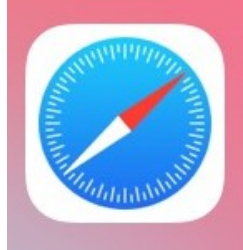


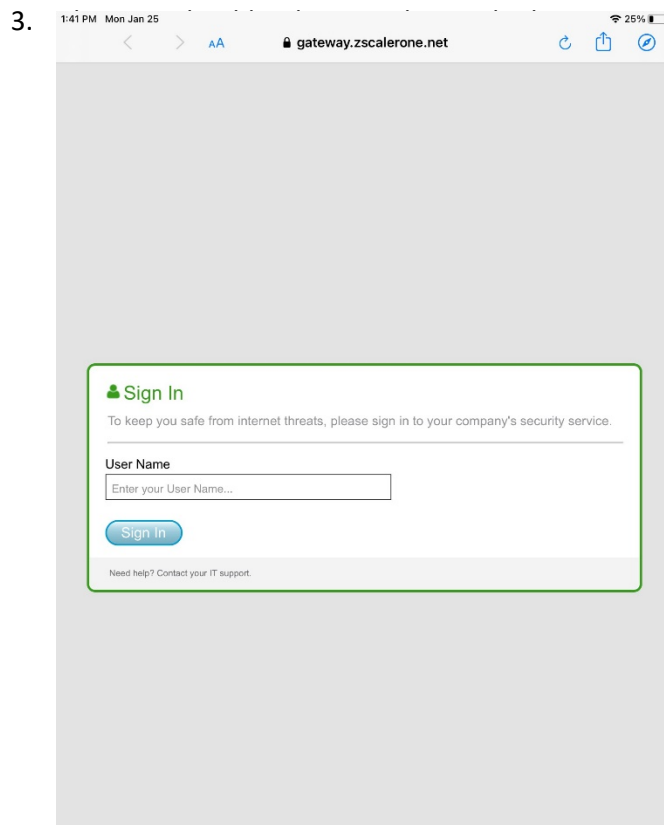
Syncing Zscaler & Google on iPads

The following process explains how to link your PCS Google Account with Zscaler. If you are experiencing issues with sites or apps not loading correctly, please ensure your accounts are synced using the steps listed below. Do not use other apps such as Clever to log into Zscaler as they may not save your sync data after the app is closed.

1. Open the zScaler-web Application. If you are unable to find the zScaler-web application you can use the Safari app as a substitute. The Safari icon appears as a compass.

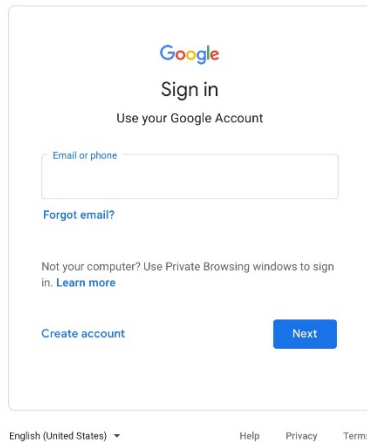


2. The zscaler-web app will open to the site shown below. If you are using Safari you will manually need to type: "google.net" in the address bar at the top. After pressing "Go" you should then be redirected to the same site shown below.



4. On this page type in your FULL PCS email address. Ex: test@students.pittschools.org. Tap "Sign In" when finished.

5. You should be transferred to a Google site to login. Login is the same email address you used in Step 4. Type in your PCS Google Password to complete the sign-in process.



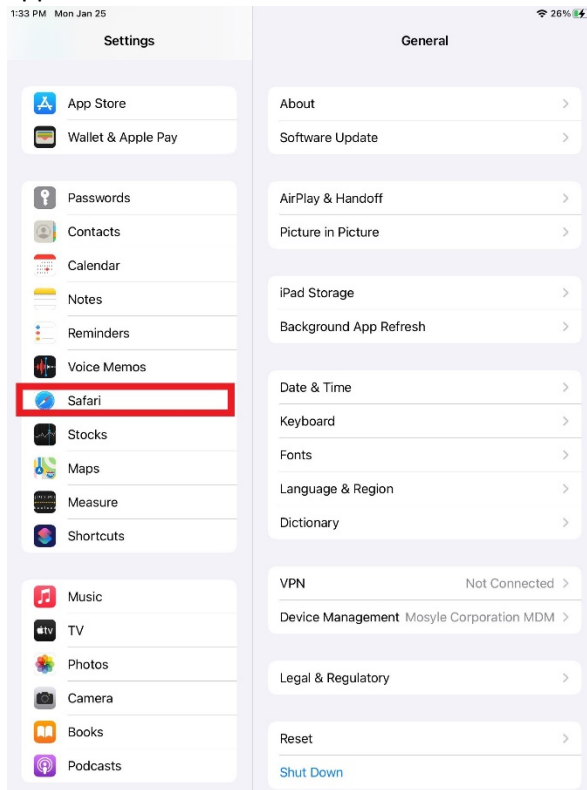
Troubleshooting Steps:

If you are receiving a 403 error message when trying to sign-in to google/zScaler or are not being prompted to login at all please try the steps below.

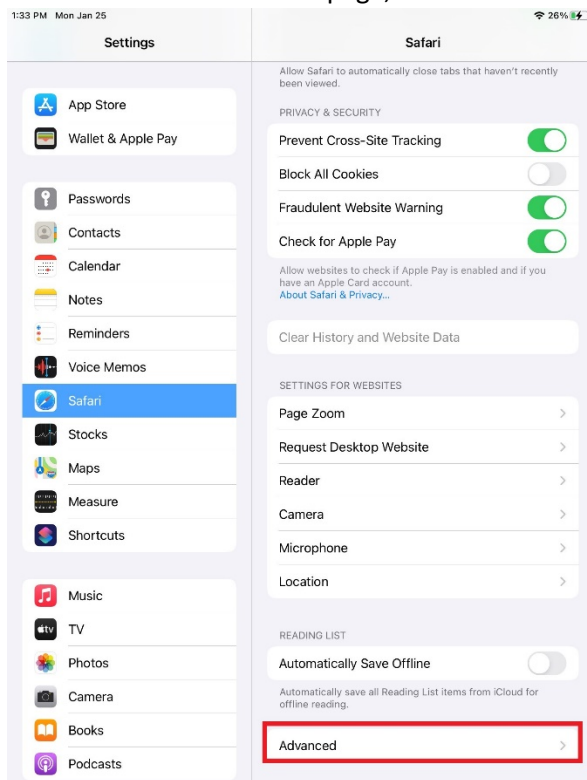
1. Reset Safari Web Data. This can be done by using the Settings app. Its icon resembles that of Cogwheel. (Note: Please close Safari before trying these steps. Apps can be closed by double-tapping the home button and swiping up to close their app windows.)



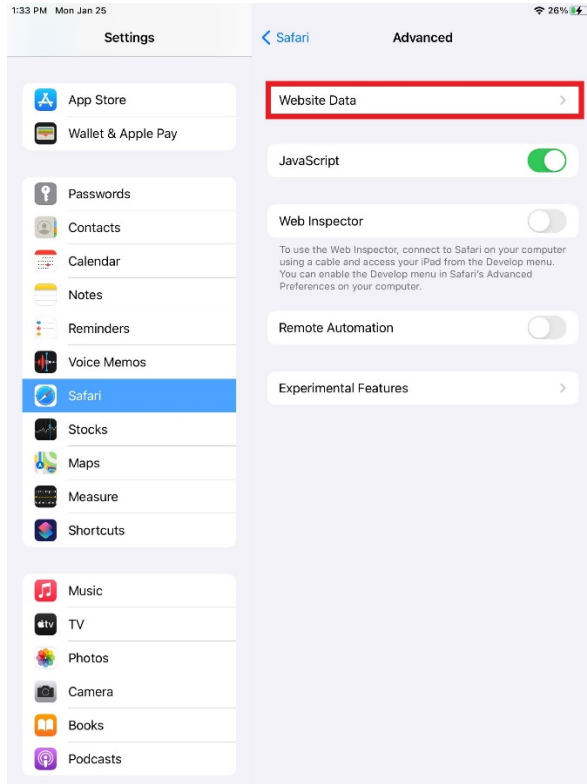
2. Inside the Settings app, in the left pane, scroll down until you find the settings for the Safari app.



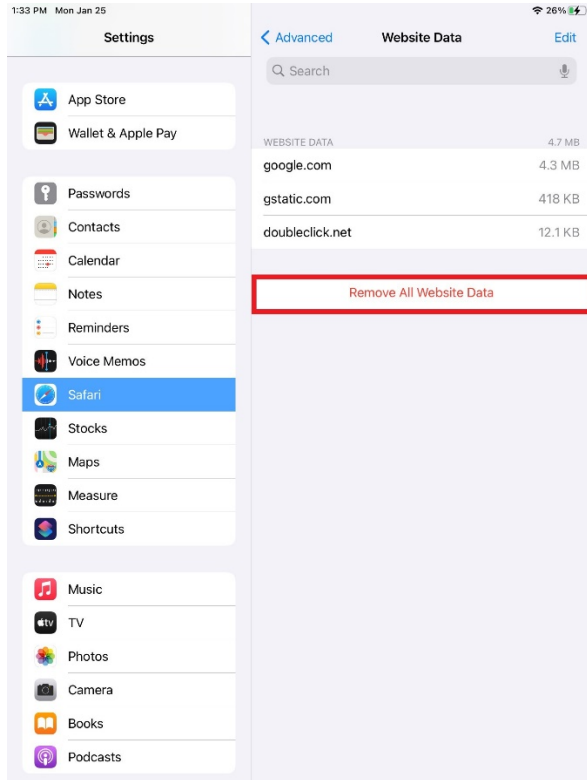
3. At the bottom of the main page, select "Advanced".



4. Choose “Website Data” located at the top of the main panel.



5. Tap “Remove All Website Data”



6. You can now exit out of the Settings app and retry from Step 1. If you are still having issues after resetting Safari, it is recommended to factory reset the iPad. This is done by going to: Settings>General>Reset>Erase All Content and Settings. Factory Resetting will wipe the iPad and delete all data from the device. You will be required to re-download all assigned apps after reconnecting to the internet. After all apps re-download, once again retry from Step 1.