Installing and using the FortiClient VPN

The following guidance is for users of both University owned and issued devices and personal (BYOD) devices. Please navigate to the relevant section(s) to meet your individual need(s).

Please follow these instructions even if you are a current user of the University VPN (Cisco).

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SECTION ONE: You use a University of Auckland owned and managed device

Windows

Install and use FortiClient on your UoA Windows device when connected to the network

 Whilst connected to the University network, open FortiClient VPN by clicking on the FortiClient VPN icon on your desktop or the green shield in the task bar. (If you don't see the shortcut or the green shield icon then please download it from the <u>Software Centre</u>. Search for FortiClient.)



2. Select the REMOTE ACCESS menu option to take you to the login page:

Forucient The Security Pablic Agent				^
cbar907		0		
X FABRIC TELEMETRY				
🖵 REMOTE ACCESS				
Notifications				
🗘 Settings	VPN Name	UoA	- =	
About	Username	cbar907		
V • • • • •	Password			
		Connect		

- 3. Enter your username (UPI) and password.
- 4. You'll be prompted to use a Two-Factor Authentication token when logging in. If you haven't installed an authentication app onto your smartphone, refer to the instructions (including what to do if you don't have a smartphone) <u>here.</u>

5. Enter your Two-Factor Authentication token in the Token field and select OK.

FortiClient The Security Fabric Agent		-	×
File Help			
Cbar907	6		
X FABRIC TELEMETRY			
REMOTE ACCESS			
Notifications			
C Settings	VPN Name UoA 🔻		
D About	Username cbar907		
	Password		
	Token		
	OK Cancel		

6. Once it has authenticated, you will be logged into the VPN and you can access UoA only resources such as network locations from your machine as you normally would. An orange lock will appear on the green shield icon in the task bar to indicate you are securely connected to UoA network.



7. To disconnect from the staff VPN, open the FortiClient VPN by clicking on the FortiClient VPN icon on your desktop or the green shield in the task bar and selecting the REMOTE ACCESS menu option. Select 'Disconnect'. The orange lock will disappear from the green shield in the task bar to indicate you have disconnected from the UoA network.



Quick ways to connect & disconnect

1. To connect, right click on the green shield in the task bar and select Connect to "UoA". Complete login steps as above.



2. To disconnect, right click on the green shield in the task bar and select Disconnect "UoA".



Install and use FortiClient on a windows device when you are <u>NOT</u> connected to UoA Network

Log a ticket via the <u>staff intranet</u> or contact the Staff Service Centre by calling +6499236000, Extn: 86000 or heading to the staff intranet and using the live chat feature.



Apple Mac

Install and use FortiClient on your UoA Mac OS device

1. While connected to the UoA network, open FortiClient VPN by selecting the VPN shield in the menu bar and selecting Connect to UoA. To Install the VPN if it is not there, please download it from the <u>Self Service Application</u>.



Alternatively open FortiClient VPN by selecting FortiClient in the Applications folder and selecting REMOTE ACCESS menu option to open the login screen:



2. Enter your Username and password and select Connect.

Connecting to VPN UoA	
VPN Authentication	
Username wmcg016	
Password	
Cancel Connect	

- 3. You'll be prompted to use a Two-Factor Authentication token when logging in. If you haven't installed an authentication app onto your smartphone, refer to the instructions (including what to do if you don't have a smartphone) <u>here.</u>
- 4. Enter your Two-Factor Authentication token in the Token field and select OK.

	N Authentication
Username	wmcg016
Password	•••••
Token	1
A FortiTok authentica	en code is required for SSL-VPN login tion.
Can	Cel

Connecting to VPN UoA

5. Once the software has authenticated, you will receive a message indicating you are connected to the VPN. You can access UoA only resources such as network locations from your machine as you normally would.



6. To disconnect from the VPN select the VPN shield in the menu bar and select Disconnect UoA.



Alternatively, open FortiClient VPN by selecting FortiClient in the Applications folder, navigate to the REMOTE ACCESS menu and select Disconnect

• • •	FortiClient The Security Fabric Agent
() ултер016	VPN Connected
K FABRIC TELEMETRY	<u></u>
REMOTE ACCESS	
Notifications	VPN Name UoA
🗘 Settings	IP Address 10.110.160.1 Username wmca016
	Duration 00:00:52
	Bytes Sent 414.81 KB
	Disconnect

Installing FortiClient on a University owned Mac when **NOT** connected to the UoA Network

1. Open <u>Self Service</u> and select FortiClient.



- 2. Select Install.
- 3. Once install is complete the FortiClient shield displays in the task bar.



4. Follow the instructions entailed in the step above for use

If this does not work, log a ticket via the <u>staff intranet</u> or contact the Staff Service Centre by calling +6499236000, Extn: 86000 or head to the staff intranet and using the live chat feature to ask for assistance(fastest).



SECTION TWO: You use your own device (or a device NOT owned by the University)

Windows

Install the FortiClient on a non-UoA Windows Device

1. Go to the Fortinet Website and download the client here.



2. Once finished, navigate to your 'Downloads' folder on your browser and open the file. It is called **FortiClientVPNOnlineInstaller_7.0**. It will then ask you if you wish to run the file. Please click 'yes' and run the file.

Hereic VPN Setup				×
Welcome to the FortiClie	ent VPN Setup) Wizard		
The Setup Wizard will install FortiClient VF continue or Cancel to exit the Setup Wiza	N on your computer. C rd.	lick Next to		
Yes, I have read and accept the	icense Agreement	Next	Cance	el
Hereiclient VPN Setup		-		×
Destination Folder				/
Click Next to install to the default folder	or click Change to cho	ose another.	-	
Install FortiClient VPN to:				
C:\Program Files\Fortinet\FortiClient\				
Change				
	a presente			
	Back	Next	Cano	el
H FortiClient VPN Setup		-		×
Ready to install FortiClient VPN				
Click Install to begin the installation. Clic installation settings. Click Cancel to exit	k Back to review or cha the wizard.	ange any of yo	ur	

Back Install Cancel

FortiClient VPN Setup		-		×
Completed the FortiClient	VPN Setup Wi	zard		
Click the Finish button to exit the Setup Wiza	rd.			
	Back Fini	sh	Cance	el

3. Open the application by clicking on the icon FortiClient VPN accept the conditions and then click on Configure VPN which will show up on the following window.

FortiClient File Help	_		×
FortiClient VPN	# 0	. 6	
Welcome to FortiClient VPN!			
This is a free version of FortiClient VPN software with limited feature support. Please upgrade to the licensed version for advanced features and technical support.			
I acknowledge that this free software does not come with any product support. I will not contact Fortinet technical support for any issues experienced while using this free software.			
l accept			



Settings for VPN. Once entered, please click Save.

😨 FortiClient File Help		– 🗆 X
FortiClient VPN		# © 0 0 A
Upgrade to the full version to access additional feature	s and receive technical support.	
New VPN Con	nection	
VPN	SSL-VPN IPsec VPN XML	
Connection Name	UoA VPN	
Description		
Remote Gateway	https://connectvpn.auckland.ac.nz/client	
	+Add Remote Gateway	
	Enable Single Sign On (SSO) for VPN Tunnel	
Client Certificate	None	
Authentication	Prompt on login Save login	
	Enable Dual-stack IPv4/IPv6 address	
	Cancel Save	
	Jave	

Connection Name, type: UoA VPN

Remote Gateway, type: https://connectvpn.auckland.ac.nz/client

Port, type: 443

4. This will take you the login page. Login with your Username and password. You will be prompted for Two Factor Authentication.

FortiClient File Help				_		×
FortiClient	/PN			# 0	0 6	•
Upgrade to the full version to acce	ss additional features and rece	eive technical support.				
	VPN Name Username Password	Connect	=			
FortiClient				_		×
FortiClient File Help FortiClient	'PN			-	• •	×
FortiClient File Help FortiClient Upgrade to the full version to access	PN	ive technical support.		- * 0	• > • •	×
FortiClient File Help FortiClient Upgrade to the full version to access	PN s additional features and recei	ive technical support.		40	• •	×
FortiClient File Help FortiClient Upgrade to the full version to accer	YPN s additional features and received VPN Name Username Password Token	ive technical support.		* 0	• •	×

5. Once it has authenticated, you will be logged into the VPN.



6. If you want to terminate the connection, click on the Disconnect button and the session will be closed. To reopen the client, locate in on the Taskbar.



Apple Mac

Install FortiClient on a non-UoA Mac

1. Download the <u>FortiClient for Mac OS</u> from the link.



2. Please click install and follow these steps:









3. Please open the Client in Applications folder.

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Favourites O Downloads						
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	GoToMeeting	GoToMeeting	HandBrake	Home	Image Capture	iMovie
		1 of 100 selec	ted, 712,8 GB availab	le		••••

4. Click Acknowledge and Configure the VPN



5. Settings for the VPN



Connection Name, type: UoA Remote Gateway, type: https://connectvpn.auckland.ac.nz/client Port, type: 443 Authentication: click Save login Click on Save button 6. This will take you the login page. Login with your Username and password. You will be prompted for Two Factor Authentication.

FortiClient The Security Fabric Agent	
FortiClient VPN	Connecting to VPN Connect VPN
Upgrade to the full version to access additional features and receive technical support.	VPN Authentication
	Connect VPN
B	Username bnyb001
	Deserved assesses
	Password
	Token
VPN Name Connect VPN 🗘	
ibio999	
Password	Cancel Connect
Connect	

7. Once it has authenticated, you will be logged into the VPN



8. If you want to terminate the connection, click on the Disconnect button and the session will be closed.

SECTION THREE: Mobile and Tablets

How to install FortiClient on an Apple iPhone or iPad

1. Open your app store from your homepage.



2. Go to the search page.



3. Search for FortClient VPN.



4. Click on the first option for the FortiClient VPN.

10:30 -		al 🕈 🔳
Q forticlient	vpn	Cancel
Luna Best V Manaven, a totally upp. It is SAFE, FA	VPN - Fast & Unlin (PN to unblock app (free VPN proxy to unbling) (ST and UNLIMITED.	Iock any website and
Forti	Client VPN	OPEN
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VPN	About	Care and One
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2 2	2 <u> </u>	2 #
Eusine Busin	Client	GET
		100 100 100
		Fabric Telemotry
FortiClient	Patient relemancy	
FortiClient	Patho television	a procession

5. Download and install FortClient VPN from IOS app store.

9:39 🕫	al 🗢 🔳
Search FortiClient Fortinet	VPN
OPEN	₾
소 쇼 쇼 쇼 쇼 Not Enough Ratings	4+ Age
What's New	Version History
Version 6.2.4	1mo ago
Updated Age Rating	
Preview	
10:58 • Lettings at 1 🌩 (mit)	10:58 • Settings
VPN	About
UPGRADE TO THE FULL VERSION TO ACCESS ADDITIONAL FEATURES AND RECEIVE TECHNICAL SUPPORT	Documentation
Connections select connection >	Terms and Condition
VPN	
Status	
Today Games Apps	Arcade Search

- 6. Open VPN on your phone.
- 7. Click "I accept" for the privacy policy highlights.

9:41		at l	≈ ∎
VP	N		
UPGRAD FEATURE	E TO THE FULL VERS S AND RECEIVE TEC	SION TO ACCESS ADDI HNICAL SUPPORT	TIONAL
Connec	ctions	select conne	ction >
VPN			
	to Add VPN (All network activit be filtered or mo V	Configurations y on this iPhone may nitored when using IPN.	
	Allow	Don't Allow	
	(D) VPN	About	

- 8. Click "I accept" for the acknowledgment.
- 9. Click "Allow" for add VPN Configuration.

- 10. Enter your iPhone password for adding VPN into your phone.
- 11. Select connection.



12. Add configuration.

9:46		al 🕈 🔳
< VPN	VPN	Done
🕀 🛛 Add C	onfiguration	
🕂 Scan F	ortiGuard Cloud QR C	ode
USER VPN GAT	EWAY	
VP	2	iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii

13. Enter the following details:

- a. Name: UoA
- b. Host, type: https://connectvpn.auckland.ac.nz/client
- c. Port: 443
- d. User: YourUPI

9:47		al 🕈 🔳
Cancel	Add/Edit VPN	Save
ACCOUNT INF	0	
Name		Connect VPN
Host	connectvpn.aucklar	nd.ac.nz/client
Port		443
User		-
SERVER CERT	IFICATE	
Hide invalid	certificate warning	
CLIENT CERTI	FICATE	
Use Certific	ate	
q w e	ertyu	i o p
a s	d f g h j	k I
ŵΖ	x c v b n	m 🗵
123 😄	space	return

- 14. Click the save button.
- 15. Go back to the front page, move the slide bar and turn on the VPN.
- 16. Enter your username and password.

9:48			ul 🗢 🔳
VPN	1		
UPGRADE FEATURE	TO THE FULL VERSIC S AND RECEIVE TECH	IN TO ACCESS AD	DITIONAL
Connec	tions	Conne	ct VPN >
VPN			
Save Pa	Username and	d password	0
Status			necting
	Cancel	ОК	
		=	

- 17. Enter your 2 factor authentication token.
 - 9:56 al 🗟 🔳 VPN UPGRADE TO THE FULL VERSION TO ACCESS ADDITIONAL FEATURES AND RECEIVE TECHNICAL SUPPORT Connections Connect VPN > VPN Status Connected 10.110.160.1 IP 00:00:13 Duration 497 Sent 128 Received (D) VPN
- 18. You are now connected.

How to install FortiClient on an Android phone or tablet?

To access certain University resources, you may need to use a VPN to tunnel through to the University, when you are off-campus, or otherwise not connected to the University network. The required VPN is FortiClient VPN. To install it on your Android phone, in order to access these resources, perform the following steps:

- 1. The FortiClient App needs to be installed on your phone to set up VPN access. There are multiple ways of doing this:
 - a. **Option 1**: Installing from your local PC
 - i. If you are currently logged in to your Google account on this computer, then open the following link:
 - https://play.google.com/store/apps/details?id=com.fortinet.forticlient_vpn
 - ii. Press Install.



iii. Select the phone you wish to install the VPN client on from the dropdown, if it is not already selected, then click **Continue**. The FortiClient app will be installed on your phone shortly.



- b. Option 2: Installing from your phone
 - i. On your phone, open the Google Play Store



ii. Tap the search bar at the top of the screen, then type in **forticlient vpn**



	G ⁽ G ⁺ ⊿ 83% ∎	9:40
\leftarrow	forticlient <u>vpn</u>	×
U	forticlient vpn	
Q	forticlient vpn fortinet	
Q	forticlient vpn app	
Q	forticlient vpn 6.2	
Q	forticlient vpn for android	
6	vpn VPN von	Ŷ
$q^1 w^2$	$e^{3} r^{4} t^{5} y^{6} u^{7} i^{8} o^{9}$	p



iii. Press Install on the first result. The app will install in the background.



- iv. The app will download, and once the install button will have changed to an **open** button, it will be ready.
- 2. Once the app has finished installing, open the app drawer on your phone, then open the **FortiClient VPN** app.



3. Press OK on the dialog box that appears, welcoming you to FortiClient VPN



4. Press OK on the dialog box that warns you about the permissions the VPN is going to ask for



5. Press **Allow**on the dialog box that asks for permission to access your local files.



6. The FortiClient app will then open, and prompt you to add a VPN. Enter a meaningful name for the VPN, such as **UoA** in *1*, then select **SSL VPN** for *2*, then click **Create**

🔁 🚥 🚾 😑 😳 🔽 81% 📋 9:58
FortiClient VPN
Add VPN
1 UOA
SSL VPN 2 IPsec VPN
Create
1 2 3 4 5 6 7 8 9 0
1 2 3 4 5 6 7 8 9 0 Q W E R T Y U I O P
1 2 3 4 5 6 7 8 9 0 Q W E R T Y U I O P A S D F G H J K L
1 2 3 4 5 6 7 8 9 0 Q W E R T Y U I O P A S D F G H J K L

- 7. The app will then offer to let you fill out more details. Change the **Server Address** to connectvpn.auckland.ac.nz/client
- 8. Make sure that the **Port** is set to 443
- 9. Set the Username to your university username/UPI, e.g. jblo123

	C 🛡 🖌 8	1% 📋 9:59
FortiClient V	/PN	≡
SSL VPN SETTINGS		
Tunnel name Connect VPN		
Server connectvpn.auckland.ac.nz/client	7	>
Port 443	8	>
Username cmag704	9	>
Certificate X.509 certificate in PKCS12 format		>
Check server certificat	e	>
CA server certificate X.509 CA server certificate in .cer fi	ile	>
DELETE VPN		
Delete this VPN tunnel	profile	et of

10. Press the **back** button on your phone to save your changes

11. Press the **Connect** button



12. Enter your password when prompted, then tap Login

Login Connect VPN		
prod013 Password		
	CANCEL	LOGIN

13. Enter your two-factor authentication token, if prompted, then tap **OK**

Enter Token Code	
CANCEL	ок

14. If your screen looks something like the following, then you have successfully connected to the University VPN.

E 🖳 🗖	🖨 🛈 ञ 🛡 🖌	80% 📋 10:00
🖲 Forti	Client VPN	Ξ
	SSL VPN	(
Connect VPN		
Last Session:	0:01	
Remote: 130.	216.95.113	
Local: 10.110	.160.1	
Settings		>
Disconnect		

15. To Disconnect, open the app and click on disconnect to end the VPN session.