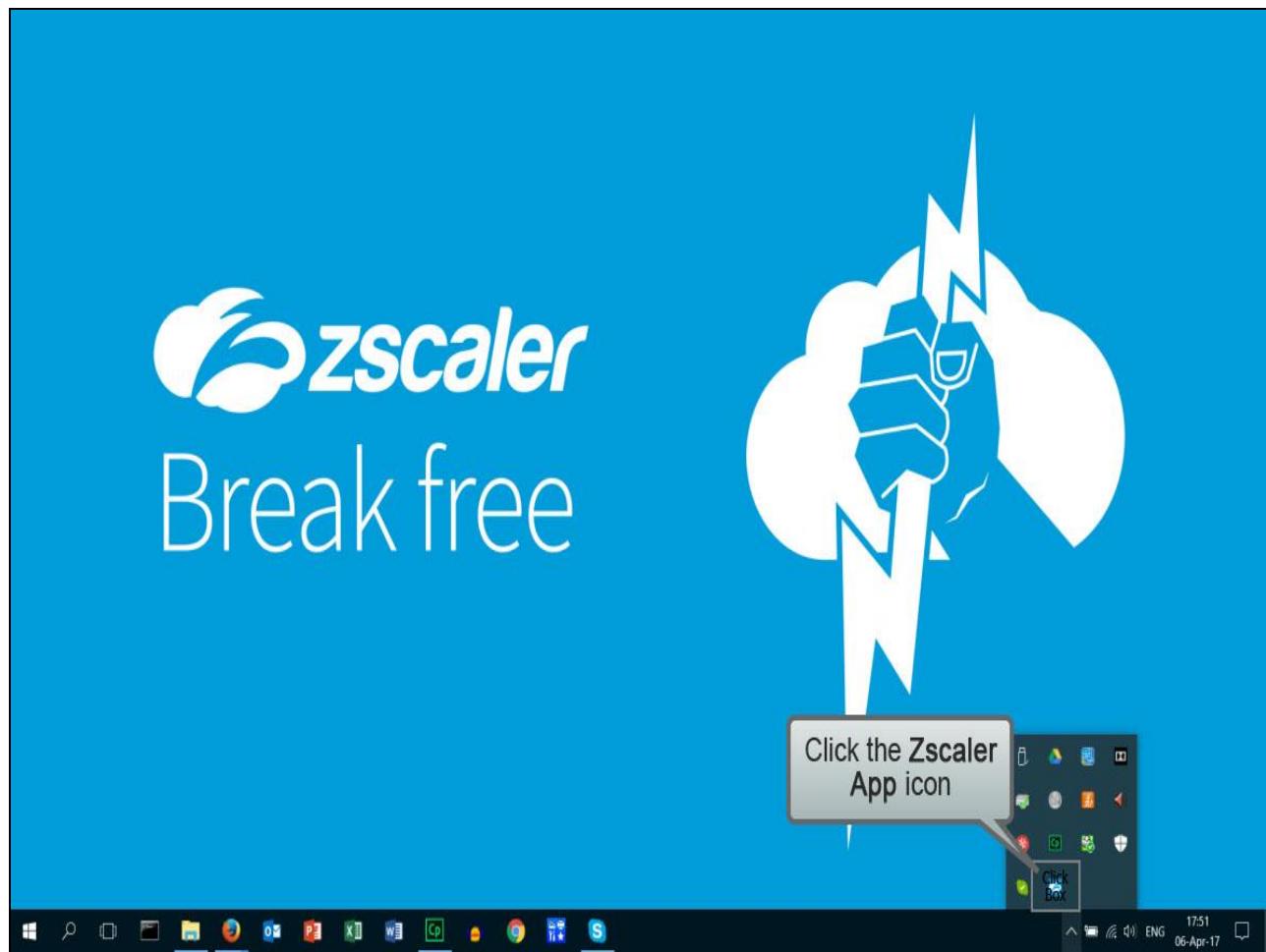
## Slide notes

## Slide 22 - Slide 22



## Slide notes

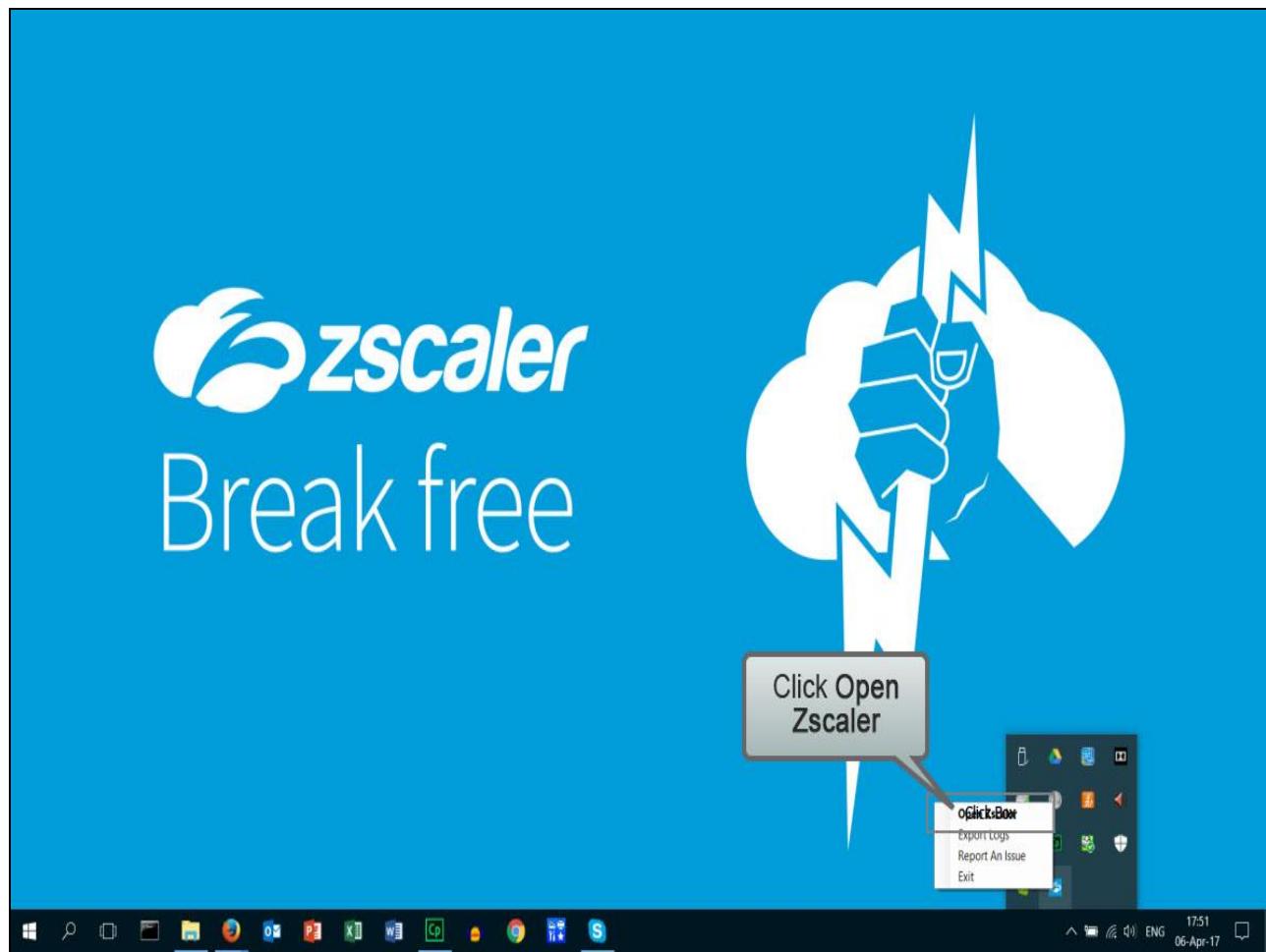
Slide 23 - Slide 23



#### Slide notes

To access the Zscaler App user interface, click to reveal the app icons hidden from the host **Status Bar**, and click on the Zscaler App icon.

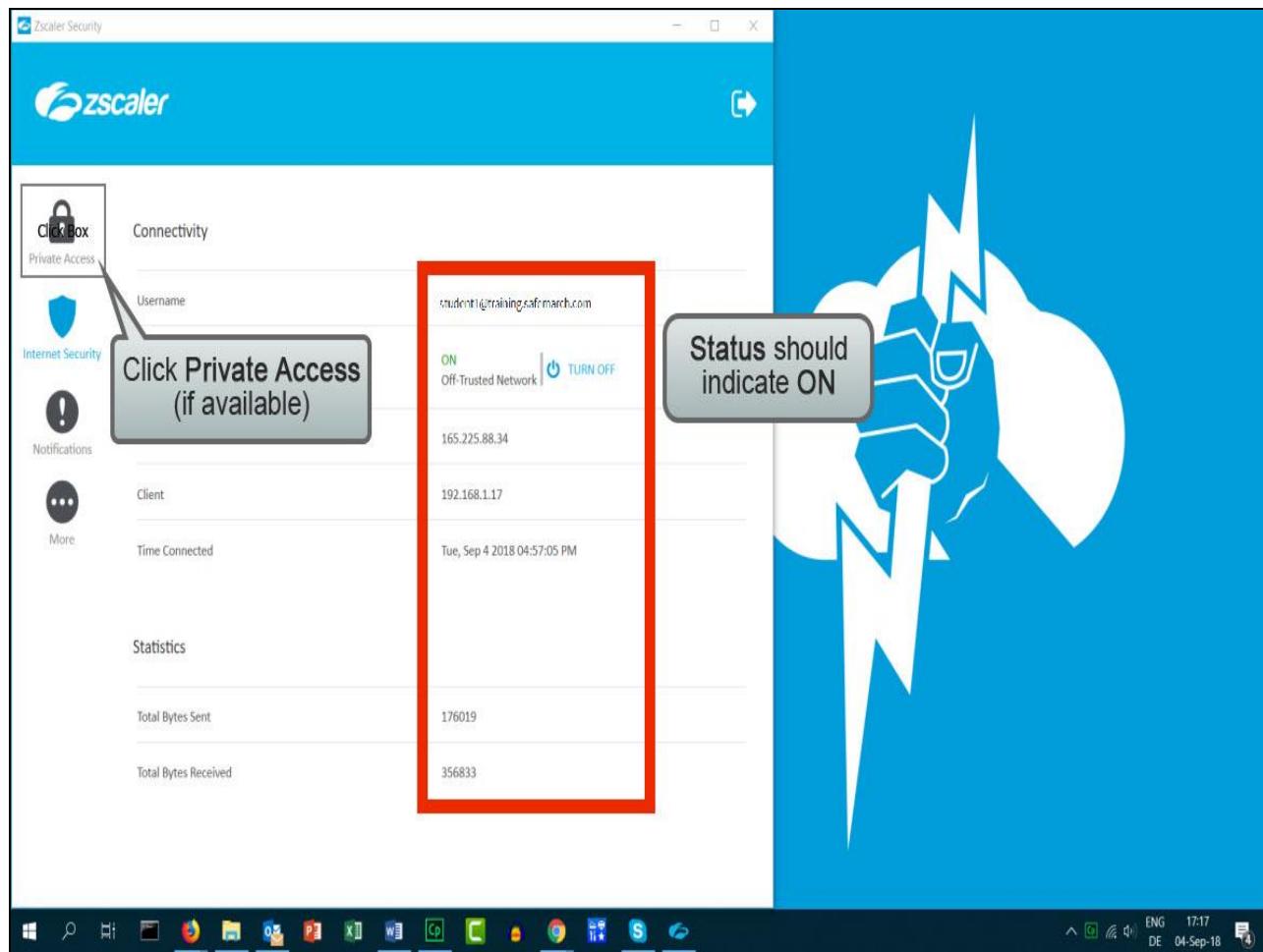
Slide 24 - Slide 24



#### Slide notes

To open the app, click on **Open Zscaler**.

## Slide 25 - Slide 25



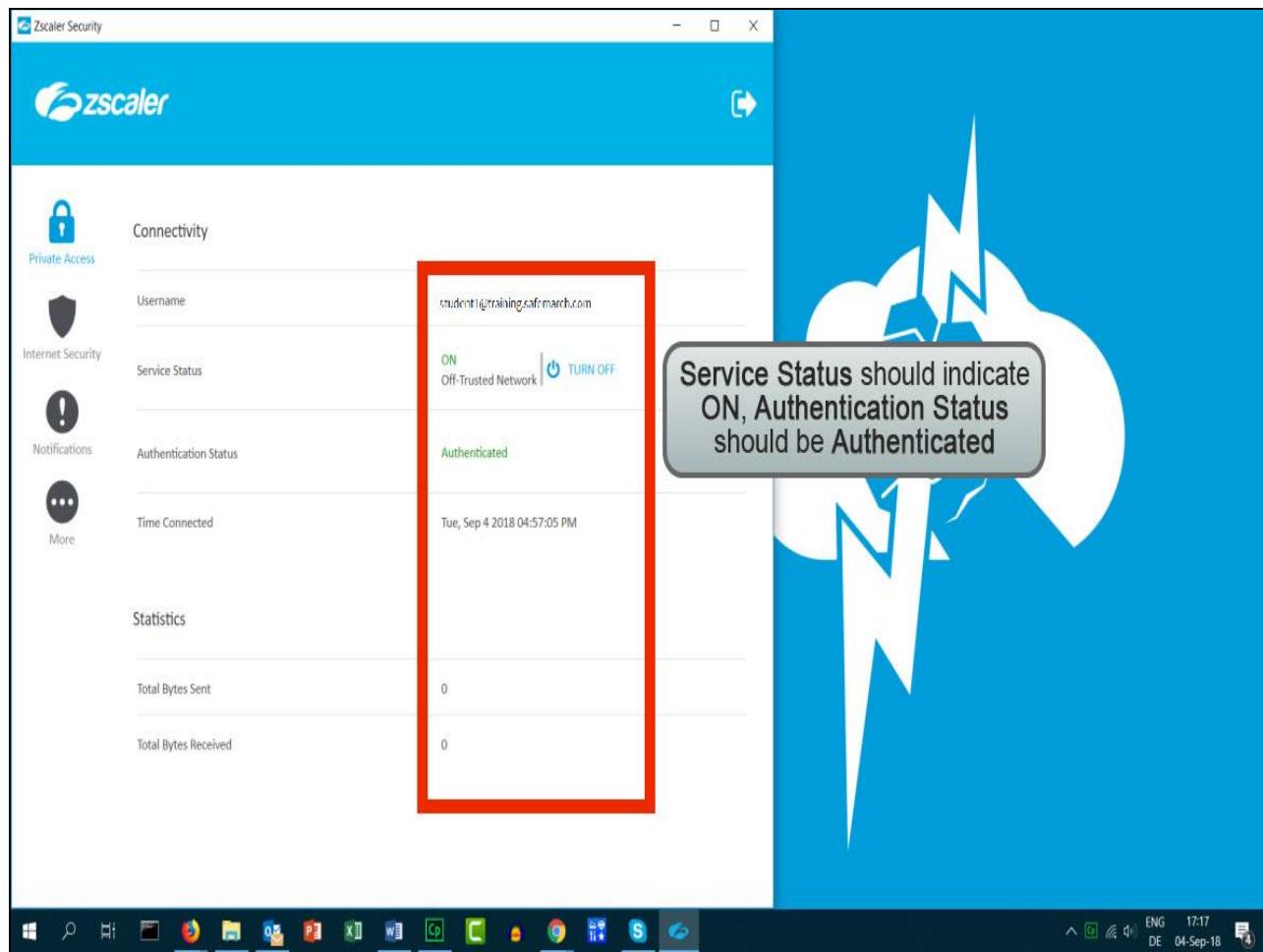
## Slide notes

The **Status** on the **Internet Security** page should indicate **ON**. This page also provides some basic information about your connection:

- The **Username**; the **Server** IP address or host name;
- The **Client** IP address; the **Time Connected**;
- As well as the **Total Bytes Sent** and **Received**.

If your company has subscribed to the ZPA service, you can click the **Private Access** icon to review Zscaler Private Access status, or to manage authentication to that service. Note that the **Private Access** icon will not be shown if your company has no subscription to that service.

## Slide 26 - Slide 26



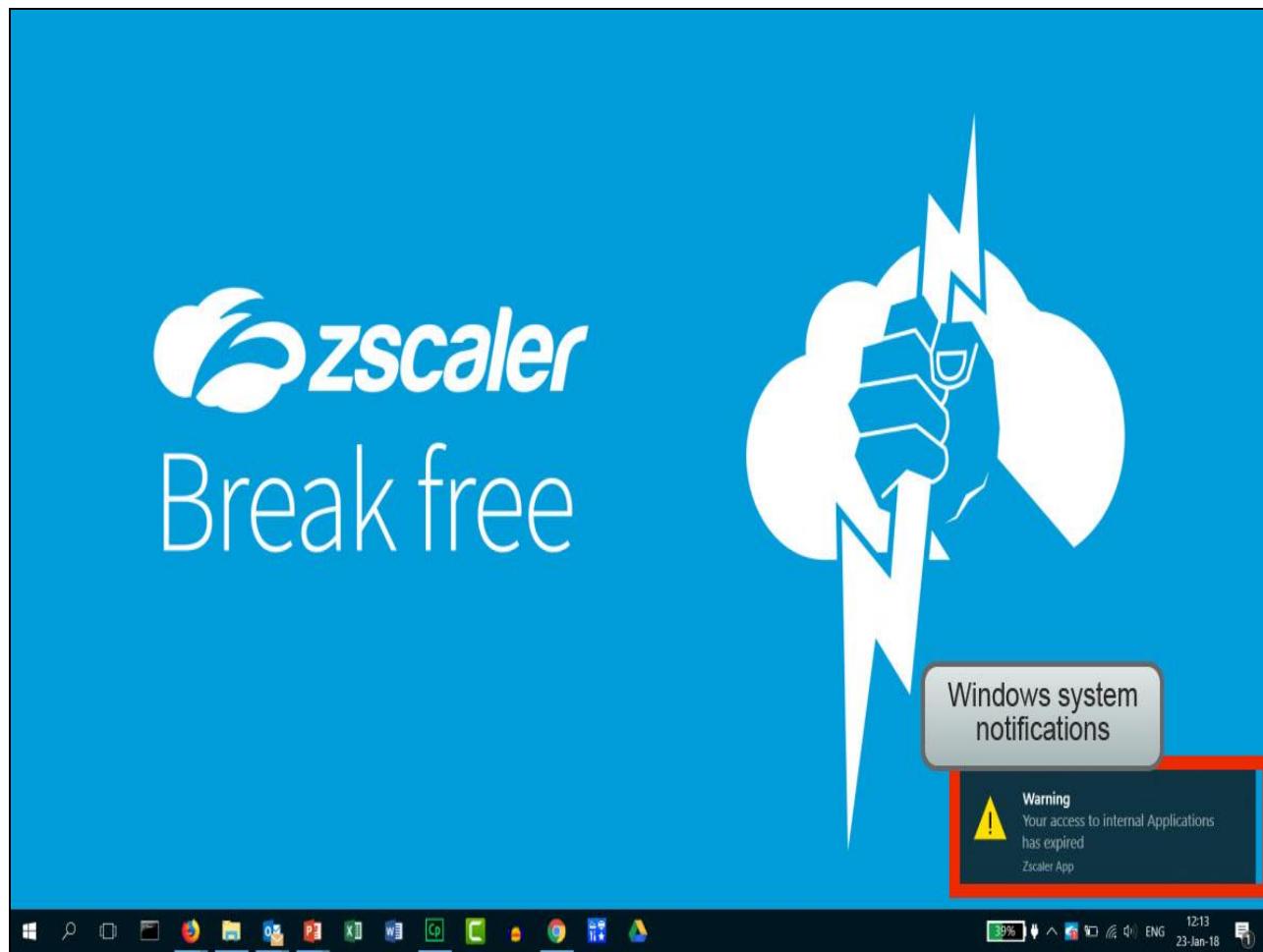
## Slide notes

On the **Private Access** page:

- **Service Status** should indicate **ON**;
- **Authentication Status** should indicate **Authenticated**;
- The **Time Connected** will be indicated;
- And **Total Bytes Sent** and **Received** will be shown.

Note that you must authenticate into the Private Access service more frequently than into the Internet Security service. You may have to come to this page periodically (every 7 days by default), to log back into the service.

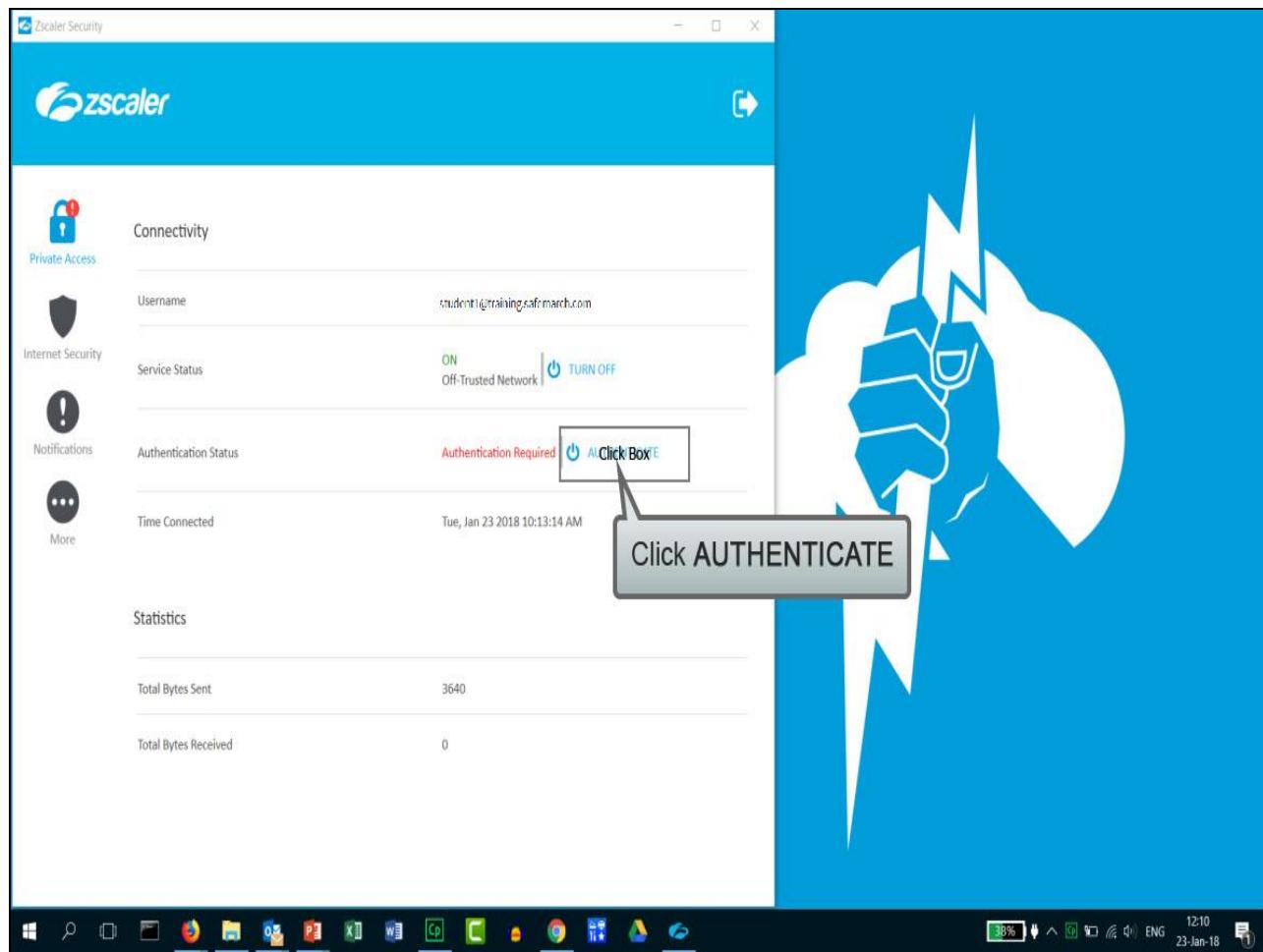
Slide 27 - Slide 27



#### Slide notes

You should receive a system tray notification when your ZPA authentication has expired.

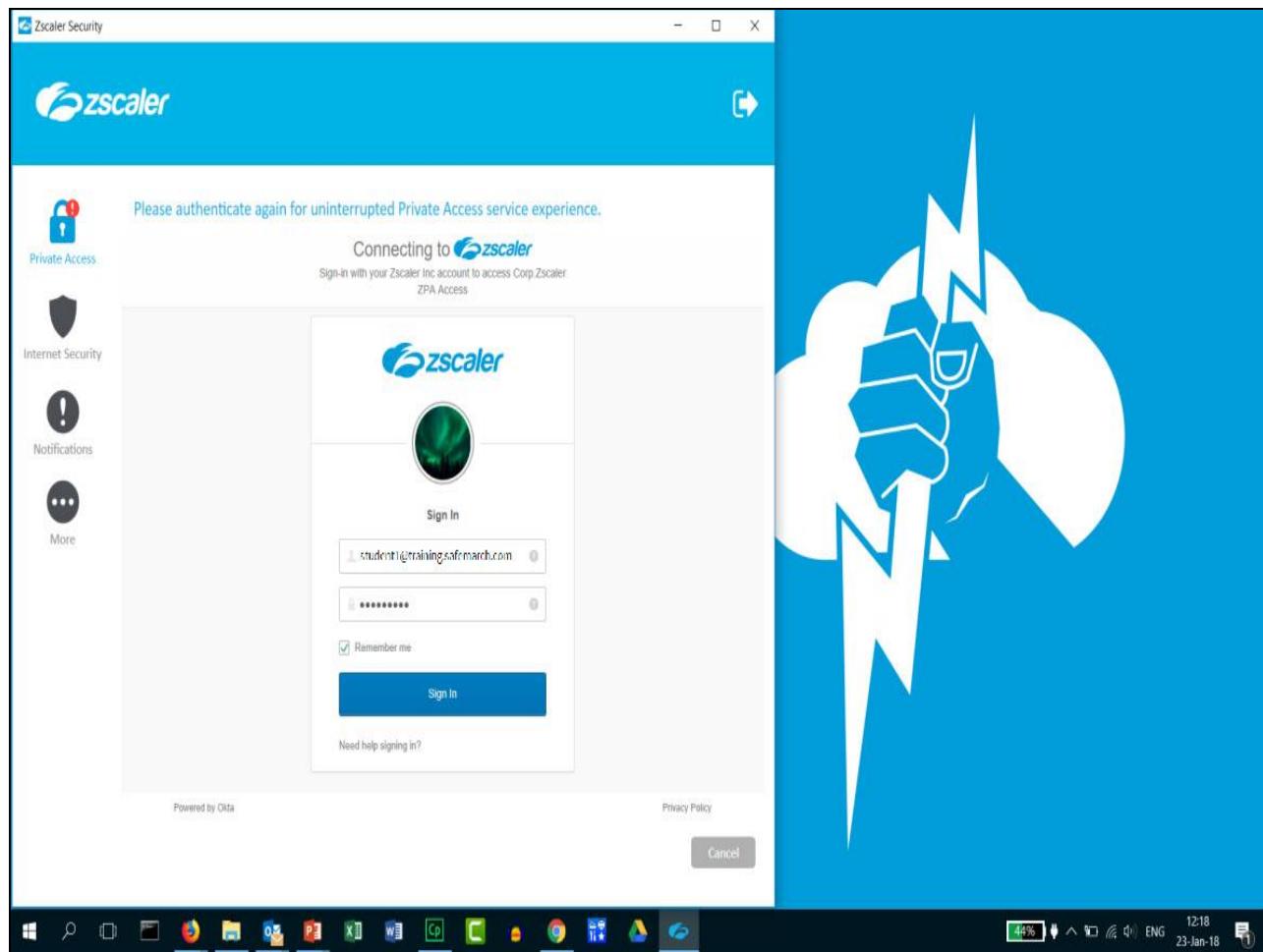
## Slide 28 - Slide 28



## Slide notes

When you open the app and go to the **Private Access** page, you will see an **Authentication Required** prompt. To log back in, click **AUTHENTICATE**, ...

## Slide 29 - Slide 29



## Slide notes

...and provide the necessary credentials to re-authenticate.

## Slide 30 - Interactive Demo: The End User ZPA Experience



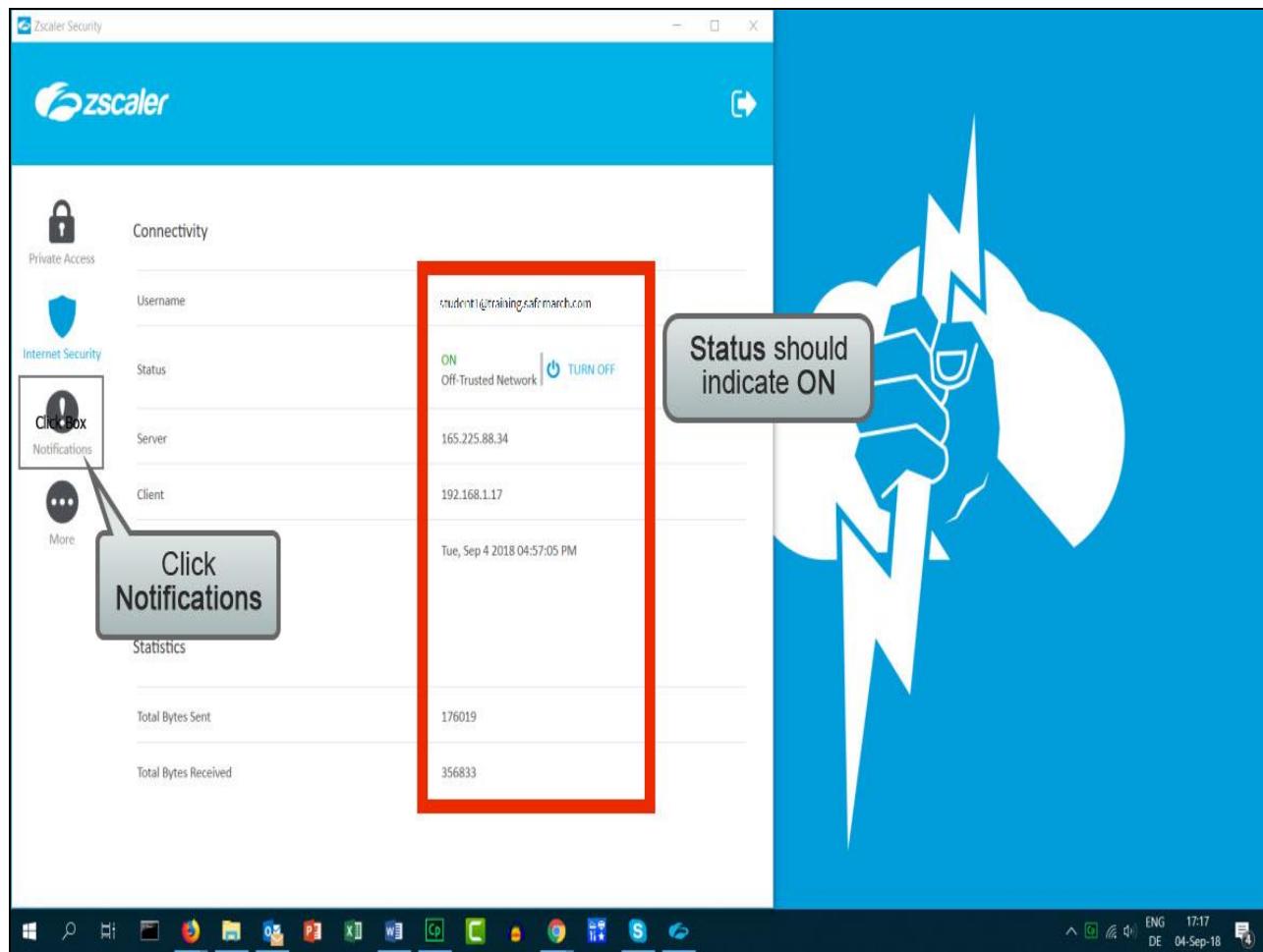
# Interactive Demo: Using the Zscaler App on Windows

## Slide notes

In the next section, we will illustrate the end user experience of the Zscaler APP on the Windows platform.

This section has been created as an interactive demo, and you will be asked to select the appropriate menu or software options to navigate the UI. You may also use the Play control to proceed to the next step.

## Slide 31 - Slide 31

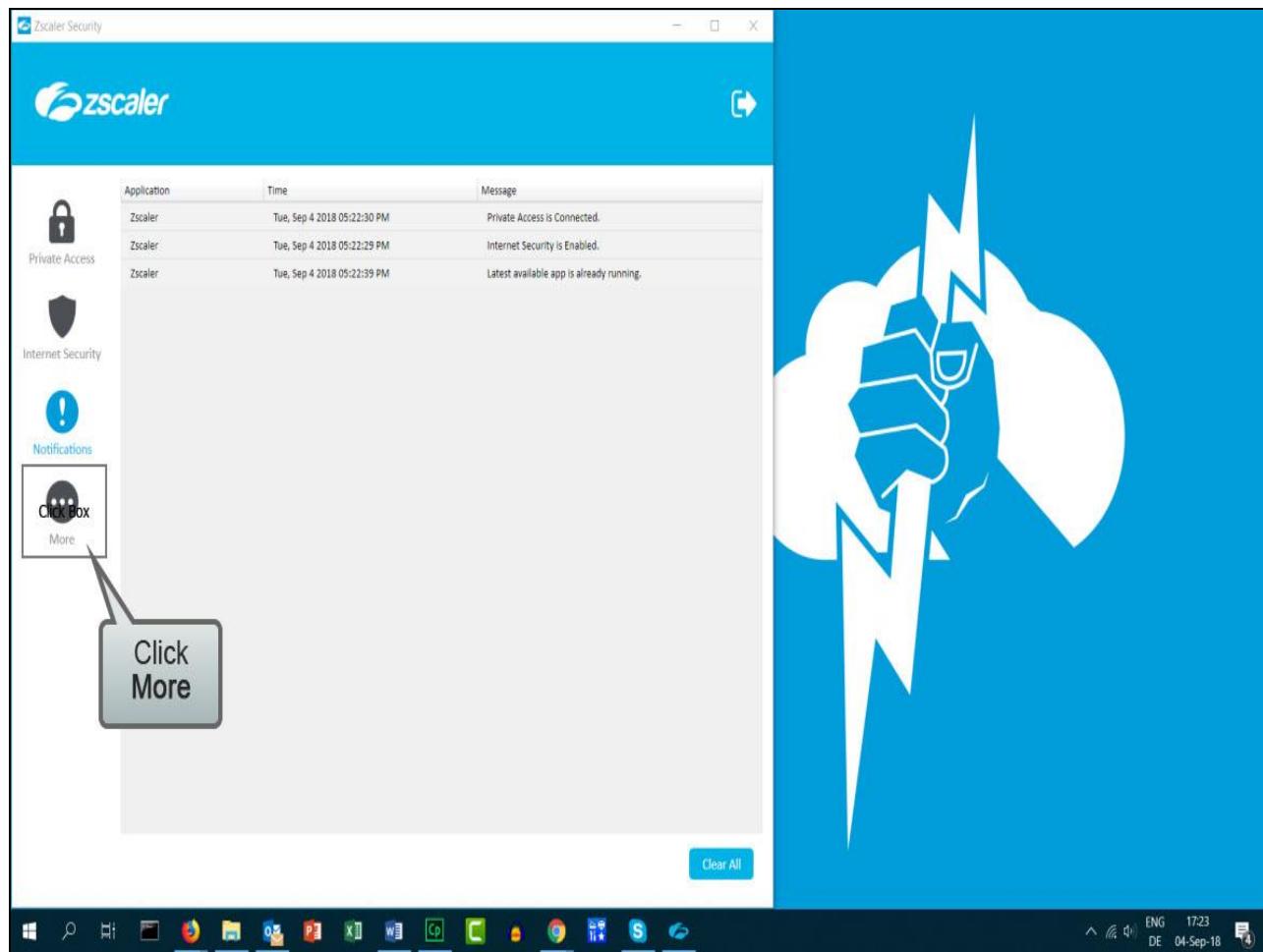


## Slide notes

On the **Internet Security** page, the **Status** should indicate **ON**. As mentioned previously, this page also provides some basic information about your connection.

To review notifications within the app, click the **Notifications** page, ...

## Slide 32 - Slide 32

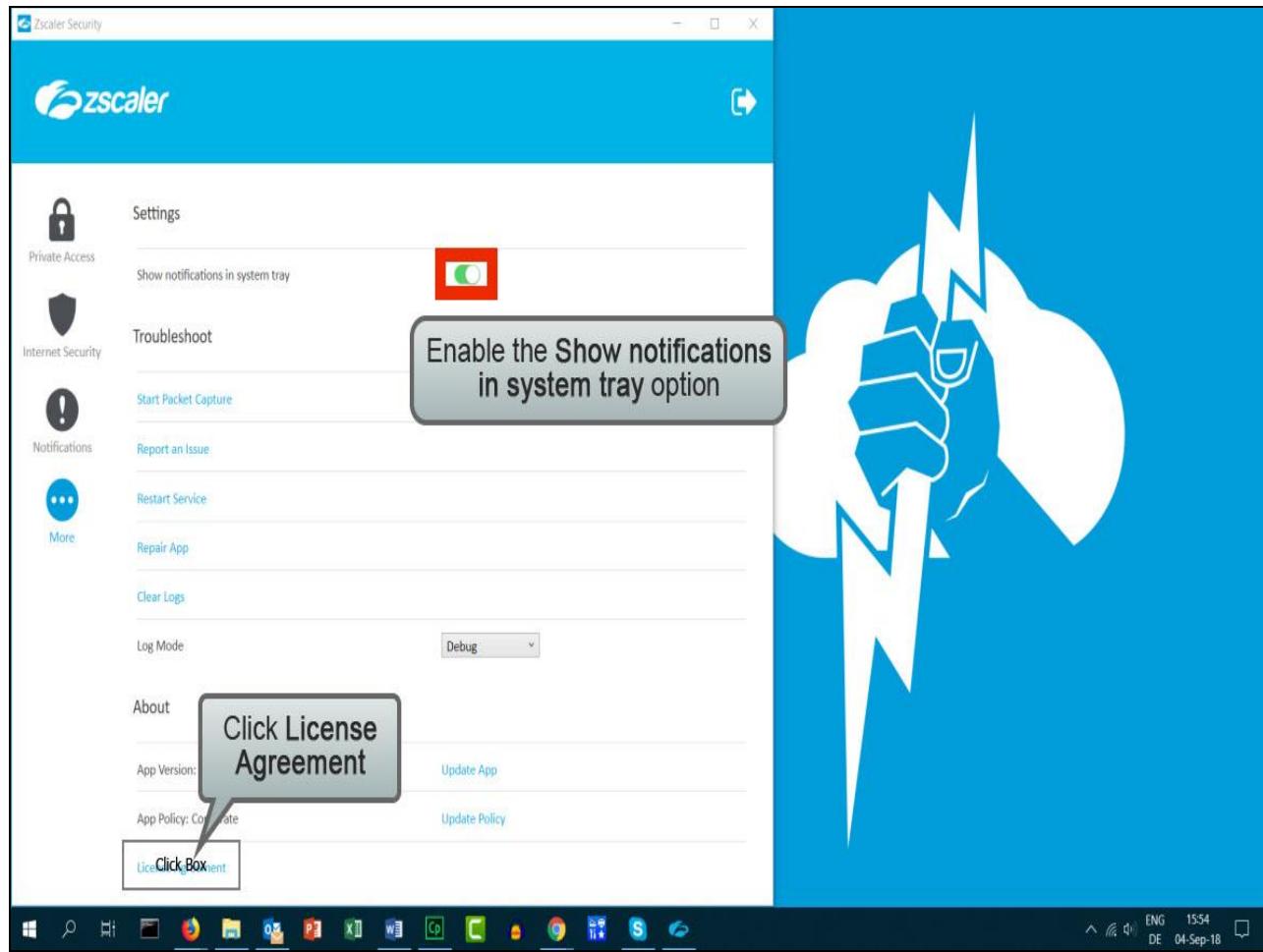


## Slide notes

...to see a list of application notifications with date and time, such as the Internet security, or private access services starting or stopping.

To access local Zscaler App tools, click on **More**.

## Slide 33 - Slide 33

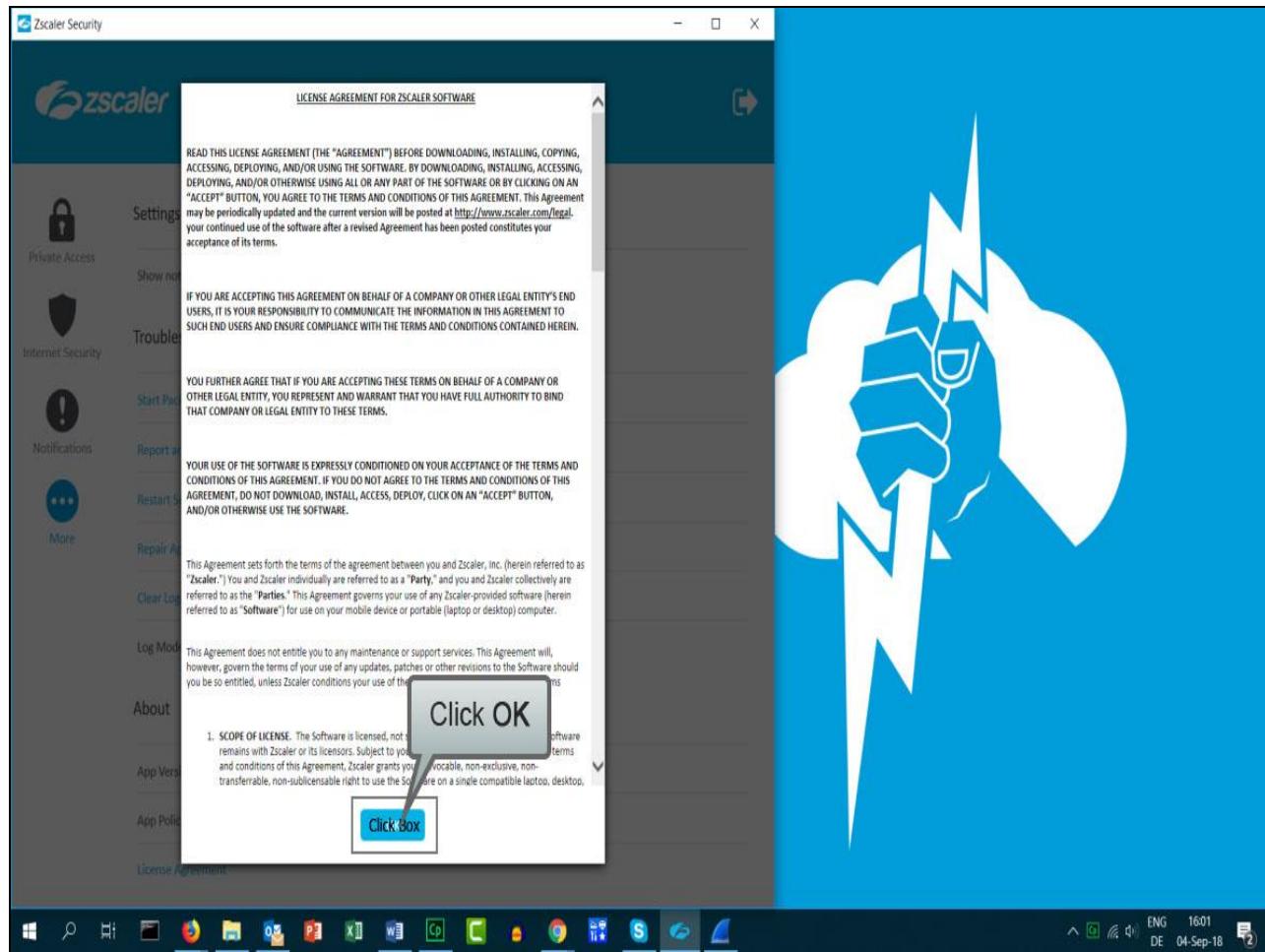


## Slide notes

Here you have the ability to enable or disable system tray notifications, which can alert you to App events such as updates, or disconnections. These may be enabled or disabled by default, depending on how your administrator configured this in the Zscaler App Portal.

Click the **License Agreement** link to view the Zscaler App License Agreement, ...

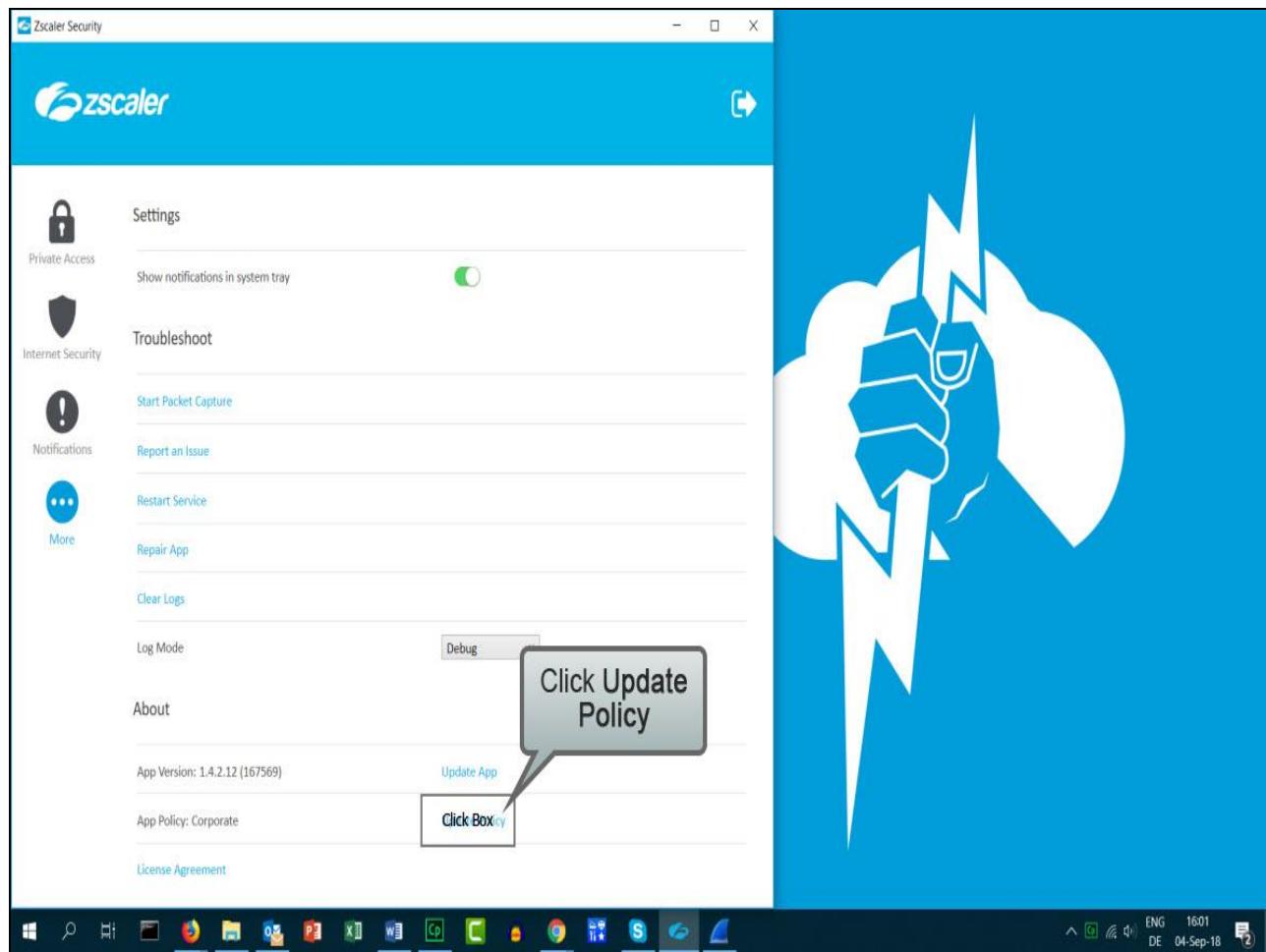
## Slide 34 - Slide 34



## Slide notes

...and click OK when you're done.

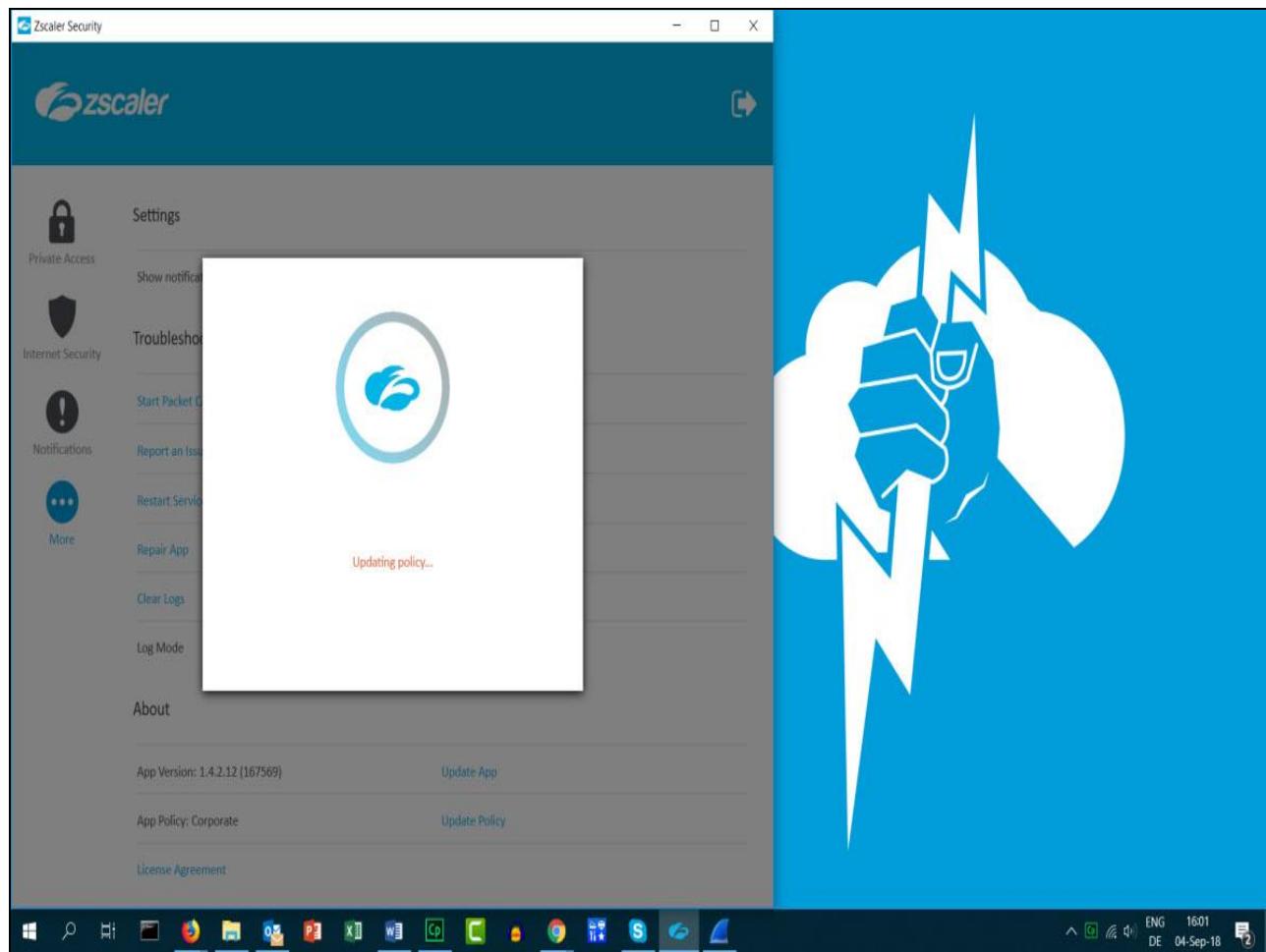
## Slide 35 - Slide 35



## Slide notes

If you believe your policy settings are out of date, you may click **Update Policy**, ...

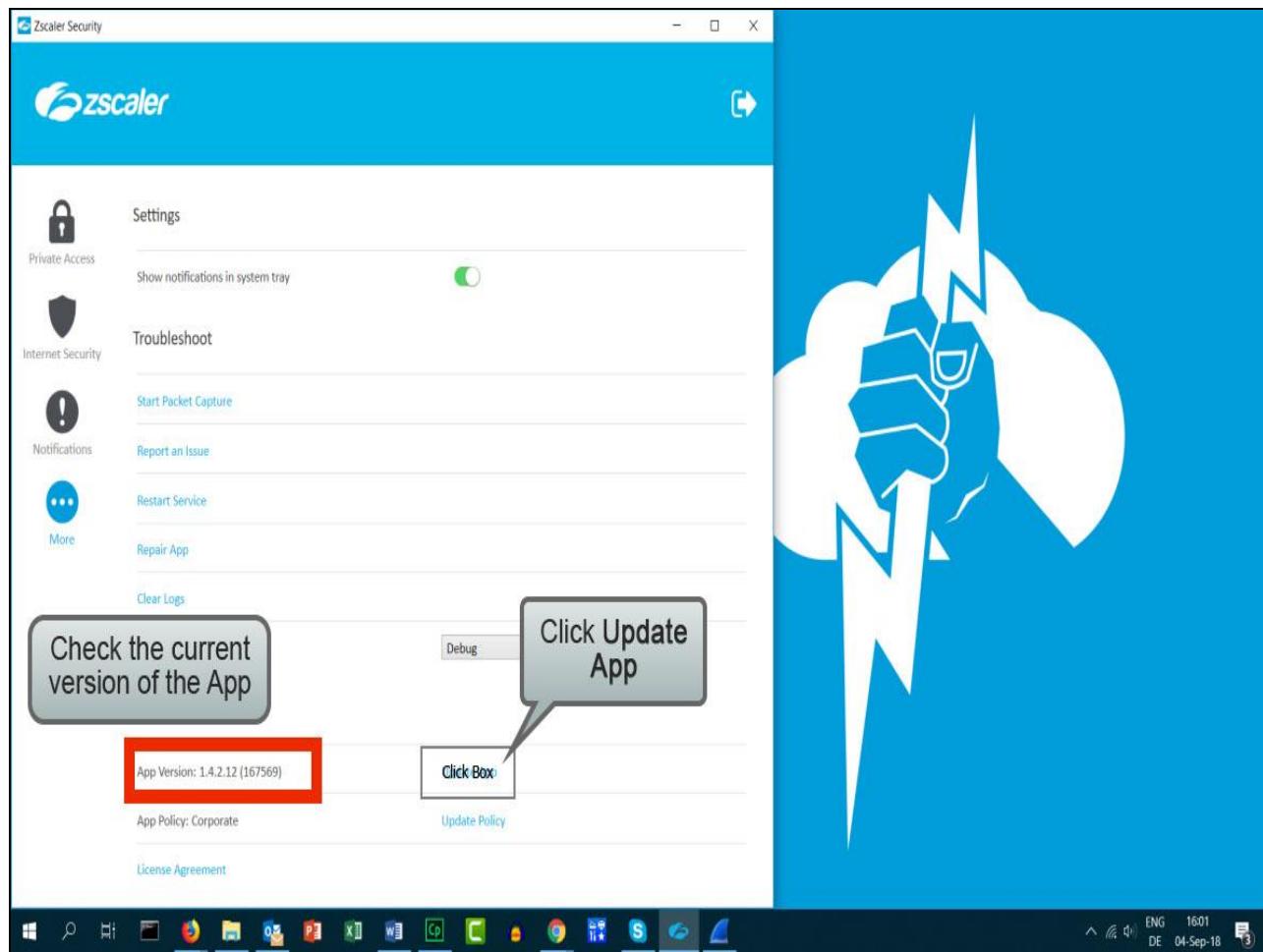
## Slide 36 - Slide 36



## Slide notes

...and the app will check to see if any policy updates are available.

## Slide 37 - Slide 37

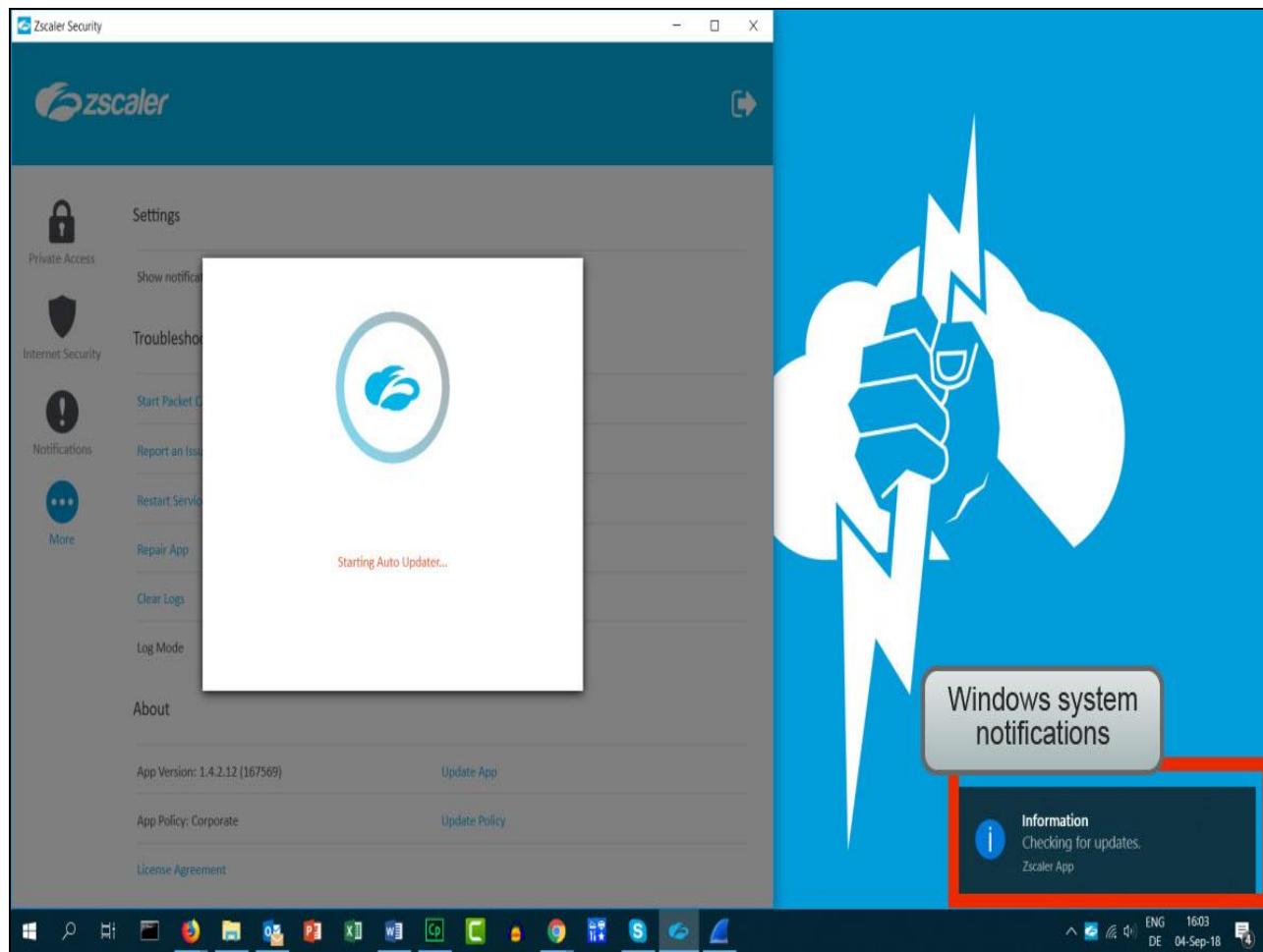


## Slide notes

Also on the **More** page, you can see the current version of the app that is installed, and you can click **Update App** to check to see whether there is a newer version of the app available.

Note that your administrator may have configured the app to be updated automatically.

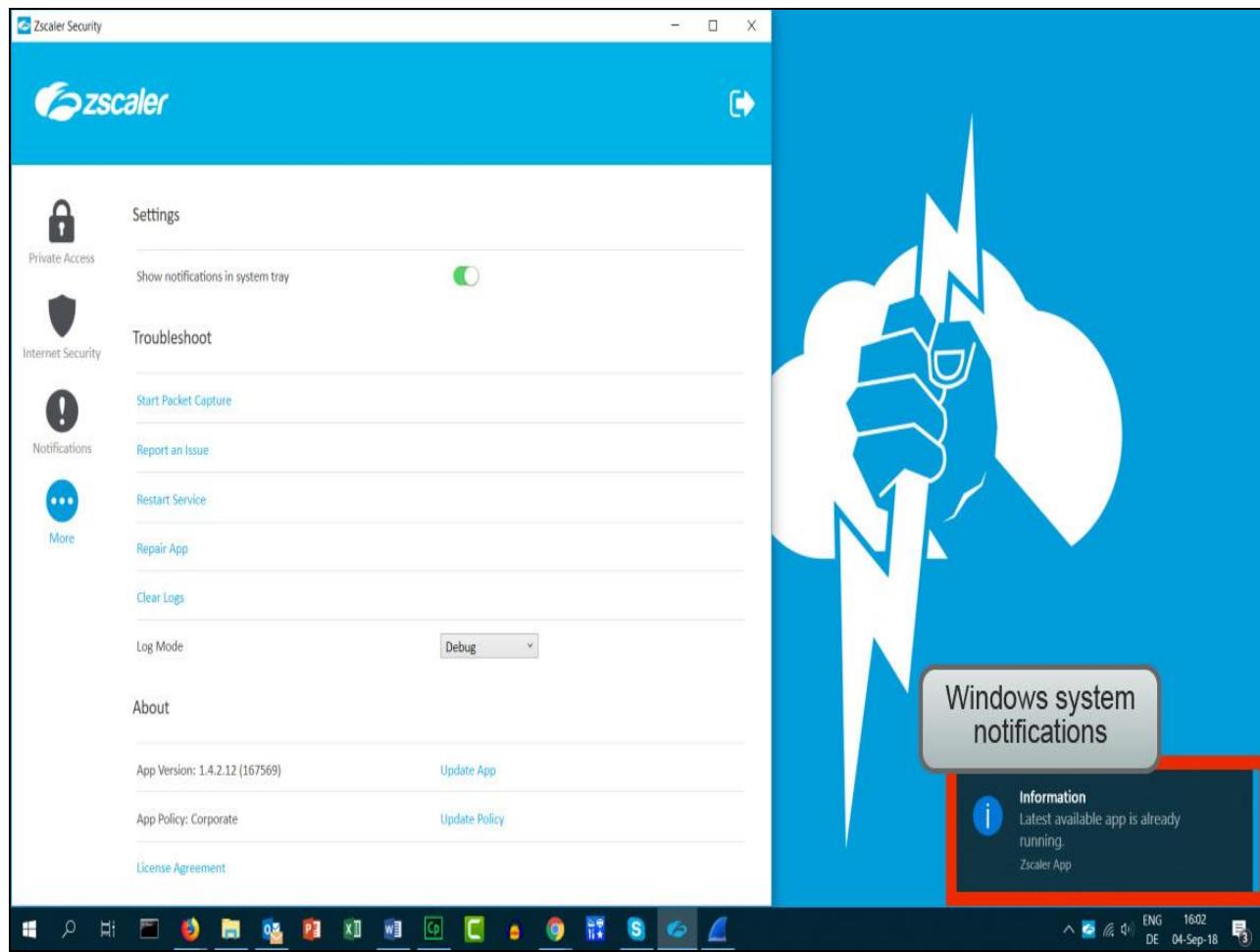
## Slide 38 - Slide 38



## Slide notes

The app will check for updates in the background. On Windows devices, a system alert is displayed.

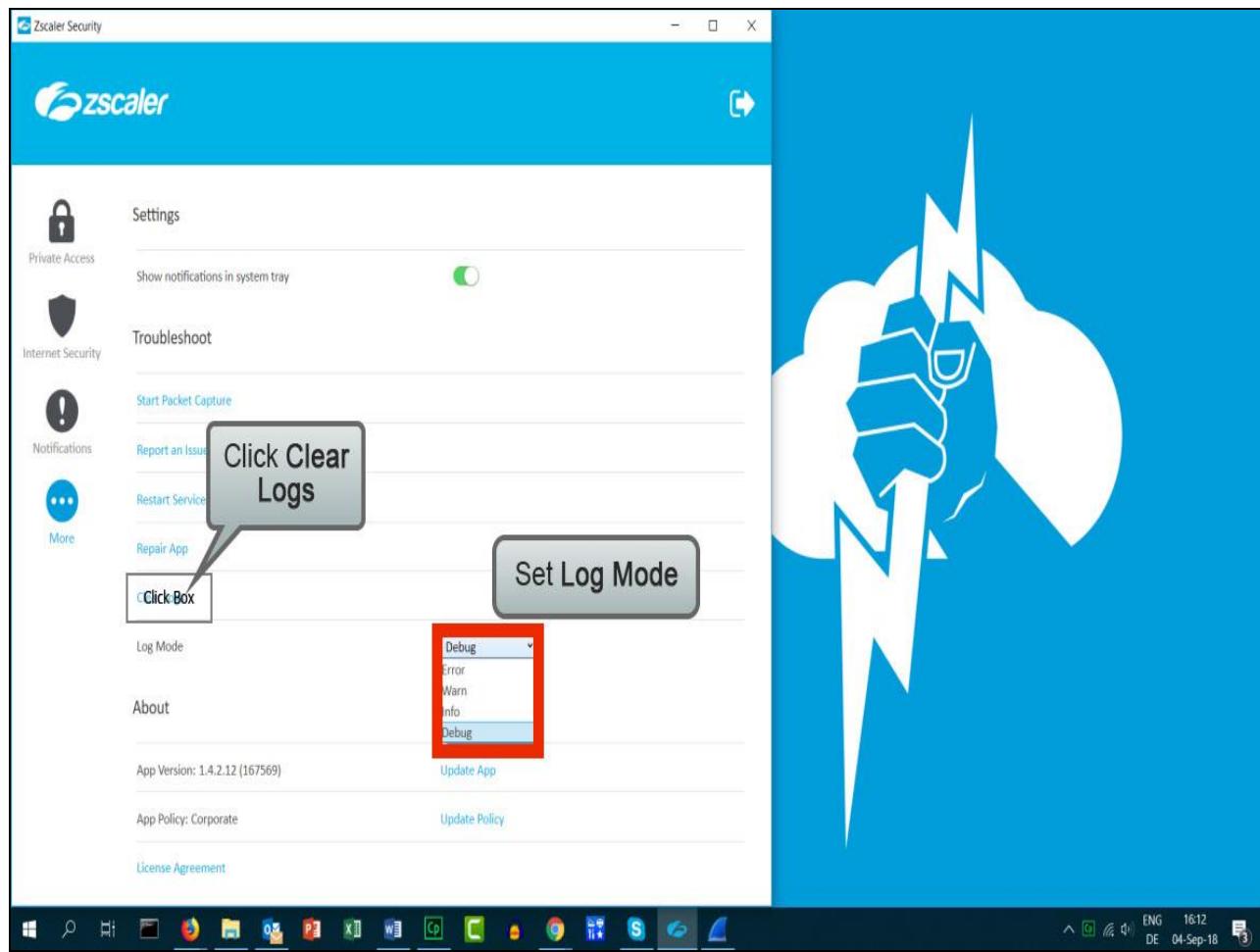
## Slide 39 - Slide 39



## Slide notes

Windows also alerts you if a new version is available, or to confirm that you have the latest version.

## Slide 40 - Slide 40

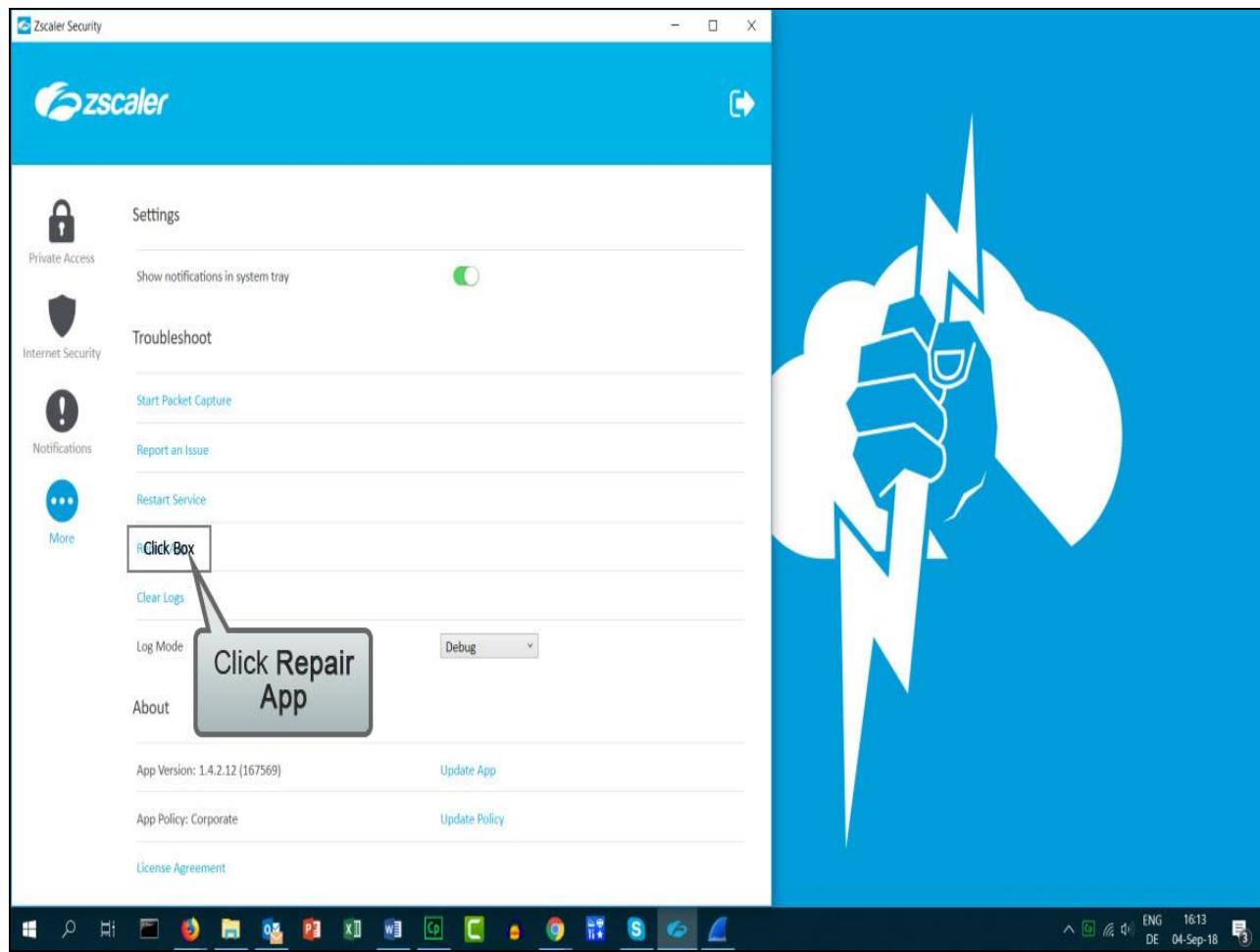


## Slide notes

If your administrator permits it, you can change the **Log Mode** for the current connection session by selecting the preferred logging level (**Error**, **Warn**, **Info**, or **Debug**), and you can click the **Clear Logs** link to clear the currently stored logs.

Note that you may not see the Logging controls, if your administrator has disabled this functionality for you.

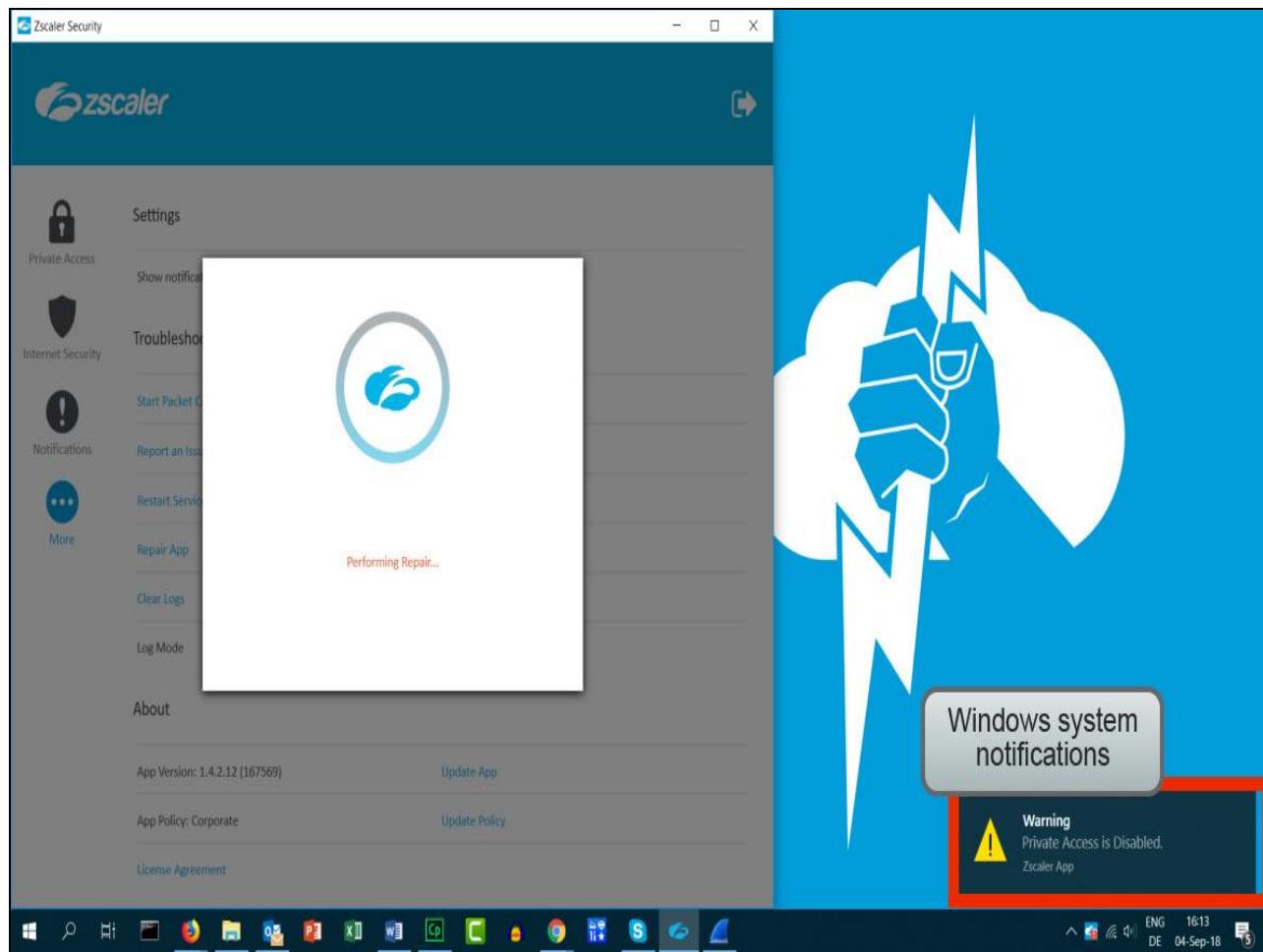
## Slide 41 - Slide 41



## Slide notes

Before raising an issue with your Helpdesk, you might like to try repairing the app yourself, by clicking on the **Repair App** link.

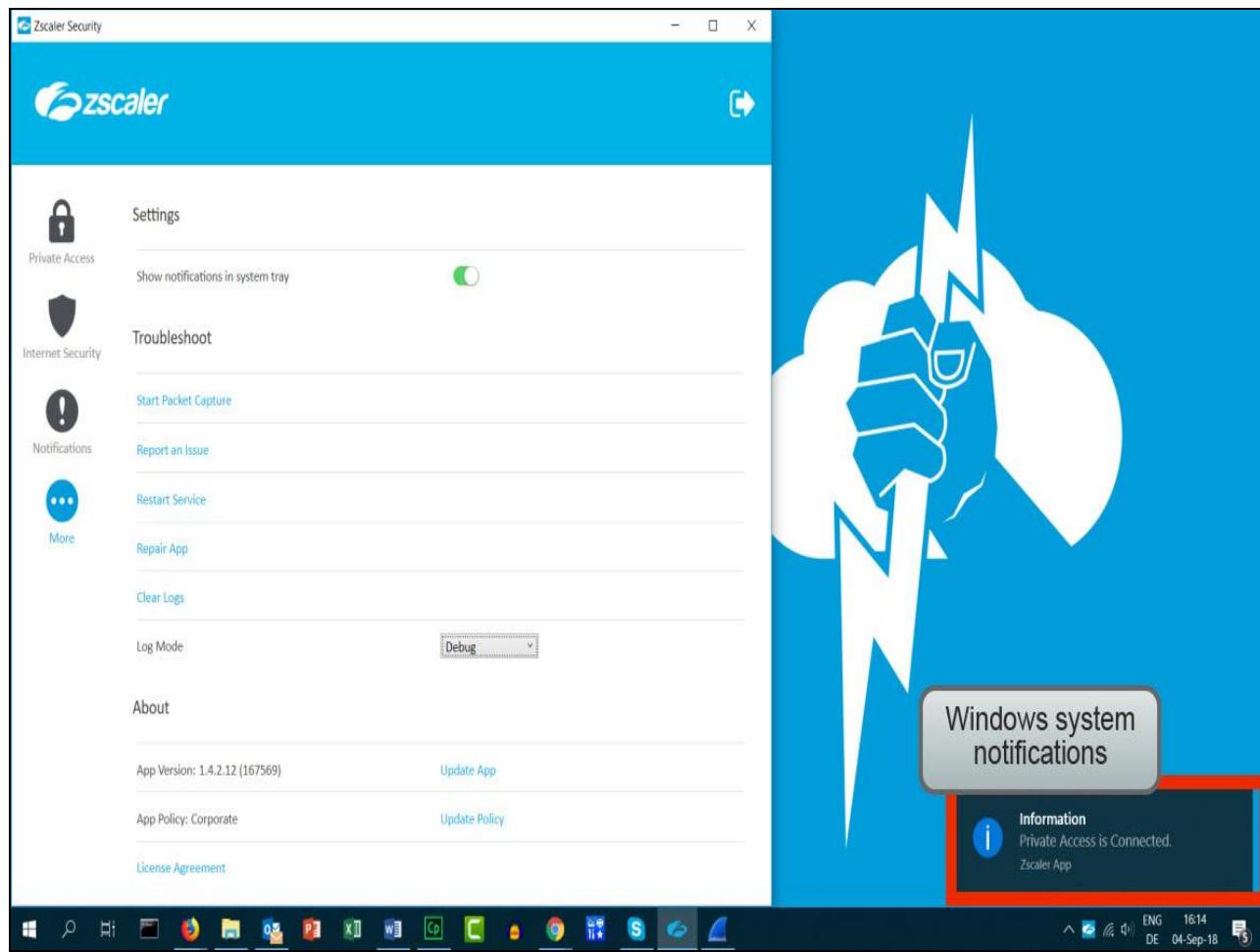
## Slide 42 - Slide 42



## Slide notes

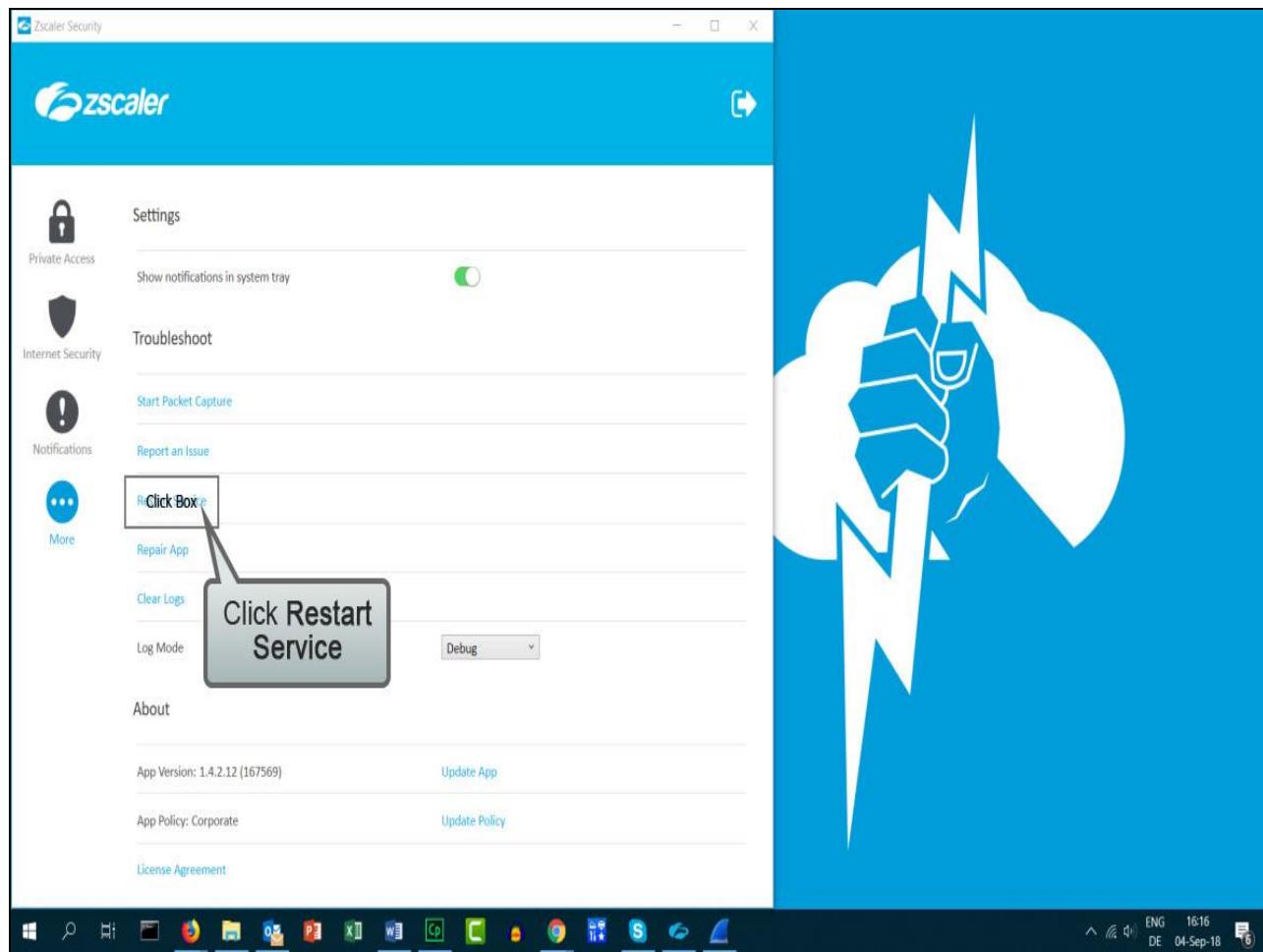
The app will attempt to re-install the drivers and services that it uses.

## Slide 43 - Slide 43



## Slide notes

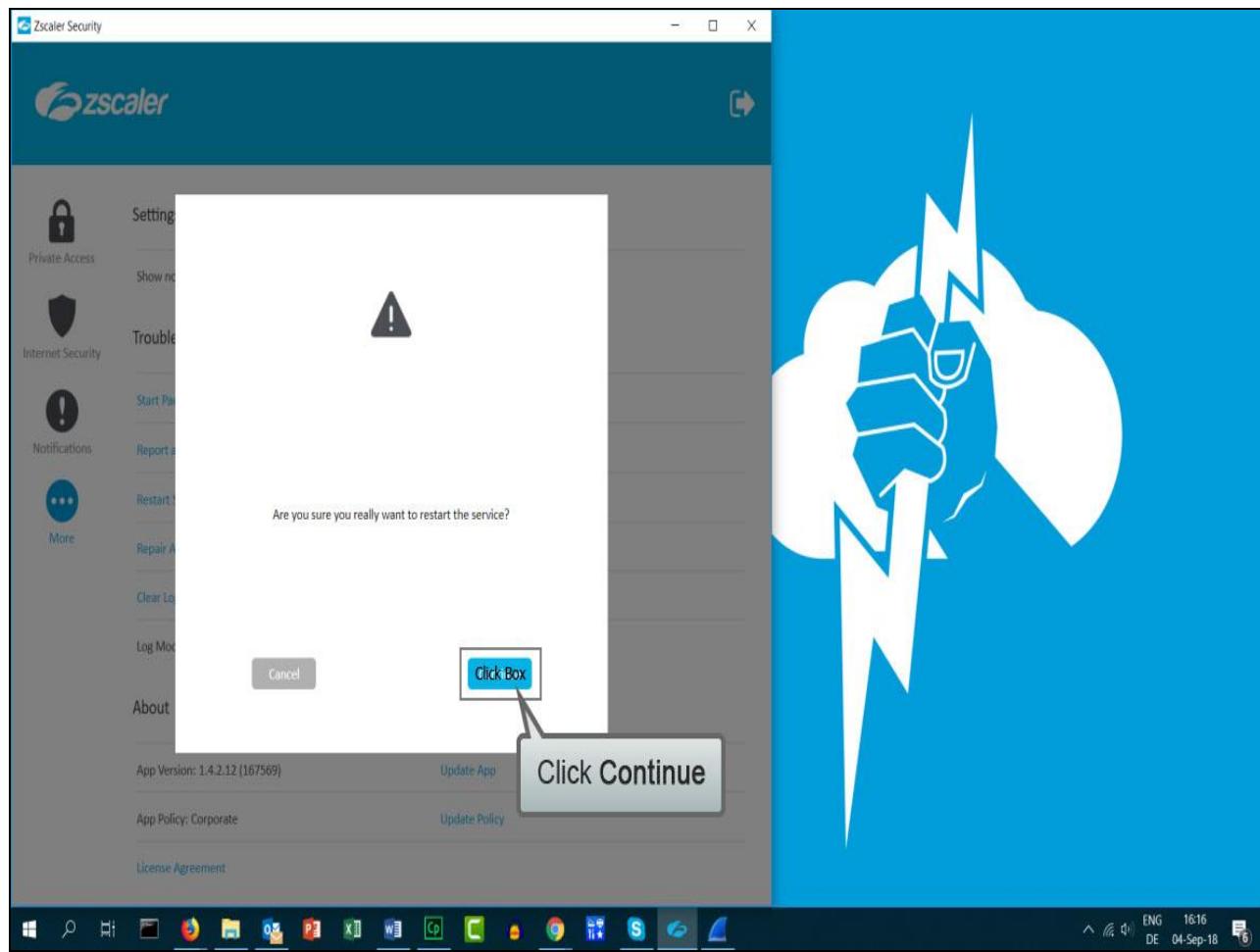
## Slide 44 - Slide 44



## Slide notes

To restart the Zscaler service, click the **Restart Service** link, ...

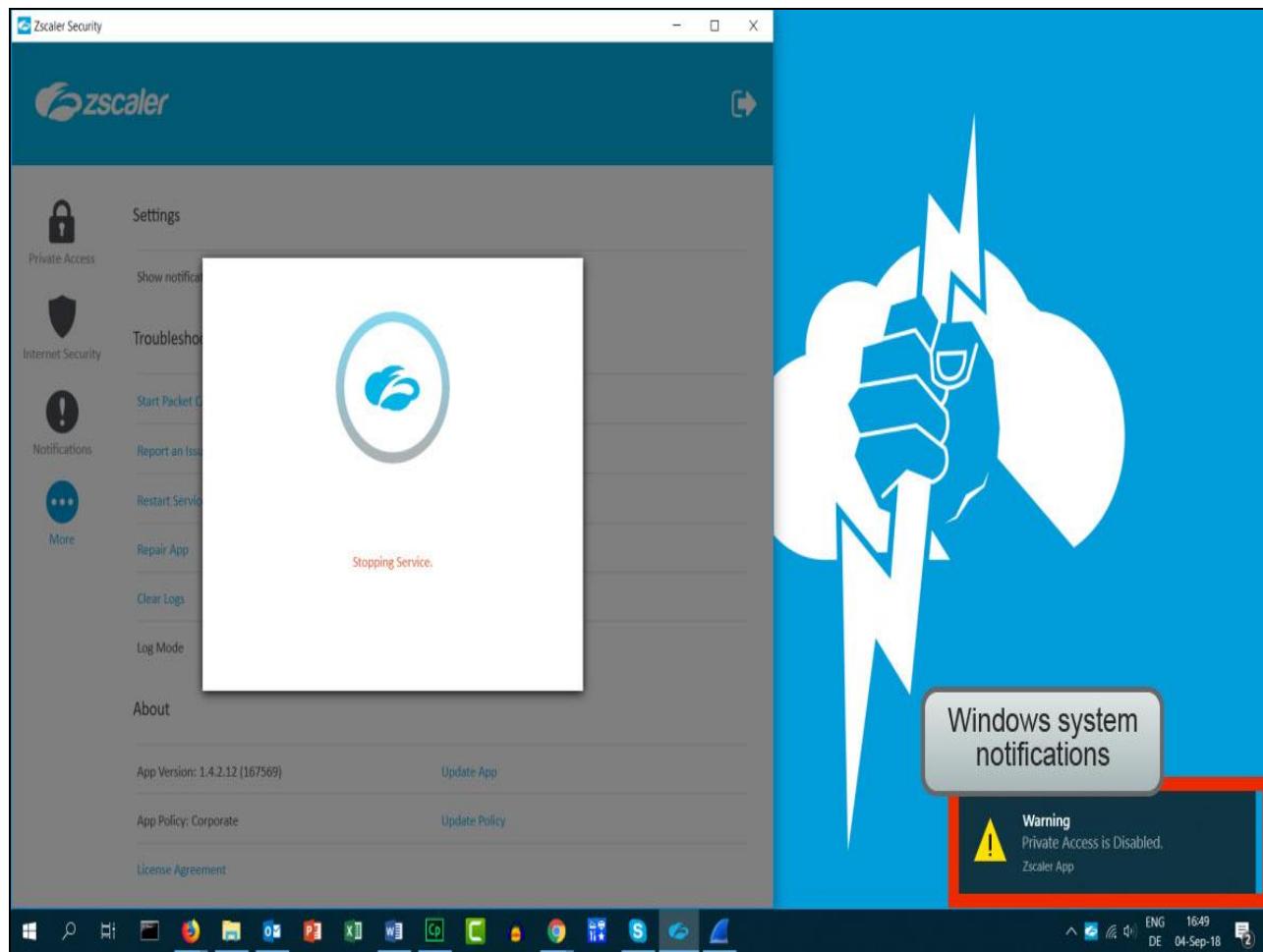
## Slide 45 - Slide 45



## Slide notes

...and click **Continue**.

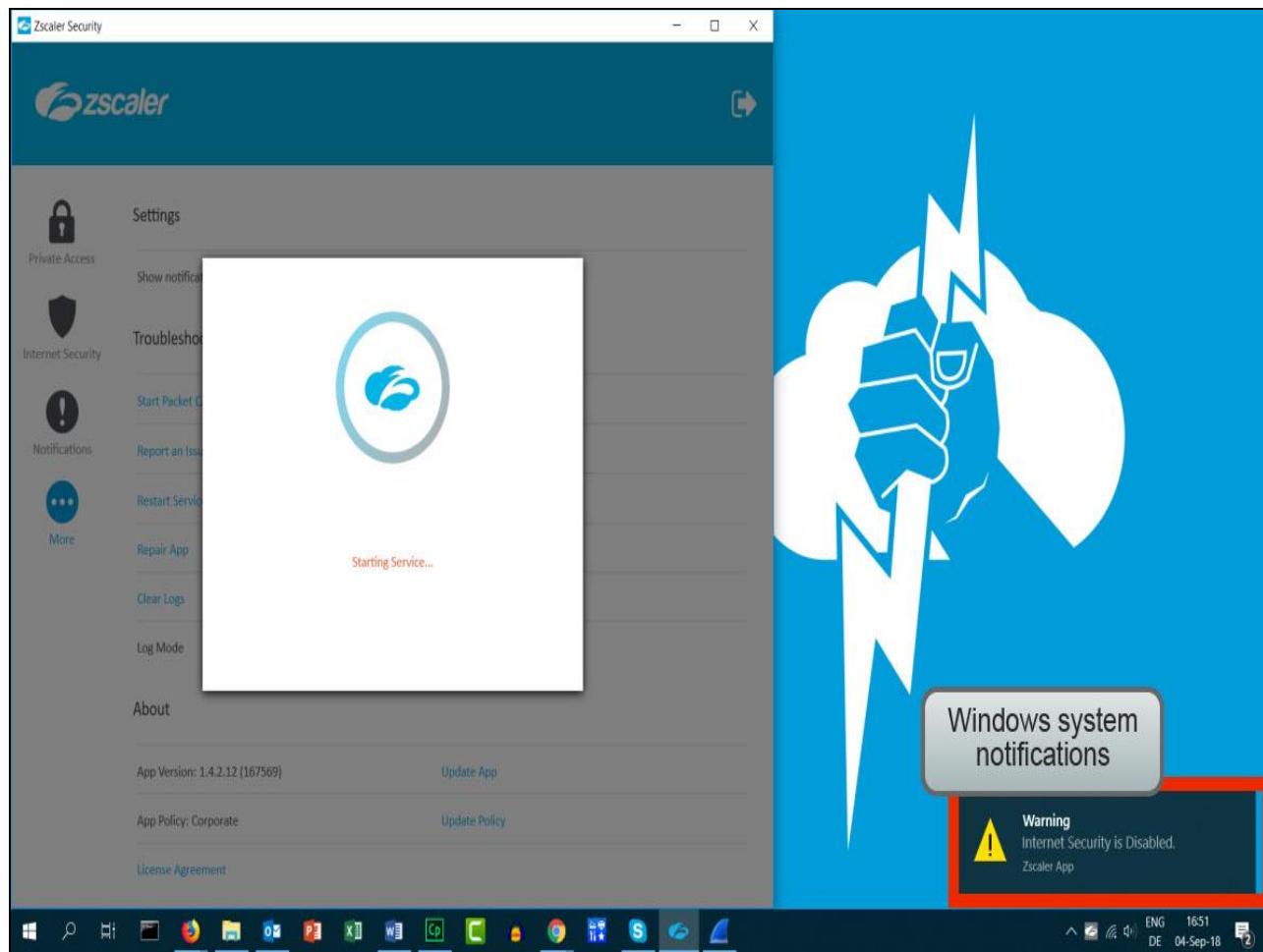
## Slide 46 - Slide 46



## Slide notes

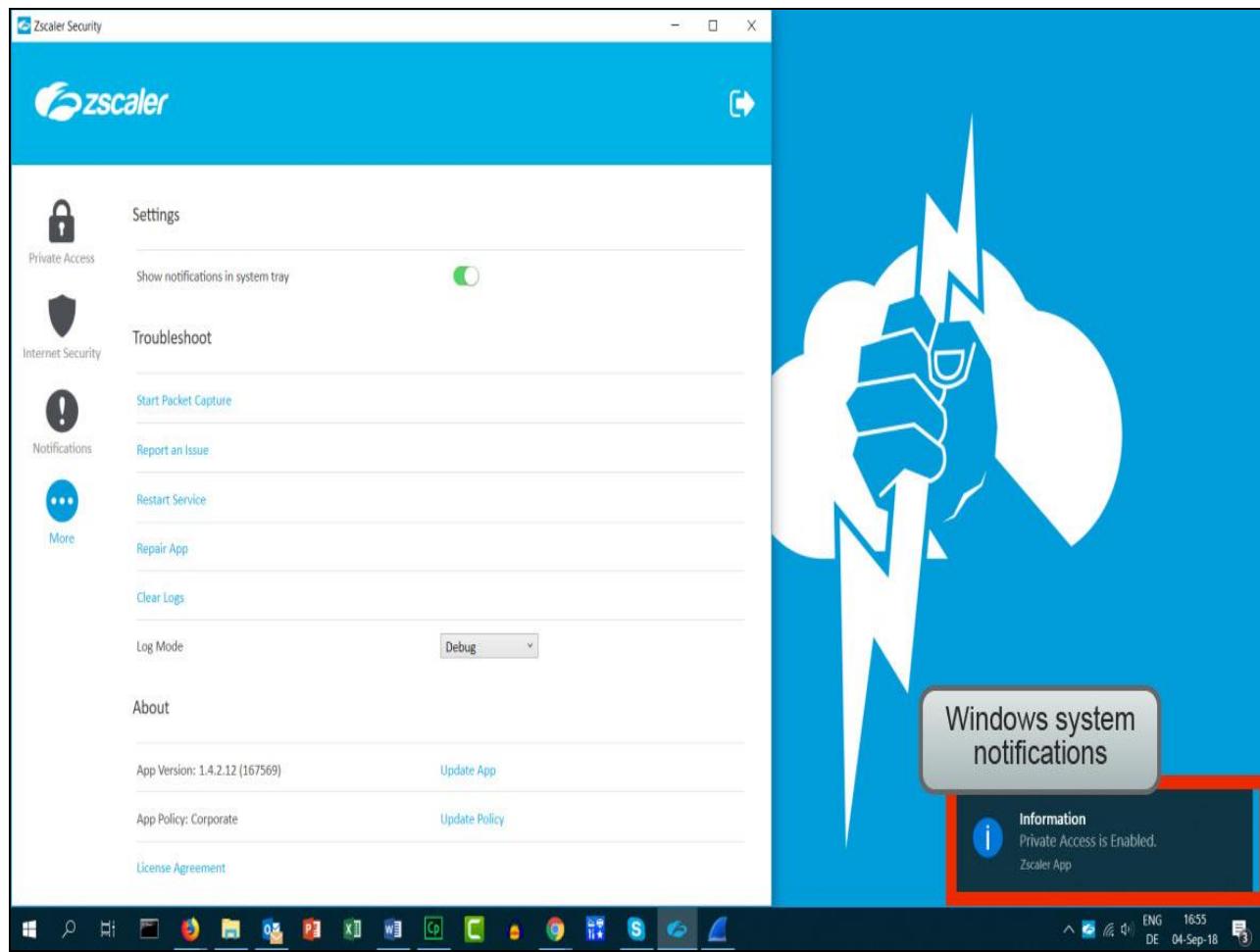
The app and Windows will notify you of the progress of the restart.

## Slide 47 - Slide 47



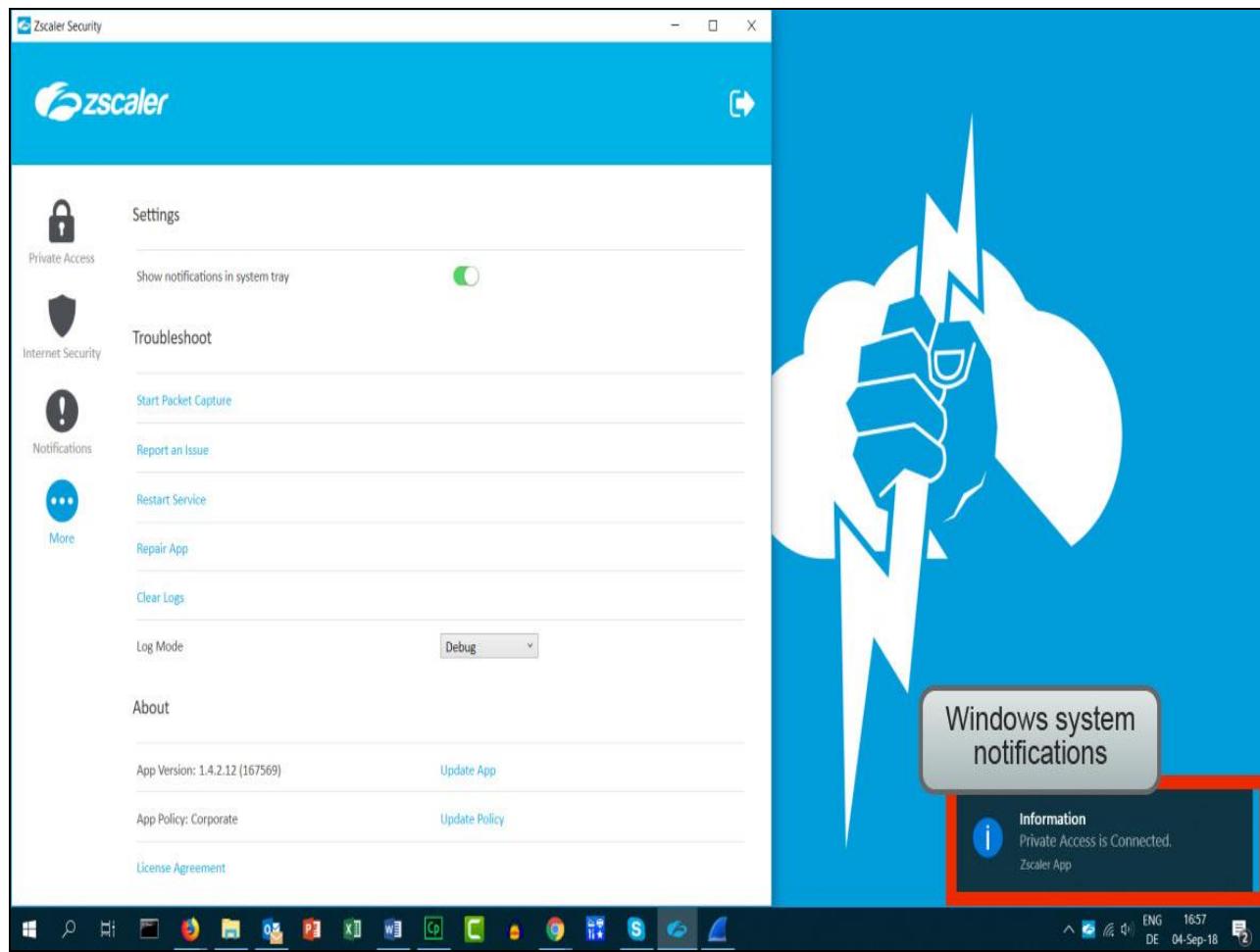
## Slide notes

## Slide 48 - Slide 48



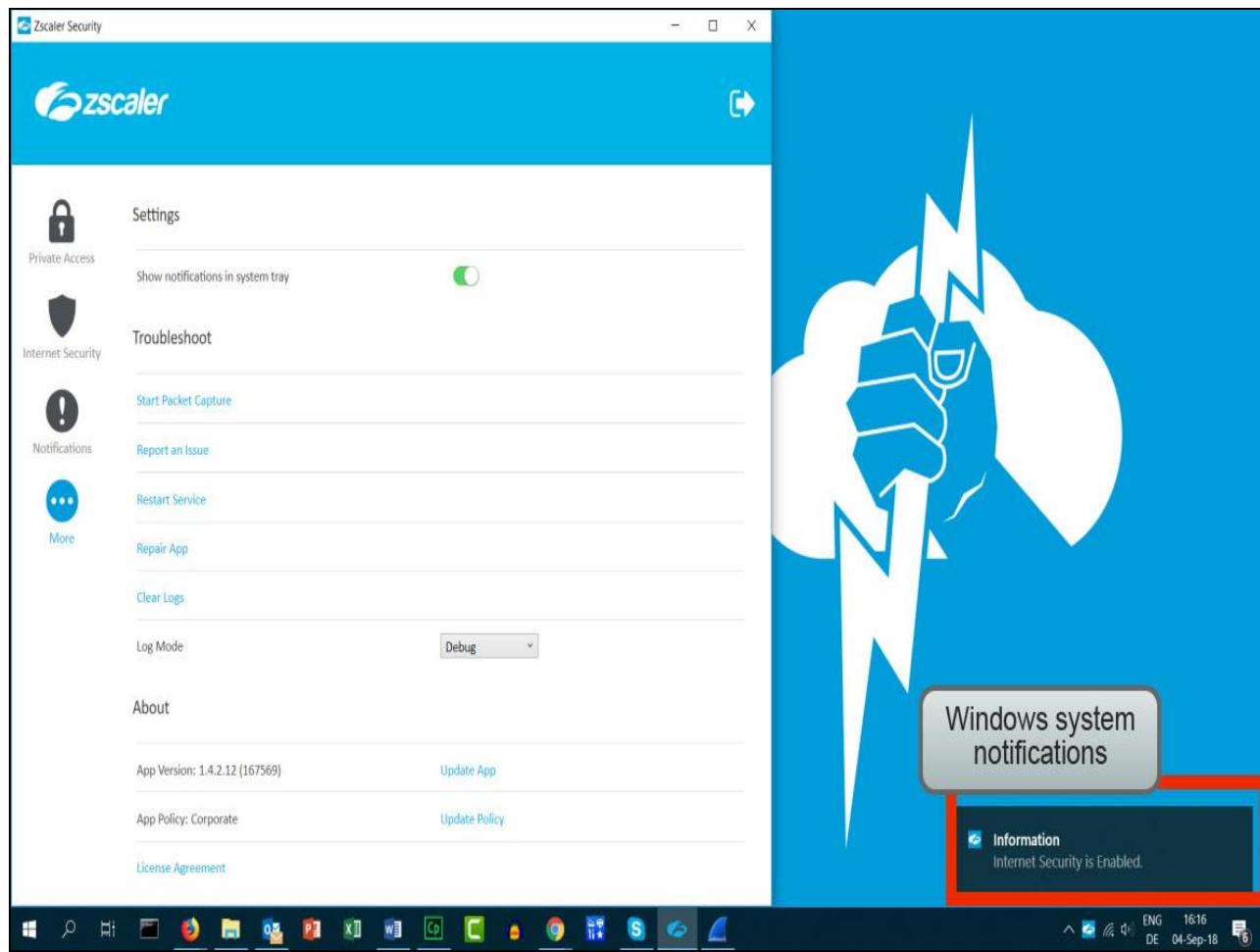
## Slide notes

## Slide 49 - Slide 49



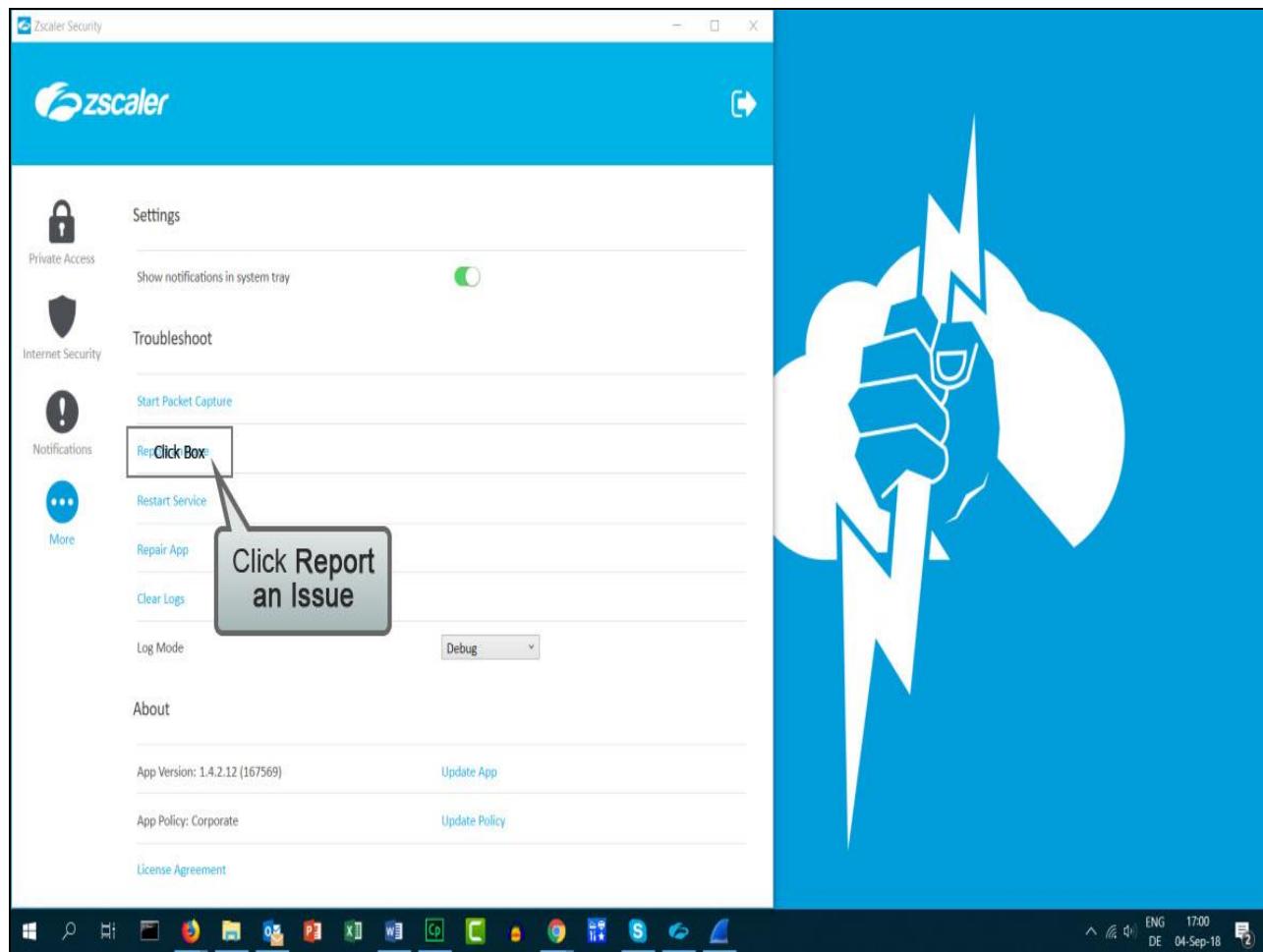
## Slide notes

## Slide 50 - Slide 50



## Slide notes

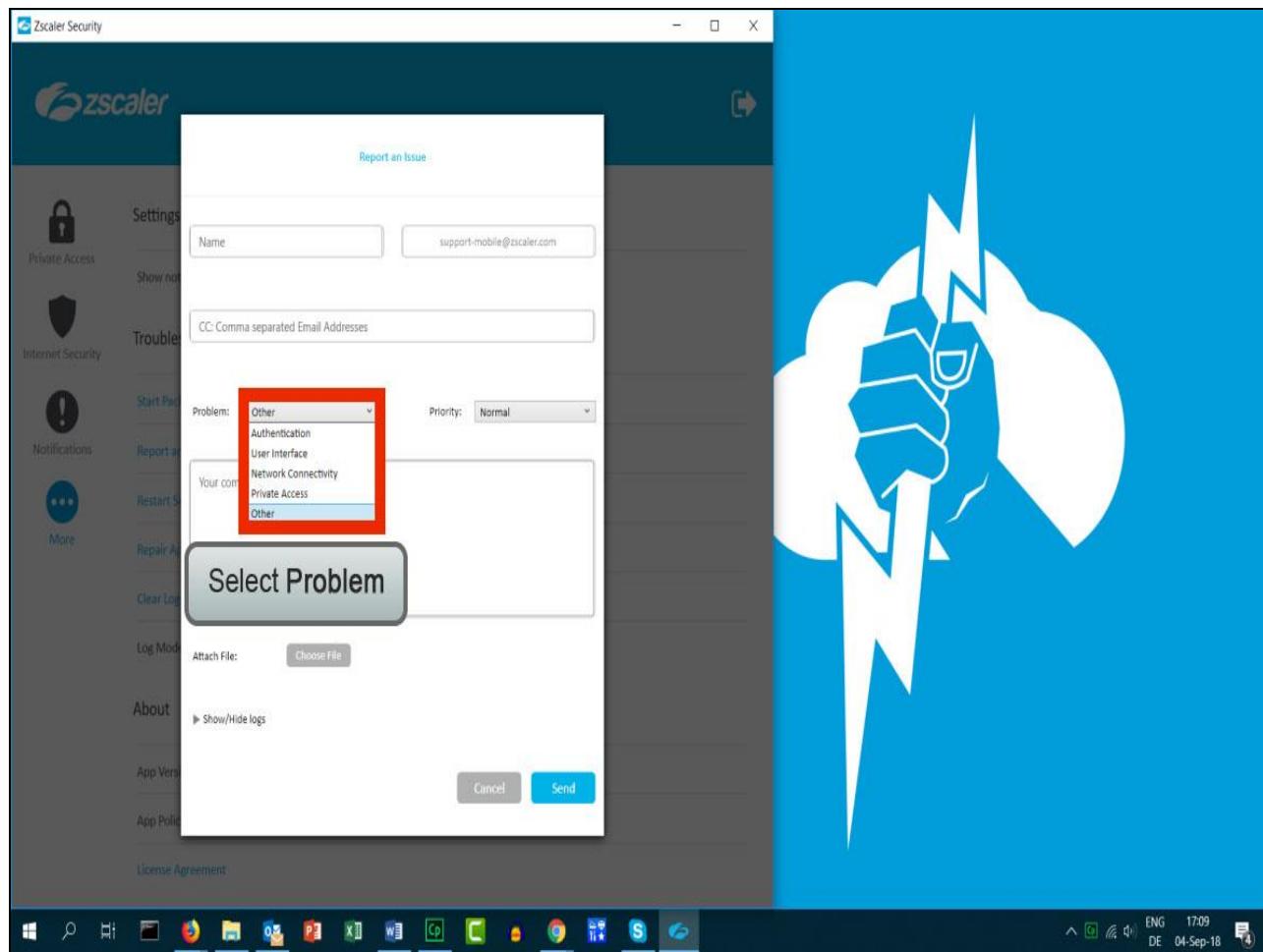
## Slide 51 - Slide 51



## Slide notes

To report an issue from within the app, click the **Report an Issue** link on this page.

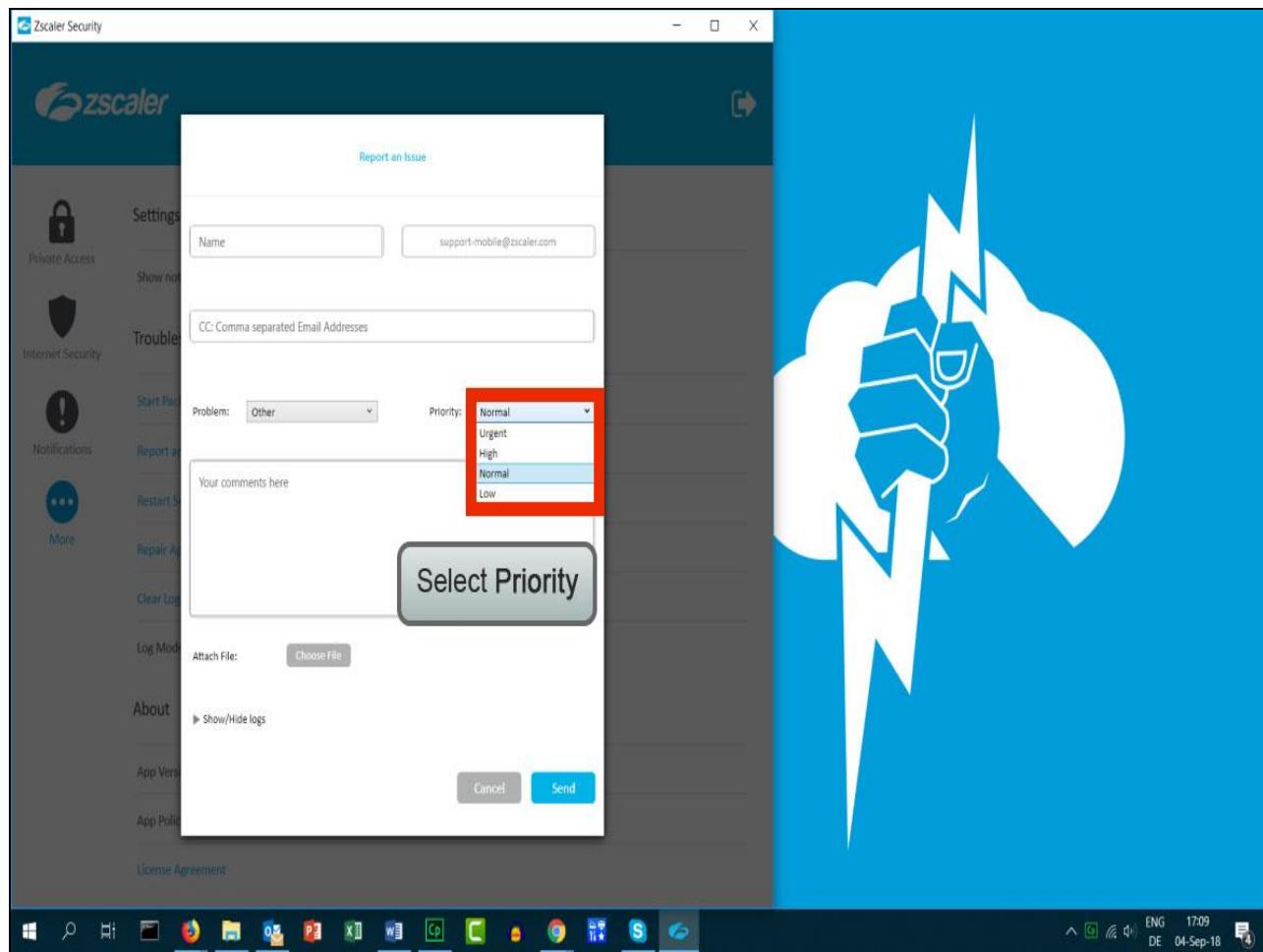
## Slide 52 - Slide 52



## Slide notes

When reporting an issue, be sure to provide as much information as possible, and include screenshots or other files that might be available. You can select the problem area, ...

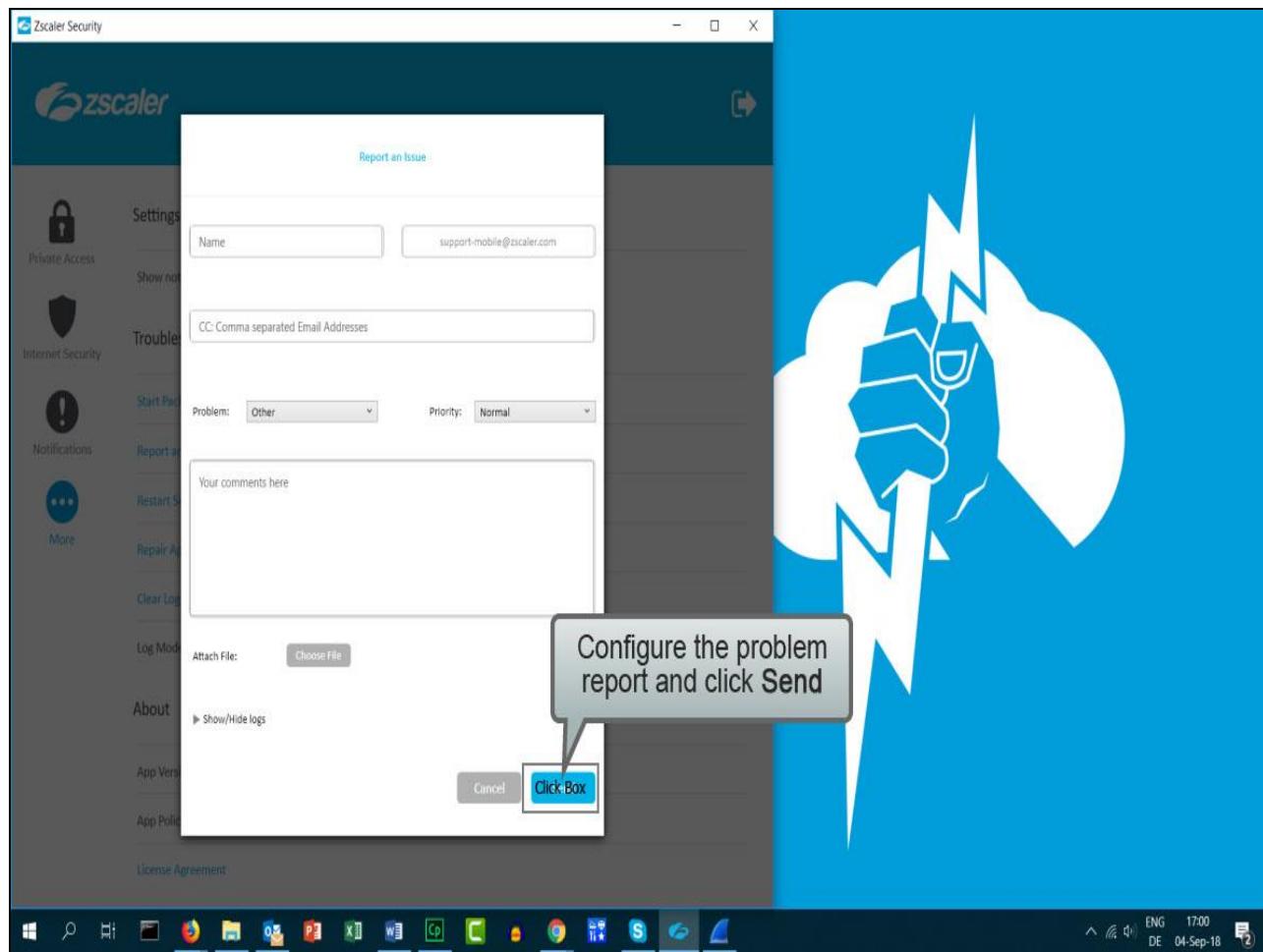
## Slide 53 - Slide 53



## Slide notes

...and the problem **Priority**.

## Slide 54 - Slide 54

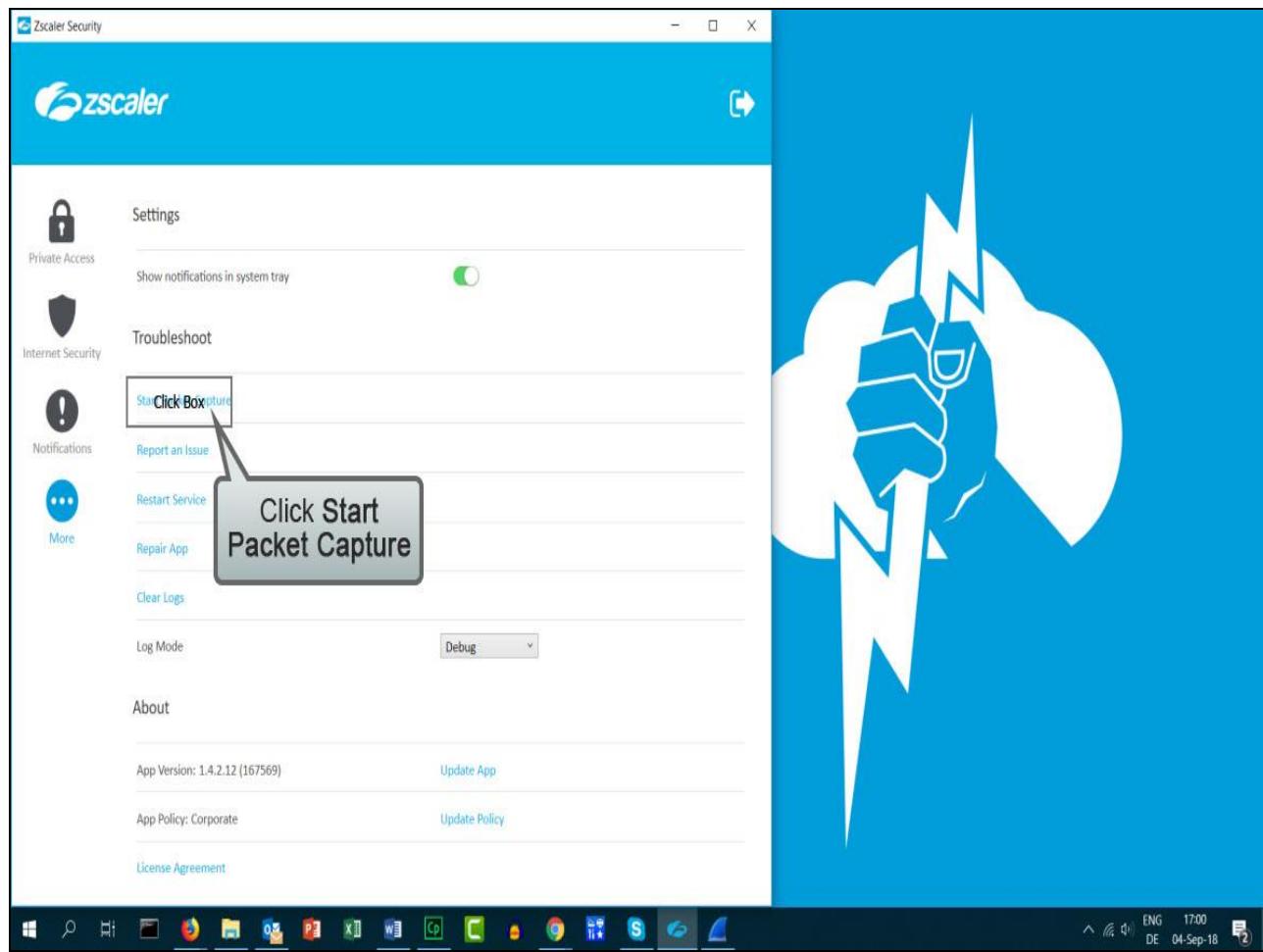


## Slide notes

Note that this report may go to your own Helpdesk, or to Zscaler directly, depending on settings in the Zscaler App Portal.

Configure the report as necessary and click **Send**.

## Slide 55 - Slide 55

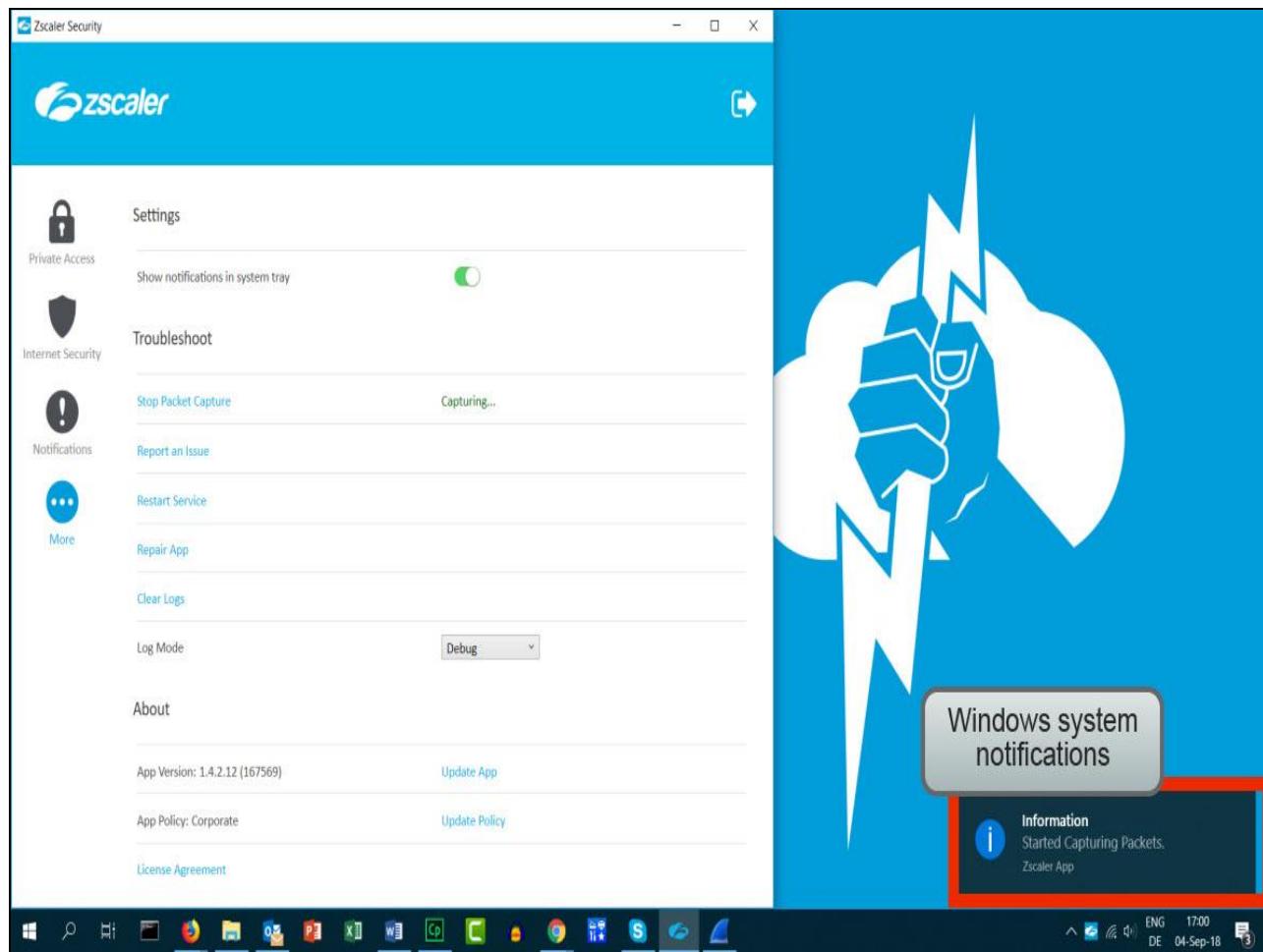


## Slide notes

On Windows platforms, if this option is enabled in the Zscaler App Portal, you can capture packets sent by the Zscaler App. This capability can be helpful when troubleshooting connectivity issues.

To start a packet capture, click **Start Packet Capture**.

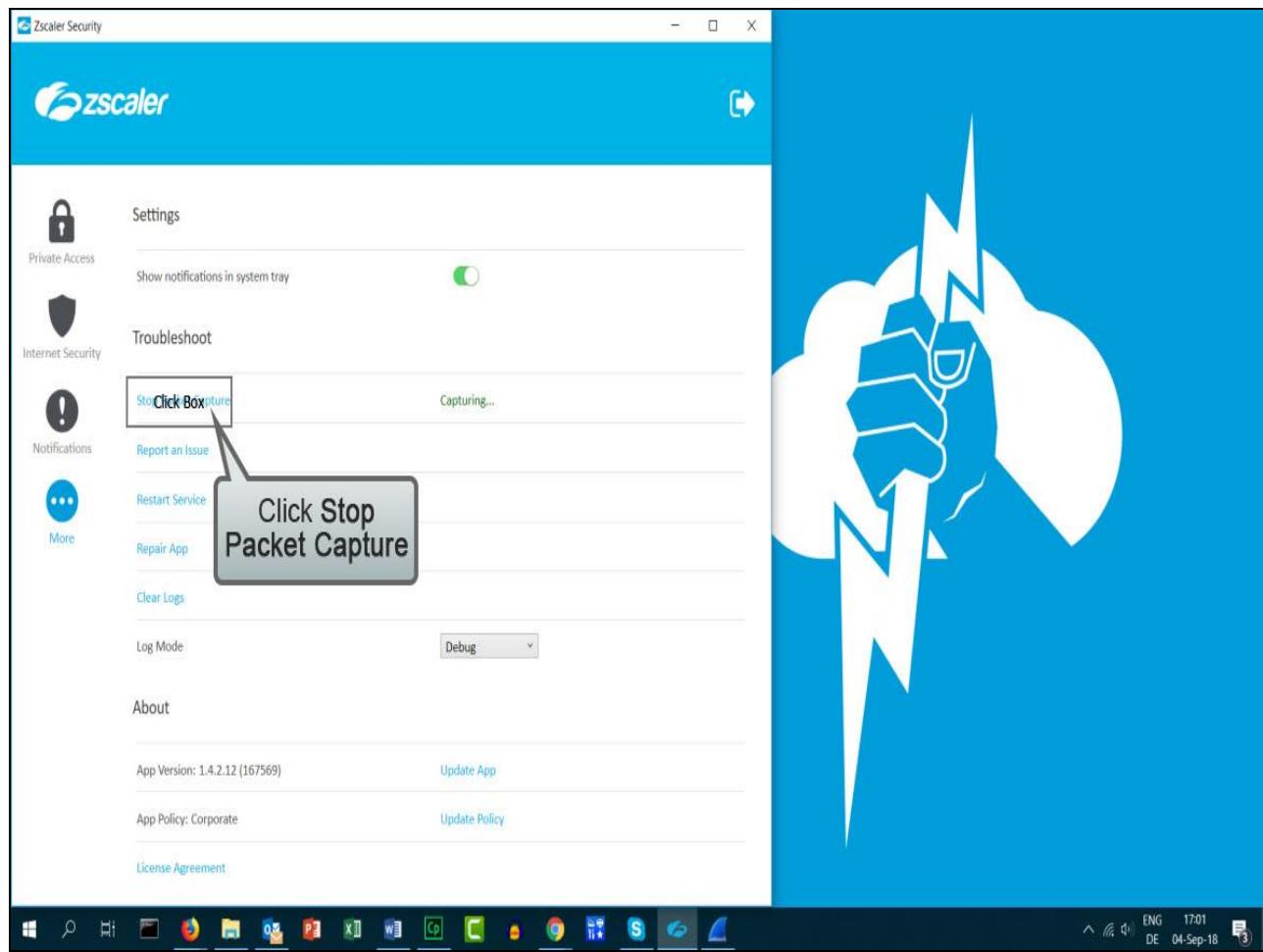
## Slide 56 - Slide 56



## Slide notes

The app will indicate that it is **Capturing...** and if notifications are enabled, Windows will show a notification.

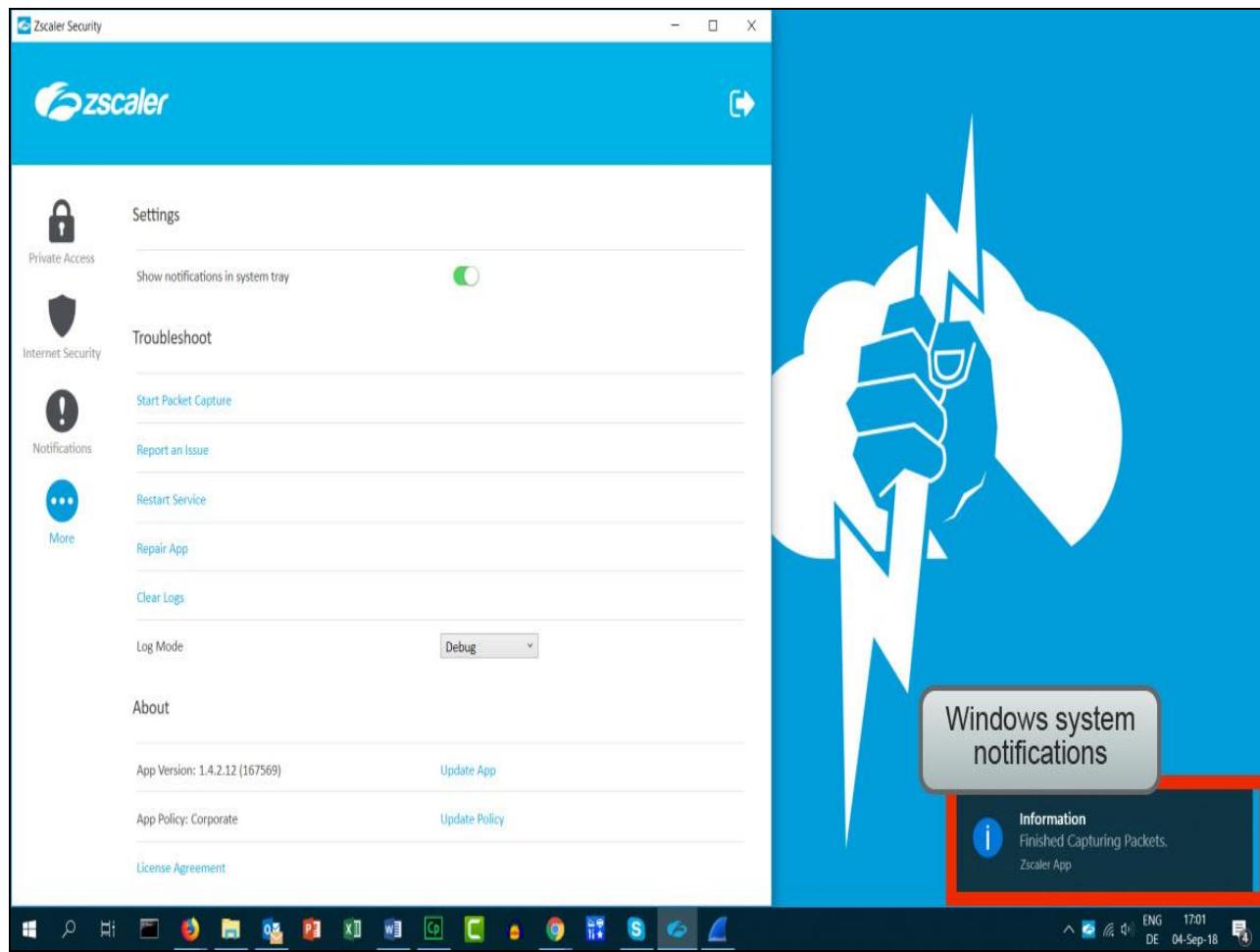
## Slide 57 - Slide 57



## Slide notes

To stop a running packet capture, click **Stop Packet Capture**. Note that there is an automatic stop after 5 minutes.

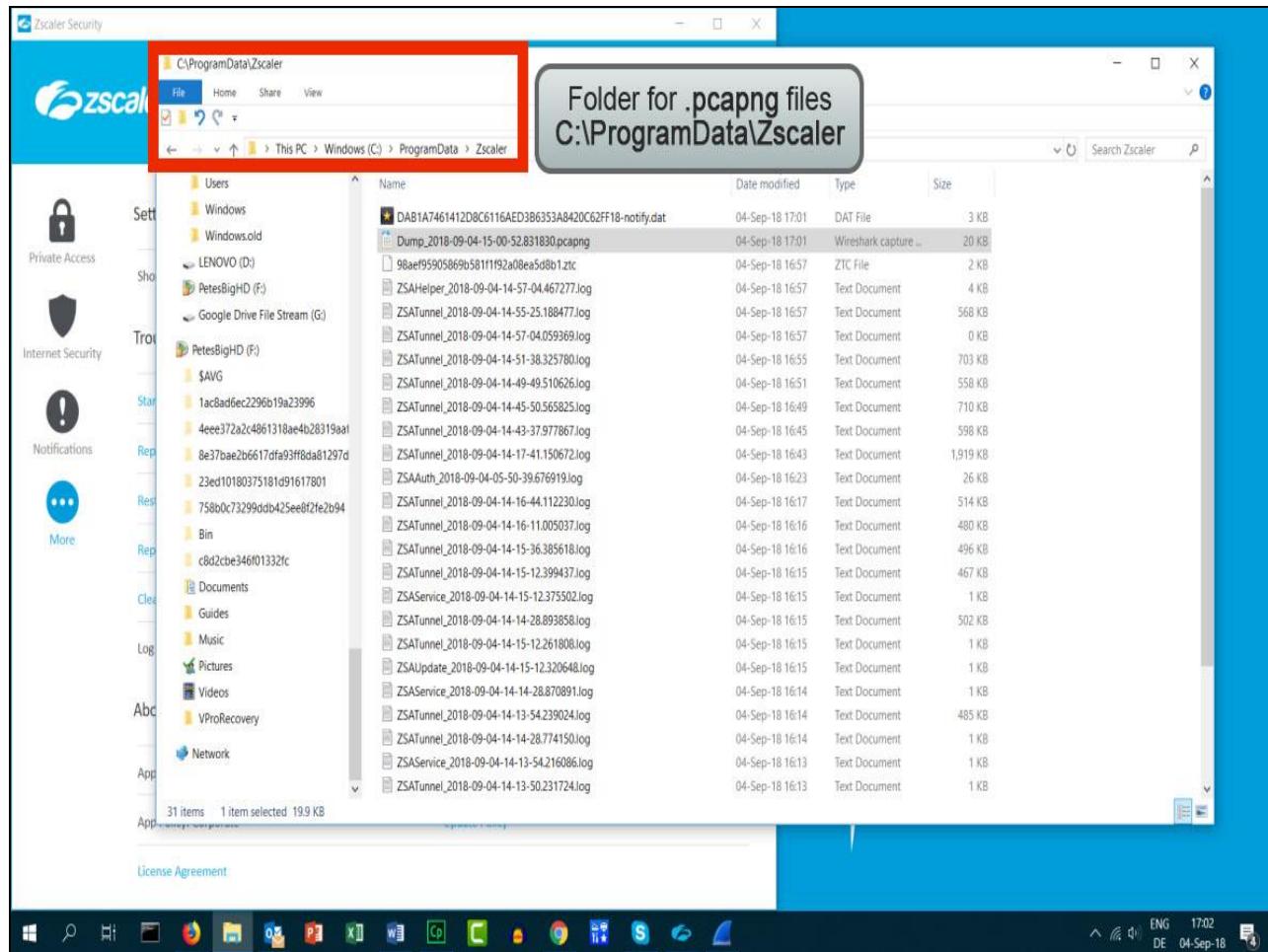
## Slide 58 - Slide 58



## Slide notes

If notifications are enabled, Windows will show a notification.

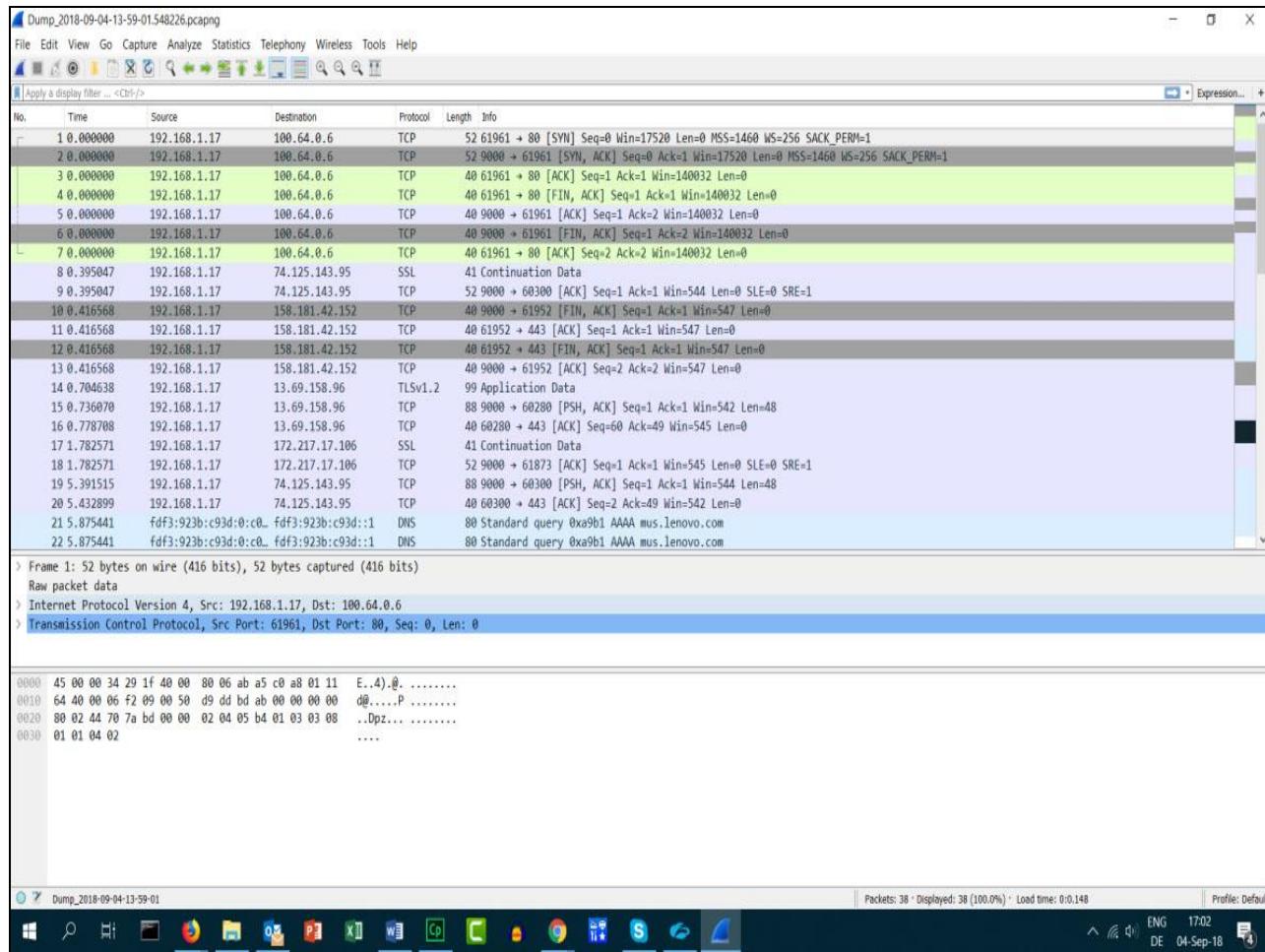
## Slide 59 - Slide 59



## Slide notes

The Capture files are saved to the same folder as the Zscaler App log files `C:\ProgramData\Zscaler`.

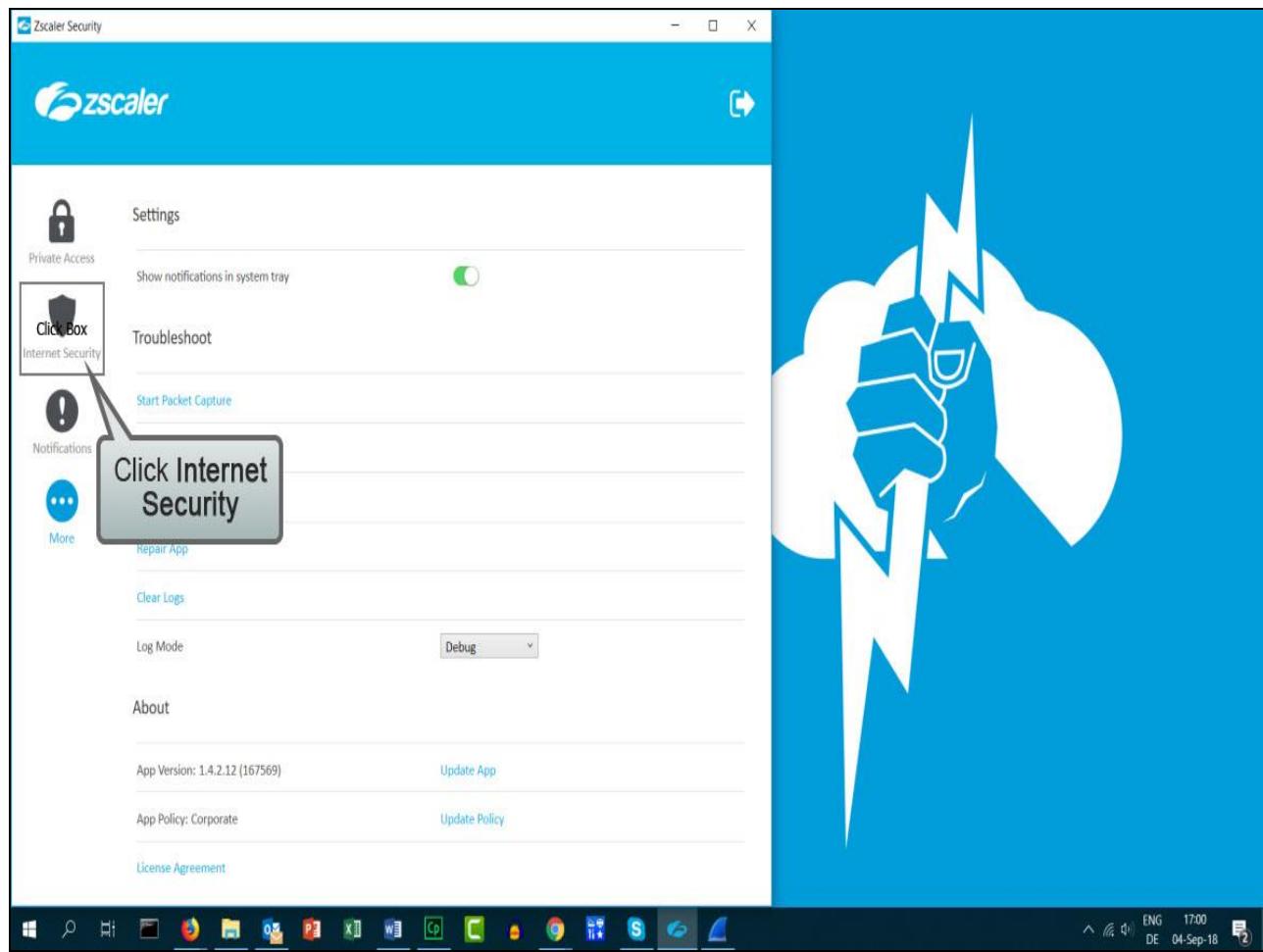
## Slide 60 - Slide 60



## Slide notes

The capture files are saved to a .pcapng file and can be opened with a protocol analyzer such as Wireshark.

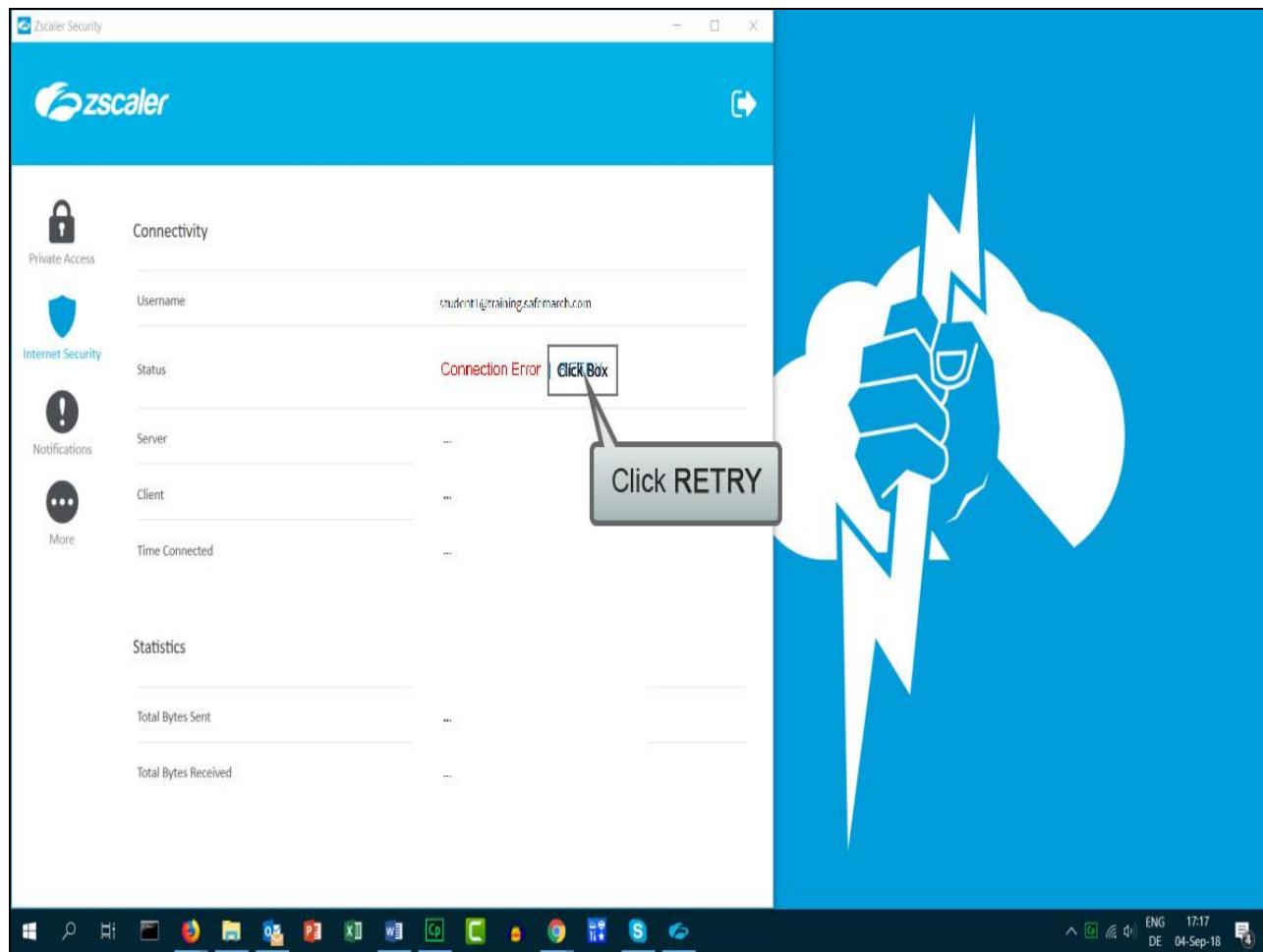
## Slide 61 - Slide 61



## Slide notes

Click on **Internet Security** once more.

## Slide 62 - Slide 62



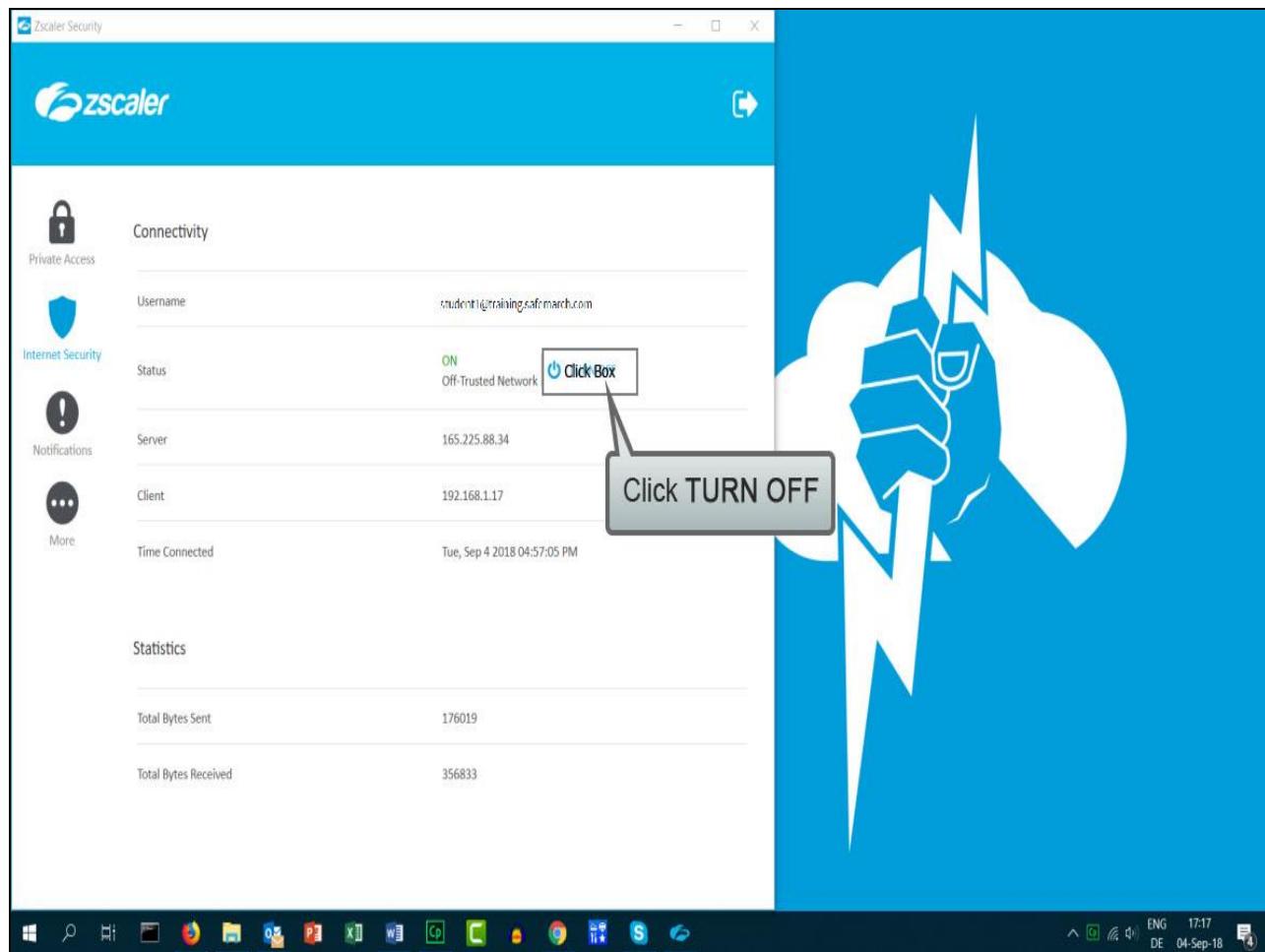
## Slide notes

On either the **Private Access** or **Internet Security** pages, you may at times see error messages in the **Status** field.

Note that if you see a **Captive Portal Detected** error, this indicates that the app has detected a Captive Portal and has disabled itself, so that you can login through that Portal. The app will enable itself again once you have logged in through the Captive Portal.

Click the **RETRY** button to try to fix the reported problem.

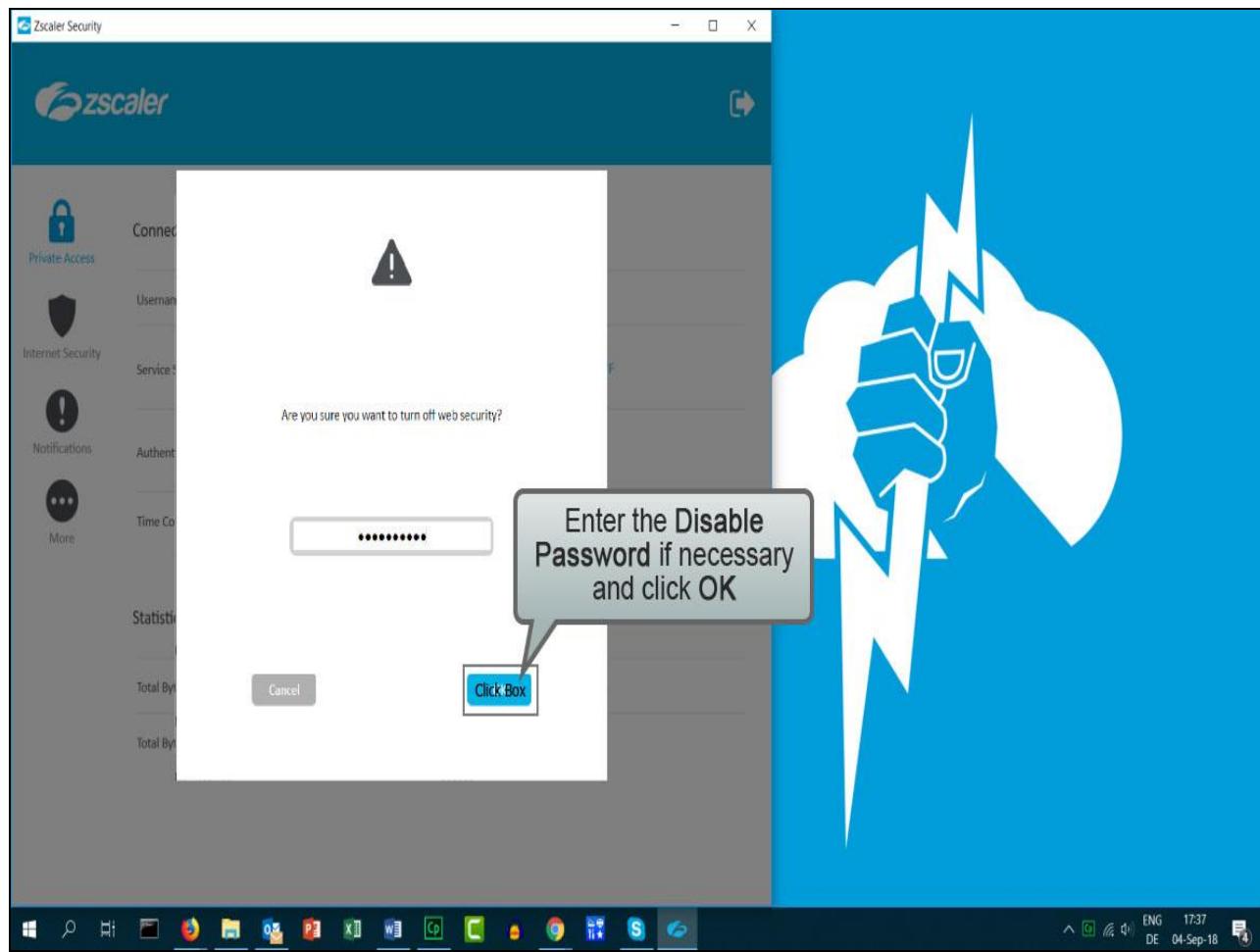
## Slide 63 - Slide 63



## Slide notes

If your administrator allows it, you can independently disable **Internet Security**, or **Private Access** using the **TURN OFF** link on the appropriate page.

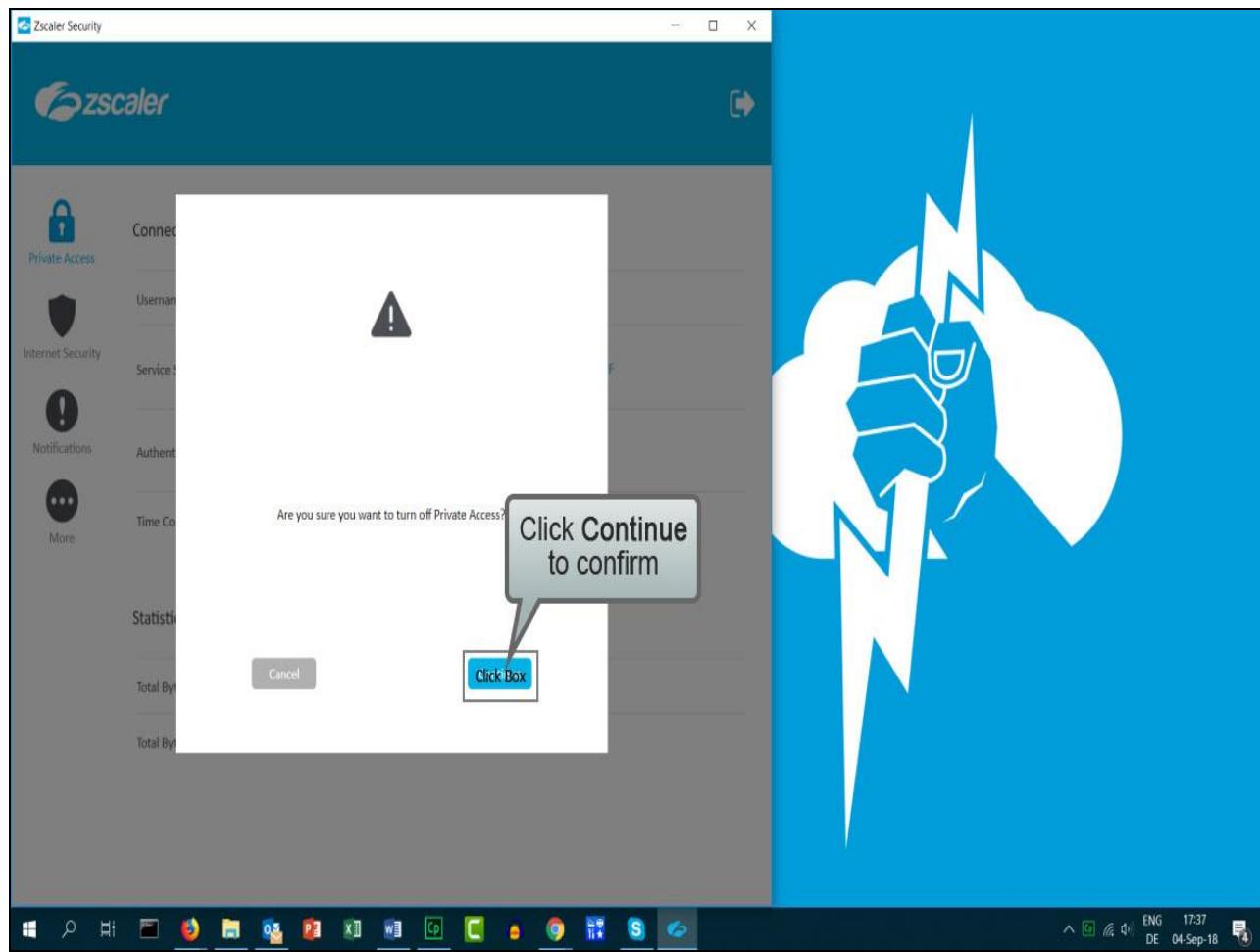
## Slide 64 - Slide 64



## Slide notes

If your administrator has configured one, you will be prompted for the **Disable Password**. Enter the correct password then click **OK**.

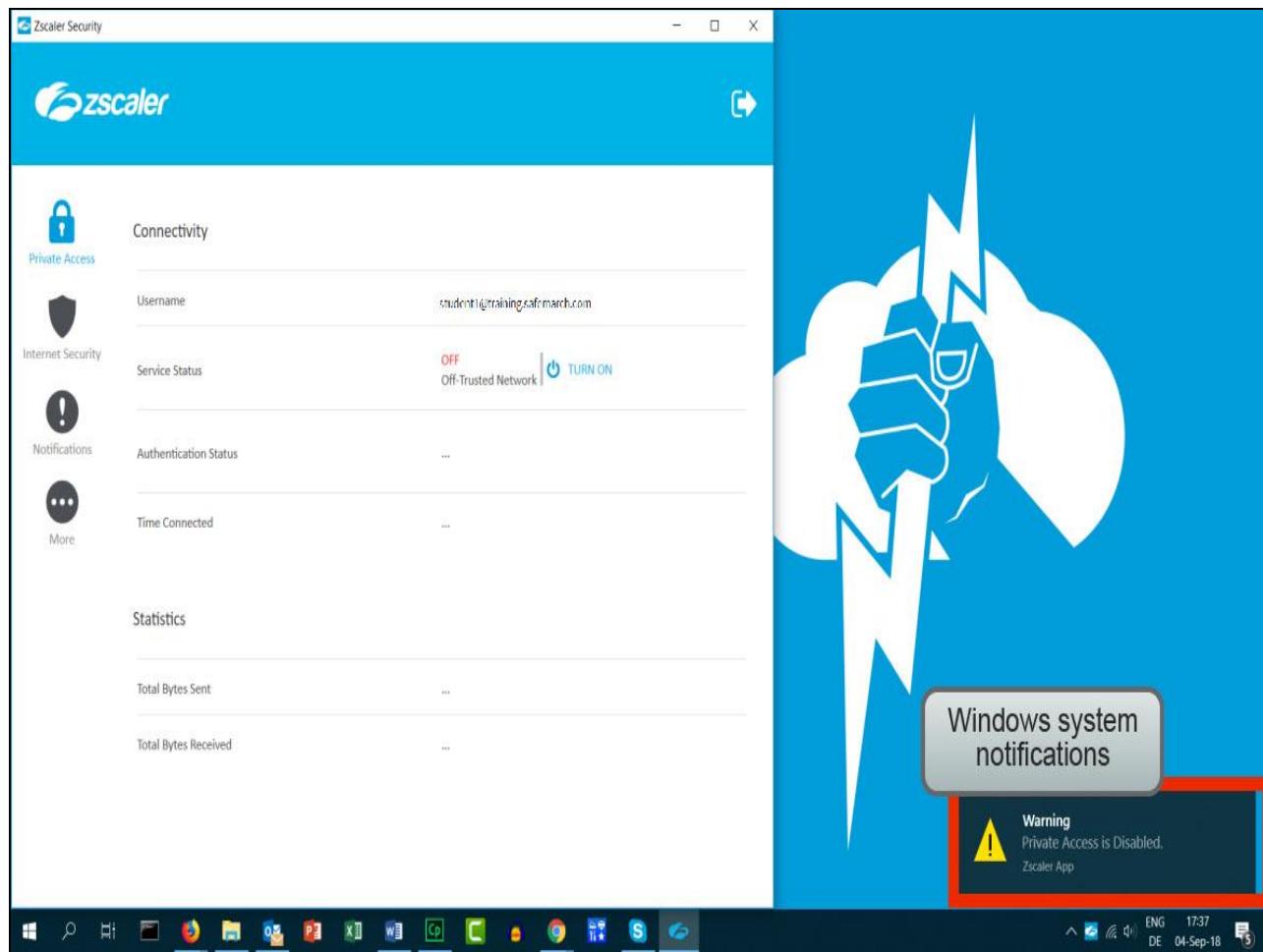
## Slide 65 - Slide 65



## Slide notes

For the Private Access service, you will be prompted to confirm that you want to disable it. Click **Continue** to confirm.

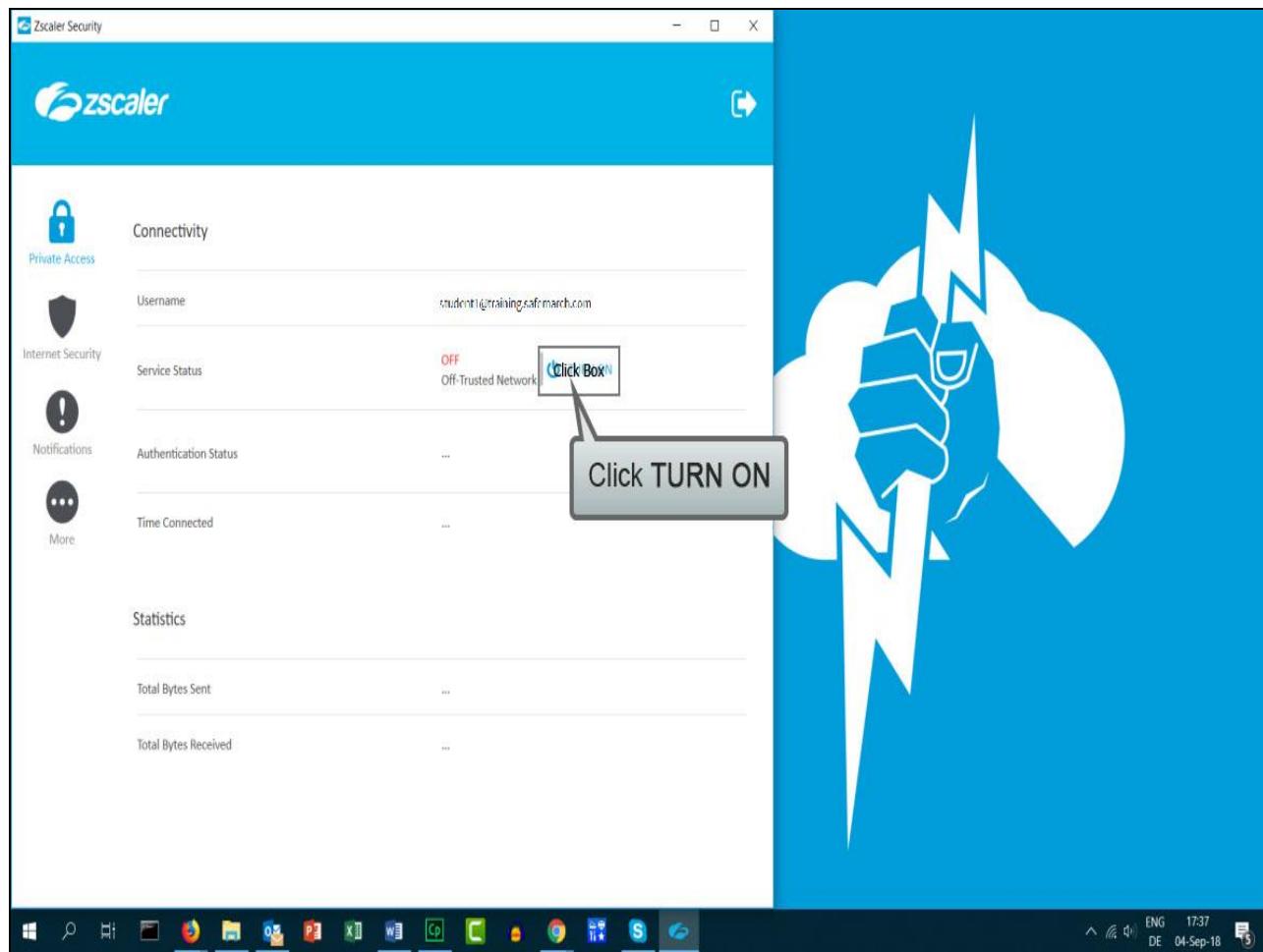
## Slide 66 - Slide 66



## Slide notes

The service will be disabled, and on Windows devices a system alert will be shown.

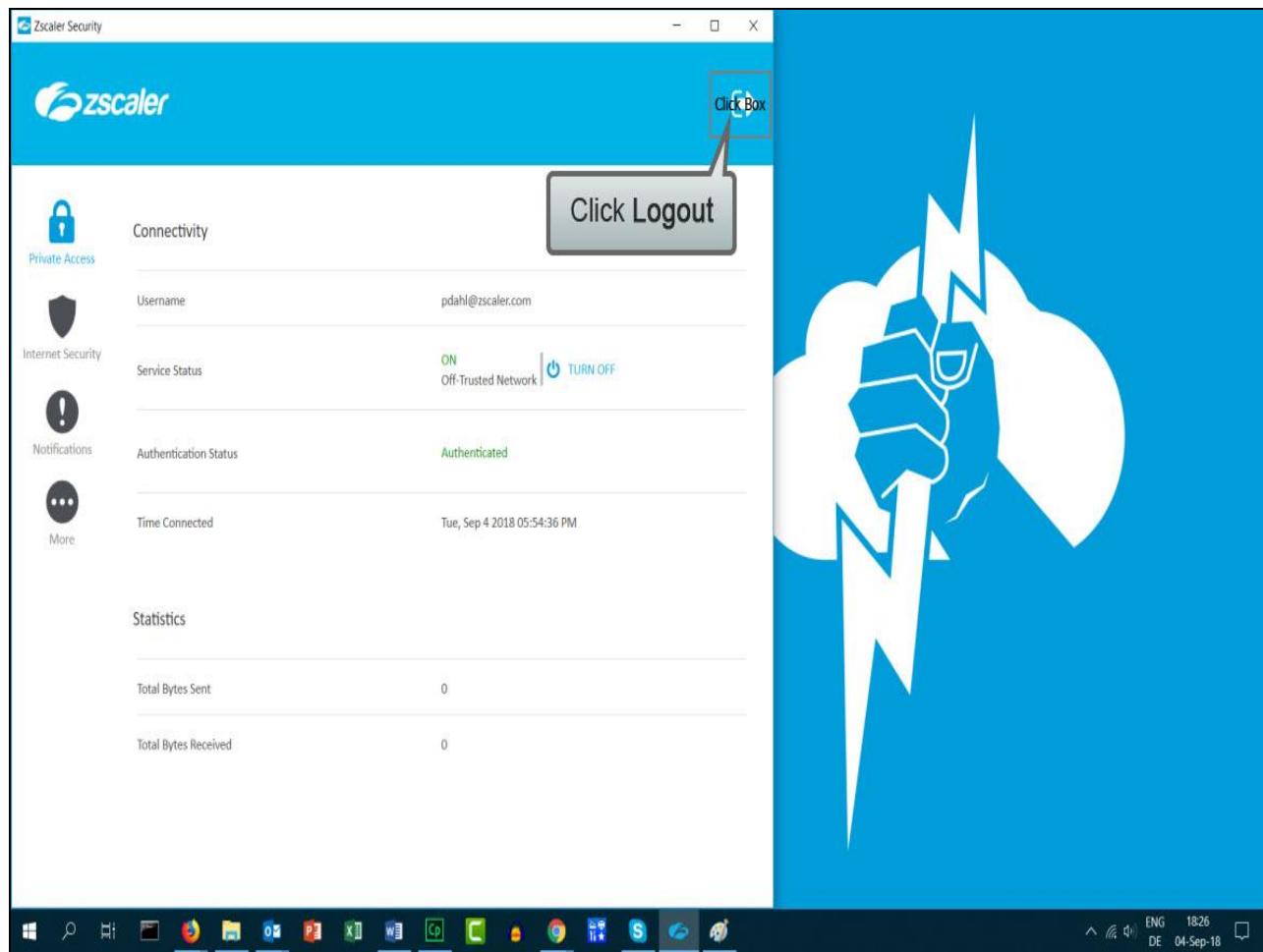
## Slide 67 - Slide 67



## Slide notes

Click TURN ON to turn the service back on.

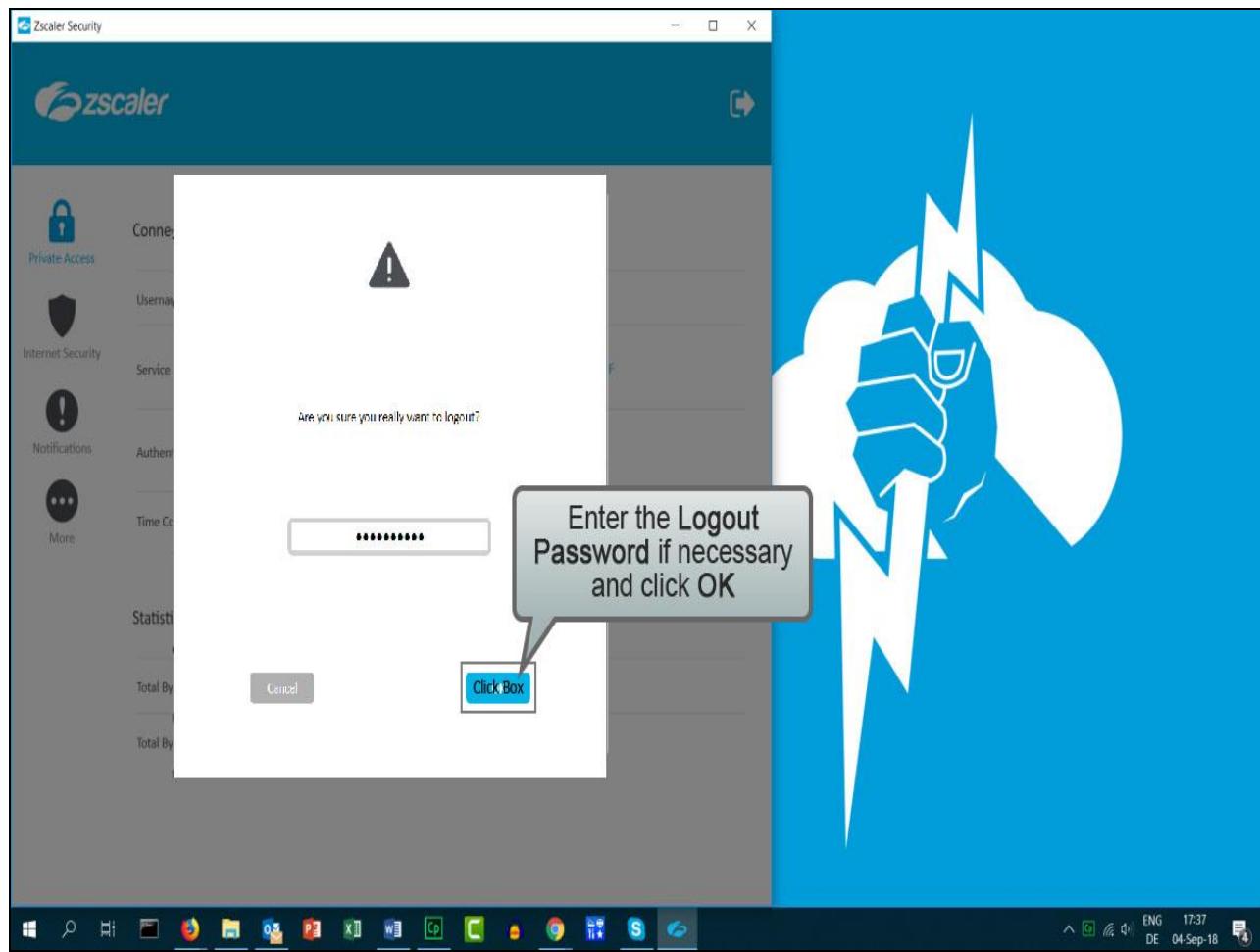
## Slide 68 - Slide 68



## Slide notes

To log out of the Zscaler App completely, click the **Logout** button at the top right corner.

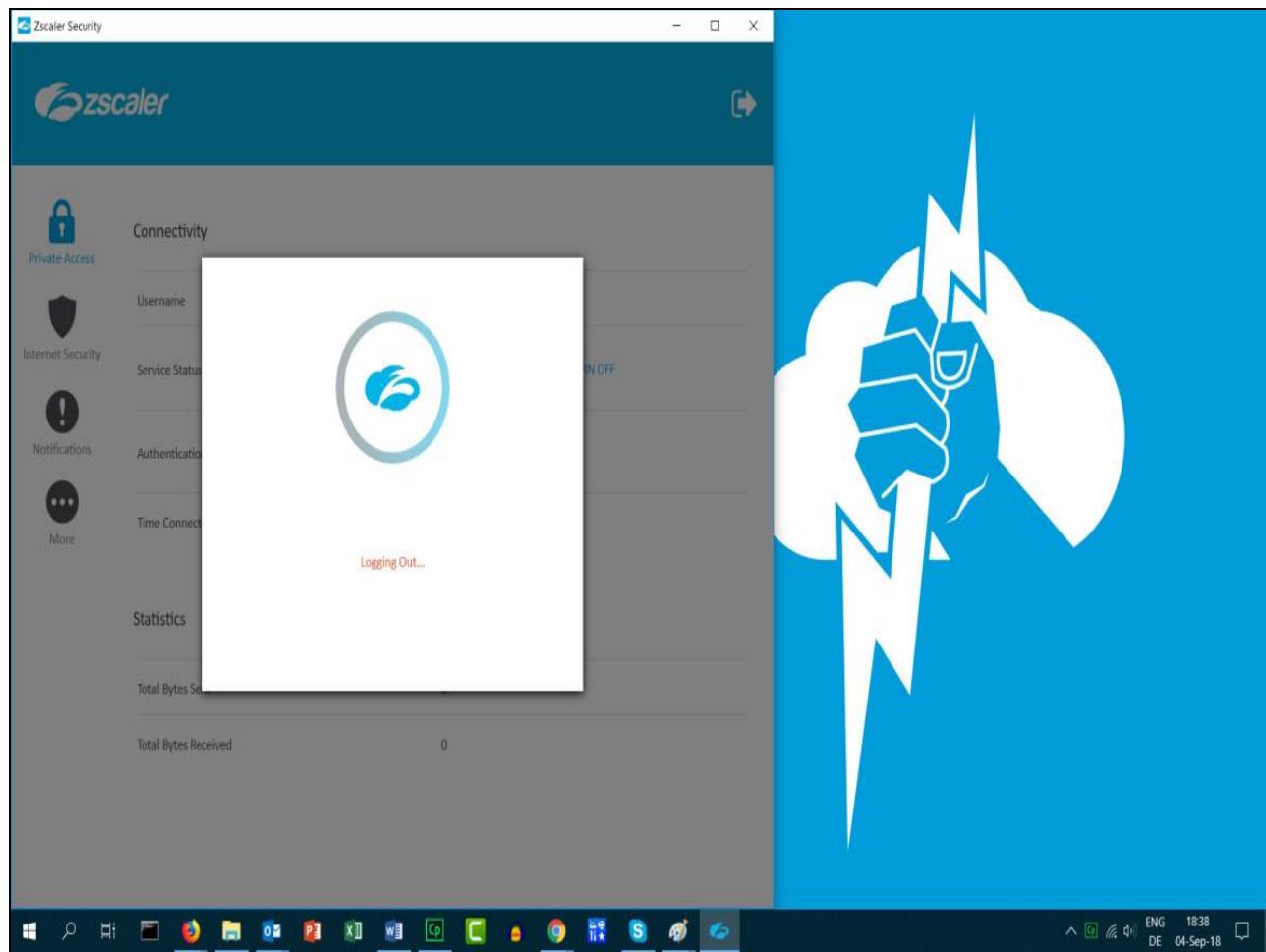
## Slide 69 - Slide 69



## Slide notes

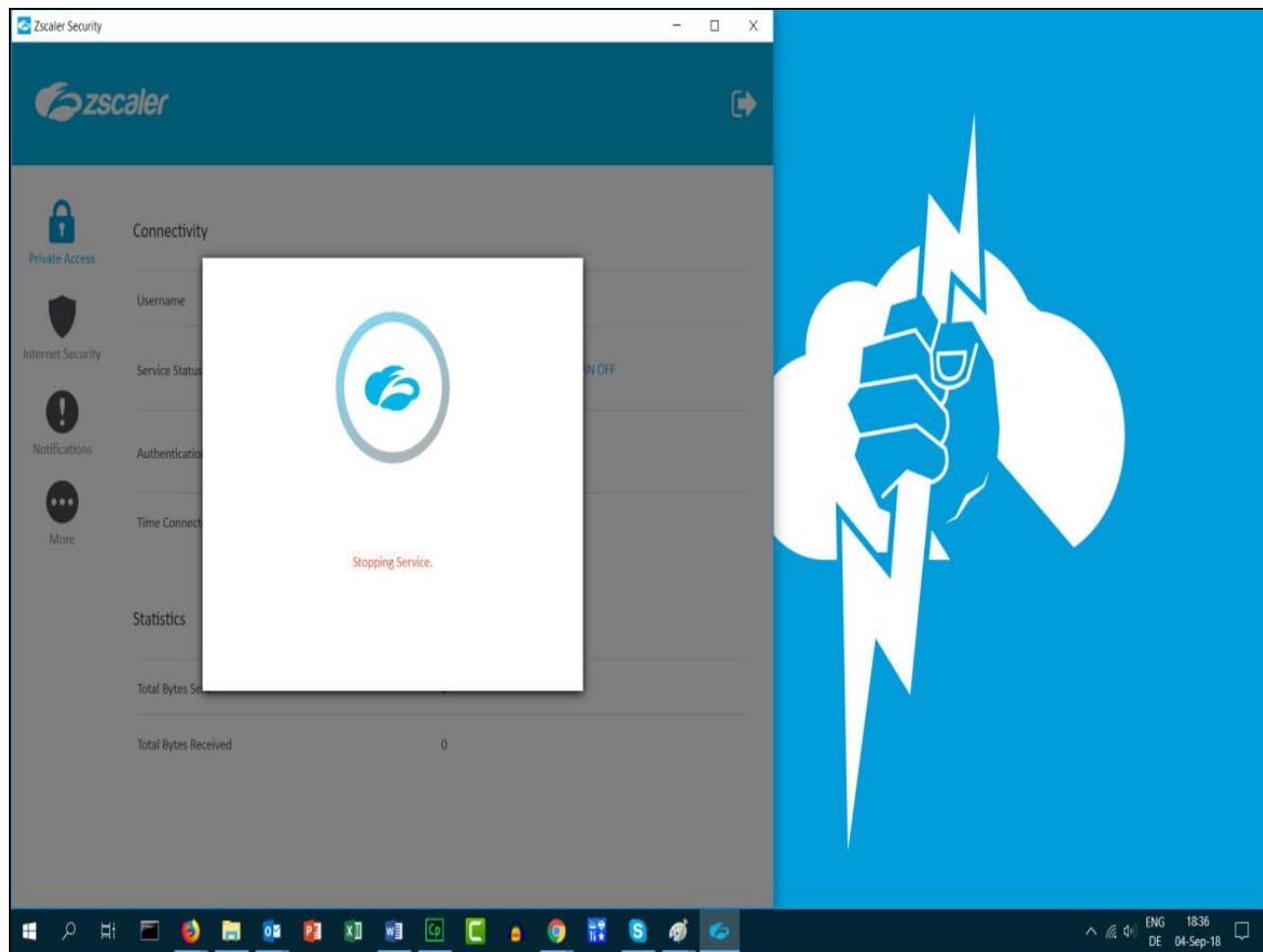
As with the **Disable** option, you will be prompted for a password if your administrator has configured one, enter the correct password then click **OK**.

## Slide 70 - Slide 70



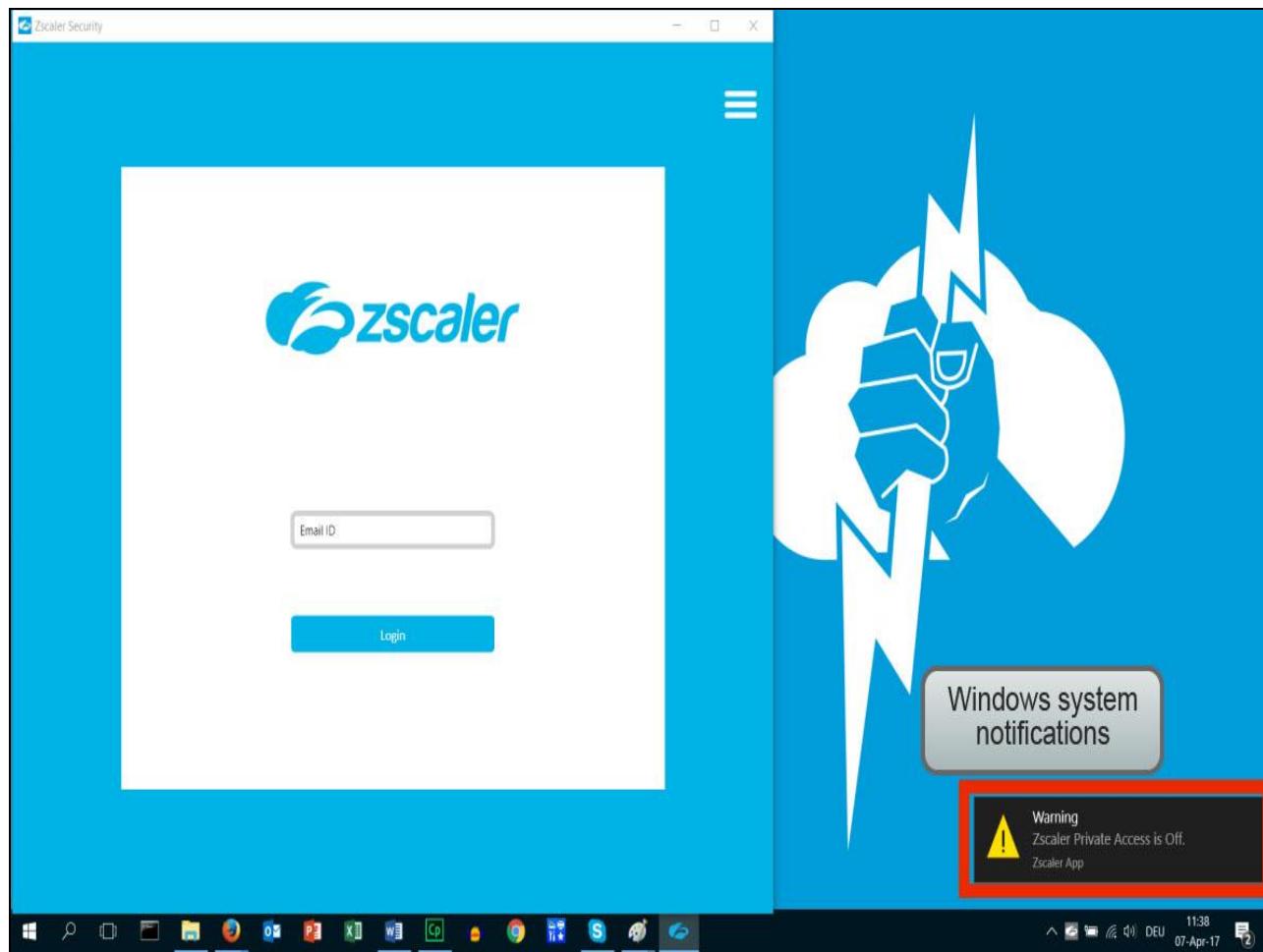
## Slide notes

## Slide 71 - Slide 71



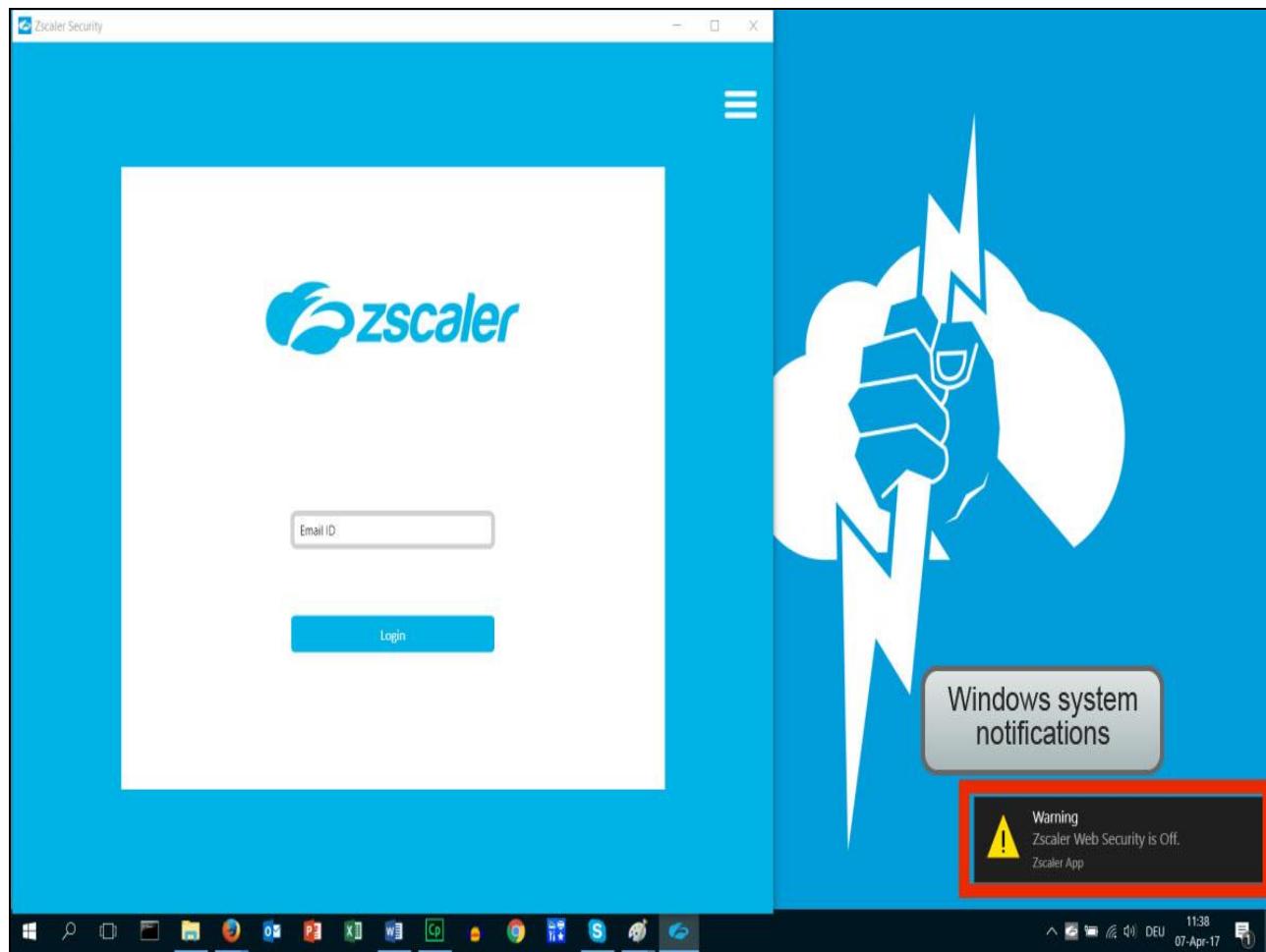
## Slide notes

## Slide 72 - Slide 72



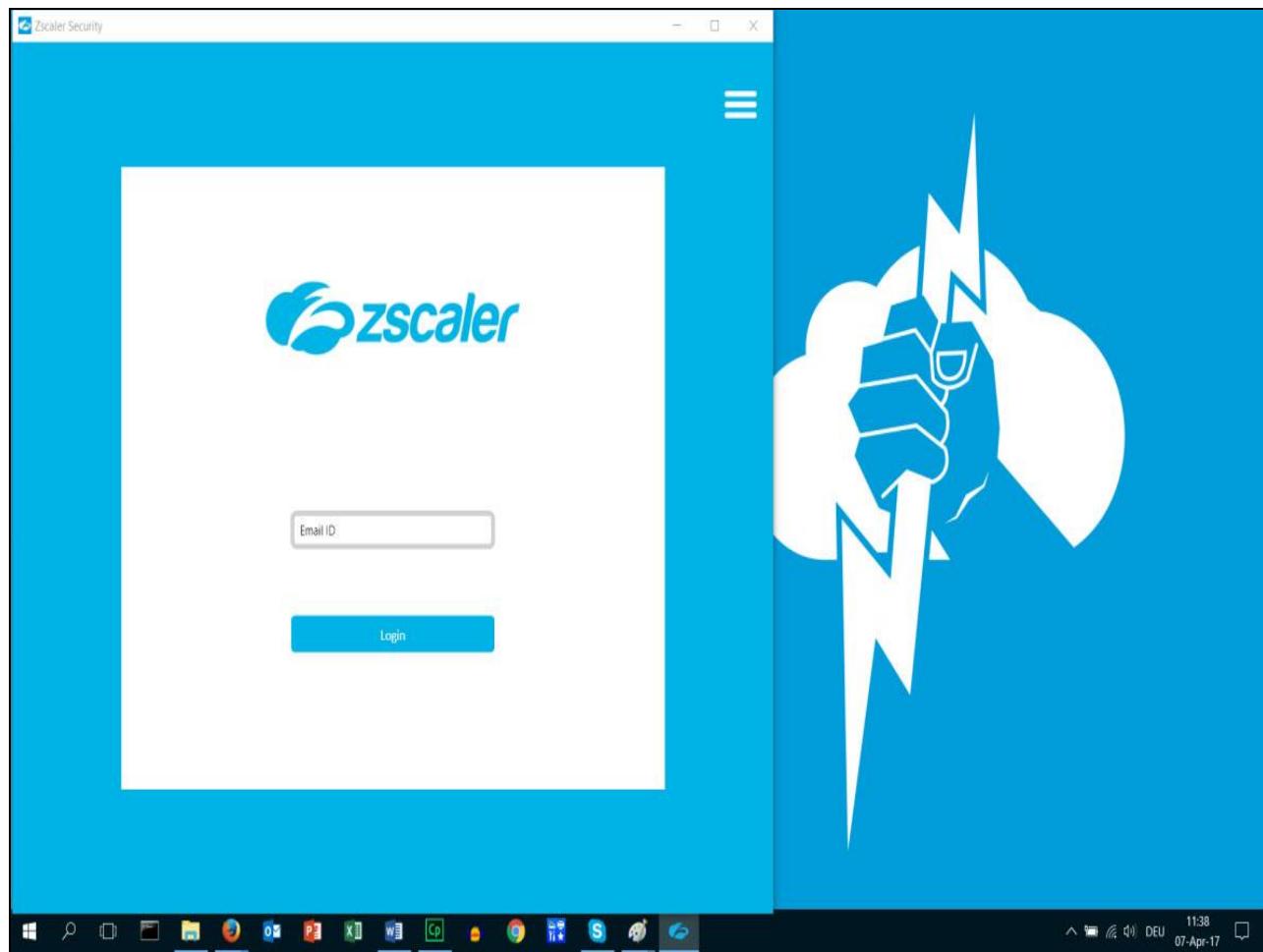
## Slide notes

## Slide 73 - Slide 73



## Slide notes

## Slide 74 - Slide 74



## Slide notes

On Windows systems, if they are enabled system alerts will be shown. You will be taken back to the app's login page. You will need to log back into the app to re-enable ZPA, and/or the Internet Security service.

Slide 75 - Interactive Demo: Using the Zscaler App on iOS

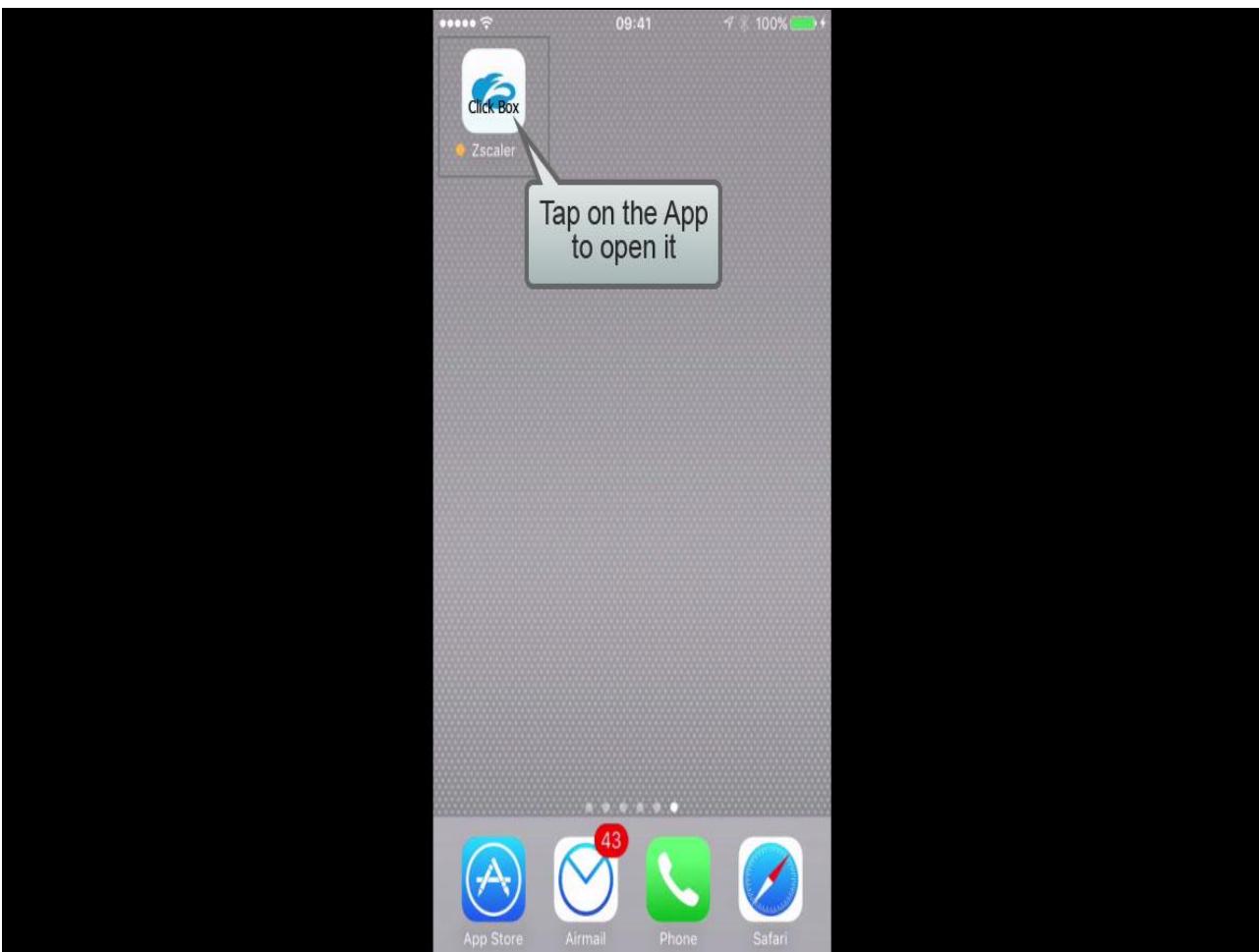


#### Slide notes

In the final section, we will illustrate the end user experience of the Zscaler APP on the iOS platform.

This section has been created as an interactive demo, and you will be asked to select the appropriate menu or software options to navigate the UI. You may also use the Play control to proceed to the next step.

## Slide 76 - Slide 76

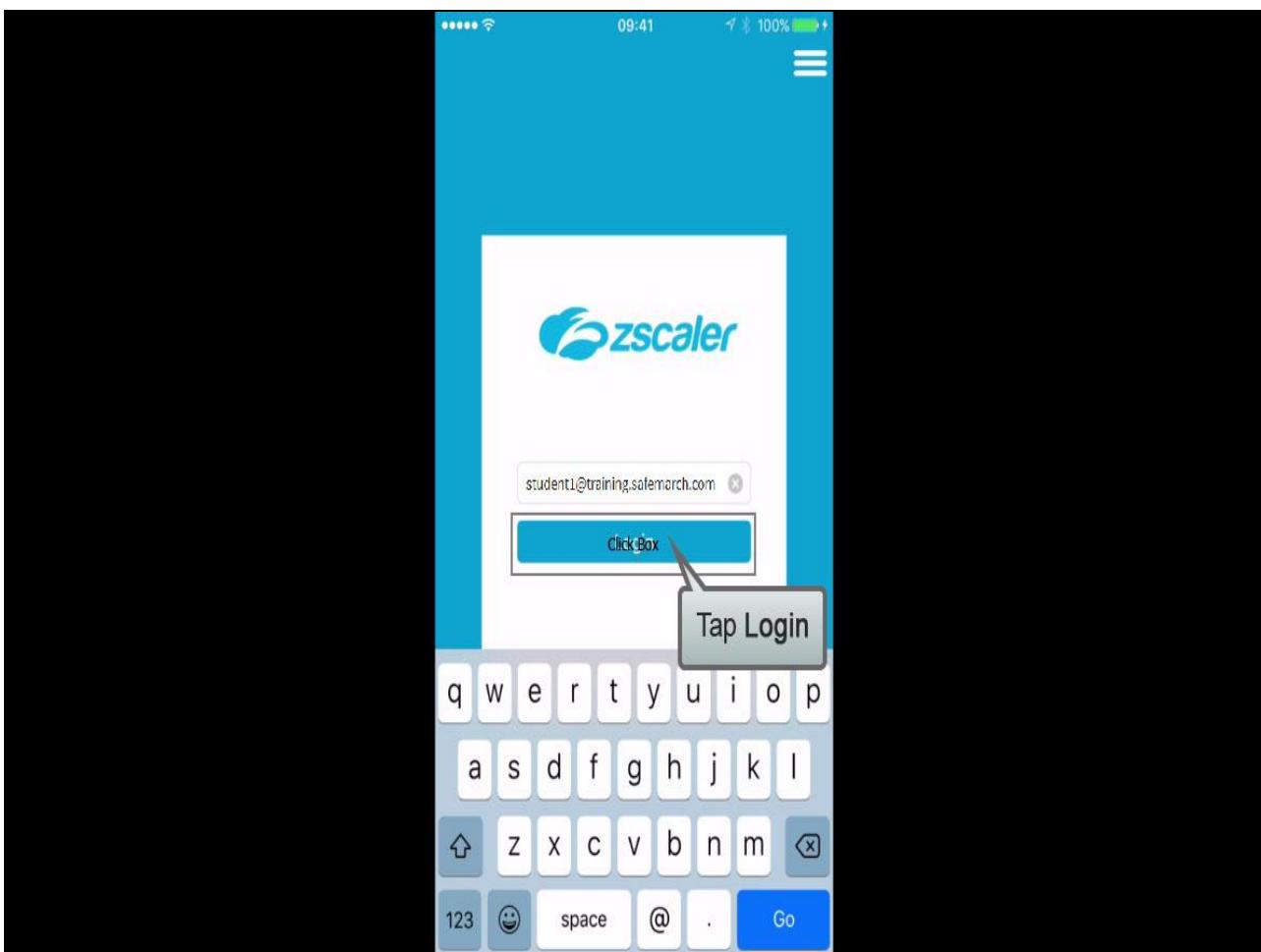


## Slide notes

The end user experience on the iOS platform is very similar to the PC platforms. As an end user, you should find that the app has been pushed to your managed device by an administrator from the MDM platform. Alternatively, you can go to the iTunes Store and download it yourself.

Tap on the app to open it, ...

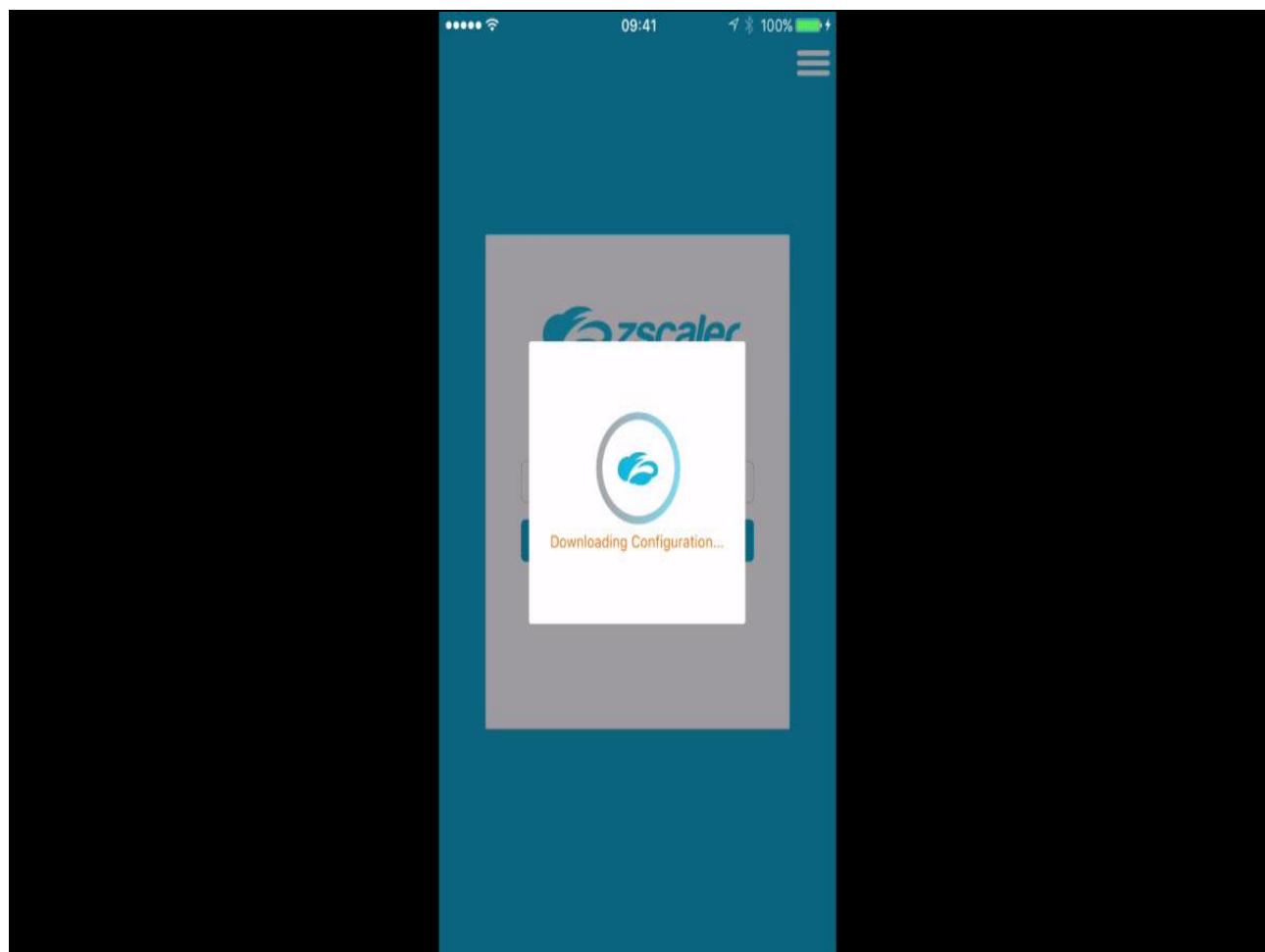
## Slide 77 - Slide 77



## Slide notes

...provide your **Username** in email format, ...

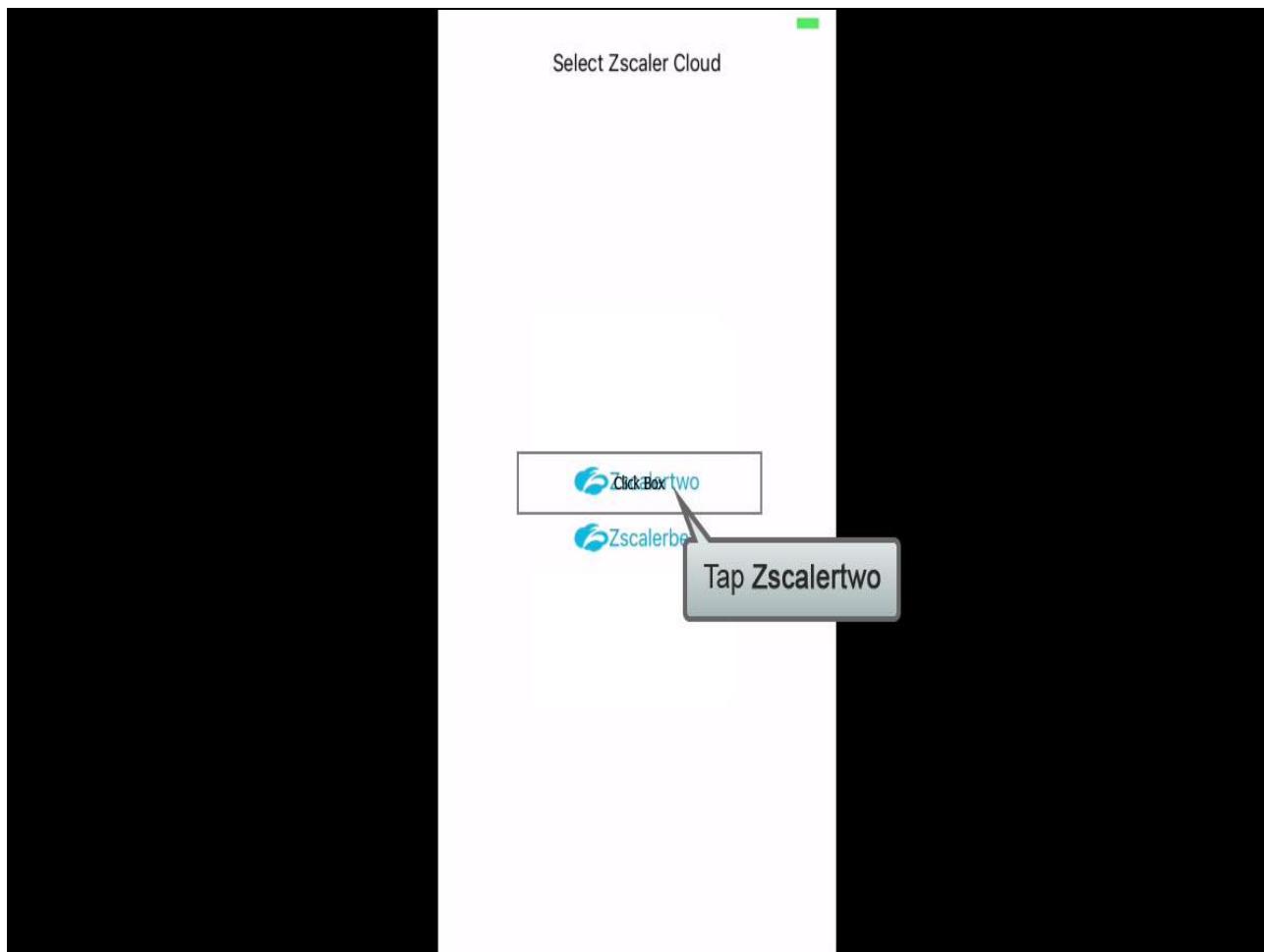
## Slide 78 - Slide 78



## Slide notes

...and the app will start the process of enrolling you.

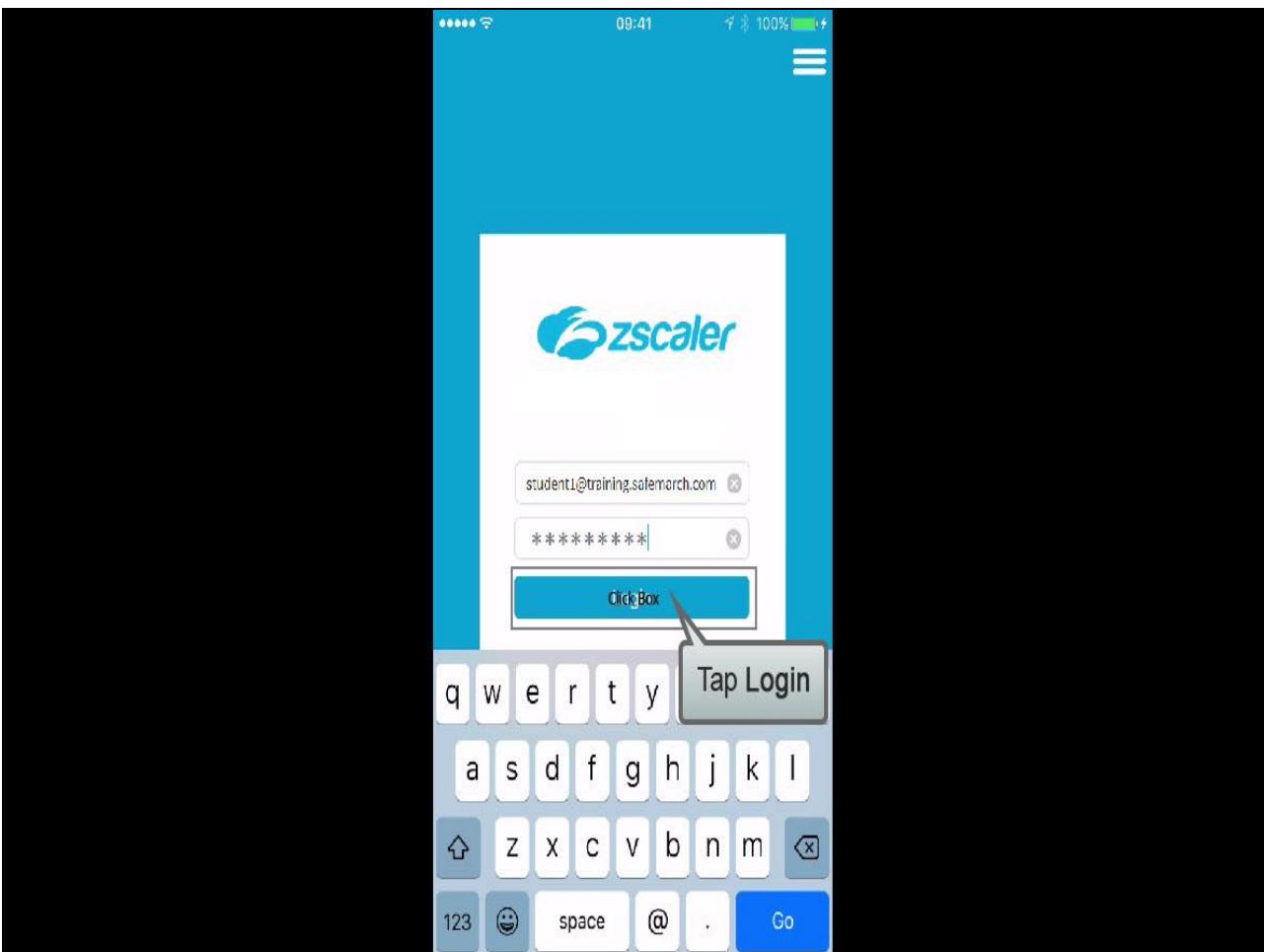
## Slide 79 - Slide 79



## Slide notes

If need be, tap to select the **Cloud** to connect to (this is only required if your account is provisioned on multiple Clouds).

## Slide 80 - Slide 80

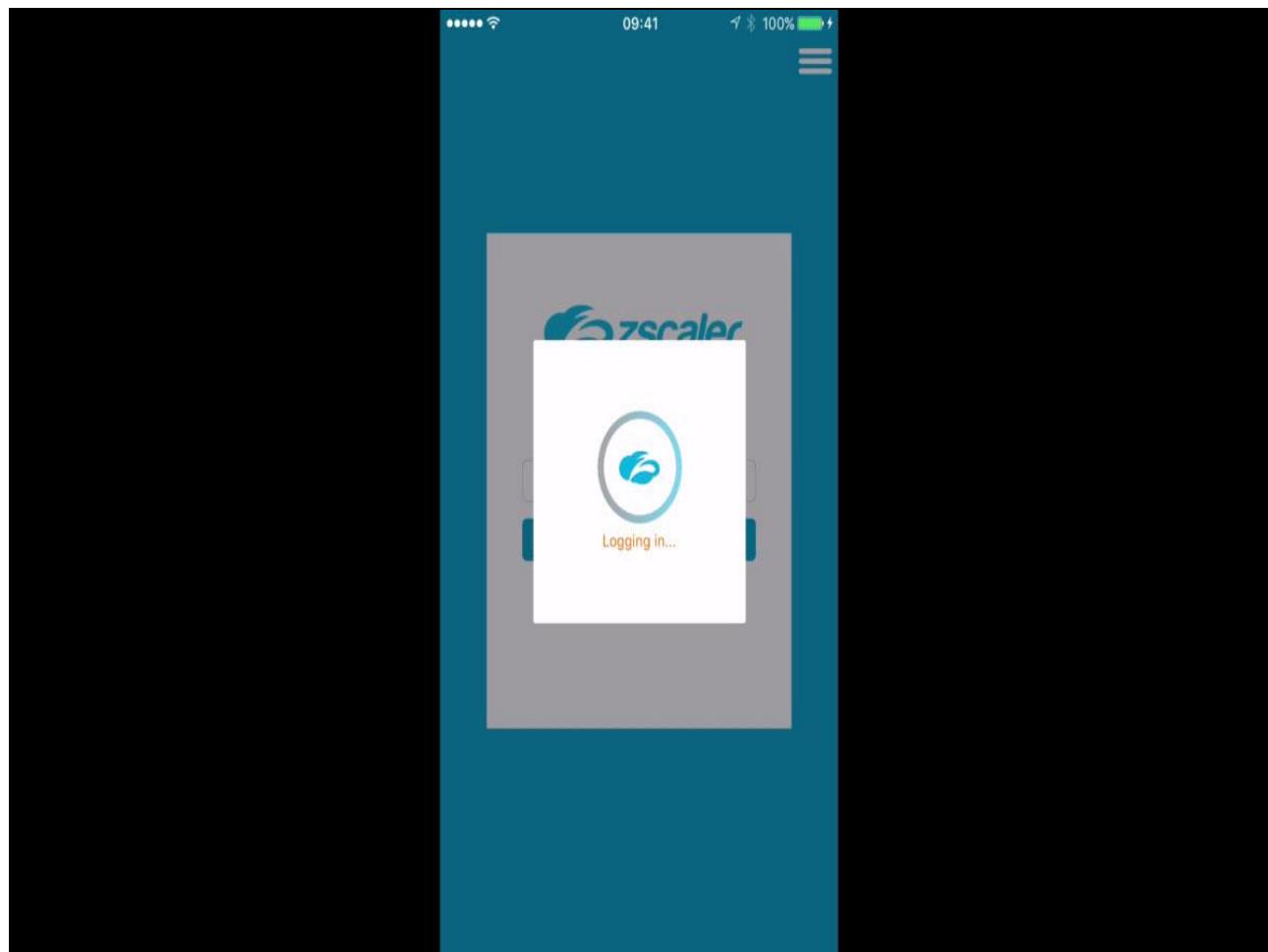


## Slide notes

Note that if the App is deployed using an MDM platform and the **cloudName**, **userDomain** and **userName** parameters are applied, then this will be the first screen the end user will see.

Enter your **Password**, ...

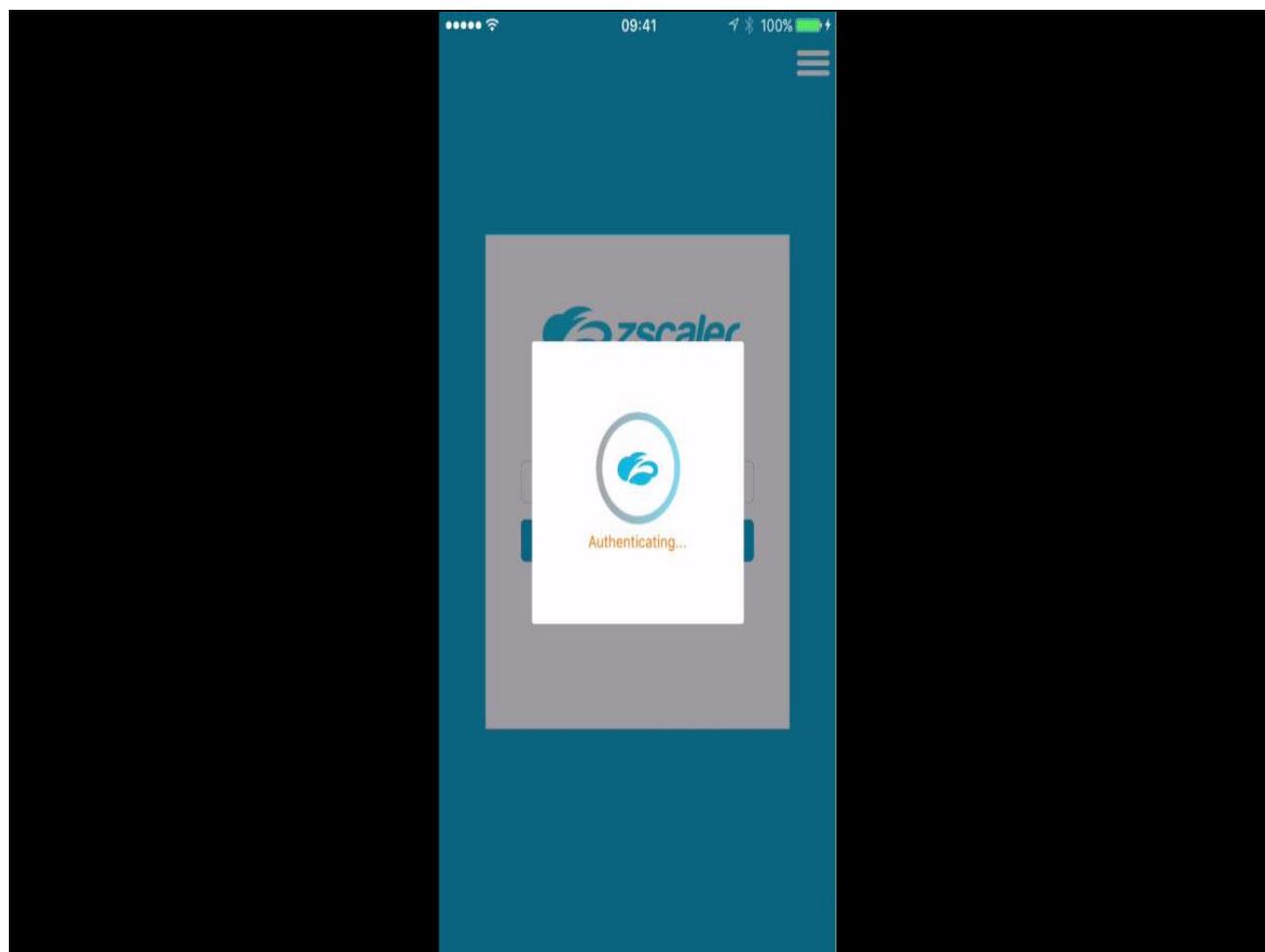
## Slide 81 - Slide 81



## Slide notes

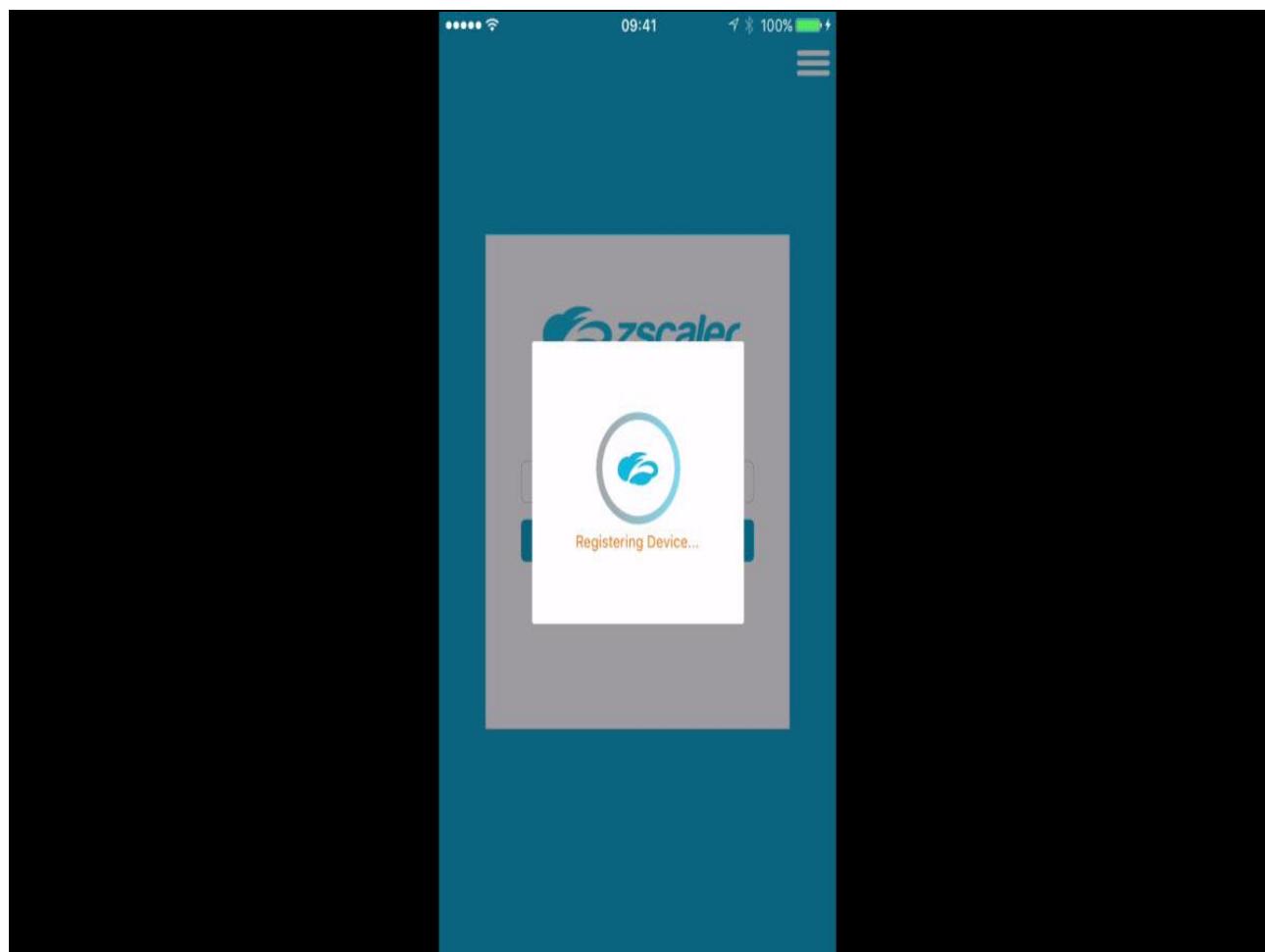
...and the app will attempt to authenticate you.

Slide 82 - Slide 82



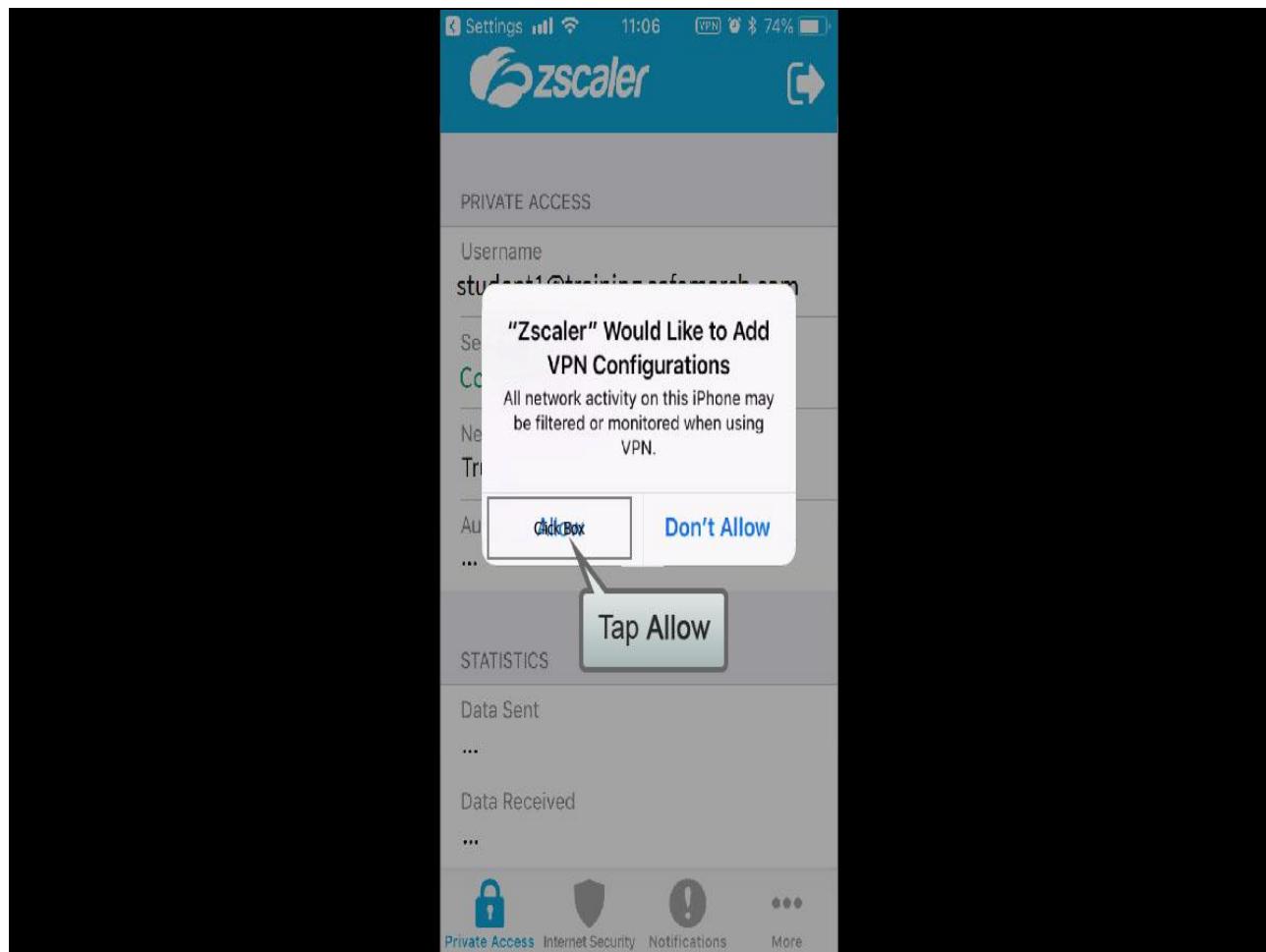
Slide notes

Slide 83 - Slide 83



Slide notes

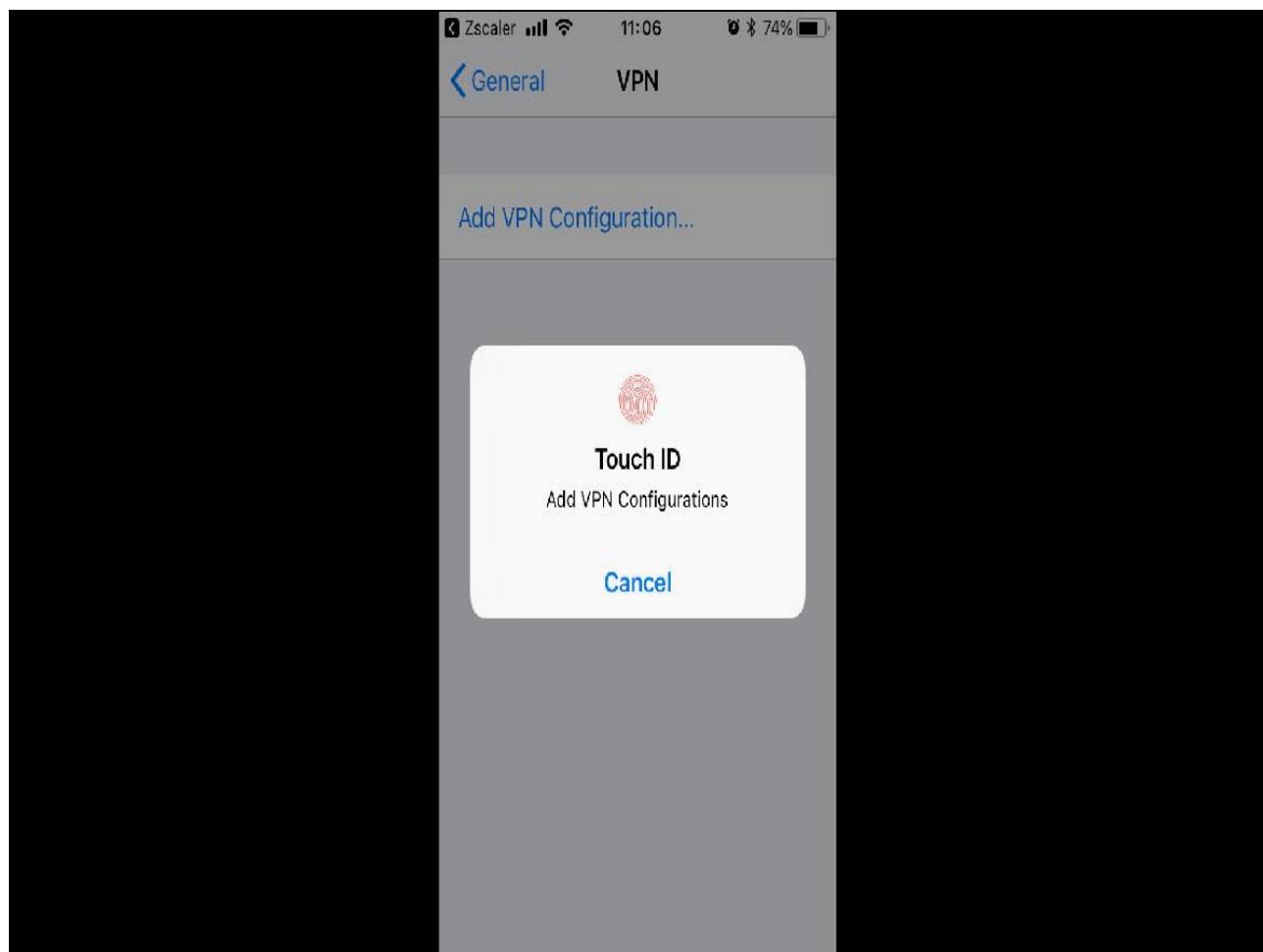
## Slide 84 - Slide 84



## Slide notes

Tap to Allow the Zscaler on-demand VPN configuration, ...

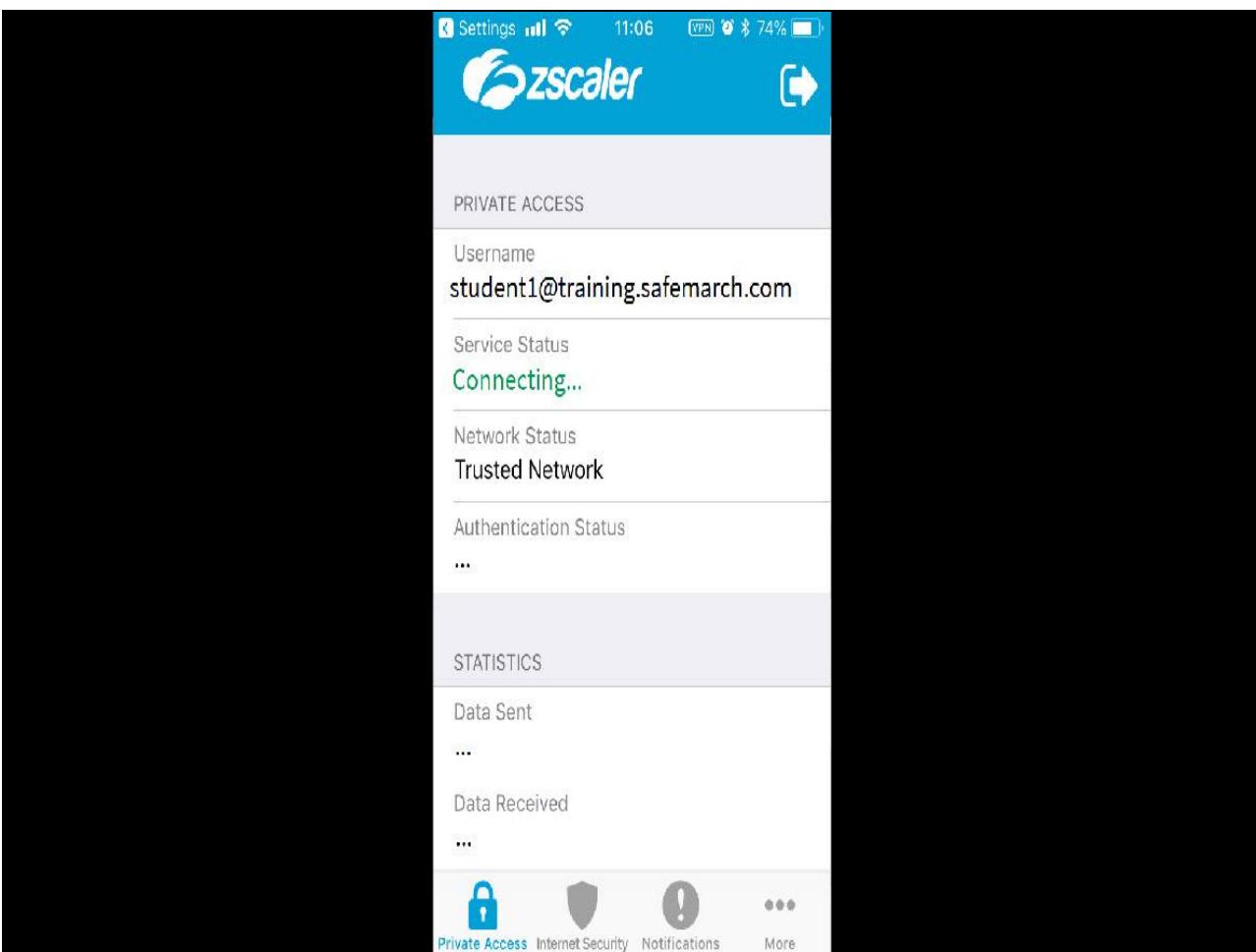
## Slide 85 - Slide 85



## Slide notes

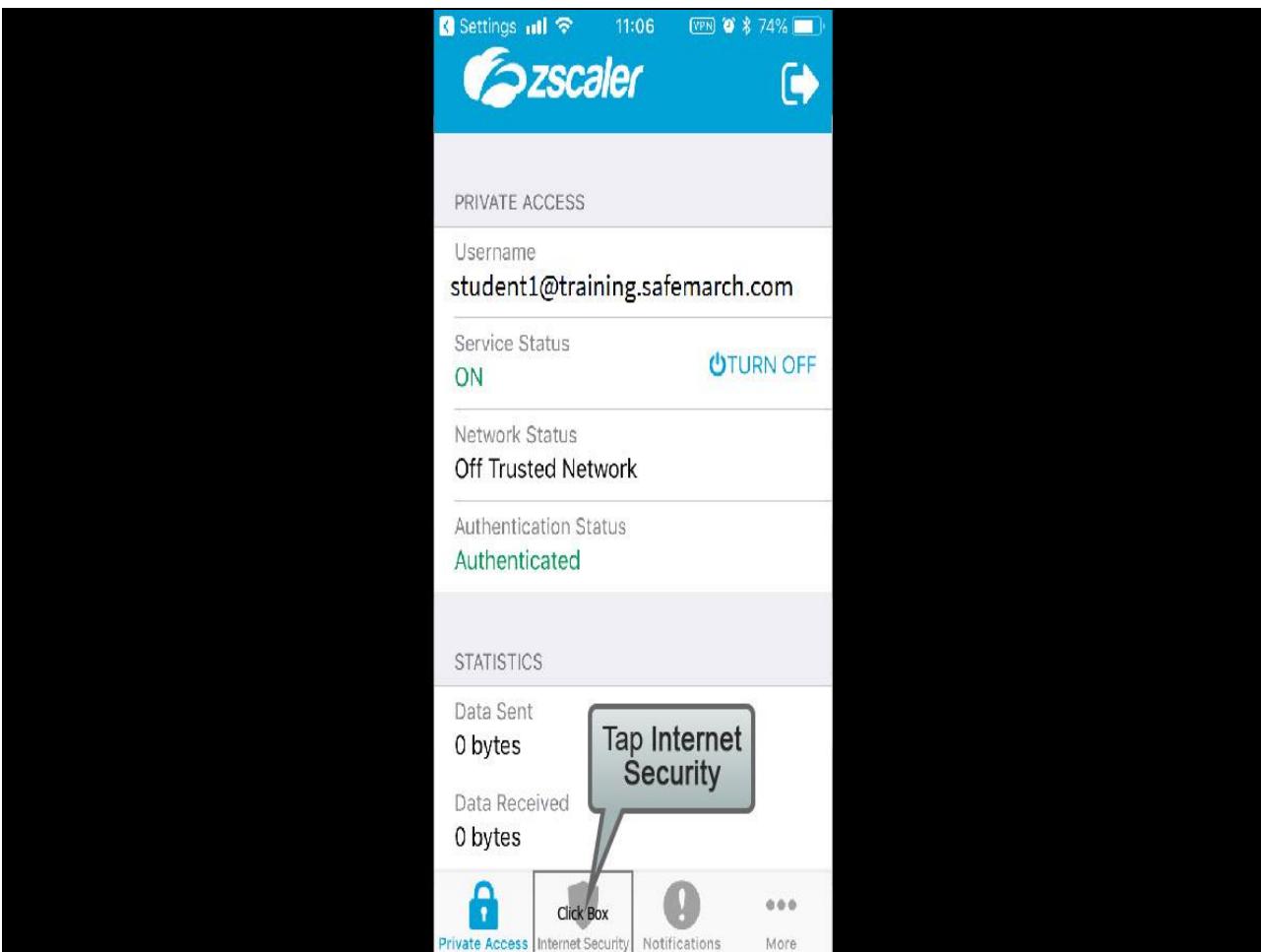
...and authorize it.

## Slide 86 - Slide 86



## Slide notes

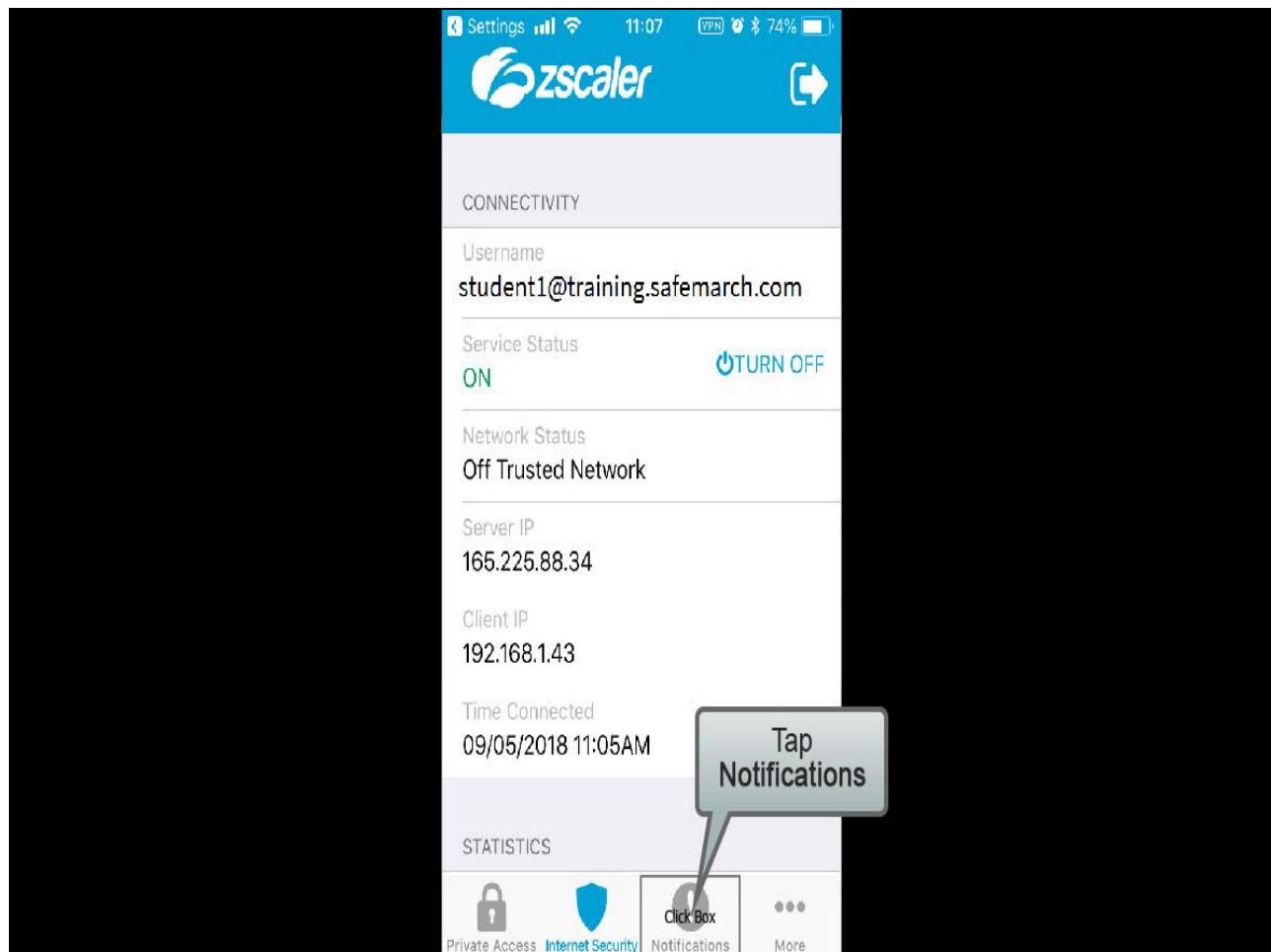
## Slide 87 - Slide 87



## Slide notes

If you have a ZPA subscription, the **Private Access** page provides similar information as for the apps on the PC platforms. To review ZIA status, tap on **Internet Security**, ...

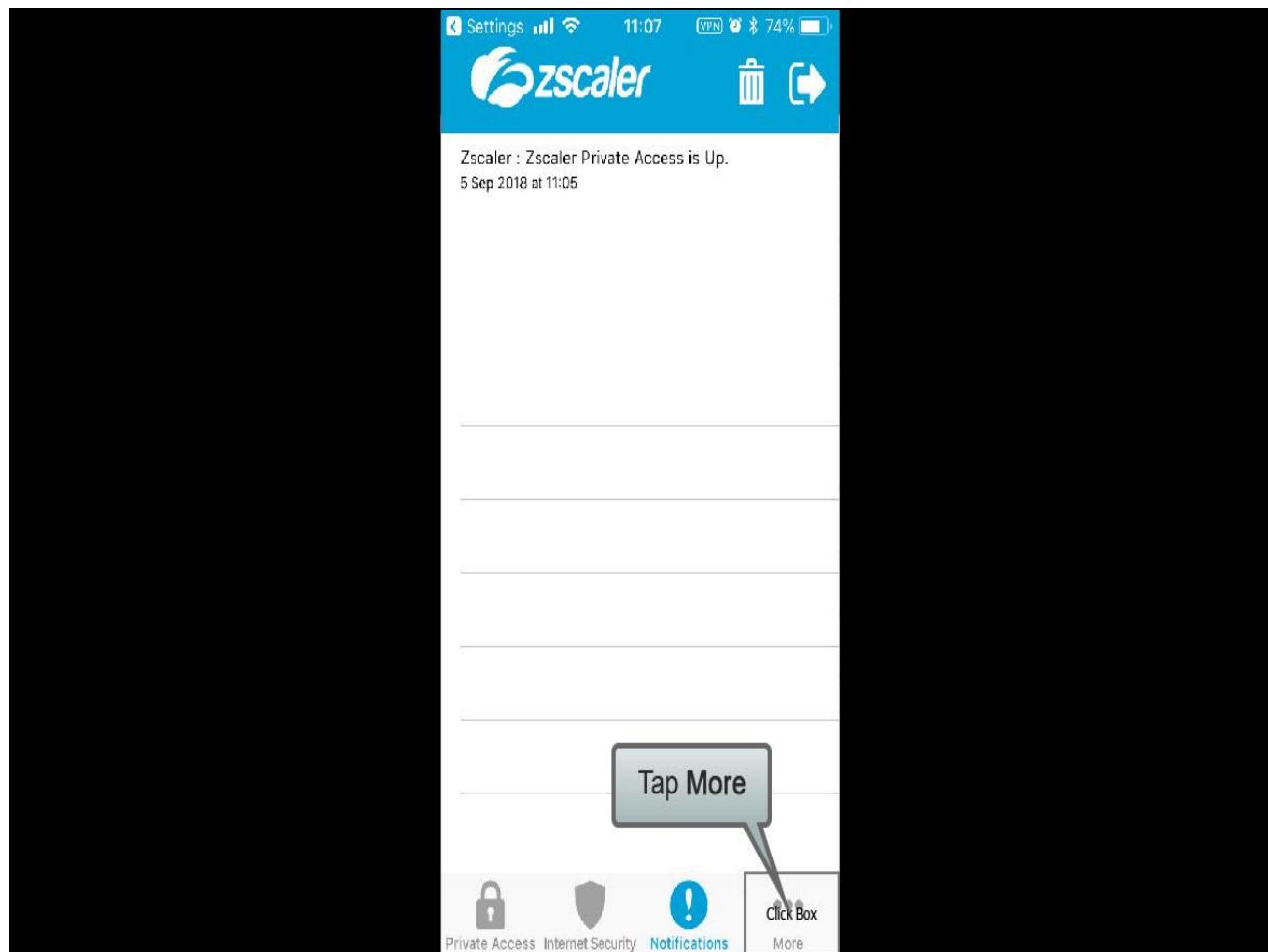
## Slide 88 - Slide 88



## Slide notes

...once again, the information displayed is very similar to the PC version of the app. To view App notifications, tap **Notifications**, ...

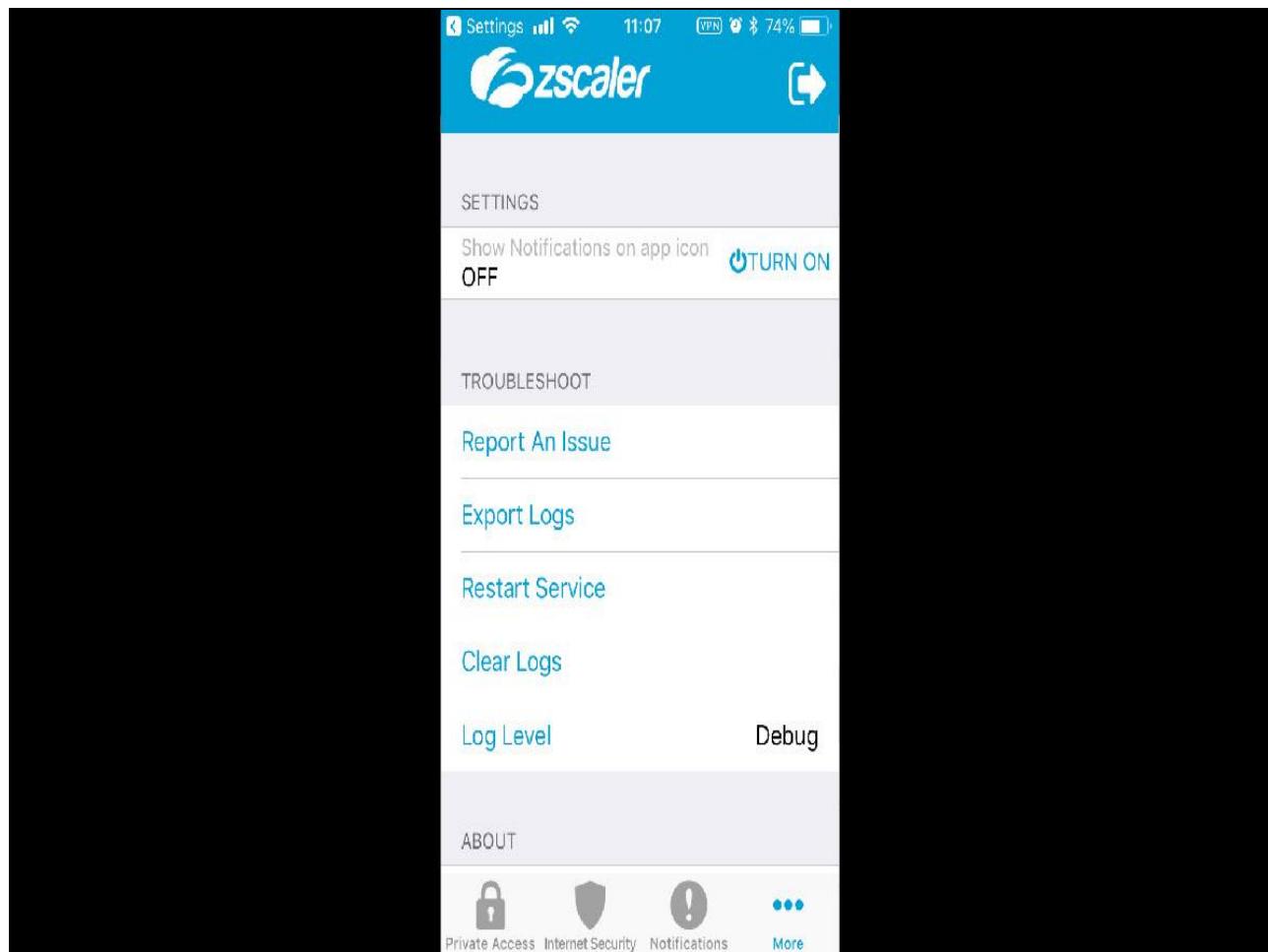
## Slide 89 - Slide 89



## Slide notes

...and to access the tools available, tap **More....**

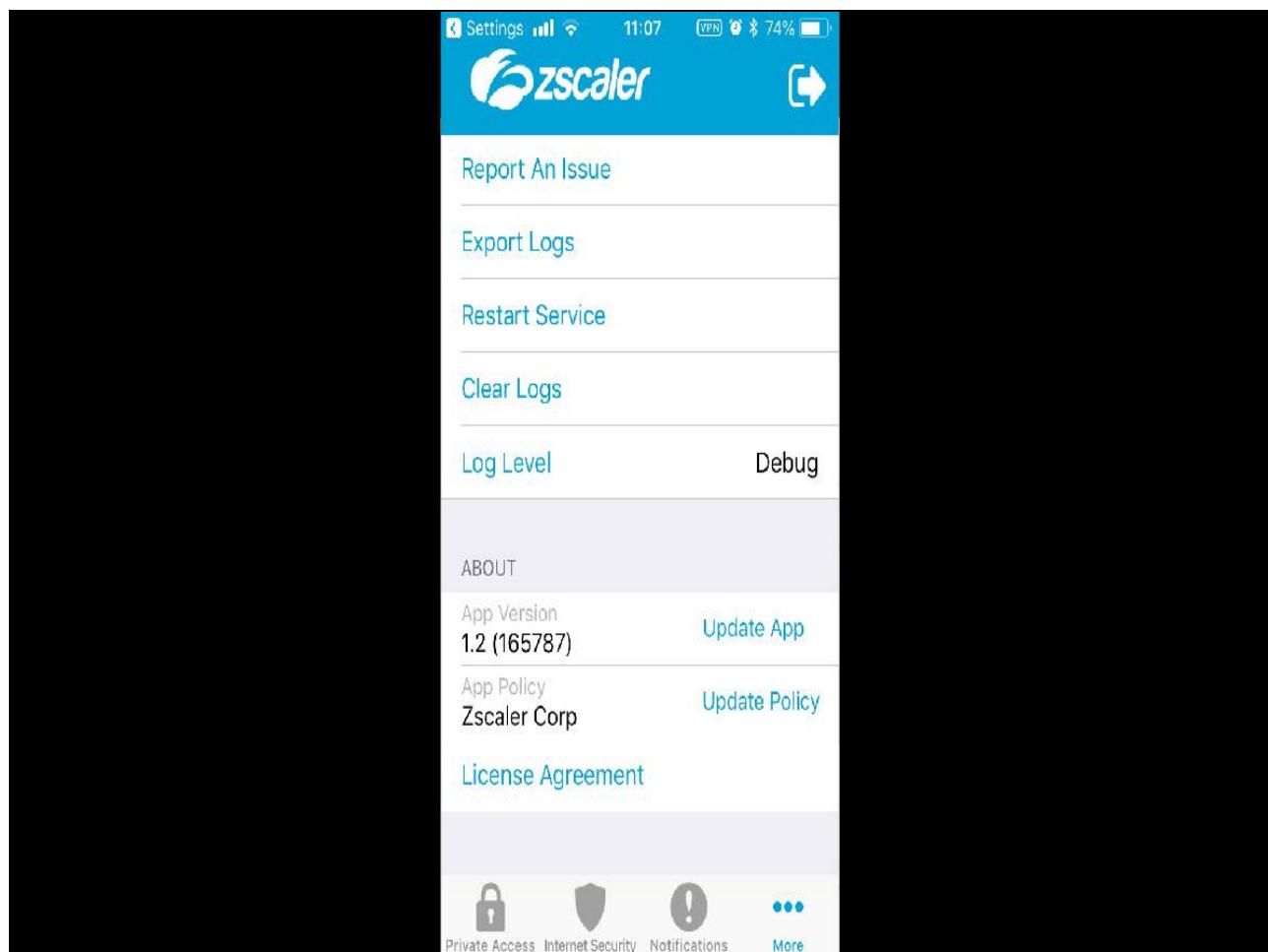
## Slide 90 - Slide 90



## Slide notes

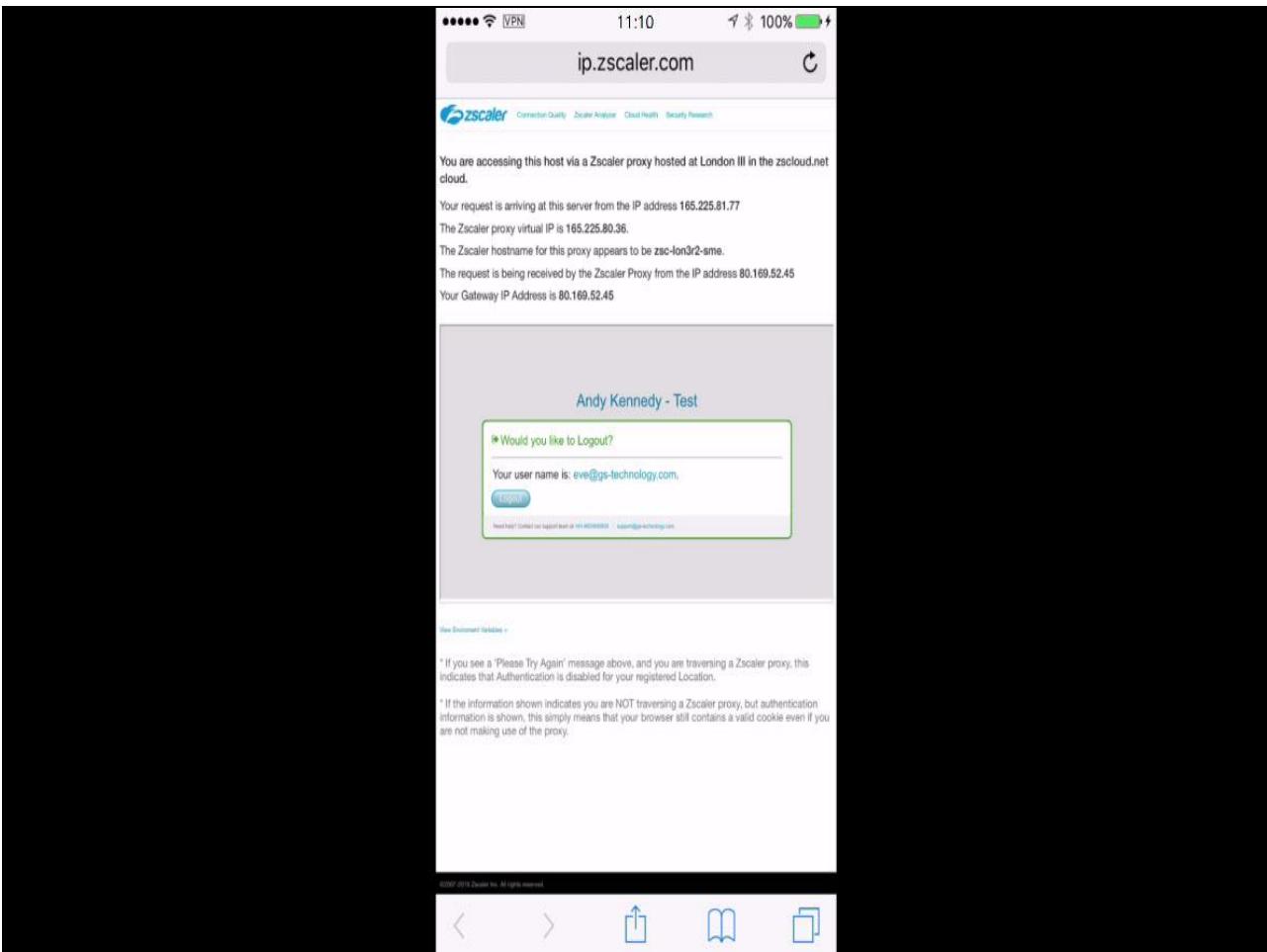
The same set of tools as for the PC version are available on the iOS platform.

## Slide 91 - Slide 91



## Slide notes

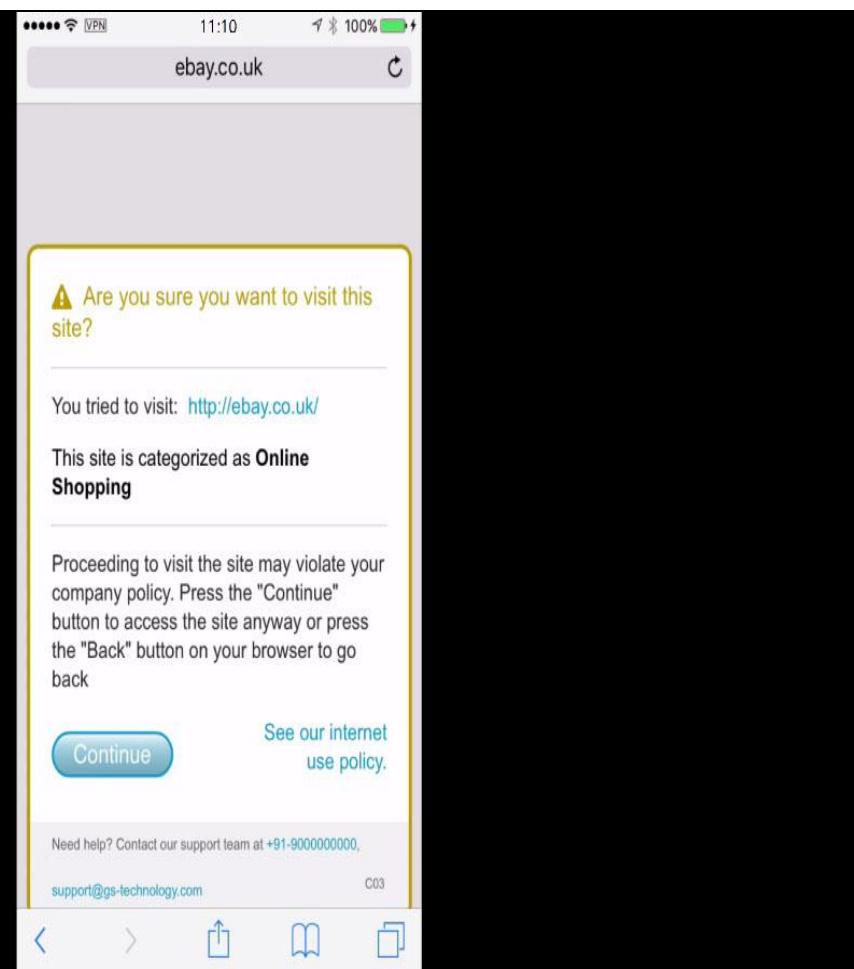
## Slide 92 - Slide 92



## Slide notes

To confirm that traffic is being forwarded to Zscaler, load the Proxy Check Website at [ip.zscaler.com](http://ip.zscaler.com).

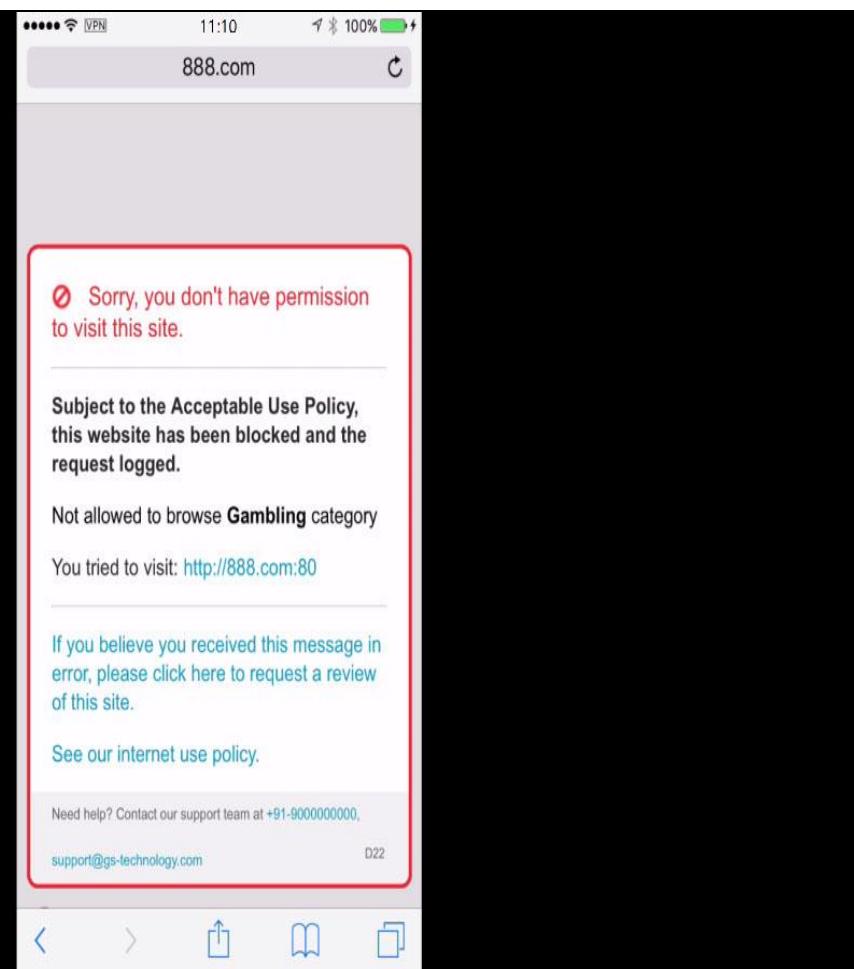
## Slide 93 - Slide 93



## Slide notes

If you try to browse to a page in a URL Category that is configured for a **Caution**, you will see the caution End User Notification (EUN) page.

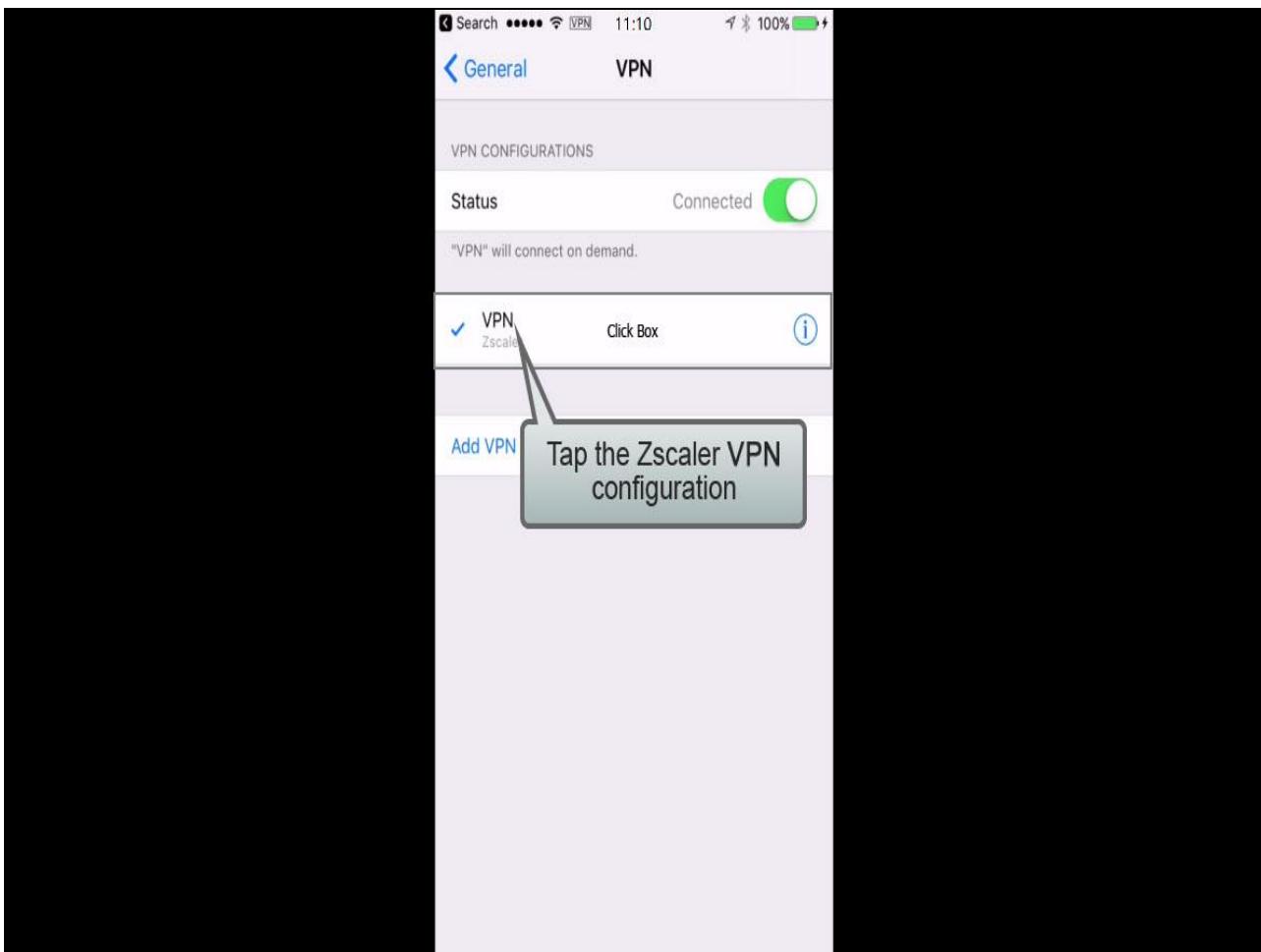
## Slide 94 - Slide 94



## Slide notes

If you try to browse to a page in a URL Category that is configured for a **Block**, you will see the block EUN, and will be unable to access that page.

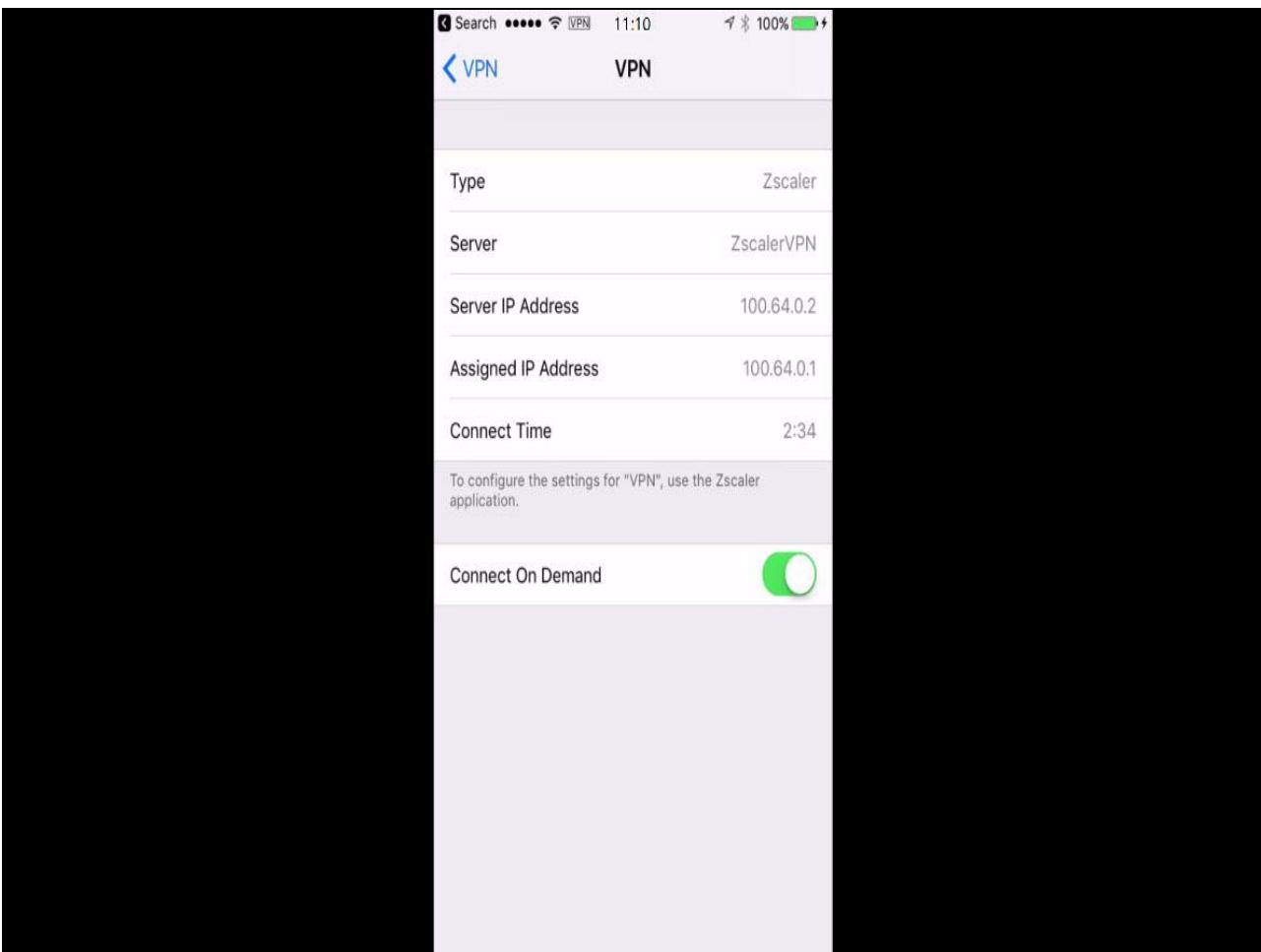
## Slide 95 - Slide 95



## Slide notes

If you navigate to the device's **Settings > General > VPN** page, you will see the Zscaler VPN that was added during installation. Tap on it to view details, ...

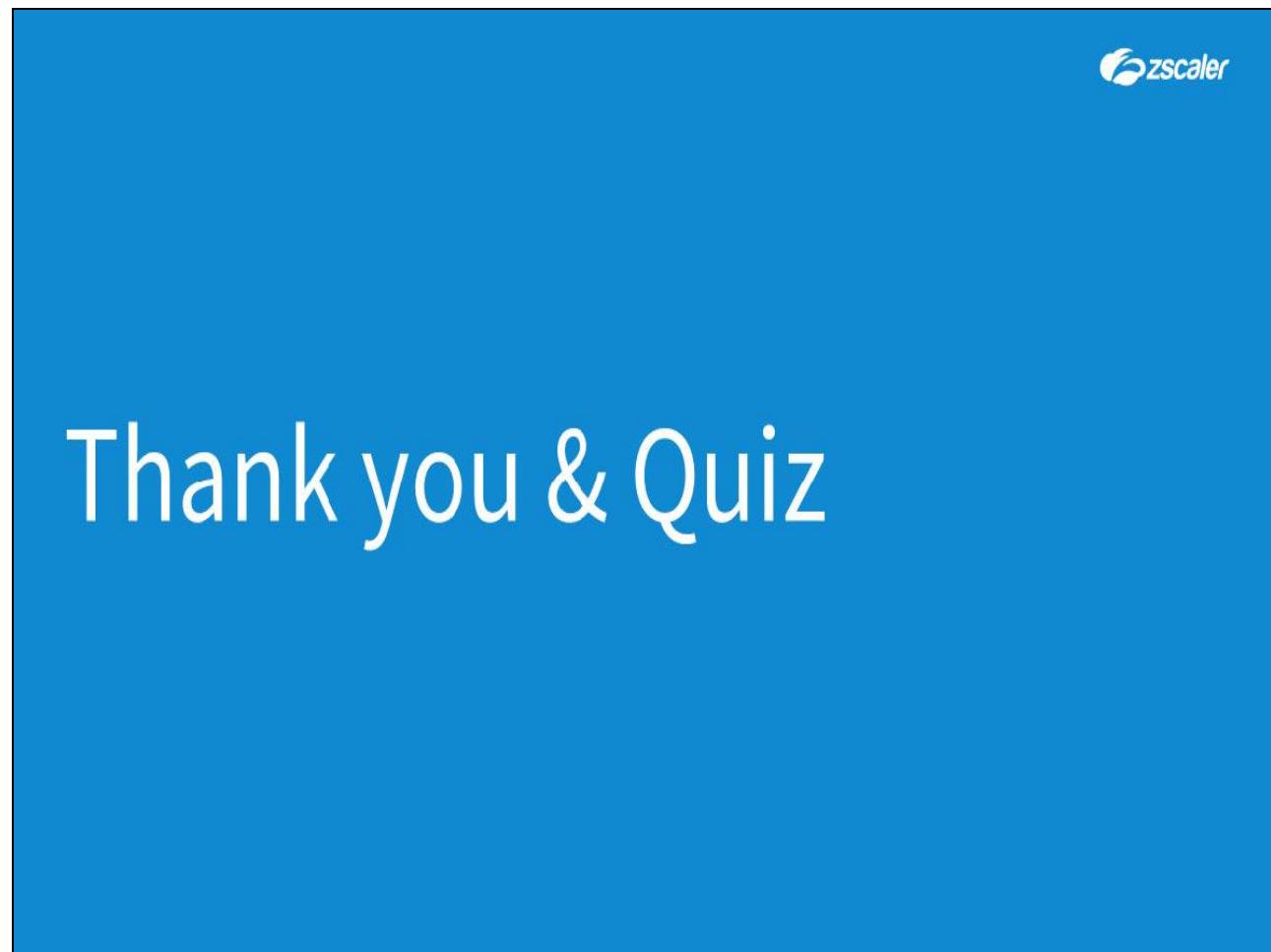
## Slide 96 - Slide 96



## Slide notes

Note that this is a **Connect on Demand** VPN, that routes traffic into the Zscaler App, so the app can forward it to our cloud. This is not a conventional VPN connection to a node on the Internet somewhere. As a result, the impact on battery life of the Zscaler App is very low.

## Slide 97 - Thank you &amp; 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.

Click the X at top right to close this interface, then launch the 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.