

Alert February 5, 2024



Reported Issue

The following Zscaler issue has been reported and is currently being investigated:-

Issue Reported: Several users have reported an issue connecting to Zscaler this morning, February 5, 2024.

Time Reported: February 5, 2024. starting at 6:50 AM ET, users began reporting connection errors with Zscaler.

What to Expect: Zscaler users are receiving an error message stating, "Access Blocked.". The Access Management team is working to resolve the issue. Users experiencing this issue should contact the Service Center SOS team on Slack for [Support](#).

We apologize for the disruption of service 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

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