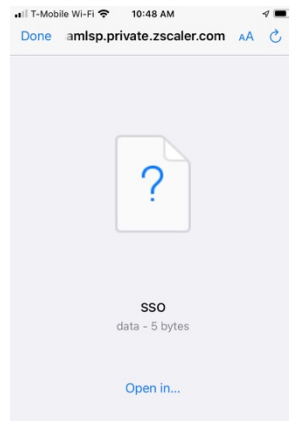
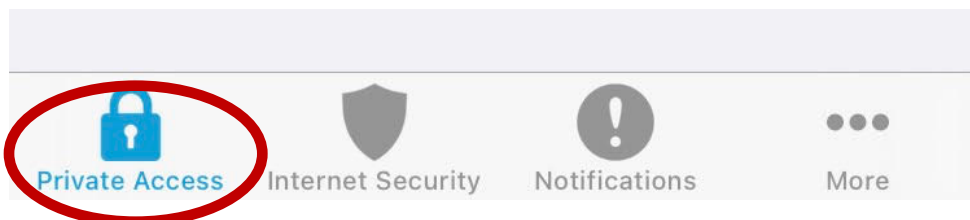


## Zscaler sign-in on iOS devices

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.

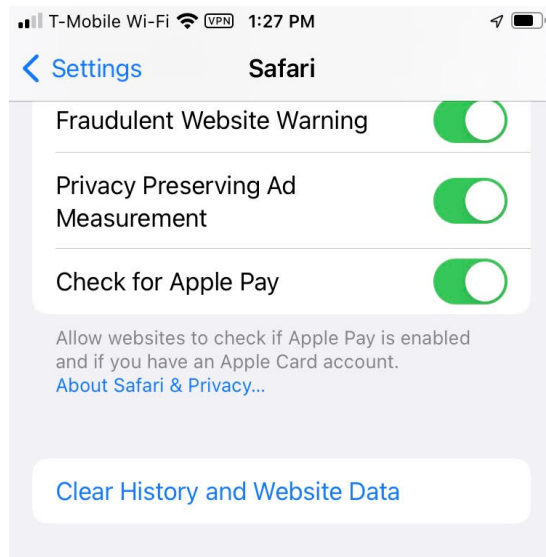


If you don't have the "Private Access" tab, click on "More" and select "Update Policy". This will give you the "Private Access" tab.

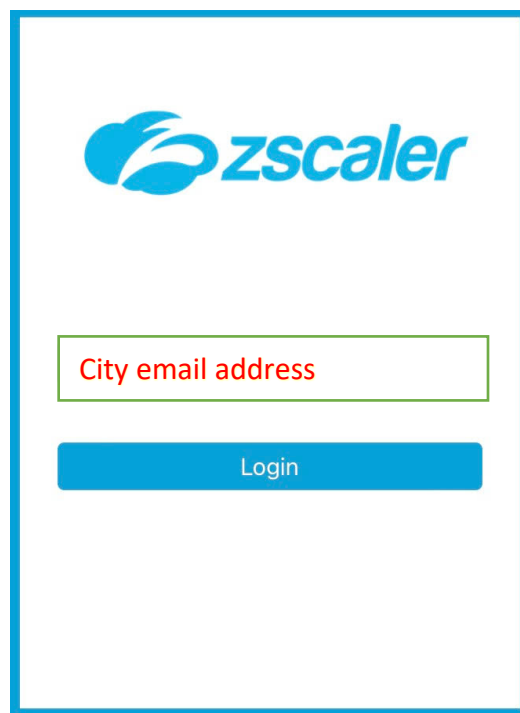
- a. If you have the "Private Access" tab or get it enabled after updating the policy, click it and then select "Reauthenticate"
9. Please authenticate again and remember to select "Try another way" when presented with the 2-Step authentication screen. After authenticating again, wait a couple of minutes 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

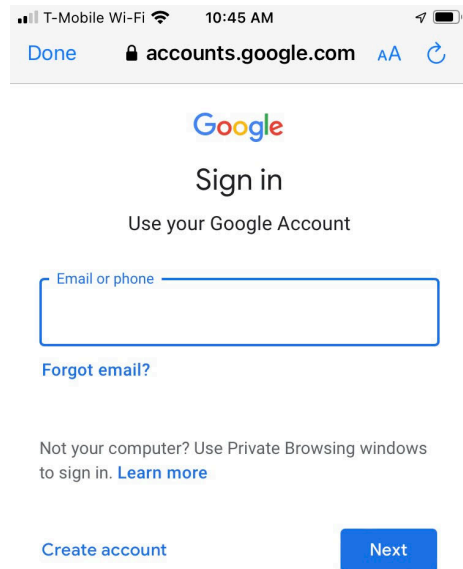
1. Go to the app store and install “Zscaler Client Connector”
2. Open **Settings**, scroll down to look for and open **Safari**. Then scroll down to “Clear History and Website Data”. Click that link and follow the prompts to clear Safari’s history.



3. Open the Zscaler app and proceed to sign in. Enter your full city email address in the Username field then click Login

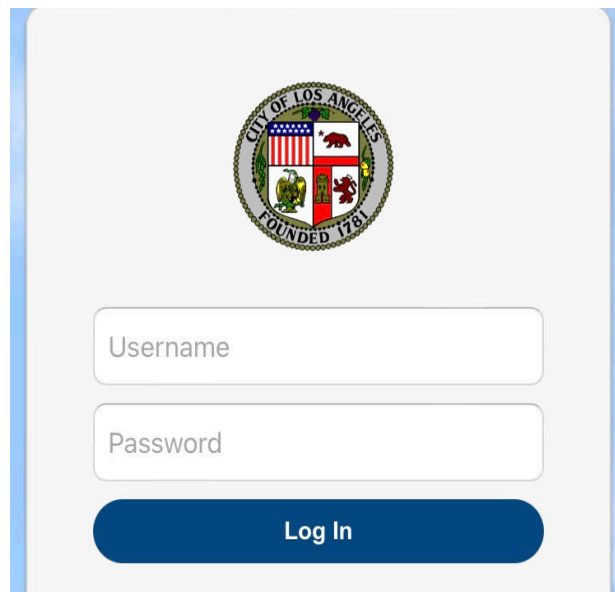


You will be redirected to the following page. Enter your city email address again and click Next.



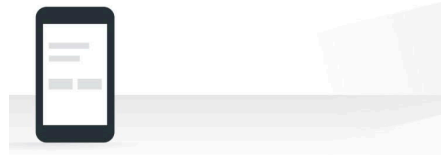
The screenshot shows a mobile browser interface. At the top, the status bar displays 'T-Mobile Wi-Fi', '10:45 AM', and a battery icon. The browser's address bar shows 'Done', a lock icon, 'accounts.google.com', and 'AA' and refresh icons. The main content area features the Google logo, the text 'Sign in', and 'Use your Google Account'. Below this is a text input field labeled 'Email or phone'. A link for 'Forgot email?' is positioned below the input field. Further down, there is a note: 'Not your computer? Use Private Browsing windows to sign in. [Learn more](#)'. At the bottom, there are two buttons: 'Create account' and 'Next'.

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



The screenshot shows a sign-in screen for the City of Los Angeles. At the top center is the official seal of the City of Los Angeles, which includes the text 'CITY OF LOS ANGELES' and 'FOUNDED 1781'. Below the seal are two text input fields: the first is labeled 'Username' and the second is labeled 'Password'. At the bottom of the screen is a large, dark blue button with the text 'Log In' in white.

- 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.



#### Check your phone

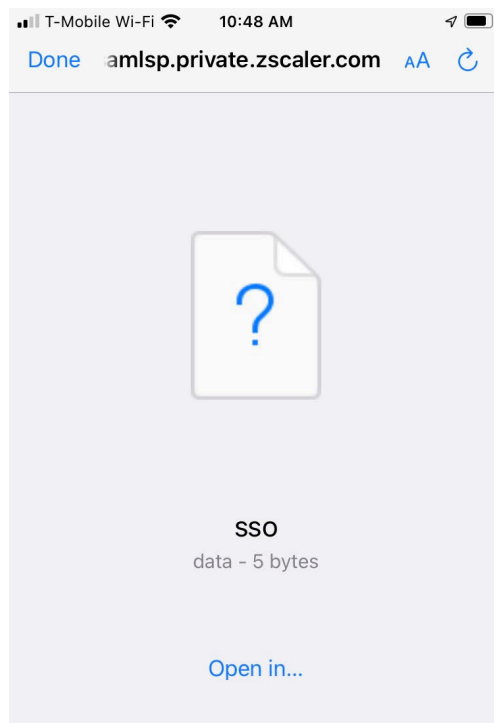
Google sent a notification to your Pwip and HelloThere. Open the Gmail app and tap **Yes** on the prompt to verify it's you.

Don't ask again on this device

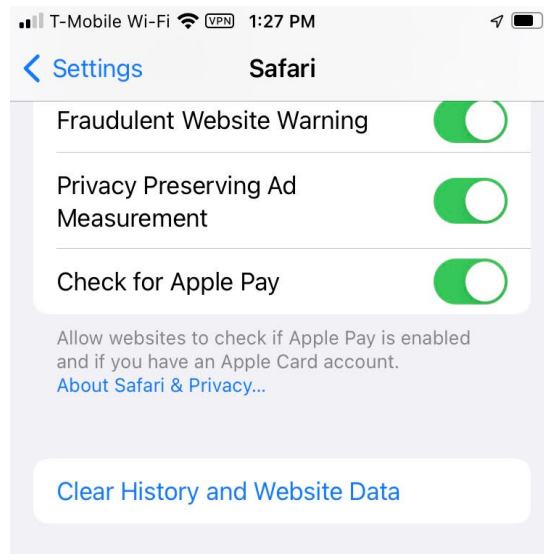
[Resend it](#)

[Try another way](#)

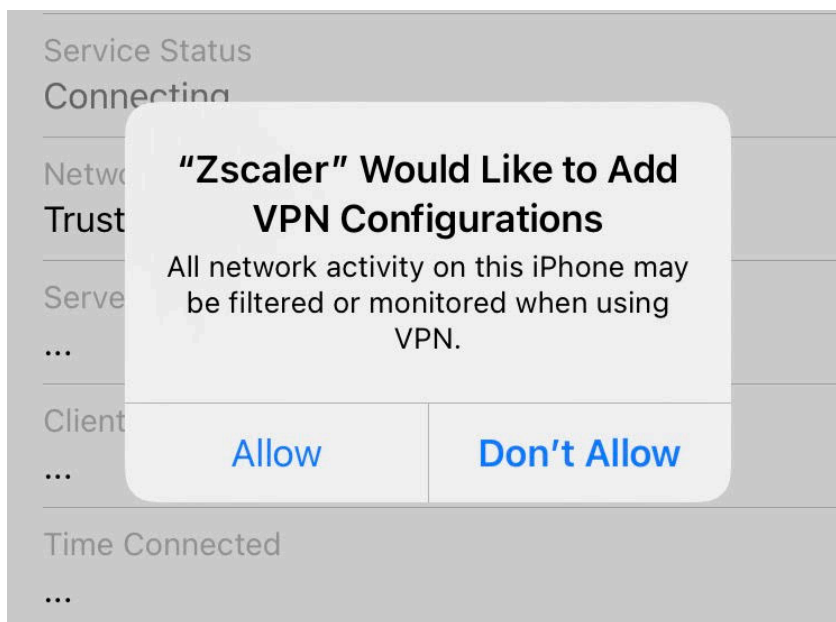
- Once you've entered the code, you will see the screen below. At this time, please close the Zscaler app. Minimizing the app is not enough. You will need to close the app.



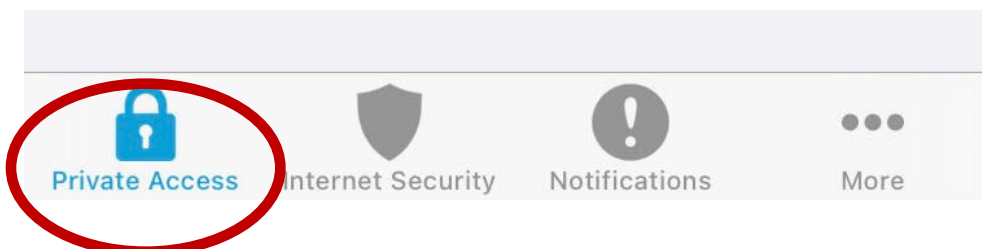
6. Open **Settings**, scroll down and open **Safari**, then click “Clear History and Website Data” again



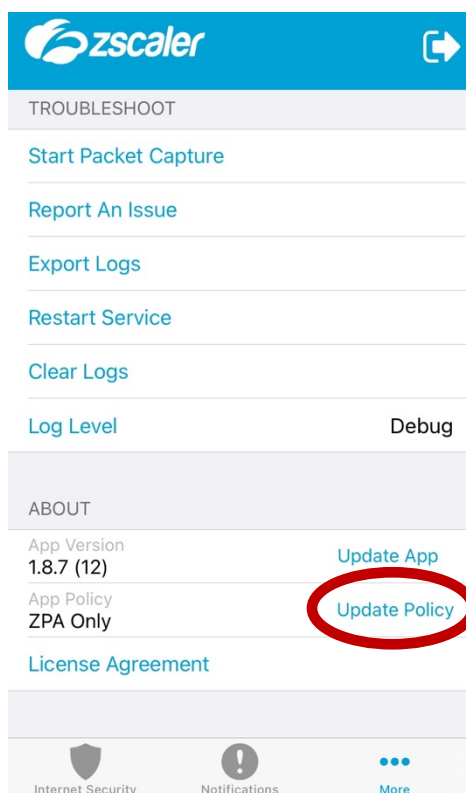
7. Open the Zscaler app. This will prompt you with a question regarding VPN Configurations. Choose to “Allow”



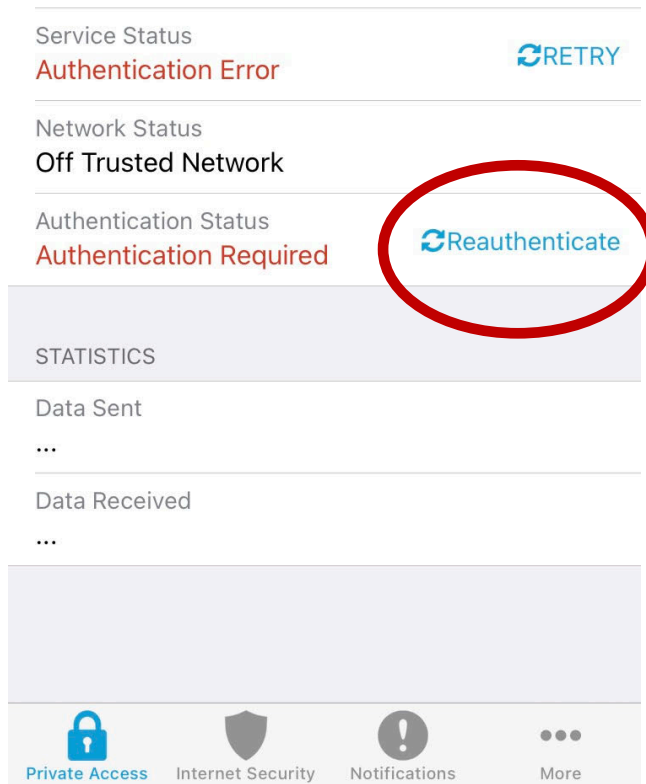
8. Once you select “Allow” from the previous step, you will be taken to the Zscaler status page. Look at the very bottom bar to see if you have the “Private Access” tab. If you do have the “Private Access” tab, continue to **Step 9**. If you don’t see “Private Access”, please start at **Step 8b**, below, before proceeding to **Step 9**.



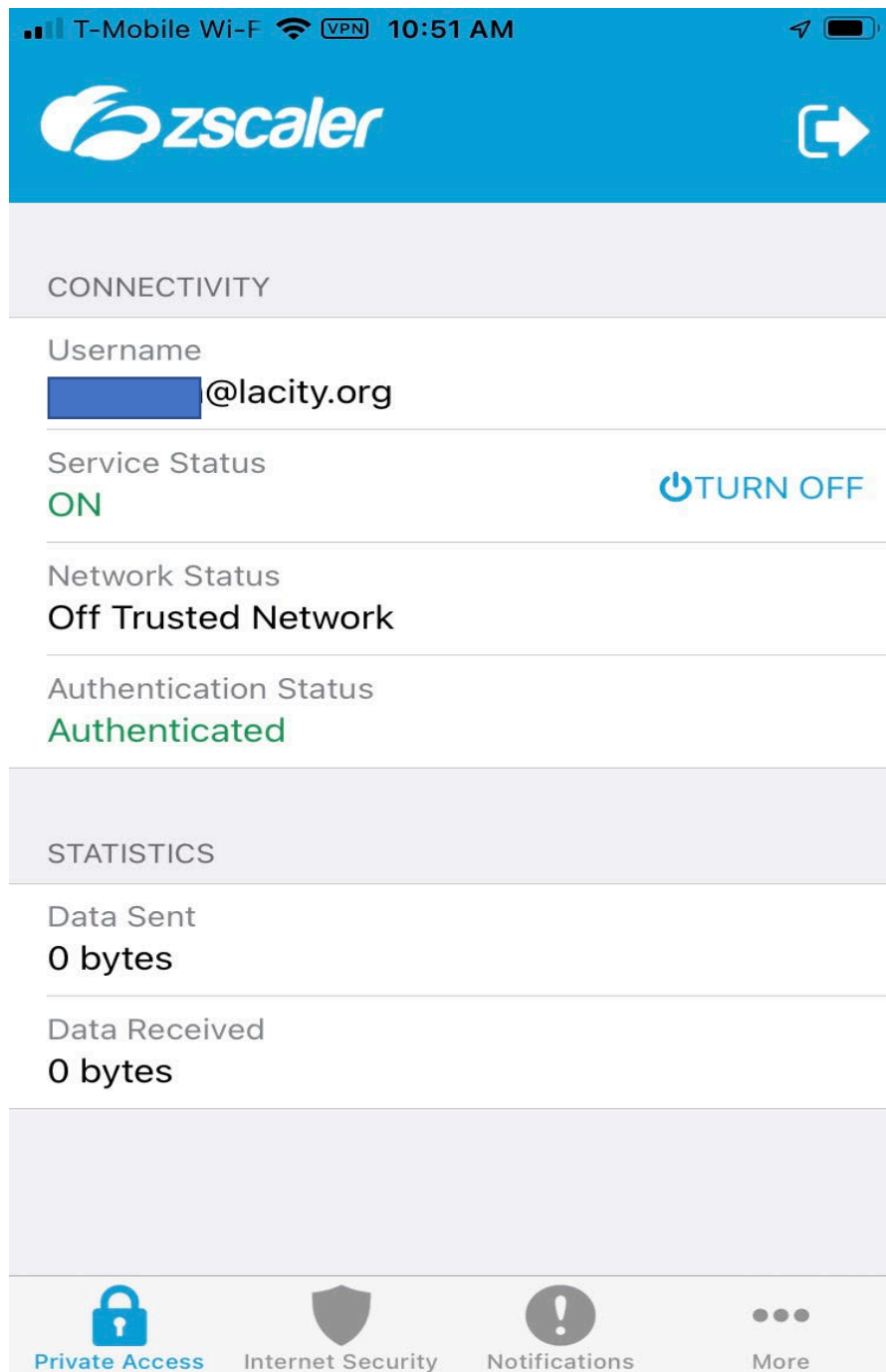
- 8b. If the “Private Access” tab is missing, click on “More”, then “Update Policy”. After you update the policy, click “Private Access” as in **Step 8** above and then proceed to **Step 9**.



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.

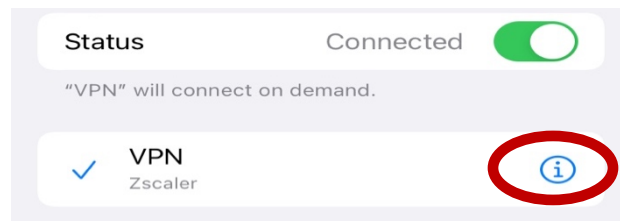




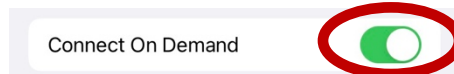
11. Zscaler is designed to keep you signed in 24/7. If you use a streaming service that relies on location service, the VPN connection will cause the app to not work properly. To resolve this, you will need to disable the VPN. To do this, open Settings, and click on General. Scroll down and open **VPN & Device Management**. Then open VPN



Click the “i in a circle” icon next to VPN Zscaler



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



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
- 38nsss1.ad.lafd.ci.la.ca.us/LAFDDB/NSSPAGE/login.jsp = NSS related information