

# Troubleshoot ZScaler

Step 1. - Go to [ip.zscaler.com](https://ip.zscaler.com)

Step 2. This will show you if you are logged into ZScaler. If you are previously logged in, you can log out as pictured below.

**You are accessing the Internet via Zscaler Cloud: in the zscalerone.net cloud.**

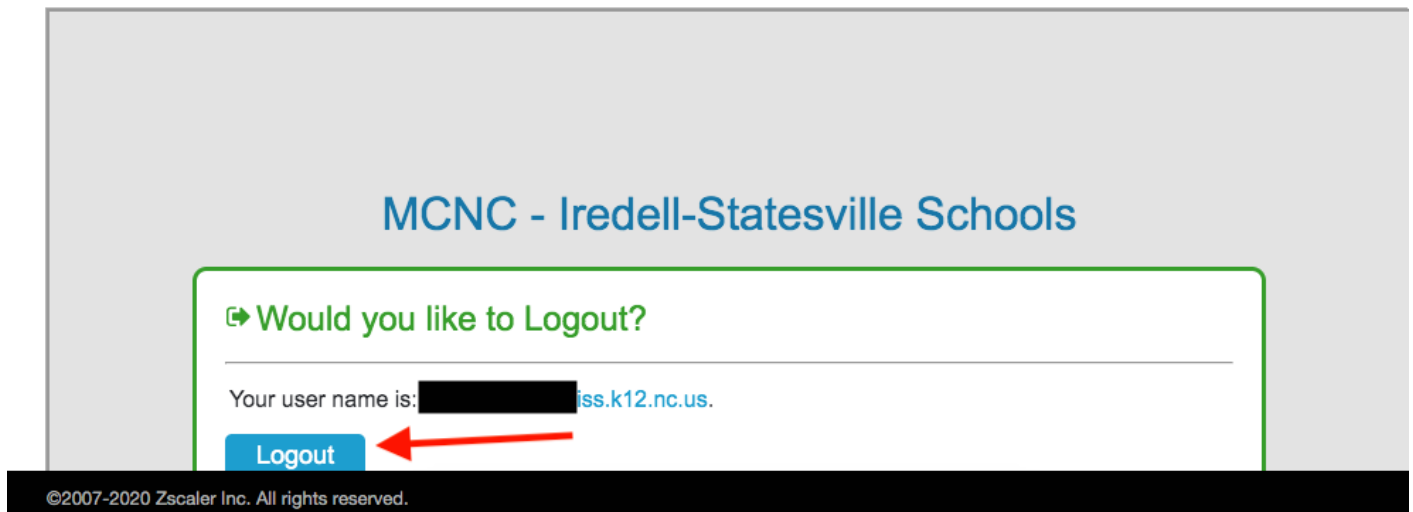
Your request is arriving at this server from the IP address 152.26.193.26

The Zscaler proxy virtual IP is 152.26.193.12.

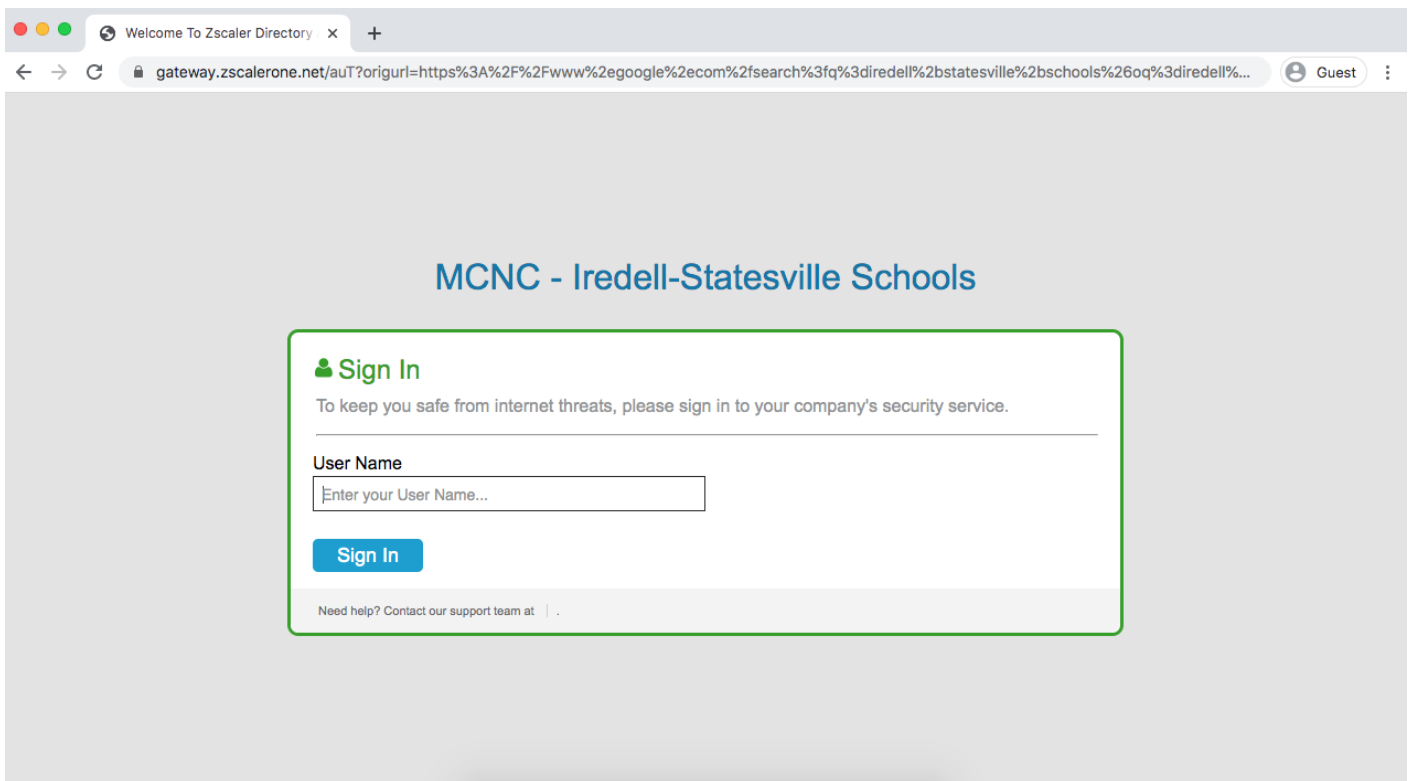
The Zscaler hostname for this proxy appears to be one-pmcnc11a3-sme.

The request is being received by the Zscaler Proxy from the IP address 198.85.255.11

Your Gateway IP Address is 198.85.255.11

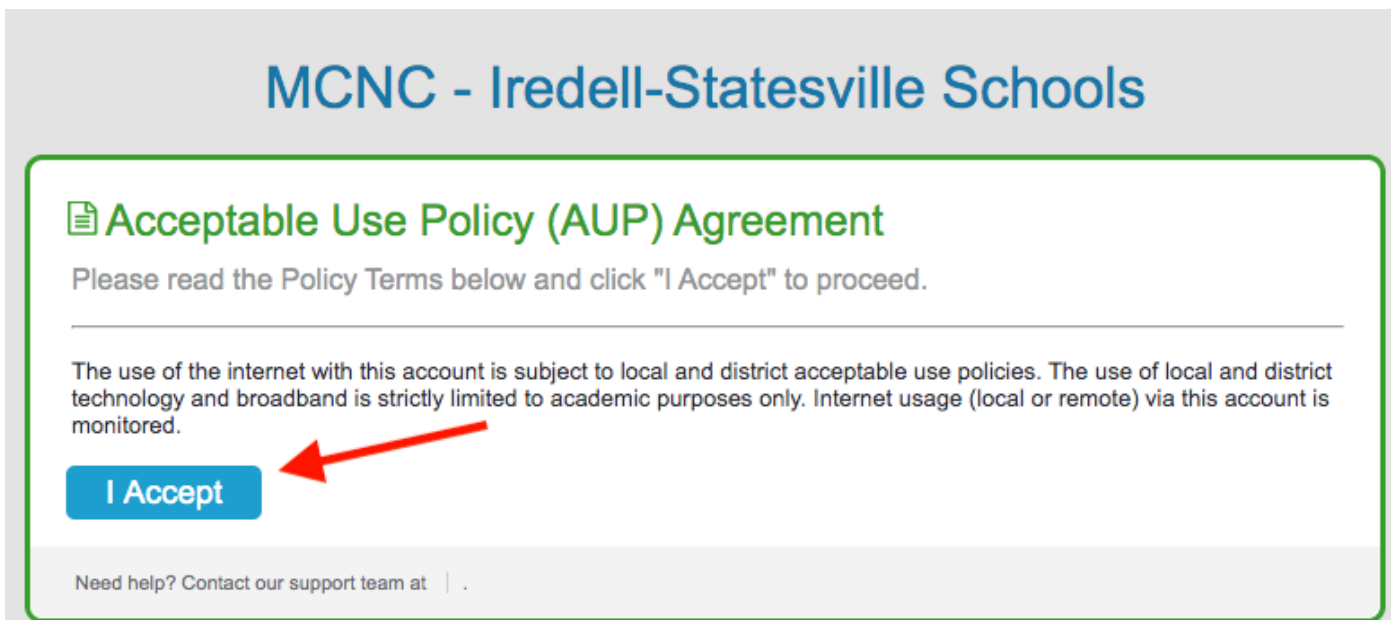


Step 3. After you are logged out, or if you have not previously logged into Zscaler, click in the top address bar of your browser and perform a simple google search for "iredell statesville schools" and you should be prompted to login to ZScaler as the screenshot shows below.



Step 4. Type in your full email address, and then click sign in. You should then be prompted to enter in a password, that will be the same password as your computer and email password. After entering your computer password, click sign in again.

Step 5. Click I accept on the prompt (pictured below), and then you should be logged into Zscaler.



If the above steps do not fix your issue, please **[click here](#)**.

Revision #3

Created 17 August 2020 14:13:22 by Ethan Dancy

Updated 14 October 2020 17:03:20 by Ethan Dancy