# Zscaler sign-in on iOS devices

1. Go to the app store and download/install Zscaler client connector.
2. Go to Settings -> Safari and click "Clear History and Website Data"
3. Open Zscaler and login using your city email credentials
4. During the 2-step verification, please select "Try another way" to have the code texted to the phone number you provided during the 2-Step verification registration.
5. Once you successfully sign in, you will be prompted with an SSO page, like the image below. Close the Zscaler app, not just minimize it.
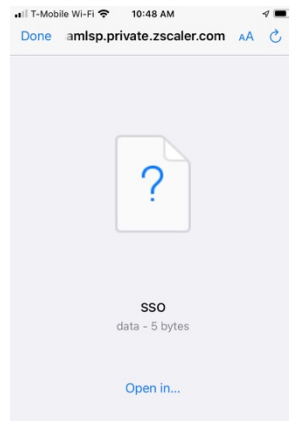
6. Repeat step 2 above to clear the Safari cache again.
7. Open the Zscaler app again and "Allow" the VPN configuration
8. Look at the bottom bar of the Zscaler app and see if you have a "Private Access" tab.
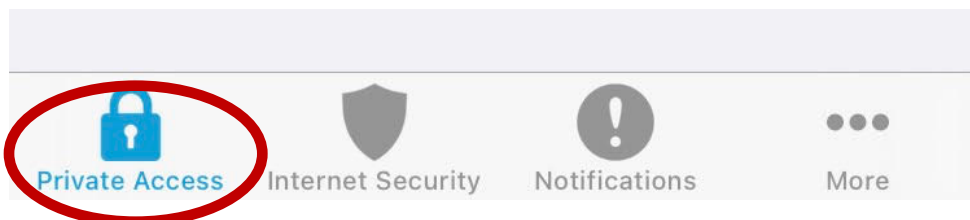

   If you don't have the "Private Access" tab, click on "More" and select "Update Policy". This will give you the "Private Access" tab.
   a. If you have the "Private Access" tab or get it enabled after updating the policy, click it and then select "Reauthenticate"
9. Please authenticate again and remember to select "Try another way" when presented with the 2-Step authentication screen. After authenticating again, wait a couple of minutes and you should be connected.
10. If you prefer to see screenshots to follow along, please continue to the rest of this guide.
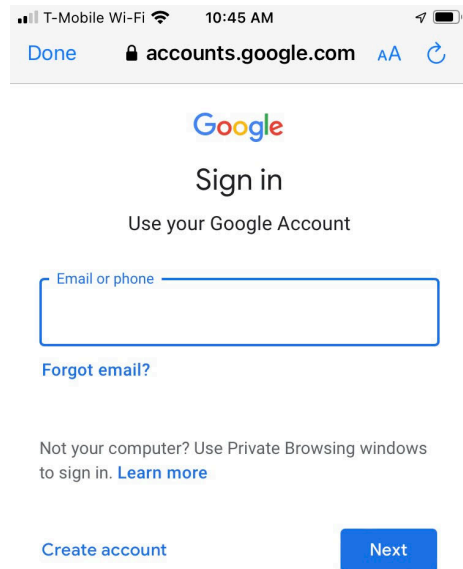
Guide with screenshots

1. Go to the app store and install "Zscaler Client Connector"
2. Open **Settings**, scroll down to look for and open **Safari**. Then scroll down to "Clear History and Website Data". Click that link and follow the prompts to clear Safari's history.
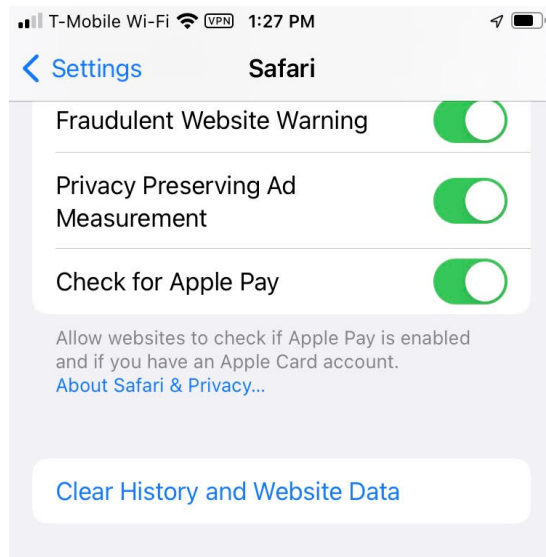
3. Open the Zscaler app and proceed to sign in. Enter your full city email address in the Username field then click Login
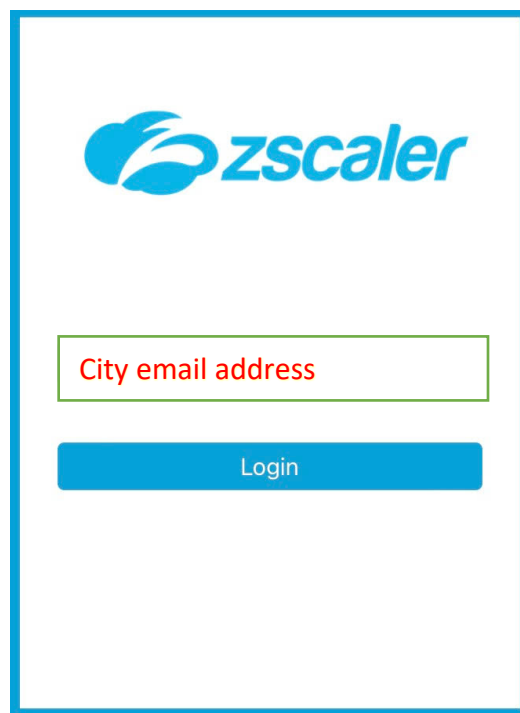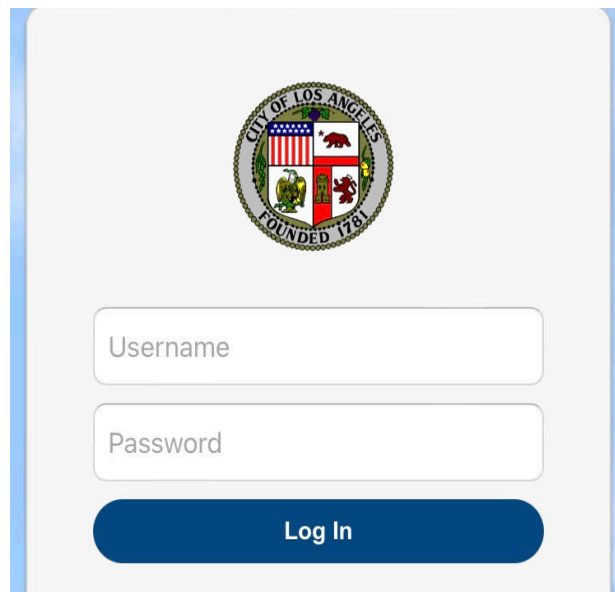
You will be redirected to the following page. Enter your city email address again and click Next.

You will be taken to the familiar LA City email sign-in screen. Enter your EID and email password and click login.

4. When prompted for the 2-Step Verification, please select "Try another way" and choose option "Get a verification code at…" This will send a code to the phone number you entered when you first setup 2-Step Verification.
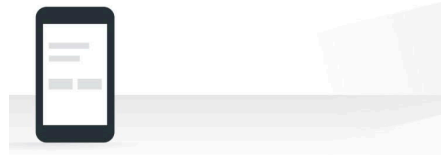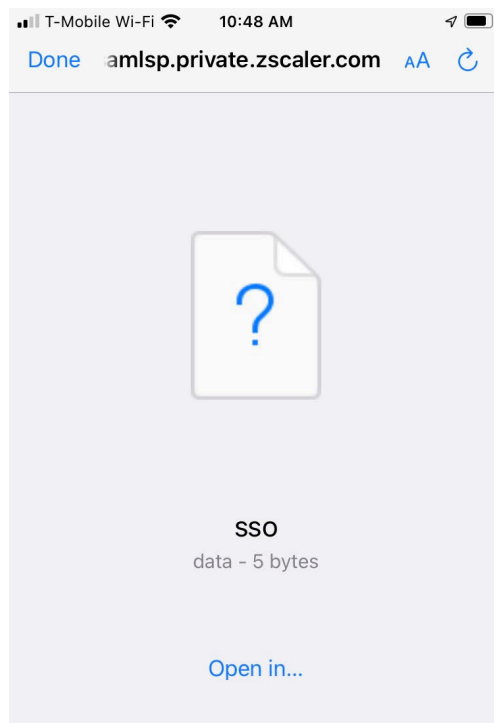

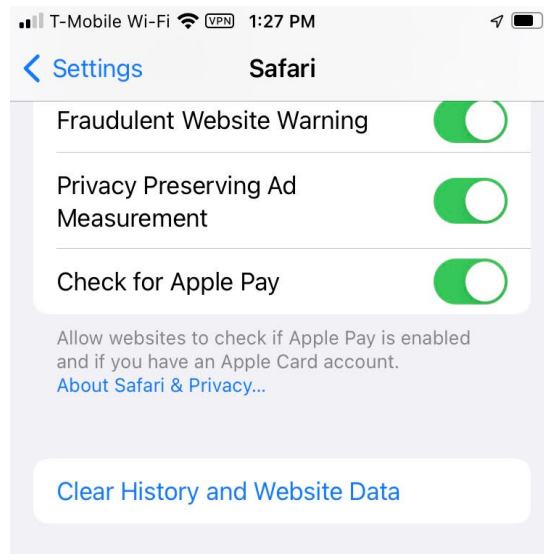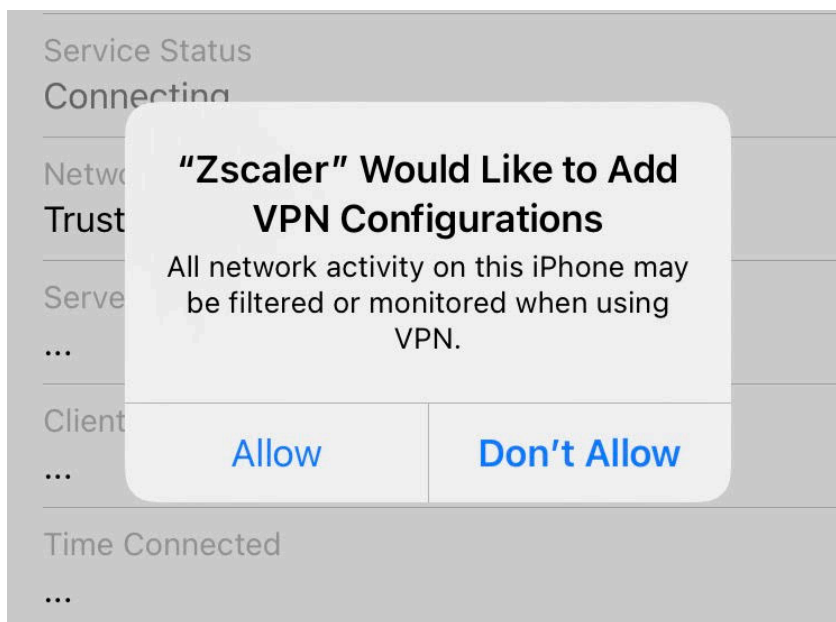5. Once you've entered the code, you will see the screen below. At this time, please close the Zscaler app. Minimizing the app is not enough. You will need to close the app.

6. Open **Settings**, scroll down and open **Safari,** then click "Clear History and Website Data" again

7. Open the Zscaler app. This will prompt you with a question regarding VPN Configurations. Choose to "Allow"

8. Once you select "Allow" from the previous step, you wil be taken to the Zscaler status page. Look at the very bottom bar to see if you have the "Private Access" tab. If you do have the "Private Access" tab, continue to **Step 9**. If you don't see "Private Access", please start at **Step 8b**, below, before proceeding to **Step 9**.
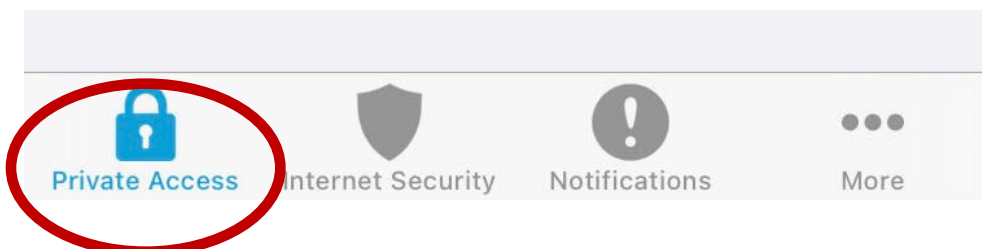
8b. If the "Private Access" tab is missing, click on "More", then "Update Policy". After you update the policy, click "Private Access" as in **Step 8** above and then proceed to **Step 9**.
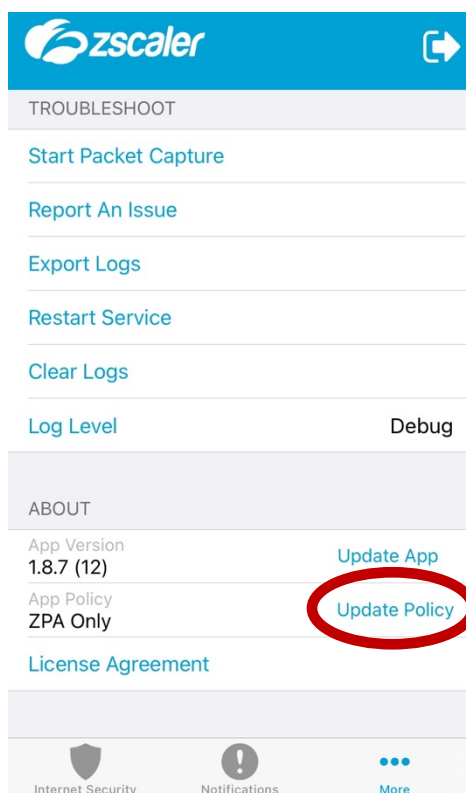
9. The "Private Access" tab will display the following screen, stating "Authentication Error". Click "Reauthenticate" and go through the authentication process again.
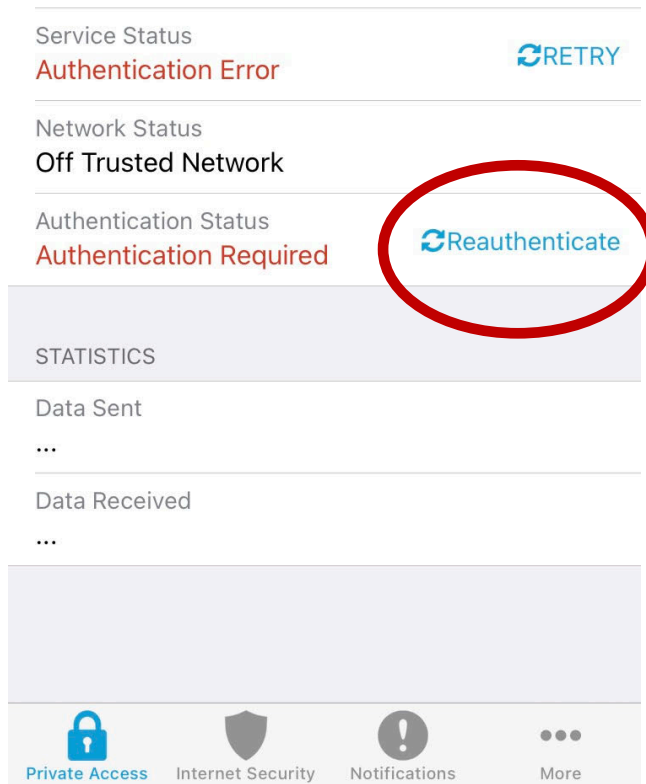
10. When you're prompted for the 2-Step Verification, remember to choose "Try another way" as in **Step 4** above. After a few minutes, you should see the following, indicating you've successfully signed into Zscaler and have remote access. If you still see "Authentication Error" after a few minutes, close the Zscaler app and then open it again.
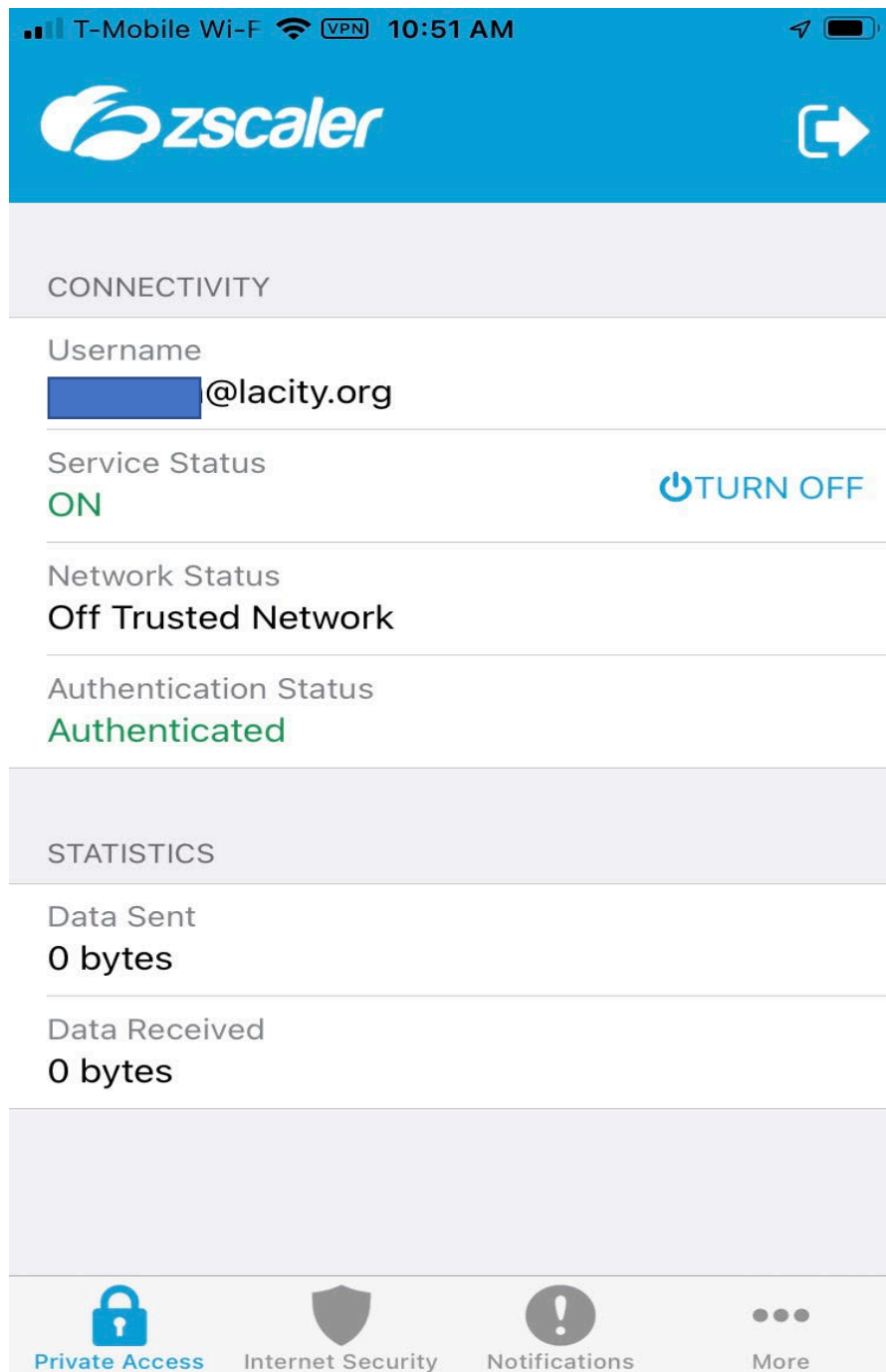
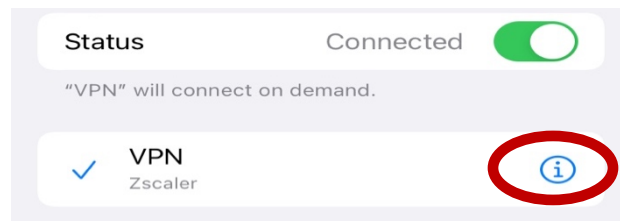11. Zscaler is designed to keep you signed in 24/7. If you use a streaming service that relies on location service, the VPN connection will cause the app to not work properly. To resolve this, you will need to disable the VPN. To do this, open Settings, and click on General. Scroll down and open **VPN & Device Management**. Then open VPN

VPN & Device Management	>

VPN	VPN	Connected >

Click the "i in a circle" icon next to VPN Zscaler

Status	Connected	🟢

"VPN" will connect on demand.

✓	VPN	ⓘ
	Zscaler	

When the next screen opens, click the slider next to "Connect on Demand" to turn it off

Connect On Demand	🟢
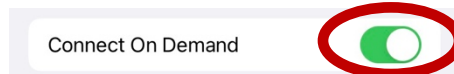
12. To enable remote access again, simply open the Zscaler app and wait a couple of minutes to reconnect.

Once you've successfully signed into Zscaler, open any browser, such as Safari or Google Chrome, to access remote resources like the Intranet Portal. The following is a list of common Intranet sites you can access remotely. Please type the full address into the address bar of the browser, not the search field.

- Lafdweb.ad.lafd.ci.la.ca.us = address for the Intranet Portal
- 38nnss1.ad.lafd.ci.la.ca.us/LAFDDB/NSSPAGE/login.jsp = NSS related information