



End-User Guide

Netskope ZTNA – iOS (private device)

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WTO - Internal

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1. Description

This document shows you how to install the Netskope VPN app on your personal iOS device. 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 iOS Private Device

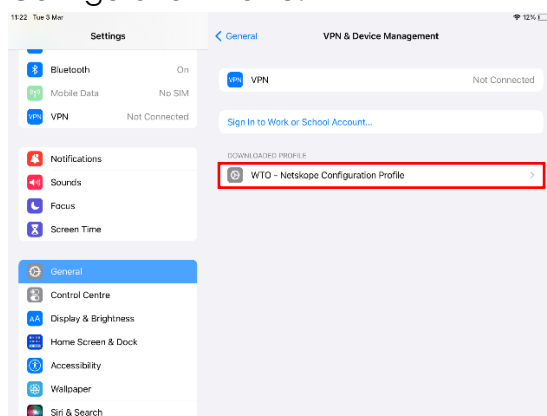
2.1. Requirements

Before you begin, make sure you have:

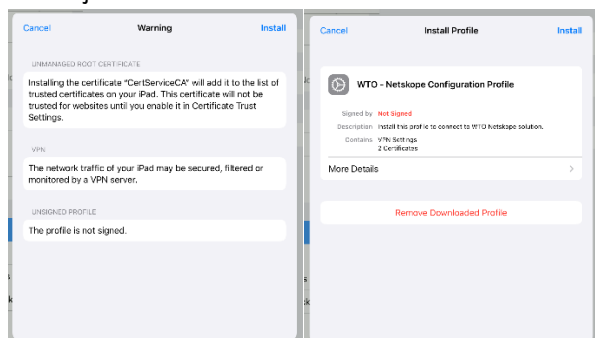
- **Admin rights** on your device
- Your WTO email address, password, and RSA token
- A stable **internet connection** (at least 5 Mbps)
- All other VPN apps closed (e.g., Ivanti)

2.2. Download the Installer

1. **Download** the Netskope ZTNA client from <http://vpndocs.wto.org>
2. Then go to **General settings -> VPN** and click on the WTO – Netskope Configuration Profile.

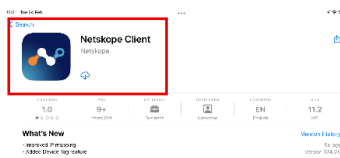


3. Then just click on install in both windows.

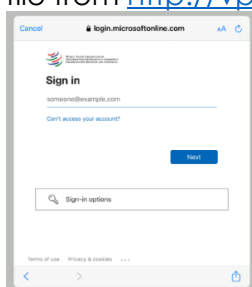


2.3. Install the Client

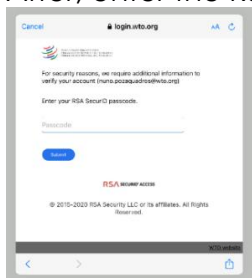
1. **Install** the file "Netskope Client App".



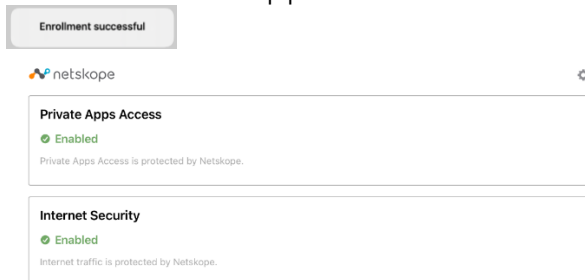
2. Once inside, you will only need to sign in with your organizational credentials. If this window does not appear, it means you need to install the configuration file from <http://vpndocs.wto.org>.



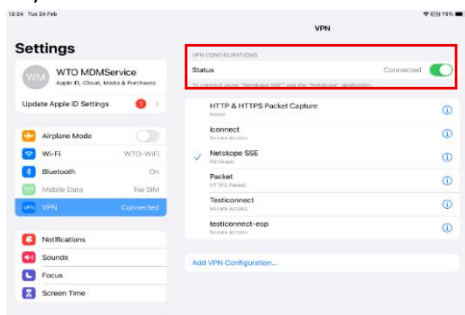
3. After, enter the RSA security access code from the application.



4. You will receive 'Enrolment successful' message, and then you need to wait few seconds until the application enable Private Apps Access and Internet Security.



5. If you want to disconnect the VPN, it must be done through apple's settings.



2.4. Sign In

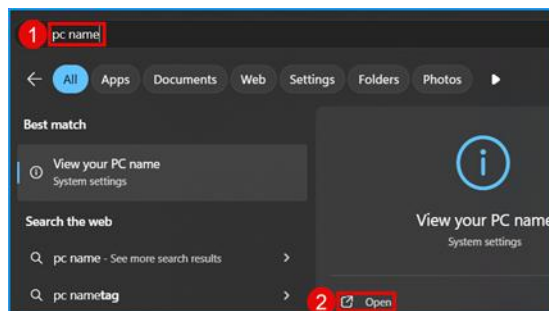
1. **Open** the Netskope app  from your device.
2. **Sign in** with:
 - WTO **email address** (firstname.lastname@wto.org)
 - WTO **password**
 - **RSA token** (if requested)

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).

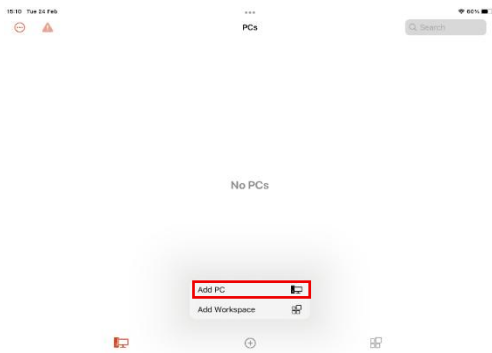
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3.2. Configure Remote Desktop Connection

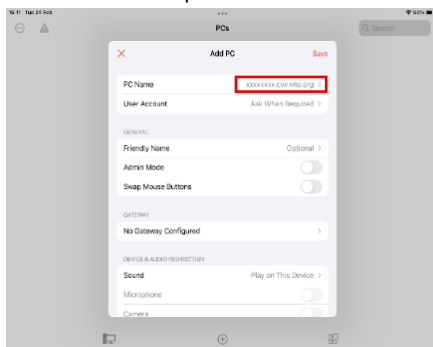
1. Make sure you have Netskope ZTNA installed and connected.
2. **Search** in your device the app "RD Client"
3. **Open** the "RD Client application" , and you will find a white screen with no PCs added



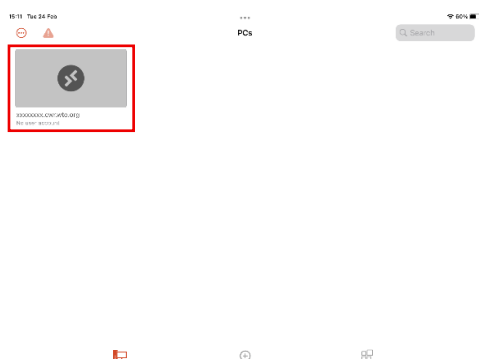
4. You will need to add a new PC manually



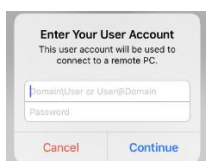
5. For the configuration, you will need to introduce in the Full device name (xxxxxxxxxx.cwr.wto.org) and then Save. The user account should be in Ask When Required. Also, No Gateway Configured.



6. Once you save the configuration, you will have your remote connection ready to use. Just need to click in xxxxxxxx.cwr.wto.org



7. After, you will have to introduce your credentials of your computer, so finally you can connect.



4. Subsequent Use of Netskope ZTNA and Remote Desktop

4.1. Connect to Netskope ZTNA

You just need to wait until the connection is done automatically.

4.2. Verifying your connection

1. **Open** the Netskope app  from your device, and check that both, Private Access Apps and Internet Security, are enable.

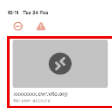
2. Check in the corner of your screen the VPN symbol at the right corner of your device.

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

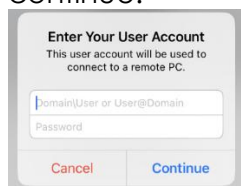
- After connection, you will have access to WTO's internal IT resources like intranet, network drives, and outlook only through a Remote Desktop connection to your WTO computer. Access to WTO IT resources directly from a private computer is not permitted.
- Internet traffic: When connected, your internet traffic goes through the Netskope cloud, that helps protects 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 "RD Client application"
2. Once inside **click** on your saved device.

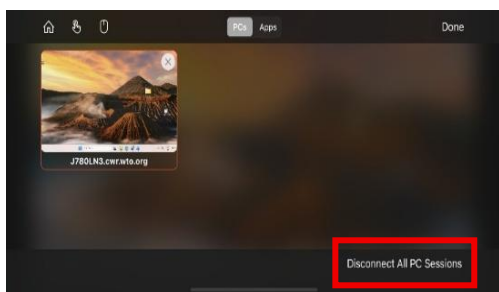


3. **Log in** using your WTO username (cwr\username) and password and **Click** continue.



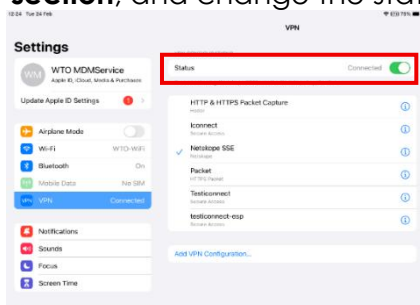
4. And now you have fully access to your computer as you were physically at the office.
5. When you are done working, **sign out** from your Windows session. **Click** the Netskope icon and **Click** in Disconnect All Pc Sessions.





4.4. Disconnecting Netskope safely

1. When you are done working, **disconnect** the VPN. In **settings**, find the **VPN section**, and change the status to disconnected.



5. Uninstalling Netskope Client

1. **Search** for Netskope Client.
2. **Click** Remove App 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](#).