

Zscaler Support Guide

For US Government Cloud Customers

Zscaler Support Services for US Government Clouds provides expertise & tools to help customers get deployment recommendations and efficiently solve technical issues. This guide summarizes best practices on how to optimally leverage this offering.

Document Topics

The following is an overview of the topics covered within this document:

Reporting An Issue >

- Submitting a Support Case
- Zscaler Support Levels & SLA Goals

Escalating An Issue >

- Escalation Recommendations
- How to Escalate

Support Case Properties >

- Case Priority Levels
- Case Types

Support Tools & Resources >

- Remote Assistance
- Proxy Test
- Performance Testing
- Site Review
- Zscaler Web Resources

Additional Resources >

- Service Continuity Policy
- Product Documentation
- Zscaler US Government Cloud Resources
- Zscaler Threat Resources
- Other Zscaler Resources

Supported Clouds

FedRAMP Moderate

- ZIA – zscalergov.net
- ZPA – zpagov.us
- ZDX – zdxgov.net

FedRAMP High

- ZIA – zscalerten.net
- ZPA – zpagov.net
- ZDX – zdxten.net

REPORTING AN ISSUE

Submitting a Support Case

Submitting a Ticket via the Admin Console

Administrators can log into the Admin Portal for each product and click on “Submit a Ticket” link within the product to create support cases.

This is the recommended method/fastest method to obtain support.

FedRAMP Moderate

- ZIA: admin.zscaler.gov.net
- ZPA: admin.zpagov.us
- ZDX: admin.zdxgov.net

FedRAMP High

- ZIA: admin.zscalerten.net
- ZPA: admin.zpagov.net
- ZDX: admin.zdxten.net

Web Form (no login required)

For customers that don’t have access to the Zscaler console, cases can be submitted via a web form. help.zscaler.us/submit-ticket-links

Not recommended for everyday use. Cases created via this method route to a generic support queue requiring entitlement verification and requeuing (which adds a delay to servicing the request).

24x7 Phone Support

To get live access to one of our support engineers, you can directly call our phone support.

Americas: USA Toll Free: +1-866-439-1163

Zscaler Support Levels & SLA Goals

The following is an overview of the Zscaler Support Levels and SLA Goals for initial support case responses based on Support Service offering entitlement.

ZSCALER SUPPORT AT-A-GLANCE	STANDARD	ESSENTIAL	SUPPORT PLUS	PREMIUM SUPPORT ADVANCED
Business Hours Access 8 x 5	✓	✓	✓	✓
Access 24 x 7 x 365	✗	✓	✓	✓
Phone / Web Portal / Admin Console	✓	✓	✓	✓
Online Training, User Guides, Knowledge Base	✓	✓	✓	✓
Support Experience Level	Technical Support Engineer (Pool)	Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)
Account Engagement Overview *	N/A	N/A	Support Case Reviews, Operational Reviews, Business Continuity Plan, Health Check, Service Resiliency Audit	Support Plus + Proactive Product Notifications, Zscaler Operational Runbook, Customized Training Plans, Security Policy Reviews, Architecture Reviews, Enhancement Request Review & Prioritization
SLA GOALS				
P1 – Initial Response	2 hours	30 minutes	15 minutes	15 minutes
P2 – Initial Response	4 hours	1 hour	30 minutes	30 minutes
P3 – Initial Response	12 hours	3 hours	2 hours	2 hours
P4 – Initial Response	48 hours	4 hours	4 hours	4 hours

* Offering limited to no more than 2 tenants per licensed product

ESCALATING AN ISSUE

Escalation Recommendations

- Ensure you have a support case already opened that includes business case, user impact, and specific detailed information about the issue.
- Ensure that the support case has the prioritization level appropriately set in order to set expectations correctly for the support engineer assigned/working on the case.
- Escalating a support case without required logs or context will not result in an effective escalation.

How to Escalate

Escalate Case Button in Support Portal

- Log into the appropriate Zscaler Admin Portal, then click on “?” (lower left of screen).
- Click on the support case in the web portal.
- Click on the “Escalate Case” Button.
- Provide the Reason For Escalation and hit Save.

24x7 Phone Support

- Support Engineer can escalate on your behalf.
- USA Toll Free: +1-866-439-1163

SUPPORT CASE PROPERTIES

Case Priority Levels

P1 – Urgent

Product inoperative. An issue that affects all users from performing critical business operations, without workaround.

P2 – High

1. An issue that affects some users or locations from performing critical business operations without workaround. OR
2. An issue that affects all users from performing critical business operations but has an effective workaround.

P3 – Medium

1. An issue that affects some users but is not business critical. OR
2. An issue that affects some users or locations from performing critical business operations but has an effective work-around.

P4 – Low

The service is unaffected. General questions, tasks, and requests.

Case Types

Problem

Includes all problem cases that affect individual users or multiple users.

Question

A question that needs to be answered, rather than a problem that needs to be solved.

Categorization

Request to review the Category of a URL or report a Security False Positive/Negative.

Provisioning

Product Requests related to Account Services. For example, updating contact information, adding additional domain(s), or enabling features.

Remote Assistance

Overview

- If required, and acceptable by your organization's security policies, Remote Assistance can be enabled by your company's Zscaler tenant administrator.
- Remote Assistance allows Zscaler Support to securely and remotely log into your cloud tenant Admin Portal.

Security Notes

- Zscaler recommends only configuring this option in "View-Only" (aka Read Only) mode when working with Zscaler Support.
- Remote Assistance feature is set per cloud tenant (for example, if Remote Assistance is enabled for ZPA, this has no bearing on if Remote Assistance is enabled for ZIA).
- Remote Assistance feature can only be enabled by administrator accounts that have the appropriate permissions to do so (Zscaler employees cannot turn this feature on).
- Remote Assistance does not require your organization's administrator to create accounts or passwords for Zscaler personell for this feature to work.
- User Names and Device Names can be obfuscated/anonymized to limit data exposure to Zscaler employees.

Documentation

- Zscaler Internet Access (ZIA)
help.zscaler.us/zia/enabling-remote-assistance
- Zscaler Private Access (ZPA)
help.zscaler.us/zpa/about-remote-assistance
- Zscaler Digital Experience Monitoring (ZDX)
help.zscaler.us/zdx/enabling-remote-assistance

Proxy Test

The following URLs can be used to verify if a user/device are routing through the Zscaler service:

- FedRAMP Moderate: ip.zscaler.gov.com
- FedRAMP High: ip.zscalerten.com
- Commercial Clouds: ip.zscaler.com

Performance Testing

Provides performance testing from a client to the Zscaler service (all clouds): speedtest.zscaler.com

Please note that this service is HTTP only.

Site Review

Provides the ability to determine how Zscaler categorizes a site (URL or IP Address) in its URL Filtering Database: sitereview.zscaler.com

Zscaler Web Resources

CONFIG

Provides detailed information regarding required IP addresses, domains, ports, etc.:

- US Government Clouds: config.zscaler.us
- Commercial Clouds: config.zscaler.com

HELP

Provides detailed product documentation, including release notes & troubleshooting sections:

- US Government Clouds: help.zscaler.us
- Commercial Clouds: help.zscaler.com

TRUST

Provides information regarding maintenance, incidents, or advisories regarding Zscaler cloud services:

- US Government Clouds: trust.zscaler.us
- Commercial Clouds: trust.zscaler.com

ADDITIONAL RESOURCES

Service Continuity Policy

Zscaler's [Service Continuity Policy](#) governs how and when Zscaler makes changes to Zscaler cloud services, as well as the notification methods used to alert customers.

Product Documentation

Documentation

- All product documentation is located online: help.zscaler.us.
- Troubleshooting sections are organized by products and then functionality.

Product Release Notes

- Release notes (within HELP) are updated whenever products and capabilities are updated in the cloud.
- Release notes are found within each product section and are group by year of release. Examples:

help.zscaler.us/zia/release-upgrade-summary-2025

help.zscaler.us/zscaler-client-connector/client-connector-app-release-summary-2025

Product Training

- Online training for Zscaler US Government Cloud offerings. Includes both on-demand training, as well as certification paths.

academy.zscalgov.com

Zscaler US Government Cloud Resources

Zscaler US Government Cloud EoS/EoL: End of Sale and End of Life policy.

help.zscaler.us/eos-eol

Zscaler Threat Resources

Zscaler Threat Library: Detailed description of threats identified by Zscaler

threatlibrary.zscaler.com

Zscaler ThreatLabz: ThreatLabz is Zscaler's security research team. Their research, findings, and cloud data is posted to this website.

threatlabz.zscaler.com

Other Zscaler Resources

Zscaler Zenith Community: Community portal for Zscaler customers. Join and learn from your peers in the industry. Technical discussion & knowledge base.

community.zscaler.com

Latest Zscaler Blogs

zscaler.com/blogs

Zscaler Content Library

zscaler.com/resources

Zscaler Webcasts & Live Demos

zscaler.com/resources/webinars



Experience your world, secured.™

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

© 2025 Zscaler, Inc. All rights reserved. Zscaler™, Zero Trust Exchange™, Zscaler Internet Access™, ZIA™, Zscaler Private Access™, ZPA™ and other trademarks listed at zscaler.com/legal/ trademarks are either (i) registered trademarks or service marks or (ii) trademarks or service marks of Zscaler, Inc. in the United States and/or other countries. Any other trademarks are the properties of their respective owners.