



QualityNet | Zscaler

February 27, 2025



Zscaler Planned Activity

Planned Actions: Enterprise Shared Services (ESS) will modify Zscaler to improve the application's security posture.

Planned Time: Wednesday, March 5, 2025, 9:00 PM ET – 11:00 PM ET.

Impacted Application Development Organizations (ADOs): All ADOs.

Planned Downtime: Users may encounter an interruption to Zscaler connectivity and may be automatically reconnected during the implementation.

What To Expect: ESS will implement a block on unauthorized user traffic outside of the Continental United States and Territories to enhance our security measures and protect our systems. If you experience issues accessing Zscaler post-implementation, please contact the Service Center using one of the methods below for further assistance.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central



Email:

ServiceCenterSOS@cms.hhs.gov

To unsubscribe send an email with a subject of "Unsubscribe-Zscaler" to ServiceCenterSOS@cms.hhs.gov.

Center for Clinical Standards and Quality (CCSQ)