



QualityNet | Zscaler

Alert August 17, 2023



Reported Issue - Resolved

The following reported issue has been resolved.

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 and the vendor were able to remediate the issue. We apologize for the disruption of service. Please reach out to the Service Center if there are any questions or continuing issues.

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)