



Frequently Asked Questions (FAQs)

Netskope ZTNA

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WTO - Internal

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1. Netskope's services: There are three types of security features provided by Netskope.

- a. **Internet Security** – Keeps you safe online by sending your internet traffic through the Netskope cloud, which checks websites and blocks harmful ones.
- b. **Private Access** – Provides secure access to **WTO internal resources** and applications.
- c. **Endpoint SD-WAN** – Enables the IT Service Desk to remotely access your device for support.

2. Internet access during the VPN session:

- a. When **connected**, your internet traffic is sent through the **Netskope cloud**, which helps protect you from harmful sites.
- b. Disconnect (**Disable all client services**) if you do **not** need WTO access and prefer direct internet access.

3. Key Points:

- a. Ivanti must be disconnected to connect Netskope.
- b. Changing a network may take up to 1 minute to connect Netskope in the background.
- c. Netskope is configured to auto-connect after a restart. Disable it by clicking on 'Disable All Client Services'. Once the user explicitly disables these services, they will remain disabled until the user enables them by clicking on the 'Enable all client services'.

4. Common Questions

Q: Will Netskope work on all my devices (laptop, mobile, etc.)?

A: Netskope supports the major platforms in use at WTO: Windows 11, macOS, iOS and Android.

Q: Do I need to disconnect Ivanti to use Netskope?

A: Yes. Disconnect Ivanti completely before using Netskope. Having both connected can cause connection issues and breaks access to internal applications.

Q: What happens when I change networks (for example, from home Wi-Fi to mobile hotspot or WTO Prod Wi-Fi to public Wi-Fi)?

A: Netskope will automatically try to reconnect. This can take up to about 1 minute to re-establish a secure connection in the background. During this period, Internet access and some WTO resources may not be reachable.

Q: Does Netskope connect automatically when I restart my device?

A: Yes. After the first successful sign in, Netskope auto starts and auto connects so you are protected and can reach WTO resources without extra steps each time you reboot or log in.

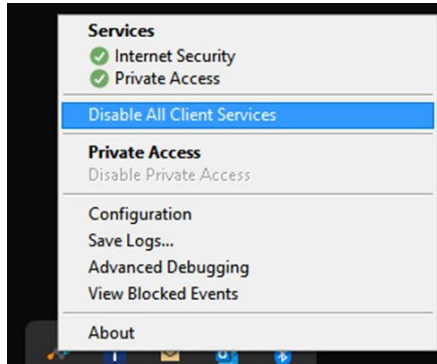
Q: What happens if I manually disable Netskope?

A: If you disable Netskope (for example, from the tray/menu), it remains disabled until you manually enable it again, even after a reboot.

Q: How do I know if Netskope is currently connected?

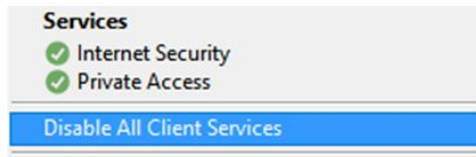
A: Check the Netskope icon in your taskbar or menu bar:

- **Green check mark:** Netskope is connected and secure access is active.
- Paused or warning/error symbol: Netskope is disabled or not connected.



Q: How to quit from Netskope client?

A: Go to system tray, click on Netskope client icon  click on 'Disable All Client Services'



Q: Can I access direct Internet from a private computer when Netskope is installed?

A: Yes, by disabling all the client services Internet access is private.

Q: What are the differences when using Netskope from a private and WTO laptop?

A: On a private computer, only 2 services will appear where 3 services will be on a WTO laptop.

5. Netskope Client Services on Private Computers vs. WTO Laptops

	WTO Laptop	Private Computer
Services	3 services allowed Internet Security Private Access Endpoint SD-WAN	2 services allowed Internet Security Private Access
Access Level	All WTO Internal applications Internet	Remote Desktop Connection (RDP) Internet
Authentications	One Time	Multiple Times

Q: How do I uninstall Netskope client on my private MacOS or Windows device?

A: Please refer to the [MacOS User Guide \(Private\)](#) or [Windows User Guide \(Private\)](#).

Q: What WTO resources can I access from my private Mac or Windows computer using Netskope?

A: Only Remote Desktop (RDP) access to your WTO laptop is allowed from a private device. Please refer to the [MacOS User Guide \(Private\)](#) or [Windows User Guide \(Private\)](#).

Q: Can I reset my WTO password when connected to Netskope?

A: Yes, Please refer to the [User Guide for How To Change Password](#)

Q: How do I get the access to the mapped network drives while connected to Netskope client?

A: Please refer to the [WTO User Guide](#).

Q: What are the supported platforms for Netskope?

A: Please refer to the [Netskope Supported Platforms](#).

Q: How do I update my Netskope client?

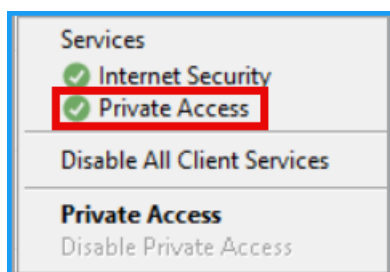
A: Updates are automatic, no user action required.

Q: Does Netskope monitor or log my personal internet activity on a private computer?

A: Netskope only secures traffic related to WTO work resources. It does not access files, applications, or private data on your computer.

Q: Why can't I access WTO internal apps even though Netskope is connected?

A: **Ensure** Private Access is enabled (green check). **Confirm** Ivanti is disconnected. Network switching may cause a temporary delay (up to 1 minute). If issue persists, **Restart** Netskope by Disabling and Enabling All Client Services again.



Q: Netskope is connected but my internet is slow, why?

A: The client may be rerouting traffic through a different network after switching Wi-Fi/LAN.

Public Wi-Fi or hotspots may have restrictions that slow down encrypted traffic. Try reconnecting Netskope or switching networks.

Q: Netskope keeps disconnecting when I switch between Wi-Fi and Ethernet—what can I do?

A: Switching networks forces Netskope to rebuild the secure tunnel. This is normal. Give it up to 60 seconds to reconnect after switching.

Q: Why am I able to connect to Netskope automatically without authenticating?

A: Because you are on a trusted WTO network. Netskope recognizes the location and connects automatically, so you don't need to sign in again.

Q: Why does my browser ask me to sign in again when using Netskope?

A: Some internal apps require re-authentication when network routes change. Clearing browser cache may help if loops occur. Make sure only one VPN solution (Netskope) is active.

Q: I installed Netskope on a personal device but cannot reach WTO apps. Why?

A: On private computers, only RDP to WTO Desktop is available. Direct access to all internal systems is restricted for security reasons.

Q: Can I use Netskope outside Switzerland / while traveling?

A: Yes. Netskope works globally and automatically connects to the closest cloud gateway.

Q: Will Netskope affect my home printer, NAS, or local devices?

A: Generally, no. Some home networks route local traffic differently. Disable Netskope if your printer or local device cannot be reached.

Q: Why do I see the message “Waiting for network change”?

A: Netskope is detecting or re-evaluating the current network. This happens after: Changing Wi-Fi. Resuming from sleep. Plugging/unplugging Ethernet. This is normal—wait a moment for reconnection.

Q: Can I use Teams/Zoom normally with Netskope?

A: Yes. These apps are supported. If you experience call drops when switching networks, wait for Netskope to reconnect.

Q: What are common issues that prevent Netskope from working?

A:

- Ivanti still active
- Hotel or public Wi-Fi that blocks encrypted traffic
- Local antivirus/firewall interfering
- System time/date incorrect
- Pending updates
- Outdated operating system

Q: Do I need admin rights to use Netskope?

A: No. Users do not require admin rights to operate or reconnect the client.

Q: What if the private laptop is being shared with multiple users from my family?

What if my private laptop is shared with family members?

A: Always disconnect and sign out of Netskope when you finish working to ensure no one else can access WTO resources from your shared device.

6. Technical Support

In case you need technical support, please open a ticket at [🌐 ServiceNow portal](#) or through the [🗣️ ServiceNow Agent in MS Teams](#).

For urgent help with an IT problem, please call us on extension [📞 5555](#) (+41 22 739 5555).

Learn more about [👉 Service Desk call monitoring](#).