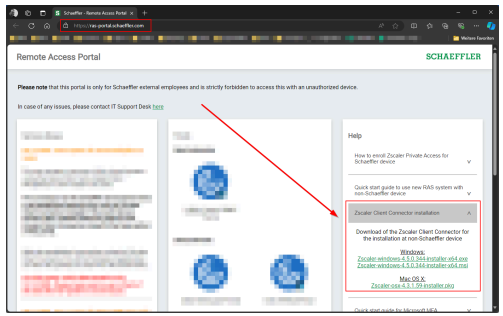
How to install the Zscaler Client Connector on a non-Schaeffler device

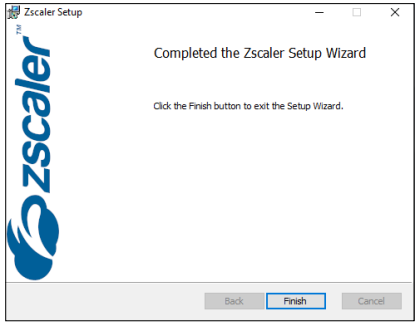
The following steps describe how to download and install the Zscaler Client Connector on a non-Schaeffler device to setup a connection to access applications.

1



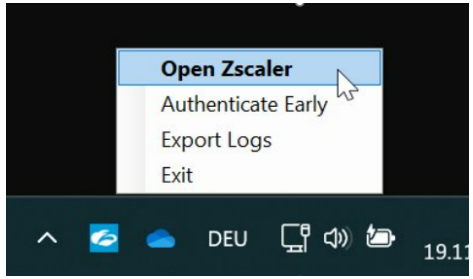
Download the Zscaler Client Connector from https://ras-portal.schaeffler.com

2



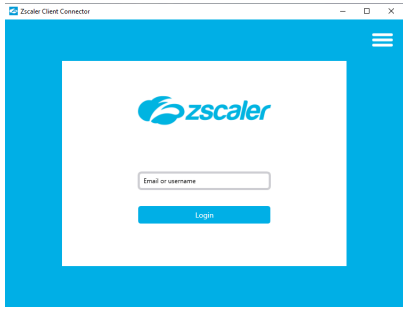
Finish the installation

3



Open Zscaler Client Connector from the the tray bar or the start menu to perform the initial login.

4



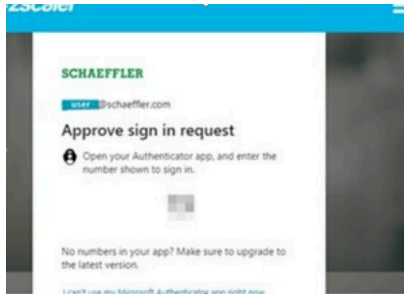
Enter your Schaeffler account (e.g. "user@schaeffler.com")

5



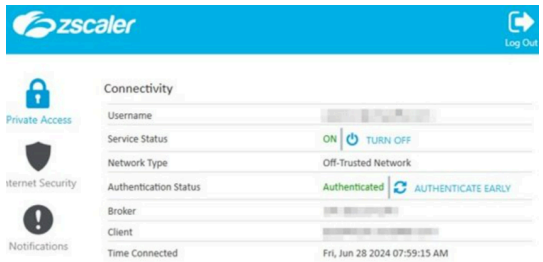
Login with Schaeffler account and password

6



Perform multi factor authentication.

7



Connection is established. Private Access should be enabled and Internet Security disabled

8

As soon as the Zscaler Private Access connection is established you can open your applications to access resources directly.

Every three days you need only to reauthenticate at Zscaler Private Access. For this reauthentication you will be prompted only for the Microsoft MFA.

The whole login process is only required again if you logout completely from Zscaler Client Connector.

If you don`t have a Microsoft MFA registered so far for step 6, you will be prompeted to do it within this step.

9

In case of issues please review the help articles shared at https://ras-portal.schaeffler.com

In case the Zscaler Client Connector can not establish a connection or the application access is interrupted, please make sure that all pre requirements for the Zscaler Client Connector are fulfilled (AV exclusion, Firewall configuration, ...).

https://config.zscaler.com/zscaler.net/zscaler-app

https://help.zscaler.com/zscaler-client-connector/zscaler-client-connector-processes-allowlist