



End-User Guide

Netskope ZTNA – MacOS (private computers)

Date: 17 September 26

WTO - Internal

Prepared by: Information Technology Solutions Division (ITSD)

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1. Description

This document shows you how to install the Netskope VPN app on your personal MacOS computer. It lets you securely connect to your WTO computer from anywhere, just like you're sitting at your desk.

2. One-Time Setup Instructions for Netskope Connection

Procedure for Installing and configuring the Netskope ZTNA Client on MacOS Private Computer

2.1. Requirements

Before you begin, make sure you have:

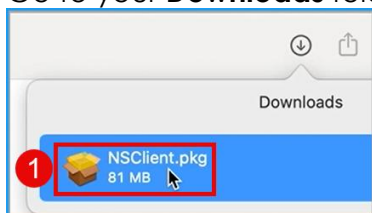
- **Admin rights** on your Mac
- Your WTO email address, password, and RSA token
- A stable **internet connection** (at least 5 Mbps)
- All other VPN apps closed (e.g., Ivanti)

2.2. Download the Installer

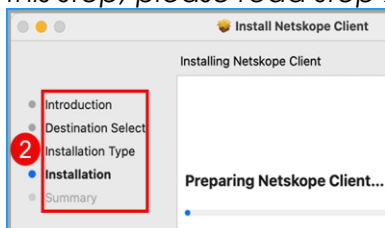
- **Open** the link:
https://vpndocs.wto.org/NSClients/NSClient_for_private_macos.pkg
- Or **Download** the Netskope ZTNA client from <http://vpndocs.wto.org>

2.3. Run the Installation

- a) Go to your **Downloads** folder and double-click the file "NSClient.pkg"



- b) The installation wizard will open. Click **Continue** and follow the on-screen instructions. *Be careful with the next step, a pop-up window will appear after this step, please read step 2.4 before closing the pop-up.*

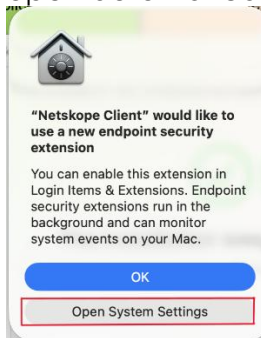


- c) If your Mac asks for permission, enter your **Mac administrator username and password**.

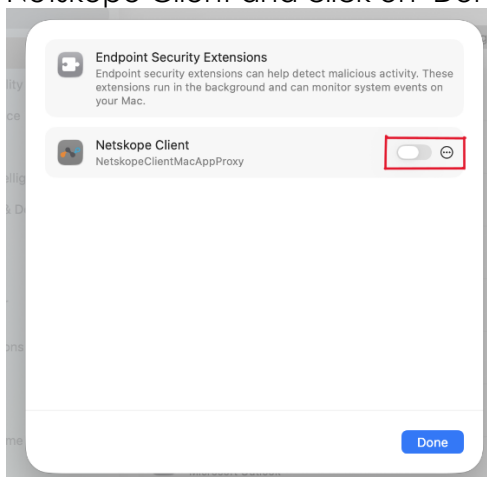
2.4. Allow the System Extension (mac OS Tahoe, from 2025)

During installation, macOS will show a security prompt saying: "**System Extension Blocked**". This is normal for Macs.

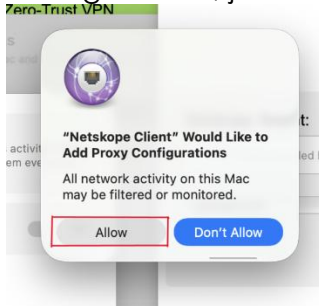
- a) On that prompt, click the **Open System Settings** button. (If the window doesn't open automatically, manually go to: **System Settings > Privacy & Security**).



- b) It will appear an screen like this where you just need to slide the tab of Netskope Client and click on "Done". After that introduce your credentials.



- c) After the credentials, you will receive this message for adding Proxy Configurations, just click on "Allow"

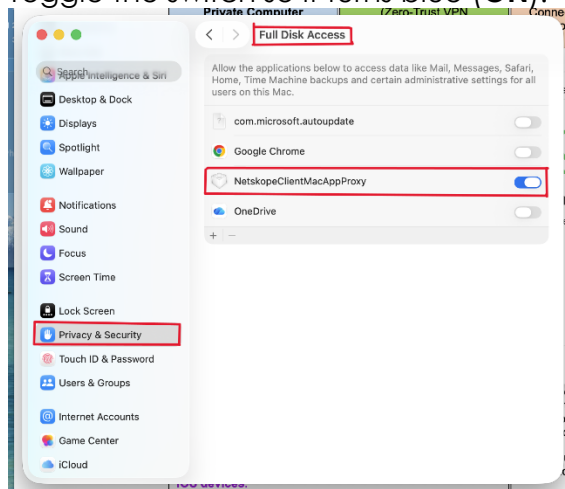


2.4.1. Grant Full Disk Access

Netskope needs this network permission to work securely:

- a) In the same **Privacy & Security** screen on your Mac, find and click on **Full Disk Access**.

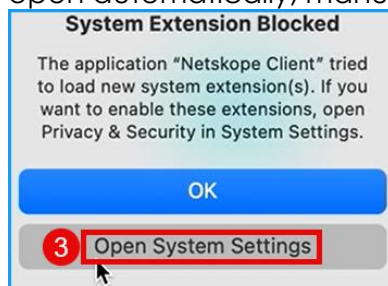
- b) Locate **Netskope Client** in the list of applications
- c) Toggle the switch so it turns blue (**ON**).



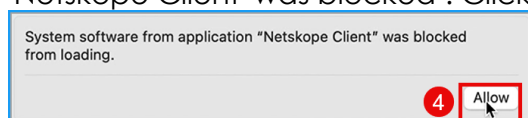
2.5. Allow the System Extension (older version)

During installation, macOS will show a security prompt saying: "**System Extension Blocked**". This is normal for Macs.

- d) On that prompt, click the **Open System Settings** button. (If the window doesn't open automatically, manually go to: **System Settings > Privacy & Security**).



- e) Scroll down until you see the message: "System software from application 'Netskope Client' was blocked". Click the **Allow** button.

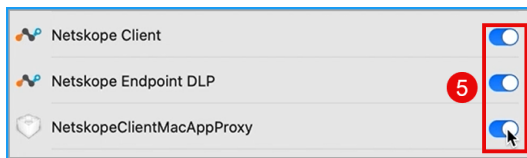


- f) If needed, enter your Mac's password to confirm this permission.

2.5.1. Grant Full Disk Access

Netskope needs this network permission to work securely:

- g) In the same **Privacy & Security** screen on your Mac, find and click on **Full Disk Access**.
- h) Locate **Netskope Client** in the list of applications
- i) Toggle the switch so it turns blue (**ON**).



2.6. Enrol Netskope Client

When the installation finishes, a small window will pop up asking for your organization's name

- a) In the empty field, type: wto, then Click **Next**.



2.7. Sign In

1. **Open** the Netskope icon  from the top menu bar or applications folder.
2. **Sign in** with:
 - WTO **email address** (firstname.lastname@wto.org)
 - WTO **password**
 - **RSA token** (if requested)

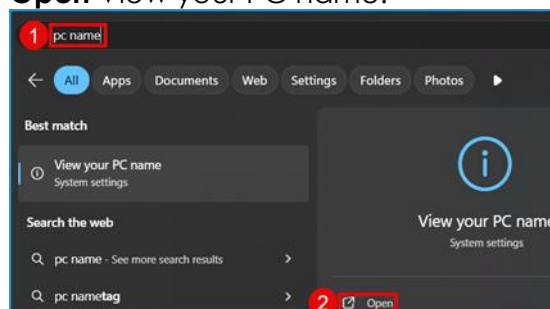
WTO - Internal

3. One-Time Setup Instructions for Remote Desktop Connection

3.1. Prerequisite for Remote Desktop Connection

Before you start:

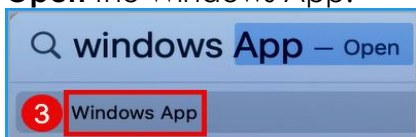
1. Have your WTO computer name ready. To find it:
 1. **Click** the Windows Start button, then **Type "pc name"**.
 2. **Open** View your PC name.



3. **Copy** the full device name (xxxxxx.cwr.wto.org).

3.2. Configure Remote Desktop Connection

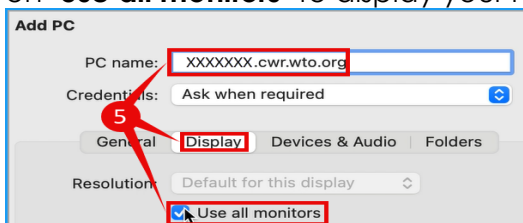
1. Make sure you have Netskope ZTNA installed and connected.
2. **Search** and **install** the "**Windows App**" app from App store.
3. **Open** the Windows App.



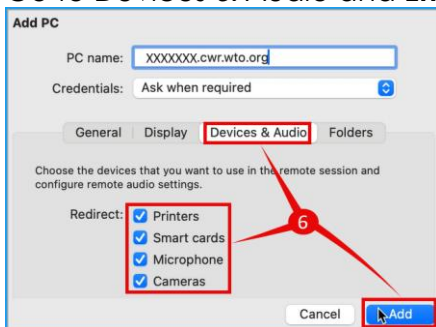
4. In Windows App, **Click** + → **Add** a PC.



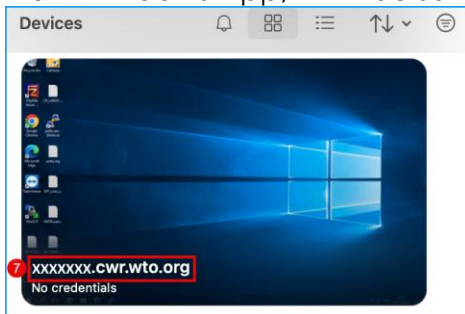
5. **Type** your **Full device name** (xxxxxx.cwr.wto.org). **Go** to the **Display** Tab. Click on "**Use all monitors**" to display your remote desktop in all available monitors.



6. **Go** to **Devices & Audio** and **Enable** all items and **Click** Add to save.



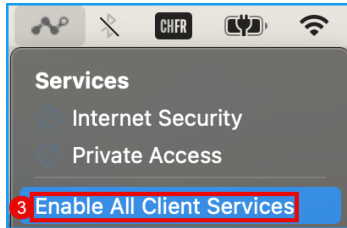
7. From Windows App, It will be saved on Devices.



4. Subsequent Use of Netskope ZTNA and Remote Desktop

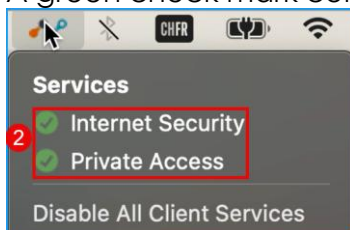
4.1. Connect to Netskope ZTNA

1. **Find** the Netskope icon  from top menu bar or applications folder.
2. **Click** the Netskope icon.
3. **Click** Enable All Client Services.



4.2. Verifying your connection

1. **Click** the Netskope icon  from top menu bar or applications folder.
2. A green check mark confirms that the service is connected.

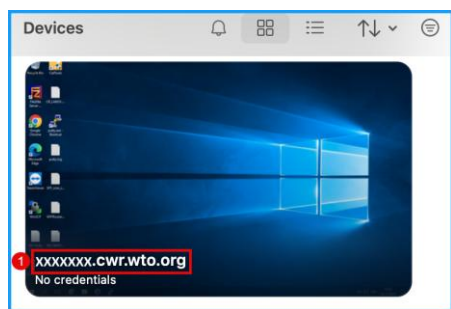


You are now connected and can access the internet and Remote Desktop Connection to access your WTO computer through Netskope ZTNA.

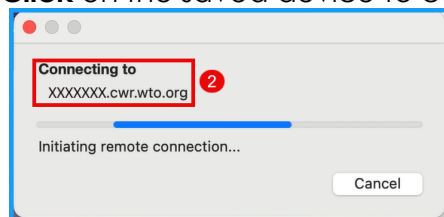
- After connection, you will have access to WTO's internal IT resources like intranet, network drives, and outlook only through a Remote Desktop connection to your WTO computer. Access to WTO IT resources directly from a private computer is not permitted.
- Internet traffic: When connected, your internet traffic goes through the Netskope cloud, that helps protect from malicious sites.
- Disconnect (Disable all client services) if you do not need WTO access and prefer direct internet access.

4.3. Connect to Your WTO Computer and Work Remotely

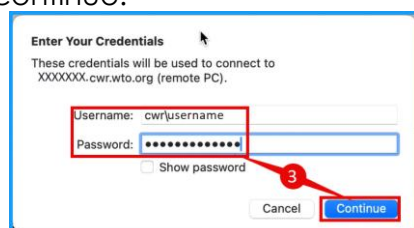
1. **Open** the Windows App Devices.



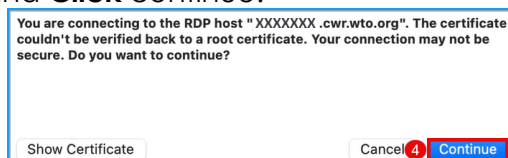
2. **Click** on the saved device to connect to your WTO computer remotely.



3. **Log in** using your WTO username (cwr\username) and password and **Click** continue.



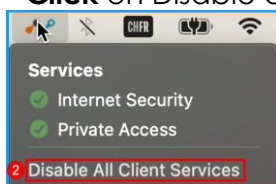
4. It may prompt alert about certificate if this is the first time you access your PC and **Click** continue.



5. When you are done working, **sign out** from your Windows session. **Click** the Netskope icon and **Click** Disable All Client Services.

4.4. Disconnecting Netskope safely

1. **Click** the Netskope icon  in the Menu bar (top of the screen), or Application folder.
2. **Click** on Disable all client services.



3. Your internet traffic will now go directly to the internet (not through Netskope).



5. Uninstalling Netskope Client

1. **Search** for Remove Netskope Client.
2. **Type** your admin credentials.
3. **Click** OK to uninstall.



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](#).