

Accessing District Resources at Home on a Student Laptop
Zscaler

December 4, 2024

All student devices require a filter to be installed while connecting to the Internet whether the device is being used at home or at school. Not properly logging into Zscaler, which is the district's filtering system, while at school and then at home will cause students not to be able to access various district resources. The following troubleshooting steps need to be followed to ensure that the district issued device is properly connected to Zscaler.

1. Be sure your Wi-Fi router is properly working and is connected to your internet service provider (ISP) (Spectrum, AT&T, Windstream, etc.).
 - You will have to contact these providers directly if you are having issues with your home internet connection with resolving connectivity issues.

2. Ensure that Zscaler is installed on the student device.

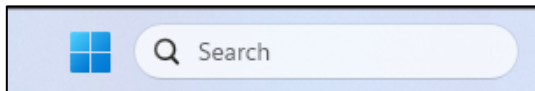
- Look at the bottom right of the computer and click on the up arrow.



- You will see an icon for Zscaler.



3. If you do not see Zscaler installed here, you can also go to the search box. Type in the word Zscaler and press the **Enter** key.



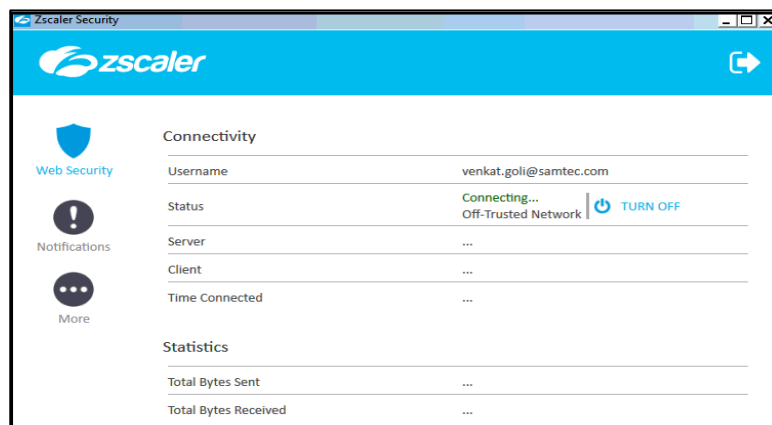
4. If you do not see Zscaler on your computer, return the device to your School Library Media Specialist and have them submit a [One to One Plus](#) ticket to have Zscaler installed and/or checked by the school technician.

Checking Zscaler

1. Double click on the icon to view the Zscaler application.
2. Login: Make sure that you are logged in with our email address.
 - Example: chr.gil1234@r1student.org
3. Password: Make sure that you are using your district password that you use to get into your computer. Check the option to save your password.

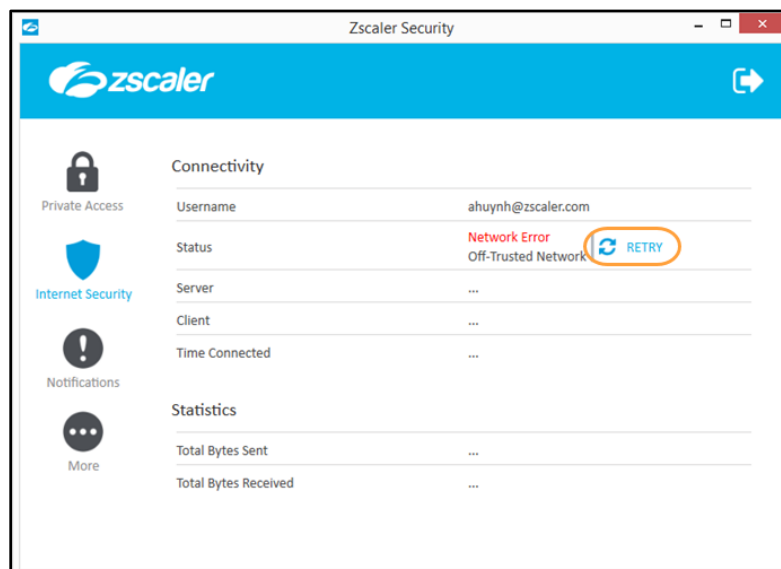
If your Connectivity status is showing **Connecting** or **Connected** the system is connected and working properly. You can close the application and can begin working in your applications.

CONNECTING or CONNECTED

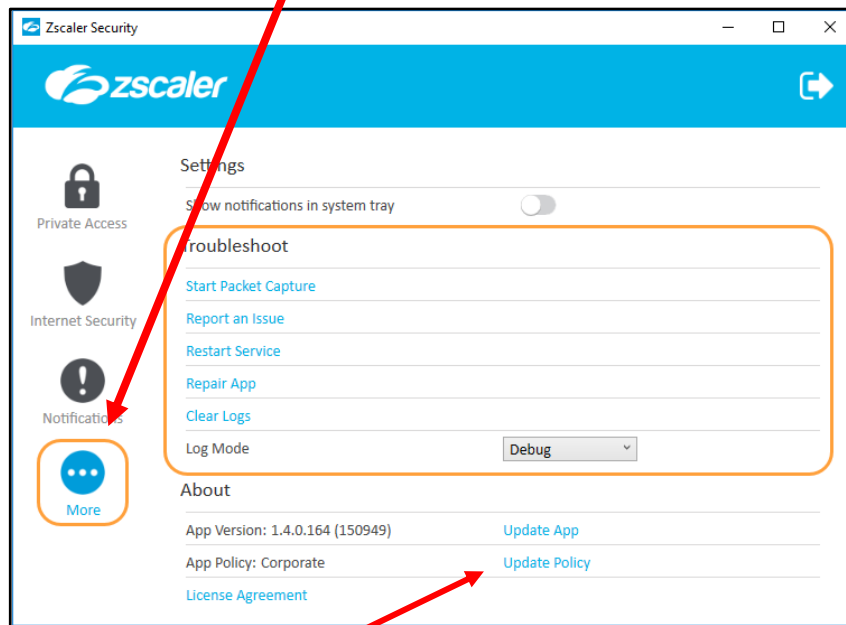


If you see a screen that has **Network Error**, click on the **Retry** button to see if you get the **Connecting** or **Connected** icon as listed above in the first picture. If continue to see the **Network Error**, continue to number 2.

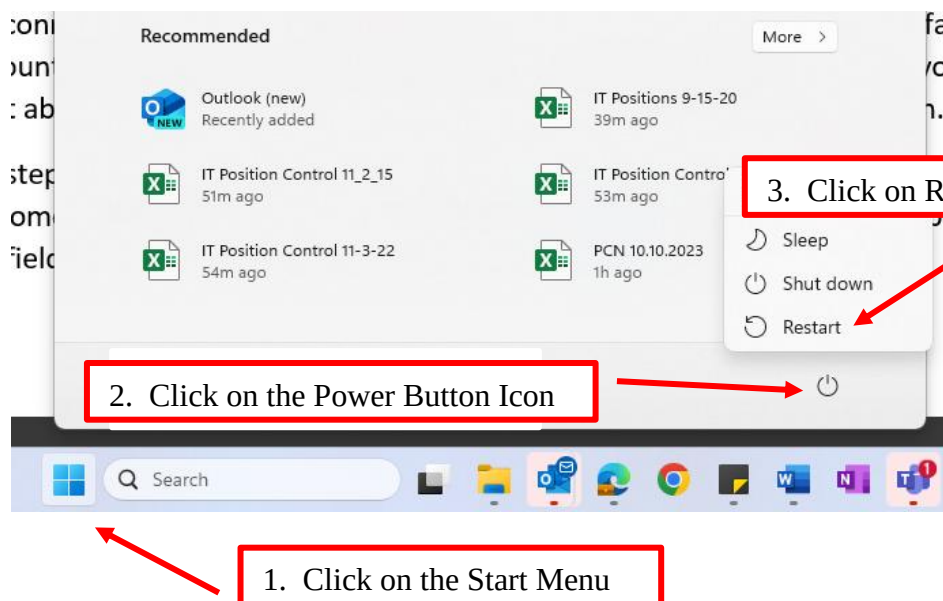
NETWORK ERROR



3. Click on the **More Icon**.



4. Click on the **Update Policy** link next to App Policy. This should take approximately one minute.
5. After updating the Zscaler policy, restart the computer.





RICHLAND ONE

6. Once the computer has restarted and the student has logged back into the computer, open the [Zscaler application again](#).
7. If you are seeing **CONNECTING** or **CONNECTED** then the system is functioning.
8. If you are seeing the **Network Error** message, you can contact the Richland County School District One Customer Care Center (Help Desk) at 803-231-7436 between the hours of 7:30 am – 5:00 pm and ask the staff to reset your Zscaler account. Allow approximately 30 minutes for the system to reset and try again.
9. If all of these steps are unsuccessful, you are asked to see your School Library Media Specialist and have them submit a [One to One Plus](#) ticket indicating that the Zscaler application is not functioning on your computer and that it needs to be installed and/or checked by the school technician.