



QualityNet | Zscaler

**Alert August 17, 2023**



## Reported Issue

The following issue has been reported and is currently being investigated.

**Issue Reported:** Users are reporting unexpected disconnects for the Zscaler client.

**Time Reported:** Zscaler client disconnects were reported to the Service Center on August 18, 2023, at 7:45 am ET.

**What to Expect:** ESS Access Management team is currently looking into the issue.

We apologize for the service disruption and are working quickly to resolve the issue. We will continue to send updates every 2 hours during normal business hours until the issue is resolved.

*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](mailto:ServiceCenterSOS@cms.hhs.gov)

To unsubscribe send an email with a subject of "Unsubscribe-Zscaler" to [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov).

Center for Clinical Standards and Quality (CCSQ)