User Guide

Zscaler Application

Version 1.0

11/12/2019

Document Control Number: HIDS-000-057

Table of Contents

1. Introduction – The Zscaler App 1

2. Starting the Zscaler App in Windows 10 1

2.1 Open the Zscaler App 1
2.2 Logging into the Zscaler App 3

3. Logging Out of the Zscaler App 8

Appendix A: Record of Changes 11

Appendix B: Acronyms 12

List of Figures

Figure 1: Windows Start Button in Windows 10 System Tray 1

Figure 2: Zscaler App on Windows 10 Menu 2

Figure 3: Zscaler App on Windows 10 Menu 3

Figure 4: Zscaler HARP Login Screen 4

Figure 5: Authentication Screen 5

Figure 6: App Loading Alerts 6

Figure 7: Zscaler Connectivity Screen 7

Figure 8: Logout Button on Zscaler Screen 8

Figure 9: Logout Verification Screen 9

Figure 10: Stopping Service Message 10

Figure 11: Zscaler Login Screen 10

List of Tables

Table 1: Record of Changes 11

Table 2: Acronyms 12

1. Introduction – The Zscaler App

Zscaler is a cloud-hosted, HIDS-supported service available to end users requiring access to tools and applications residing on the CMS HCQIS network. Utilizing Okta/HARP for authentication, Zscaler will be used more and more as we phase out our current VDI and VPN connectivity technologies. It was selected, piloted, and deployed due to its ease of use, tight security, and cost feasibility.

2. Starting the Zscaler App in Windows 10

2.1 Open the Zscaler App

Some organizations may choose to have Zscaler open automatically when your computer is started or upon a reboot. If the application does not start automatically, do as follows.

1. Click the **Windows Start Button**.

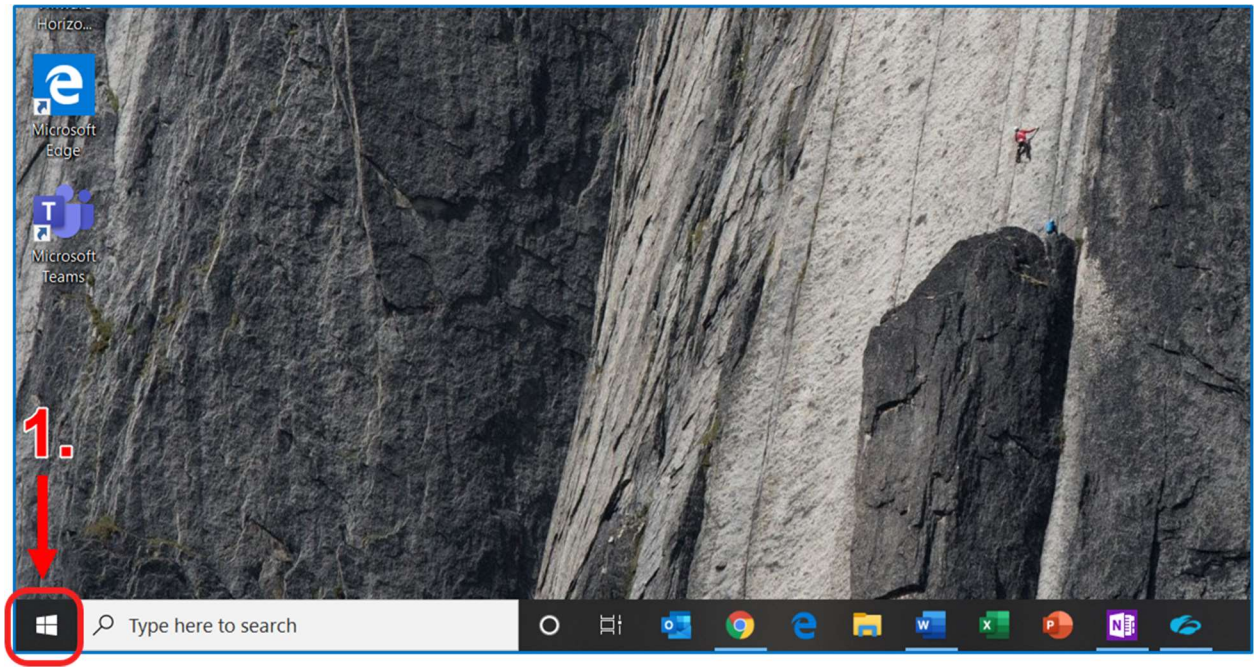

Figure 1: Windows Start Button in Windows 10 System Tray

2. To start the application, select **Zscaler**.

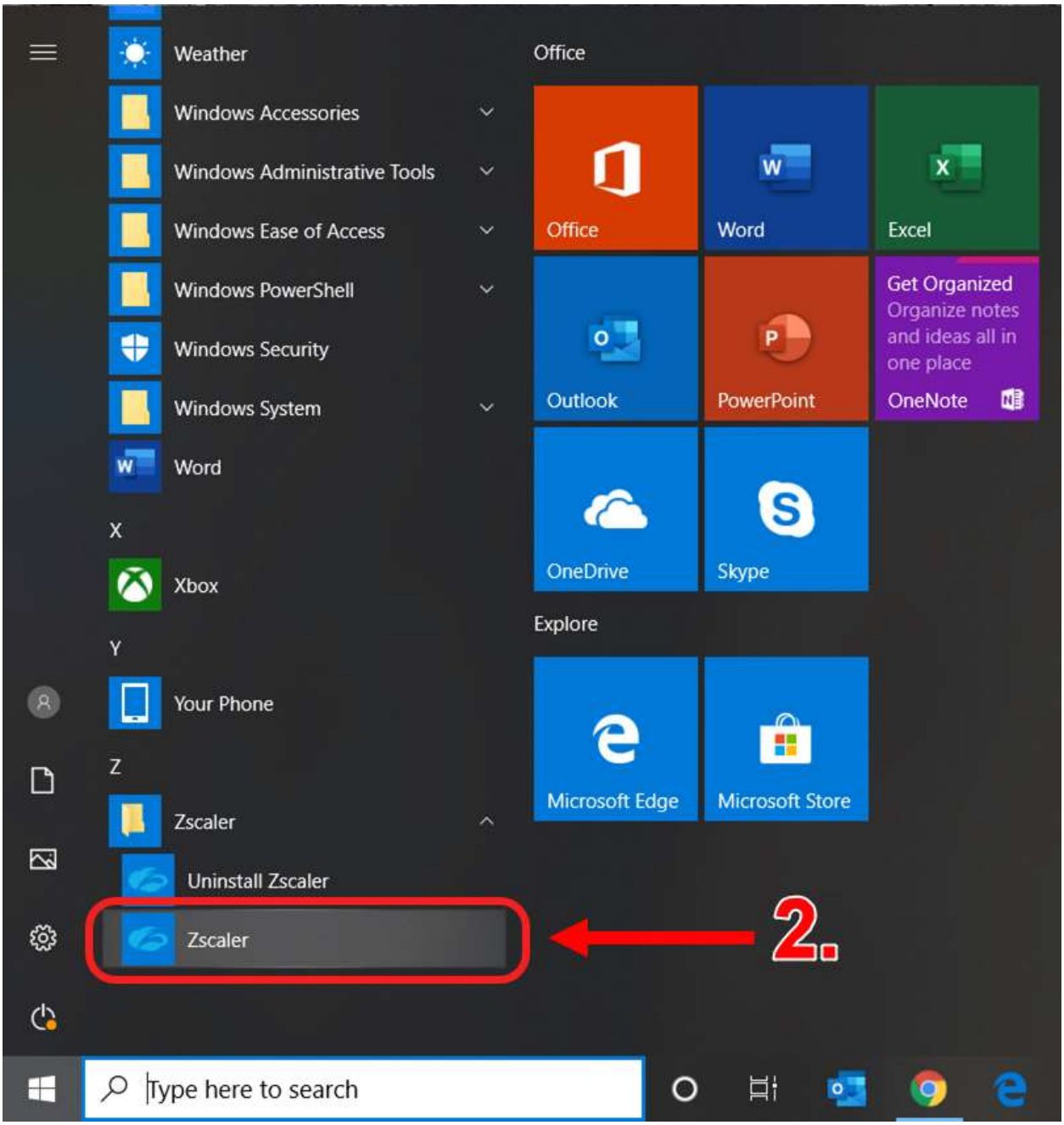

Figure 2: Zscaler App on Windows 10 Menu

2.2 Logging into the Zscaler App

Once you launch the application, the Zscaler login screen appears as shown below.

1. Click **Login** (or press Enter on your keyboard), and you will be directed to the Zscaler HARP Login screen.

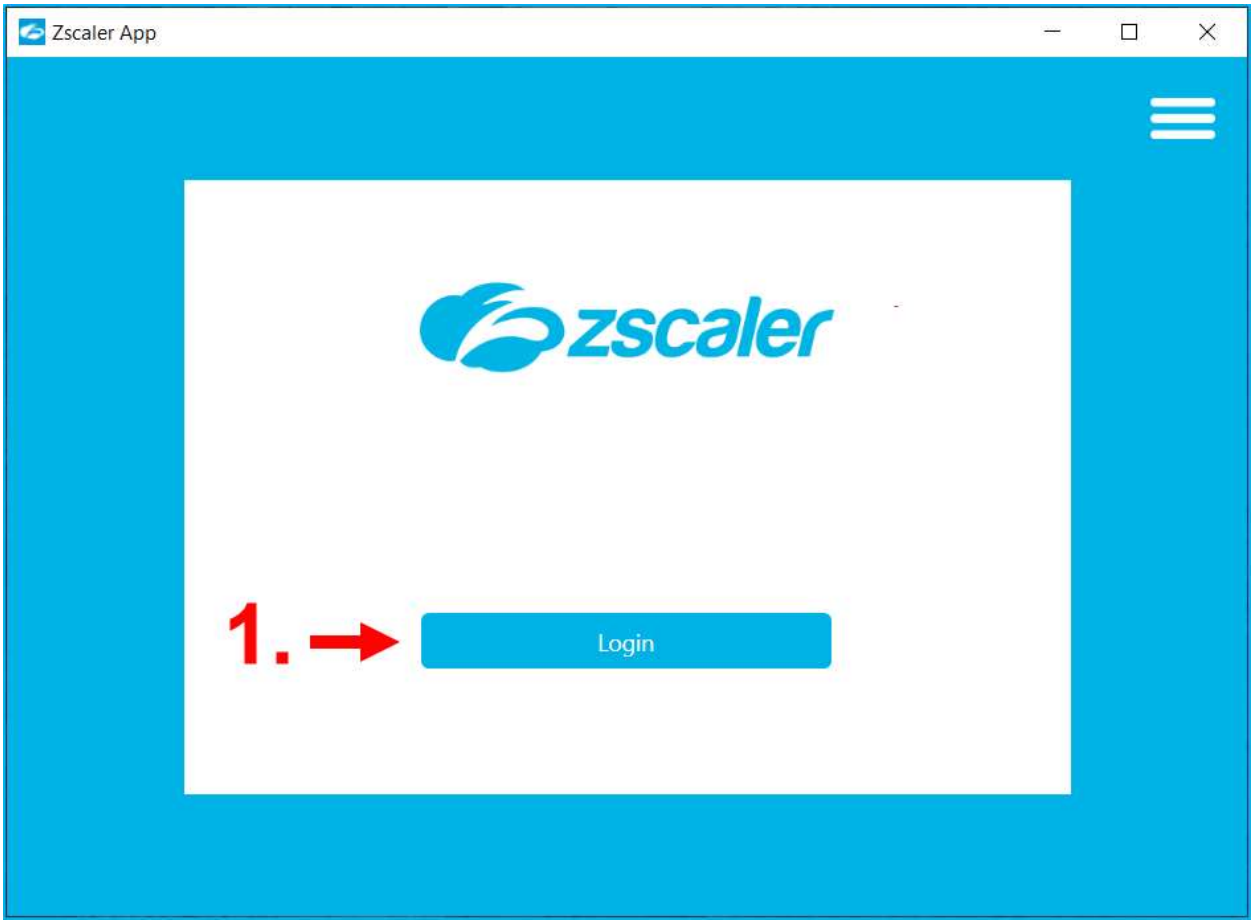

Figure 3: Zscaler App on Windows 10 Menu

2. Fill out the HARP login screen.
   a. Enter your HARP Username (HARP ID).
   b. Enter your HARP Password.
   c. Click in the checkbox to agree with the terms of use.
   d. Click the **Sign In** button (or press Enter on your keyboard).

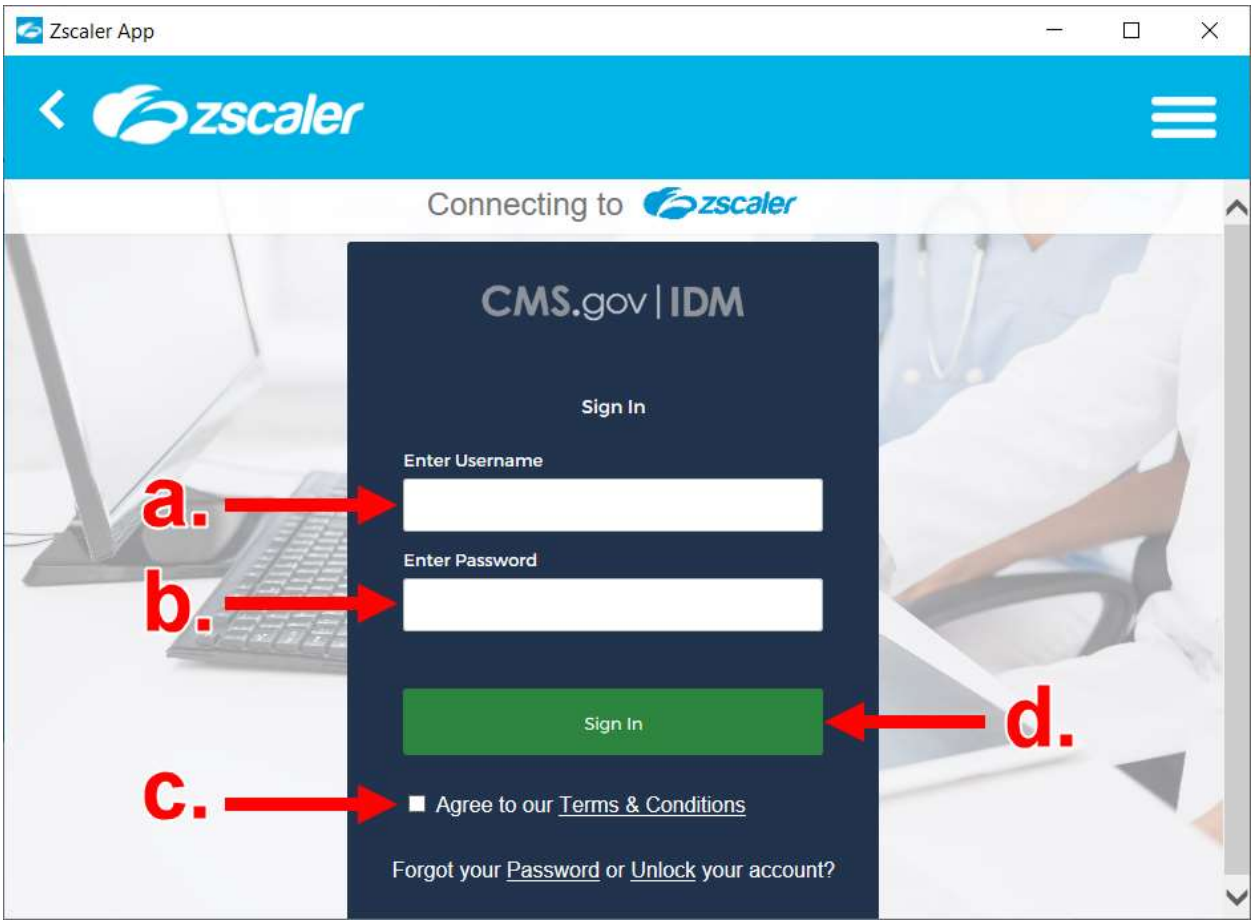

Figure 4: Zscaler HARP Login Screen

3. After Zscaler accepts your entries from the login screen, you will be required to submit a code for the two-factor authentication method that you chose when creating your HARP ID. For this scenario, Short Message Service (SMS) was used. If you have chosen a different two-factor authentication method, your HARP

authentication steps may vary. The other two factor authentication choices are: Voice, Google Authenticator, Okta Verify, and Okta Verify Push.

a. Click the **Send code** button to receive your CMS verification code.

b. Enter the CMS verification code you received via your choice of two-factor authentication.

c. Click the **Verify** button (or press Enter on your keyboard).

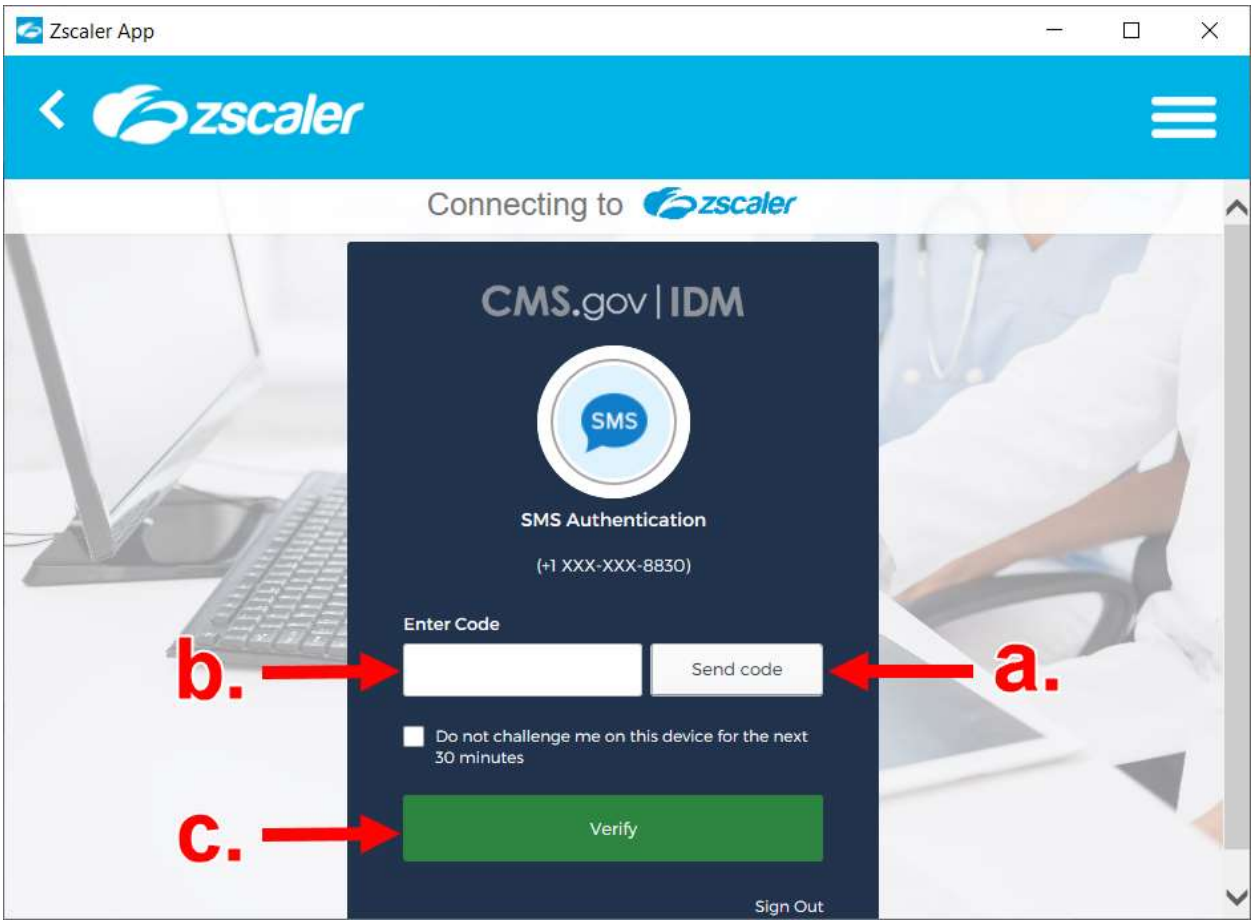

Figure 5: Authentication Screen

4. Depending upon your Windows 10 settings for alerts, you may see up to three alerts as the Zscaler app is loading.

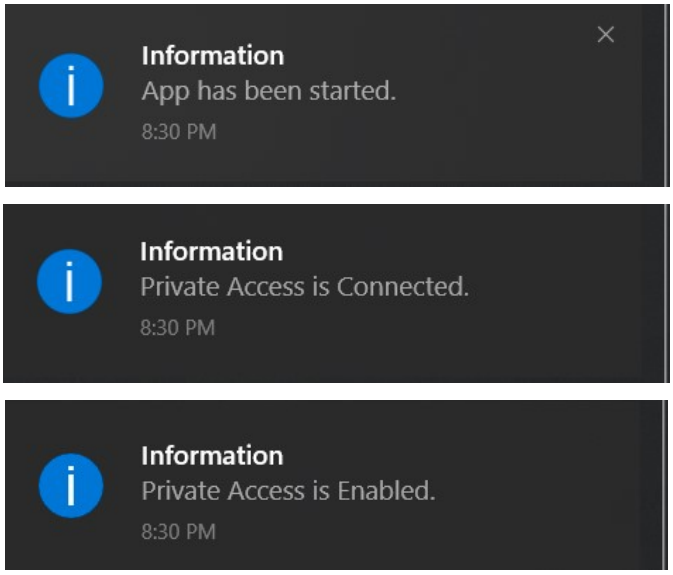

Figure 6: App Loading Alerts

5. Once you are logged in, the following screen will be displayed.

NOTE: Username = HARP ID + Domain Created for all HCQIS users. The extension @qualnet.org is not an email address.

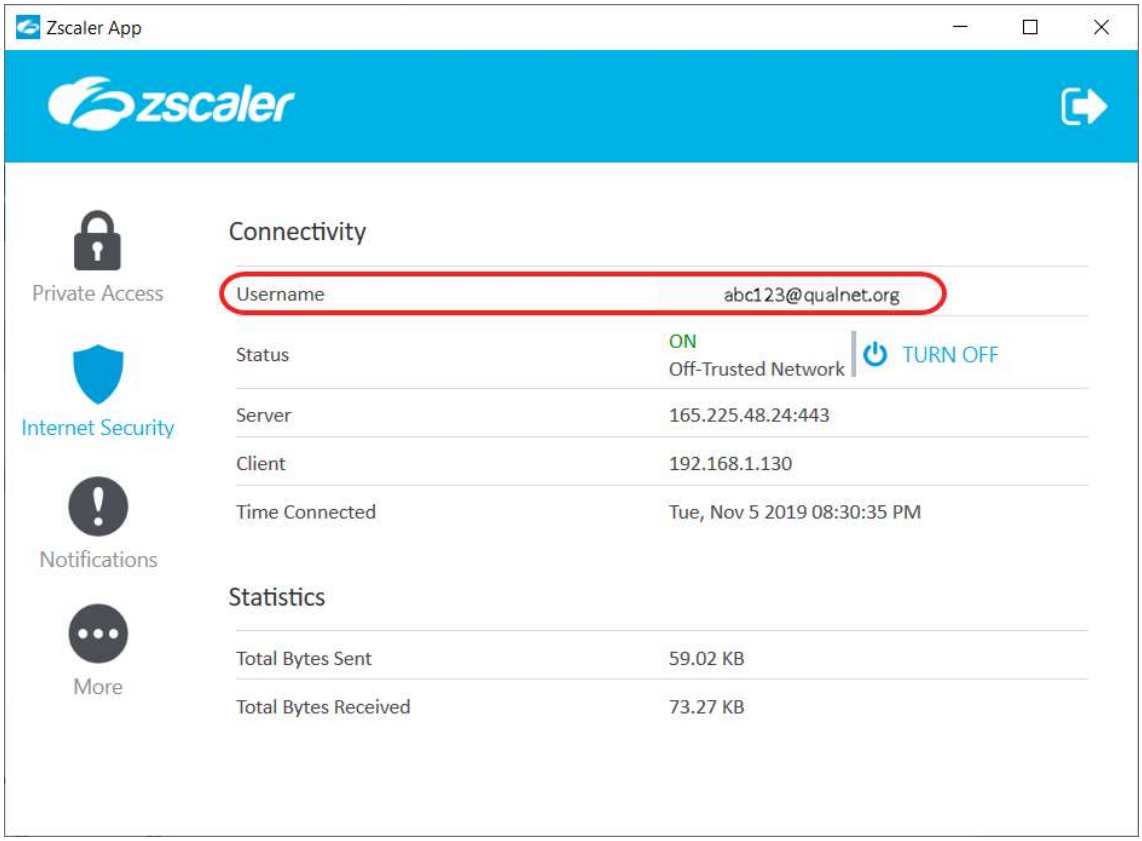

Figure 7: Zscaler Connectivity Screen

3. Logging Out of the Zscaler App

Use the following steps to log out of the Zscaler app.

1. Click the Right Arrow button on the top right of the Zscaler screen.

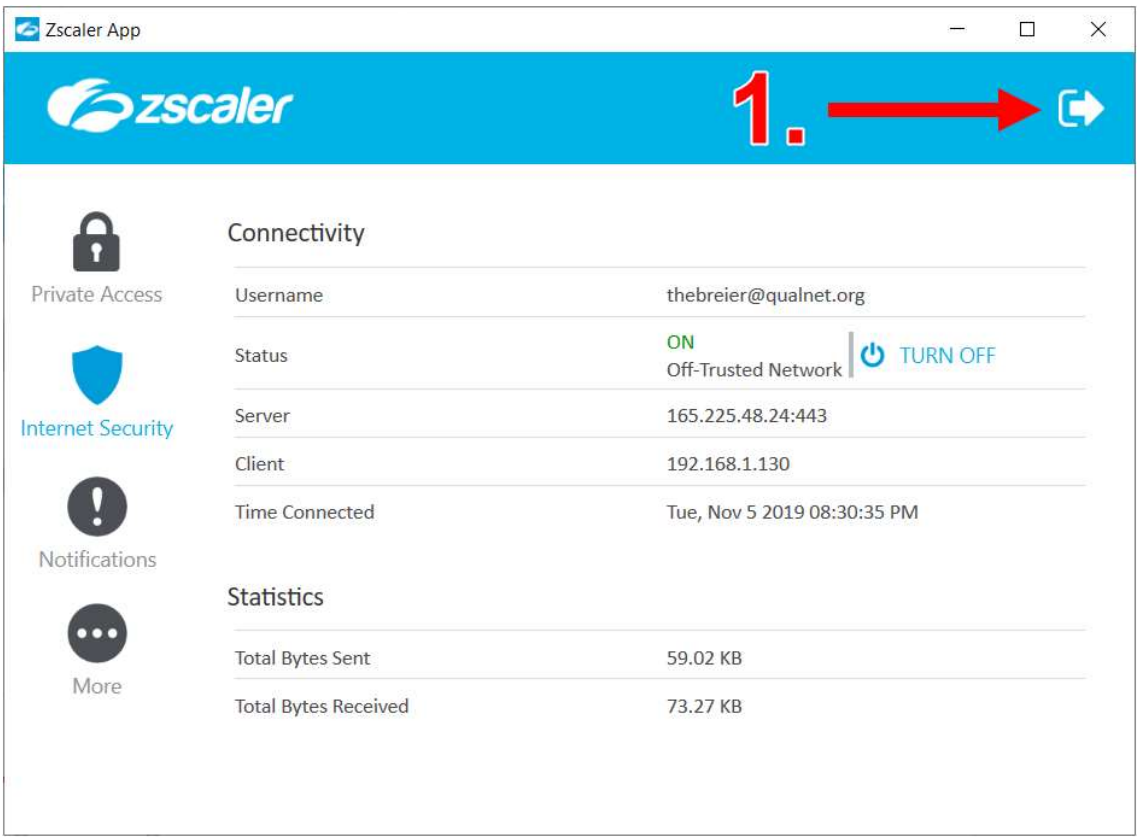

Figure 8: Logout Button on Zscaler Screen

2. If you still wish to still log out of the Zscaler app, press the **Continue** button (or press Enter on your keyboard).

If you do not want to log out press the **Cancel** button.

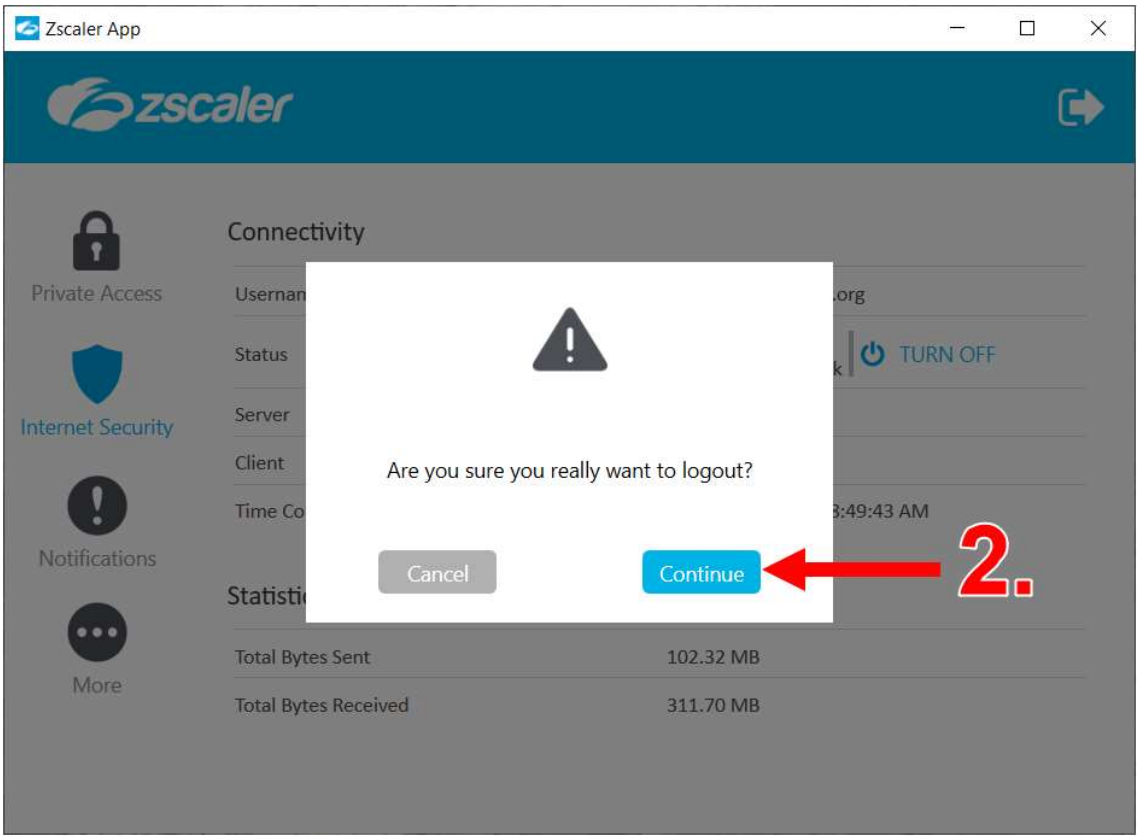

Figure 9: Logout Verification Screen

3. If you pressed the Continue button to log out, the screen will change as the application is logging out.

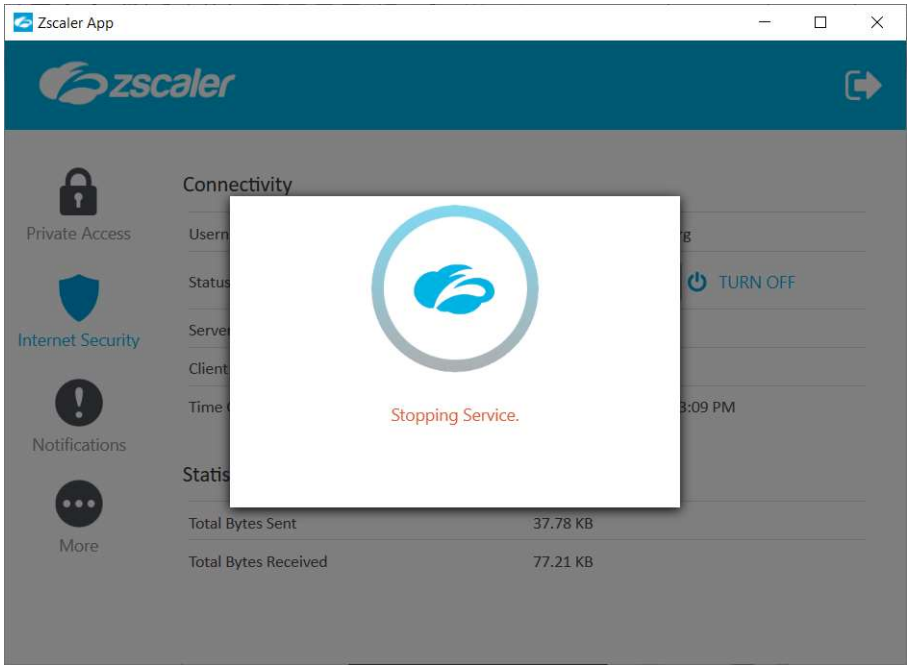

Figure 10: Stopping Service Message

4. Once you are logged out of the Zscaler app, you will return to the Zscaler login screen.

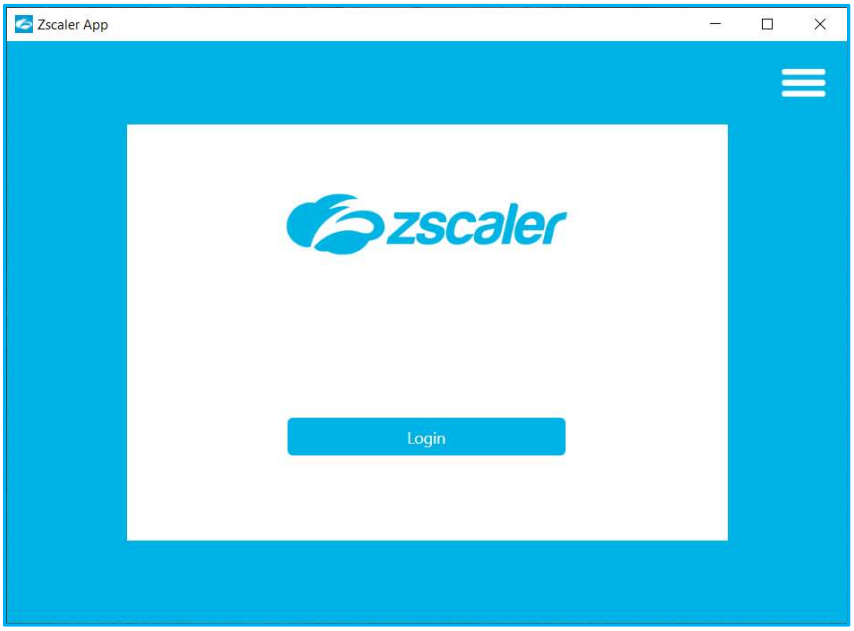

Figure 11: Zscaler Login Screen

Appendix A: Record of Changes

Table 1: Record of Changes

Version	Date	Author/Owner	Change Description
1.0	11/12/2019	Mark Breier	Initial version

Appendix B: Acronyms

Table 2: Acronyms

Acronym	Definition
CMS	Centers for Medicare & Medicaid Services
HARP	HCQIS Access Roles & Profile
HCQIS	Health Care Quality Information Systems
HIDS	HCQIS Infrastructure and Data Center Support
ID	Identification