



End-User Guide

NETSKOPE CONNECTION FOR WTO LAPTOPS TO ACCESS WTO IT RESOURCES FROM OUTSIDE WTO PREMISES

WTO - Internal

Date: 23 February 2026

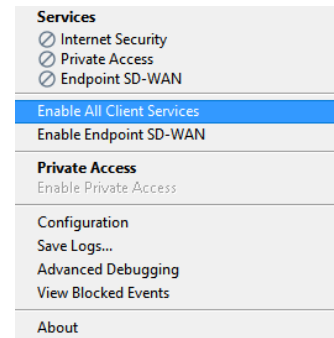
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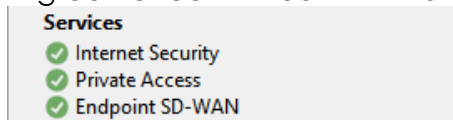
1. Steps to use Netskope Client

Step-1: Open Netskope client in system tray , click on **“Enable all client services”**.



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

A green check will confirm that the services are connected.

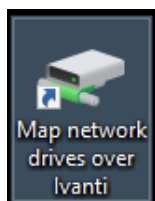


- After connection, you will have access to WTO's internal IT resources like intranet, network drives, and outlook.
- Internet traffic: When connected, your internet traffic goes through the Netskope cloud, that helps protect from malicious sites.
- **Disconnect (Disable all client services)** if you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

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2. To map Network Drives

Step-2: To map the network drives, **double click** on the shortcut available on the Desktop.



This shortcut icon has been installed on all WTO computers.

To make your network drives appear as in the office, **double click on this icon.**

3. 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](#).