

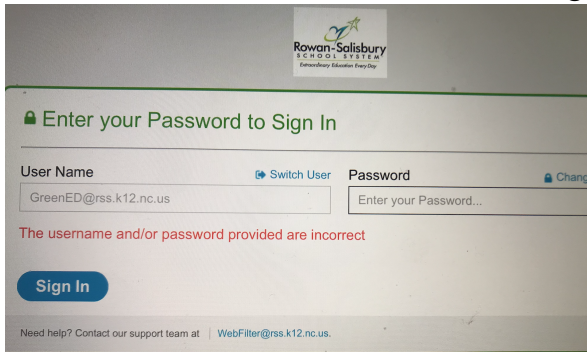
Troubleshooting Steps for Zscaler

Zscaler is the filtering service that Rowan-Salisbury Schools uses. You should only have to enter this once for every new wifi you connect to. ***Zscaler must be logged in before any Internet connectivity. Trying to access Canvas or any other web-based app will not work until you are signed into Zscaler.*** Follow these directions for signing in for the first time.



1. Before attempting to open any apps like Canvas, open the Safari browser.

2. Go to the RSS website: www.rssed.org. This will prompt the iPad to open this RSS login page:



3. Enter your student RSS username (Ex. SmithJE678) with @rss.k12.nc.us and password (lunch number)

4. Click the blue **Sign In** button.

If you experience issues with access to websites or apps, follow these directions:



- Click iPad Settings
- Click General > Transfer or Reset > Reset All Settings

- After iPad reboots, **reconnect** to your WIFI and follow steps 1-4 above to sign into Zscaler.