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).

Contents

SECTION ONE: You use a University of Auckland owned and managed device 2

Windows 2

Install and use FortiClient on your UoA Windows device when connected to the UoA network ..2

Quick ways to connect & disconnect 4

Install and use FortiClient when you are **NOT** connected to UoA Network 5

Apple Mac 6

Install and use FortiClient on your UoA Mac OS device when connected to the UoA Network 6

Installing FortiClient on a Mac when you are **NOT** connected to the UoA Network 8

SECTION TWO: You use your own device (or a device NOT owned by the University) 9

Windows 9

Install the FortiClient on a non-UoA Windows Device 9

Apple Mac 14

Install FortiClient on a non-UoA Mac 14

SECTION THREE: Mobile and Tablets 19

How to install FortiClient on an Apple iPhone or iPad 19

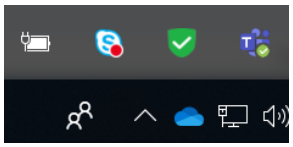
How to install FortiClient on an Android phone or tablet? 25

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

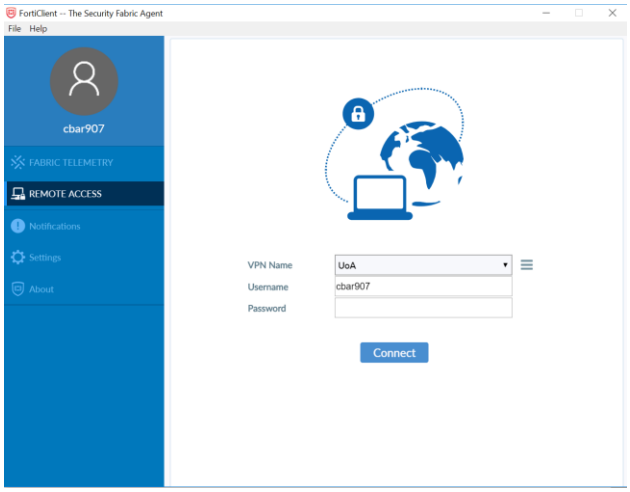
Windows

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

1. 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 Software Centre. Search for FortiClient.)



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

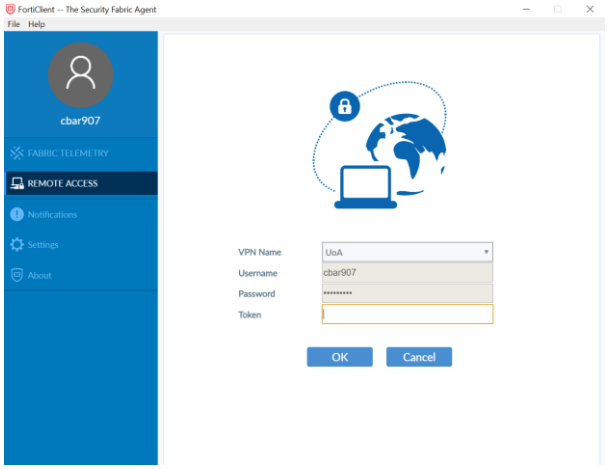


Note: If the REMOTE ACCESS menu is unavailable select FABRIC TELEMETRY menu and enter the EMS IP 130.216.5.57 and click *Connect.* This will connect the FortiClient to the EMS Licencing Server and enable the REMOTE ACCESS login menu. Note it may take 10-15 seconds for the FortiClient to get a response from EMS Server.

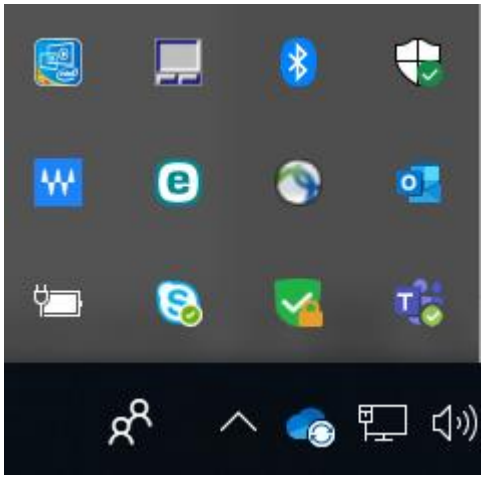
3. Enter your username (UPI) and password.

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) here.

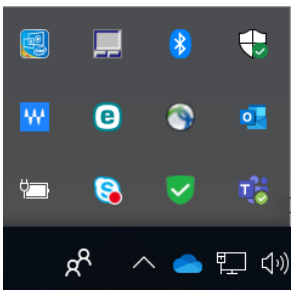
5. Enter your Two-Factor Authentication token in the Token field and select OK.



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.

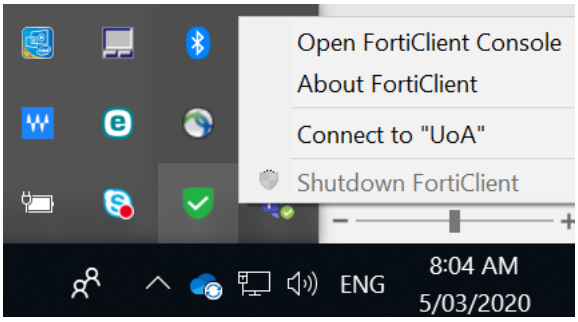


7. To disconnect from the staff VPN, open the FortiClient VPN by clicking on the FortiClient VPN icon on your desktop or the green shield in the task bar and selecting the REMOTE ACCESS menu option. Select 'Disconnect'. The orange lock will disappear from the green shield in the task bar to indicate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

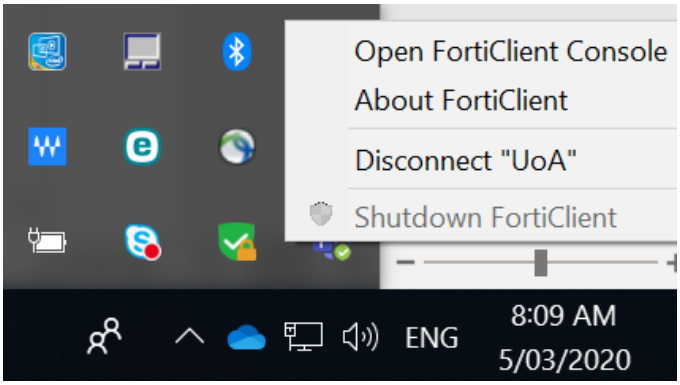


Quick ways to connect & disconnect

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 when you are NOT connected to UoA Network

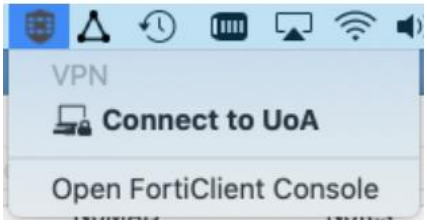
1. Please contact Staff Service Centre and they will guide you through how to install FortiClient if you are not connected to the UoA network.

2. Once FortiClient is installed please follow the instructions starting on Page 2 of this document.

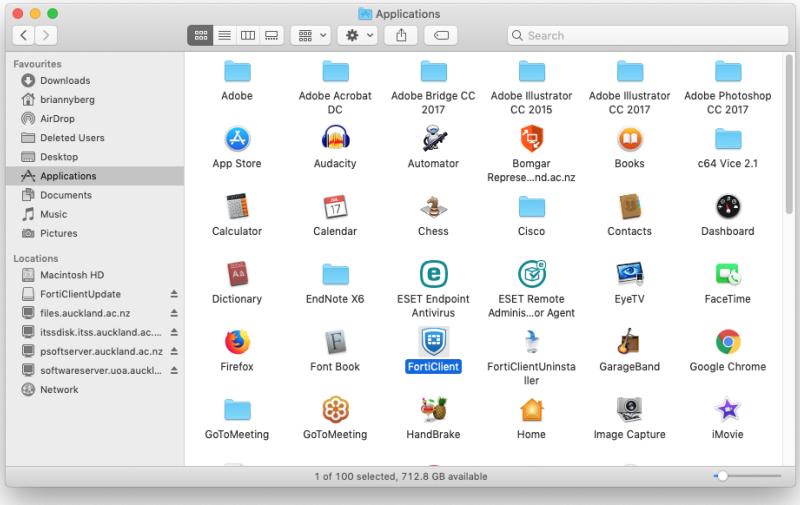
Apple Mac

Install and use FortiClient on your UoA Mac OS device when connected to the UoA Network

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 Self Service Application.



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

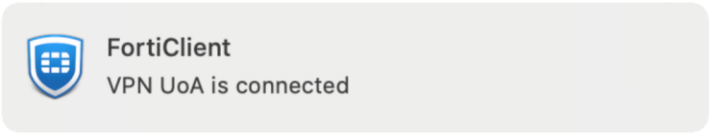


2. Enter your Username and password and select Connect.

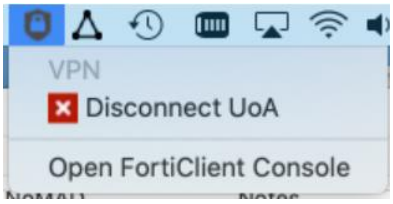
3. You'll be prompted to use a Two-Factor Authentication token when logging in. If you haven't installed an authentication app onto your smartphone, refer to the instructions (including what to do if you don't have a smartphone) here.

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

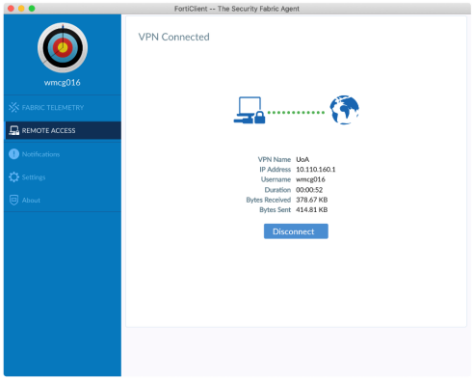
5. Once the software has authenticated, you will receive a message indicating you are connected to the VPN. You can access UoA only resources such as network locations from your machine as you normally would.



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

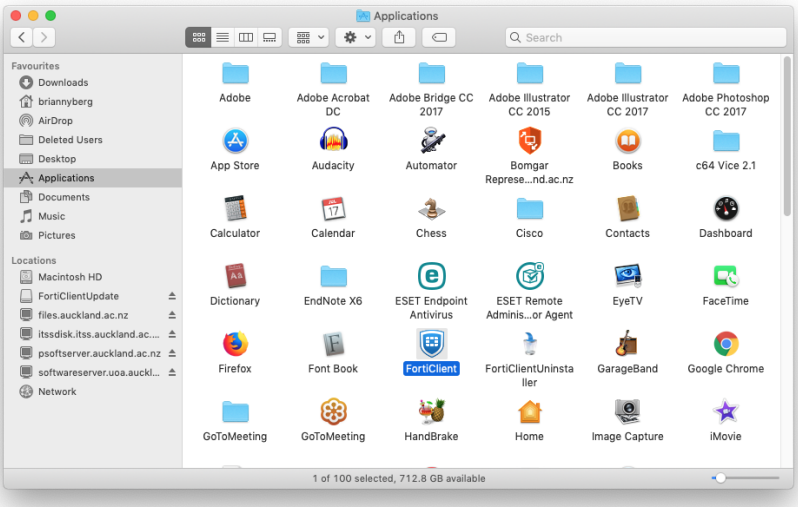


Alternatively, open FortiClient VPN by selecting FortiClient in the Applications folder, navigate to the REMOTE ACCESS menu and select Disconnect

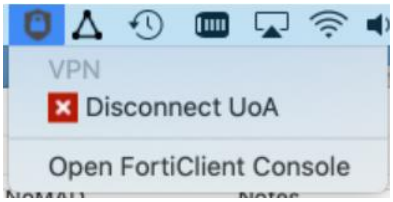


Installing FortiClient on a Mac when you are NOT connected to the UoA Network

1. Open Self Service and select FortiClient.



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



5. Follow the instructions starting on Page 6 of this document.

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

Windows

Machines which are not running up to date operating systems are sometimes not fully compatible with the FortiClient VPN. They are also far more susceptible to security flaws that may be exploited by third parties.

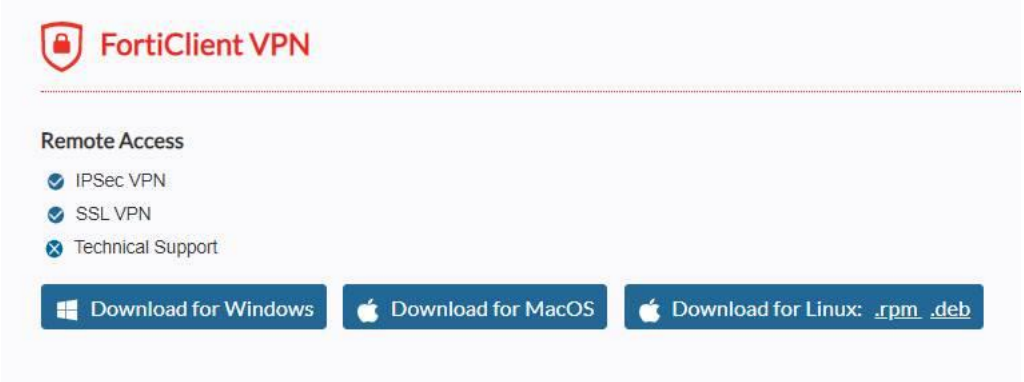
Windows machines should be running **Window 10**

Your internet browser should be the latest version of **MS Edge**, **Google Chrome** or **Firefox**.

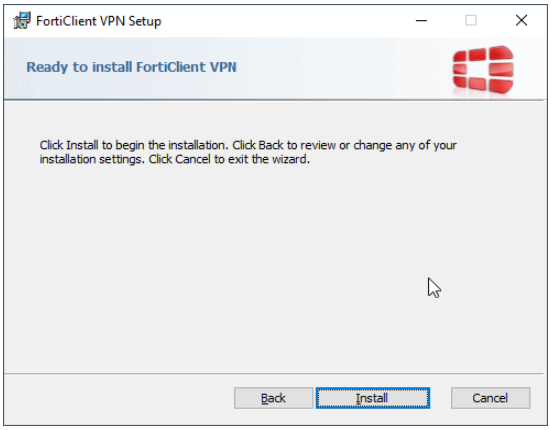
If your personal device does not meet or cannot meet these specifications and you cannot use a University owned and managed machine to work remotely, please get in touch with your nominated BCP Lead.

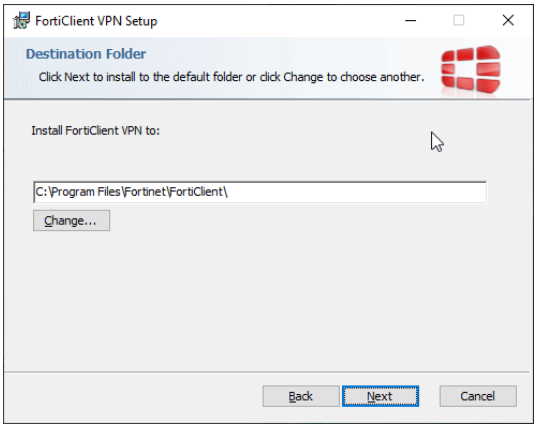
Install the FortiClient on a non-UoA Windows Device

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

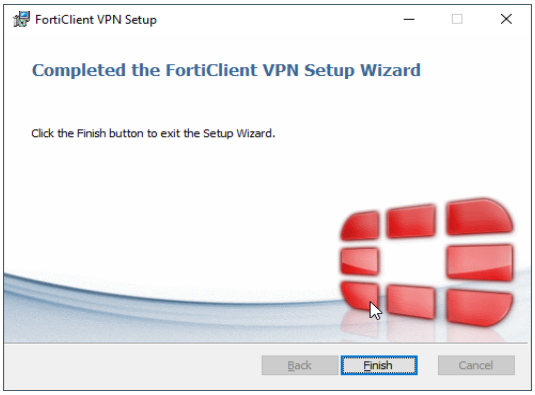


Once finished, navigate to your 'Downloads' folder on your browser and open the file. It is called **FortiClientVPNOnlineInstaller_6.4**

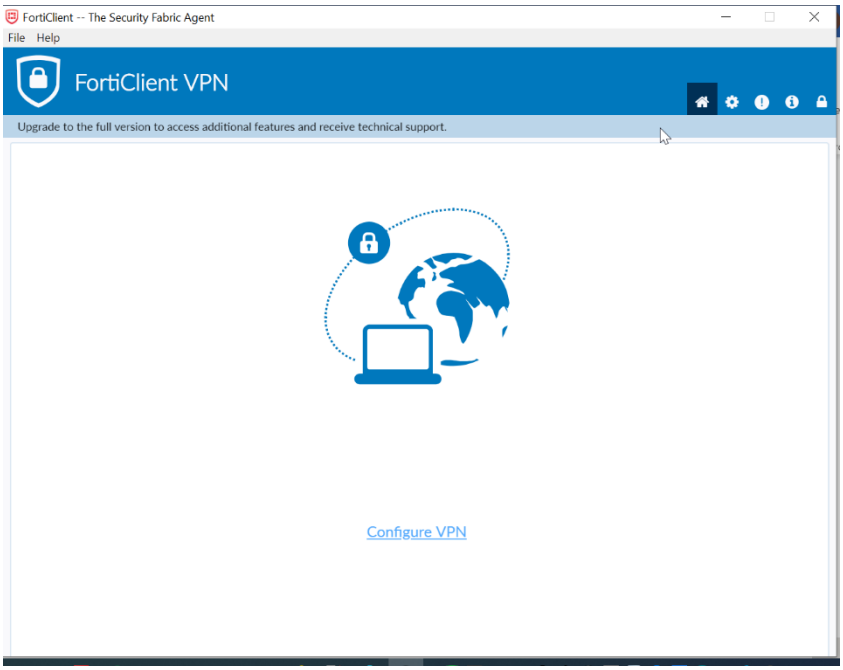




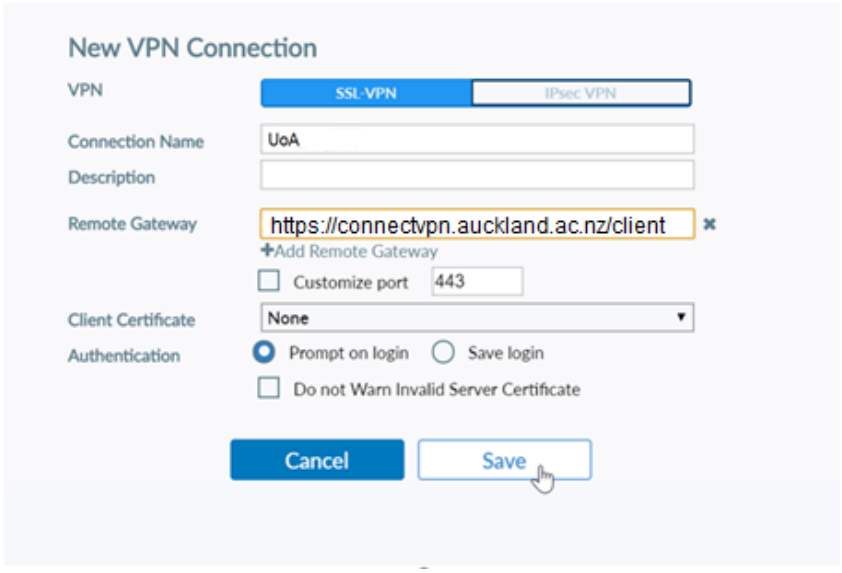
It will then ask you if you wish to run the file. Please click 'yes' and run the file.



2. Open the application by clicking on the icon FortiClient VPN and click on Configure VPN.



Settings for VPN. Once entered, please click Save.

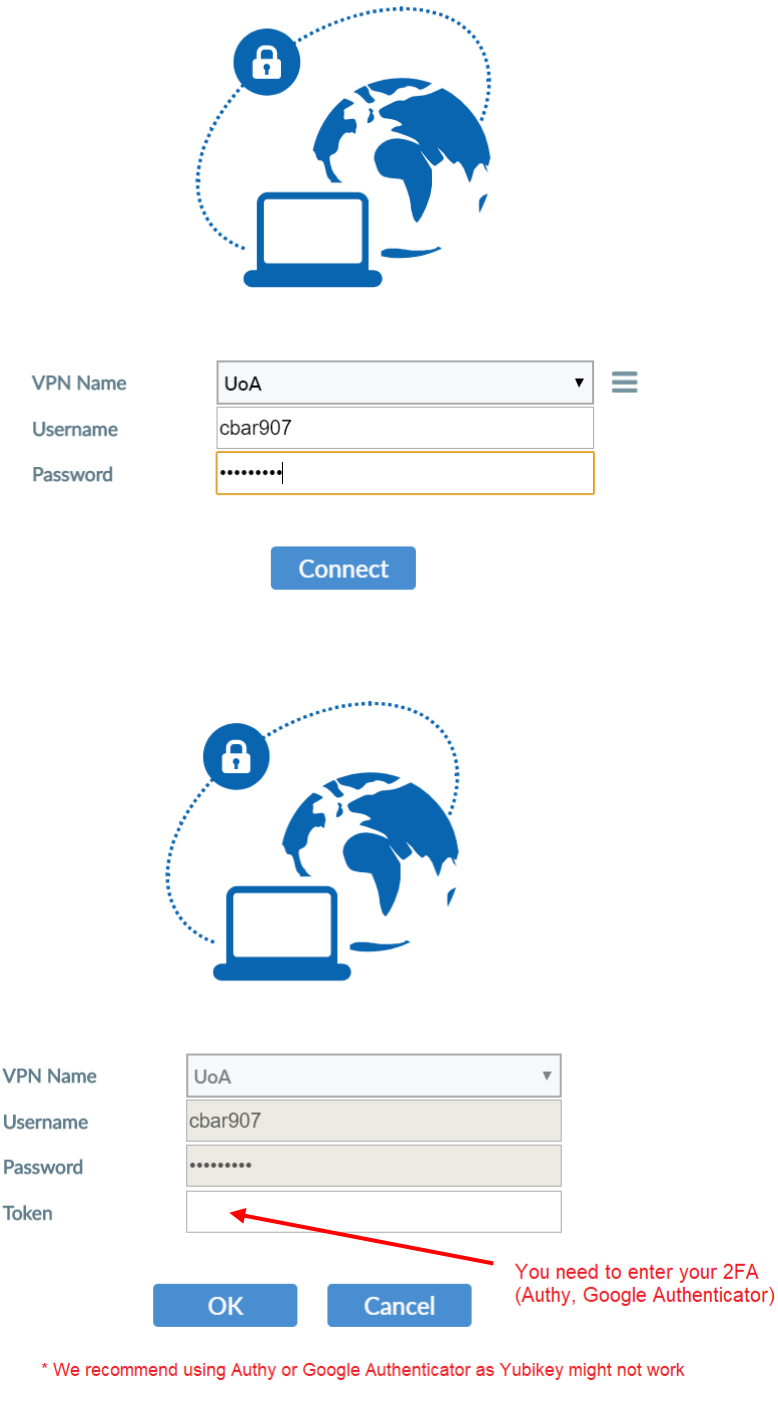


Connection Name, type: UoA

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

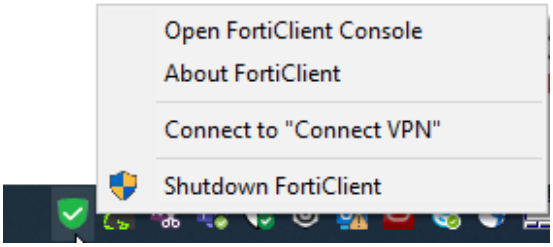
Port, type: 443

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



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

5. 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

Machines which are not running up to date operating systems are sometimes not fully compatible with the FortiClient VPN. They are also far more susceptible to security flaws that may be exploited by third parties.

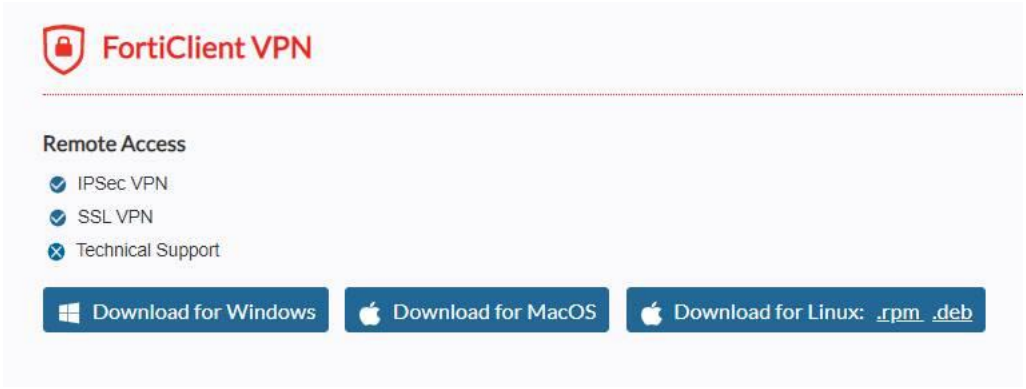
Apple Macintosh machines should be running **MacOS 10.13 'High Sierra'** or above (i.e. 'Mojave' and 'Catalina')

Your internet browser should be the latest version of **MS Edge**, **Google Chrome**, **Firefox** or **Safari**.

If your personal device does not meet or cannot meet these specifications and you cannot use a University owned and managed machine to work remotely, please get in touch with your nominated BCP Lead.

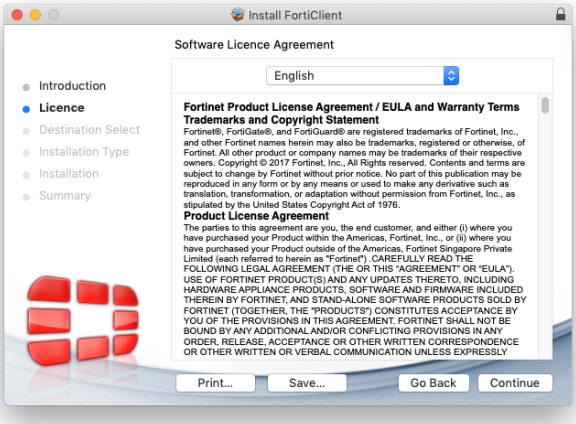
Install FortiClient on a non-UoA Mac

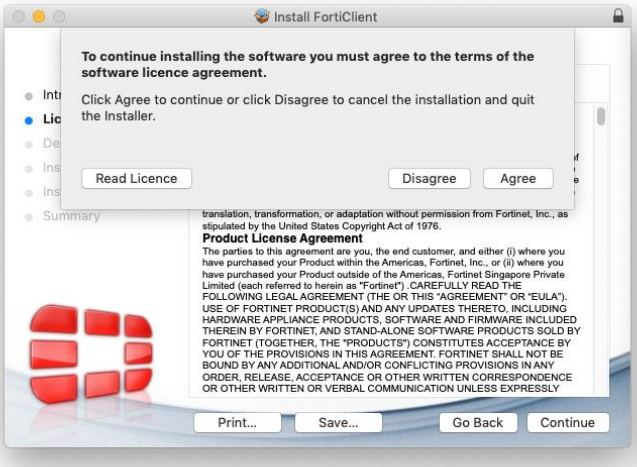
1. Go to the Fortinet Website and download the MacOS client here.



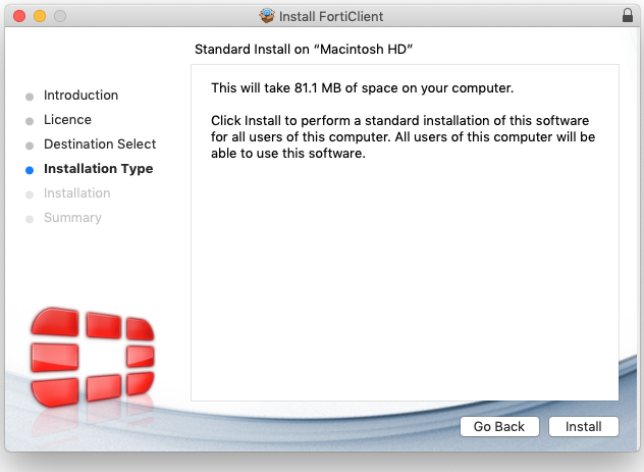
1. Please click install and follow these steps:

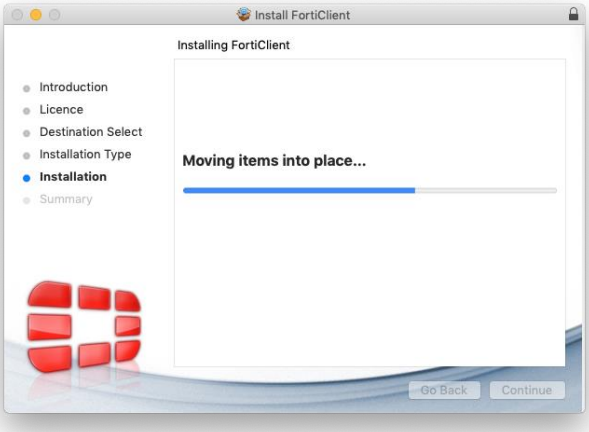
Install FortiClient
Welcome to the FortiClient Installer
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
FortiClient for Mac OS X is a unified security agent for computers that integrates antivirus, SSL and IPsec VPN remote access, web filtering, application firewall and vulnerability scan into a single software package. FortiClient for Mac OS X has a user-friendly interface that allows for quickly setting up protection for your computer.
Go Back
Continue

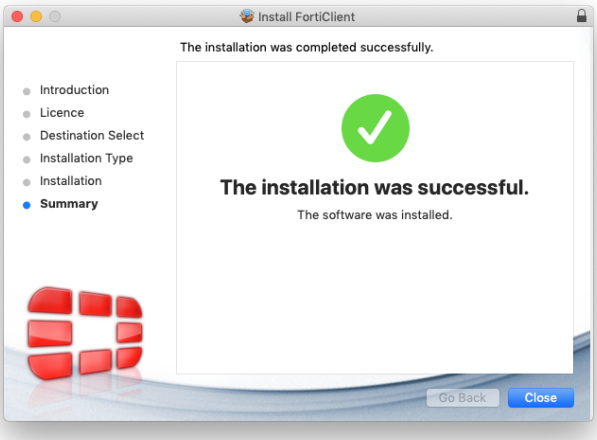

Install FortiClient
Software Licence Agreement
English
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
Fortinet Product License Agreement / EULA and Warranty Terms
Trademarks and Copyright Statement
Product License Agreement
Print...
Save...
Go Back
Continue


Install FortiClient
To continue installing the software you must agree to the terms of the software licence agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read Licence
Disagree
Agree
Product License Agreement
Print...
Save...
Go Back
Continue

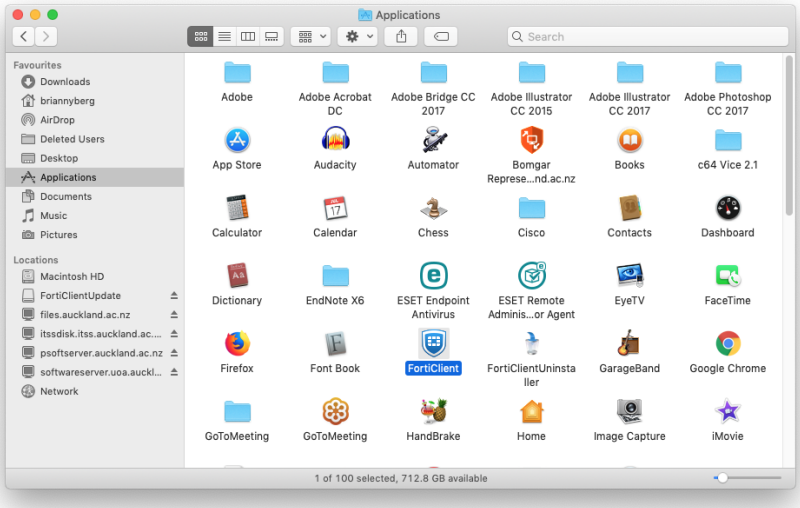
Install FortiClient
Select a Destination
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
How do you want to install this software?
Install for all users of this computer
Installing this software requires 81.1 MB of space.
You have chosen to install this software for all users of this computer.
Go Back
Continue


Install FortiClient
Standard Install on "Macintosh HD"
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
This will take 81.1 MB of space on your computer.
Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.
Go Back
Install

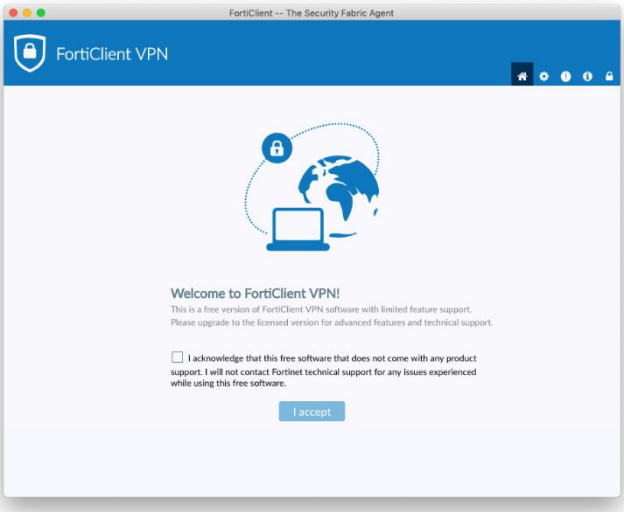

Install FortiClient
Installing FortiClient
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
Moving items into place...
Go Back
Continue

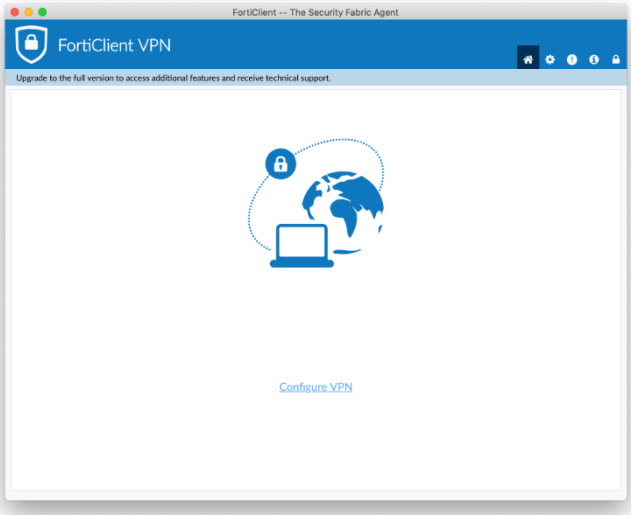

Install FortiClient
The installation was completed successfully.
Introduction
Licence
Destination Select
Installation Type
Installation
Summary
The installation was successful.
The software was installed.
Go Back
Close

2. Please open the FortiClient in Applications folder.

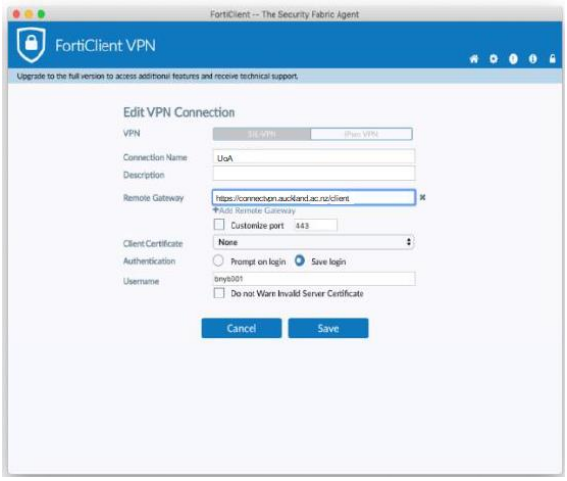


3. Click Acknowledge and Configure the VPN





4. Settings for the VPN



Connection Name, type: UoA

Remote Gateway, type:

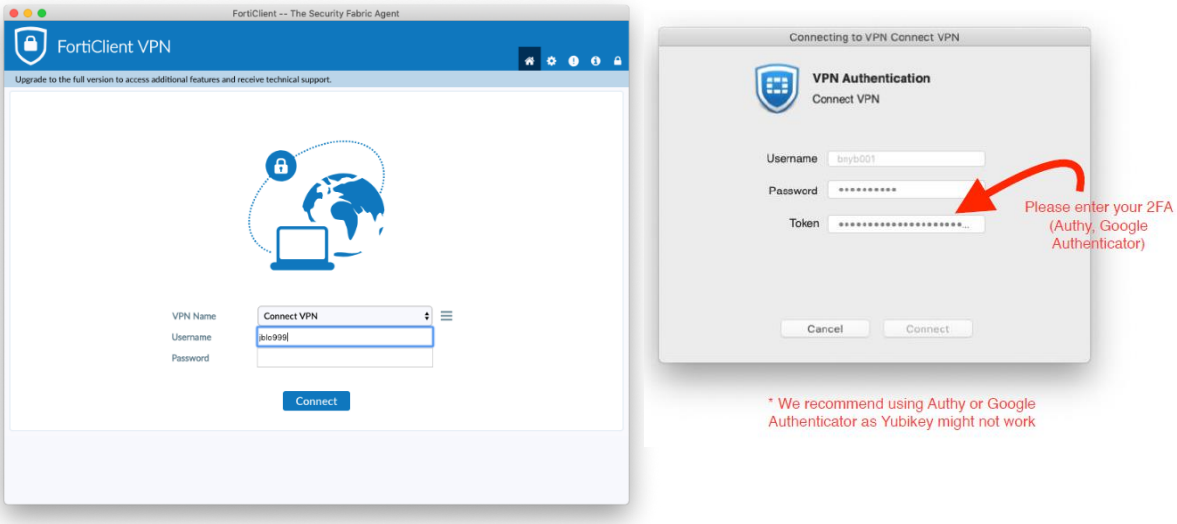
https://connectvpn.auckland.ac.nz/client

Port, type: 443

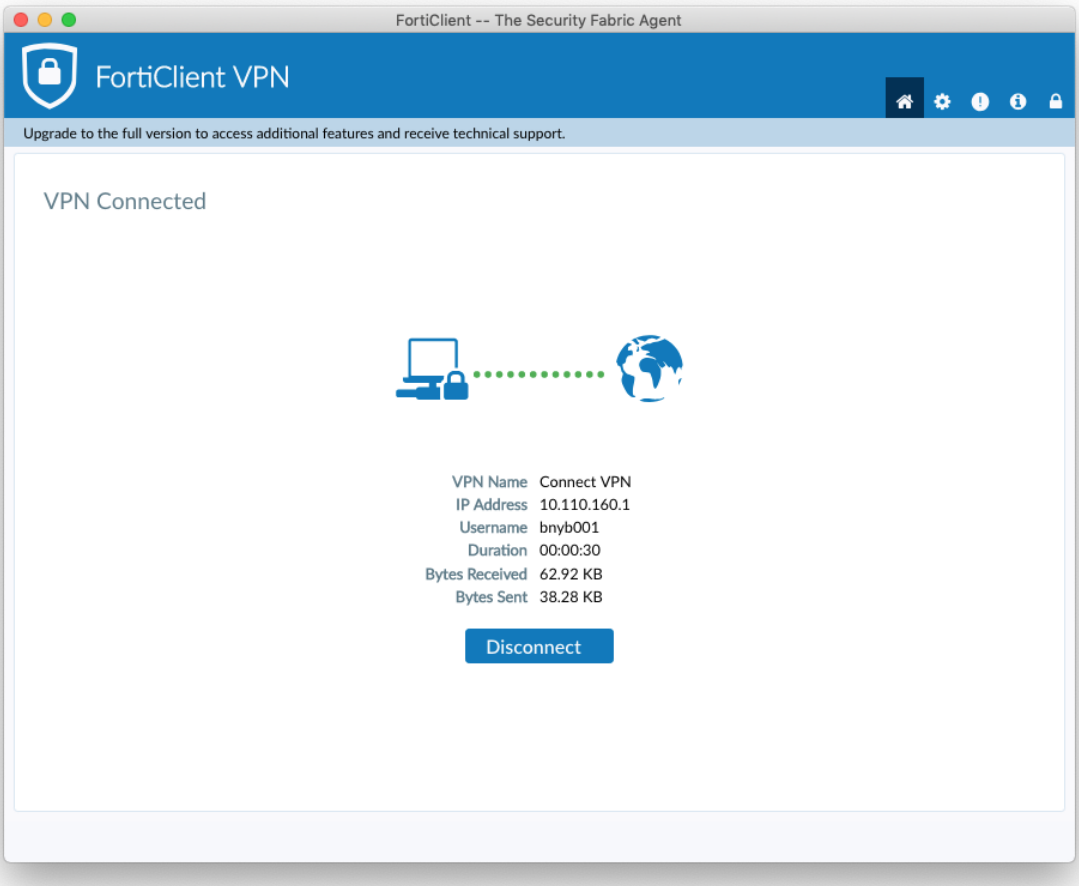
Authentication: click Save login

Click on Save button

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



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



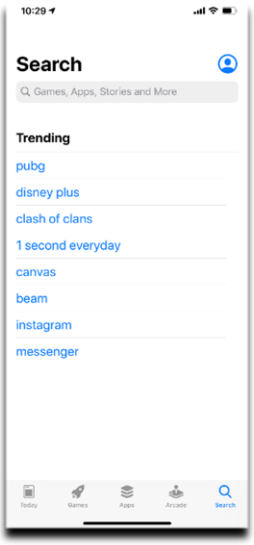
7. If you want to terminate the connection, click on the Disconnect button and the session will be closed.

SECTION THREE: Mobile and Tablets

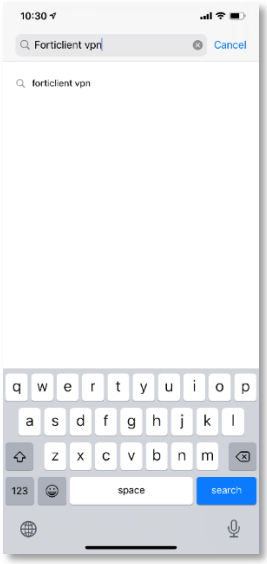
How to install FortiClient on an Apple iPhone or iPad

1. Open your app store from your homepage.

2. Go to the search page.

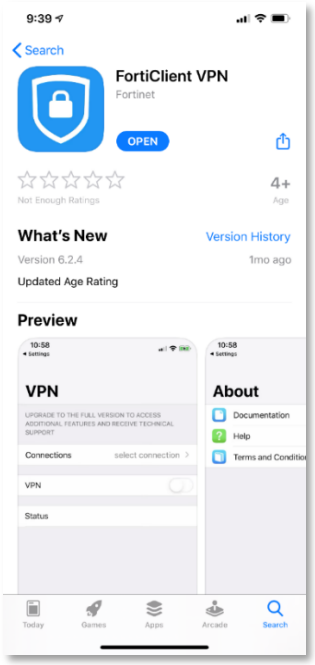


3. Search for FortClient VPN.

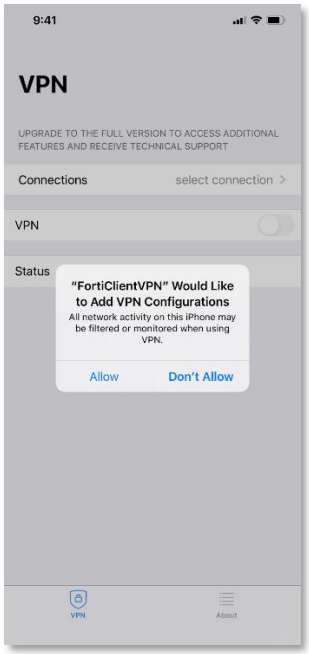


4. Click on the first option for the FortiClient VPN.

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

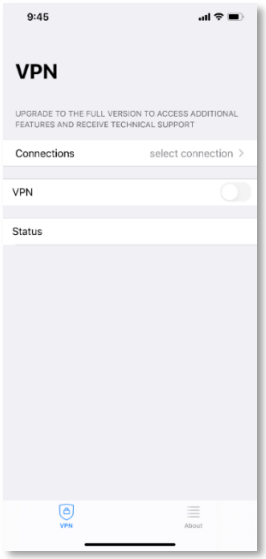


6. Open VPN on your phone.
7. Click “I accept” for the privacy policy highlights.

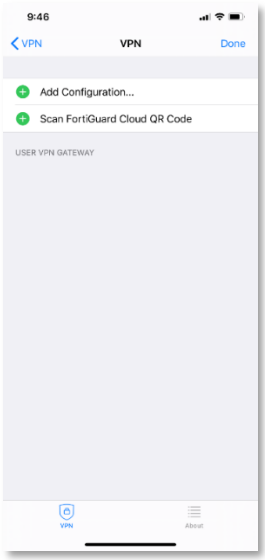


8. Click “I accept” for the acknowledgment.
9. Click “Allow” for add VPN Configuration.

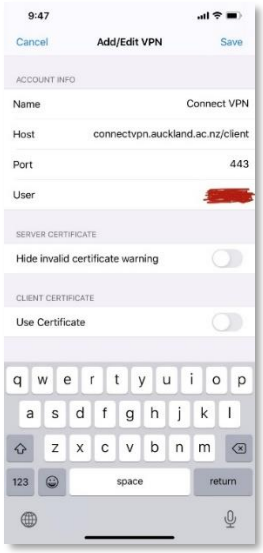
10. Enter your iPhone password for adding VPN into your phone.
11. Select connection.



12. Add configuration.



13. Enter the following details:
    a. Name: UoA
    b. Host, type: connectvpn.auckland.ac.nz/client
    c. Port: 443
    d. User: YourUPI



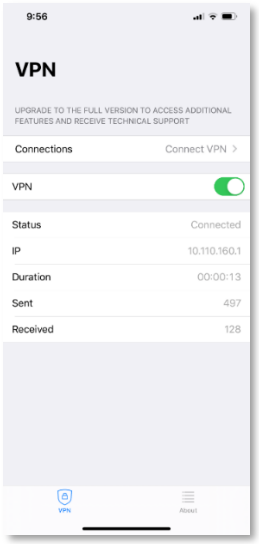
14. Click the save button.

15. Go back to the front page, move the slide bar and turn on the VPN.

16. Enter your username and password.

17. Enter your 2 factor authentication token.

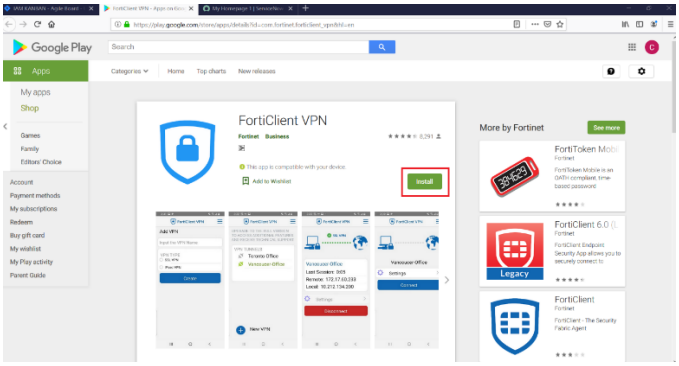
18. You are now connected.



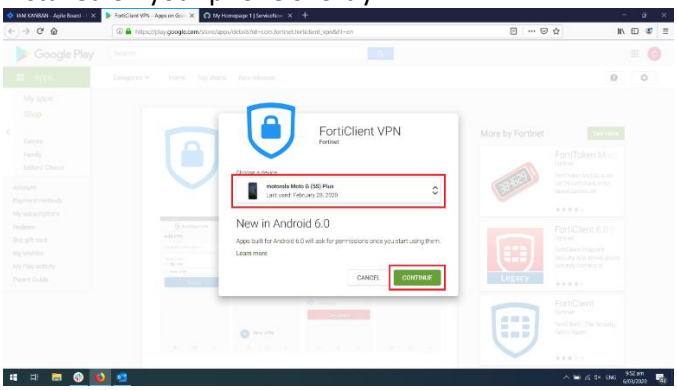
How to install FortiClient on an Android phone or tablet?

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:

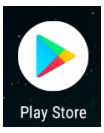
1. The FortiClient App needs to be installed on your phone to set up VPN access. There are multiple ways of doing this:
    a. **Option 1**: Installing from your local PC
        i. If you are currently logged in to your Google account on this computer, then open the following link: https://play.google.com/store/apps/details?id=com.fortinet.forticlient_vpn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



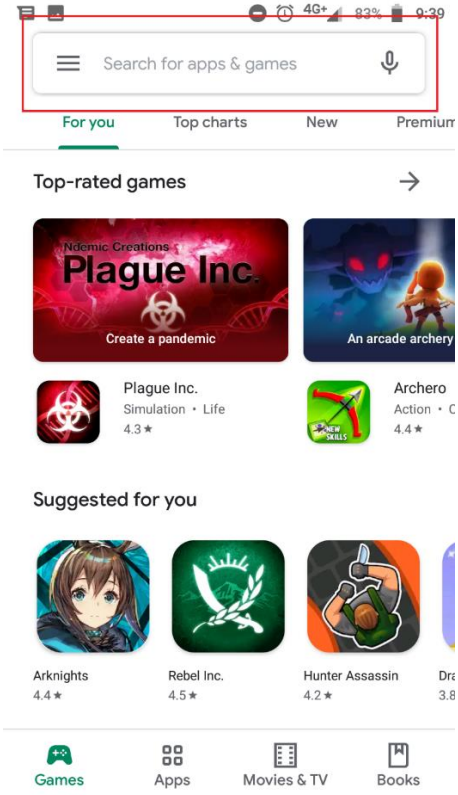
        iii. Select the phone you wish to install the VPN client on from the dropdown, if it is not already selected, then click **Continue**. The FortiClient app will be installed on your phone shortly.

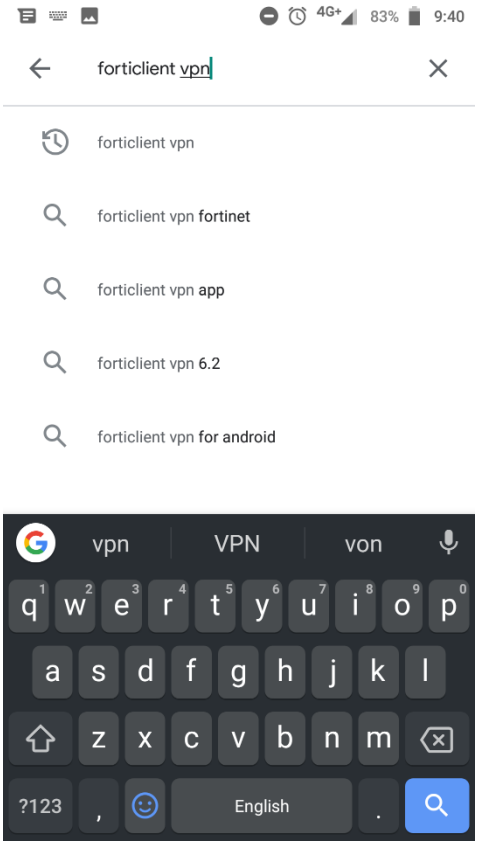


    b. **Option 2**: Installing from your phone
        i. On your phone, open the Google Play Store

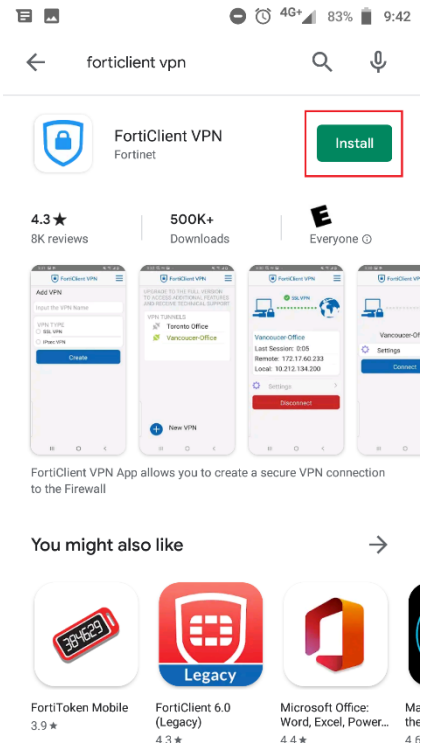


ii. Tap the search bar at the top of the screen, then type in **forticlient vpn**





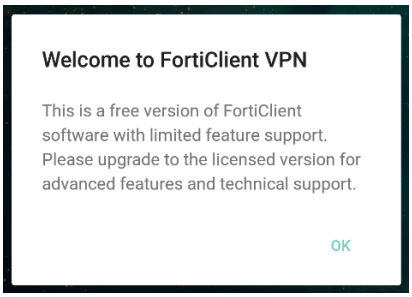
iii. Press **Install** on the first result. The app will install in the background.



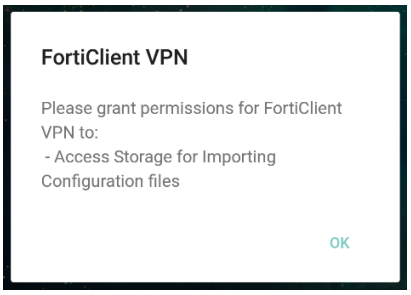
iv. The app will download, and once the install button will have changed to an **open** button, it will be ready.

2. Once the app has finished installing, open the app drawer on your phone, then open the **FortiClient VPN** app.

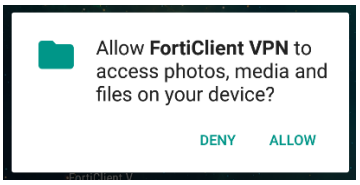
3. Press **OK** on the dialog box that appears, welcoming you to FortiClient VPN



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

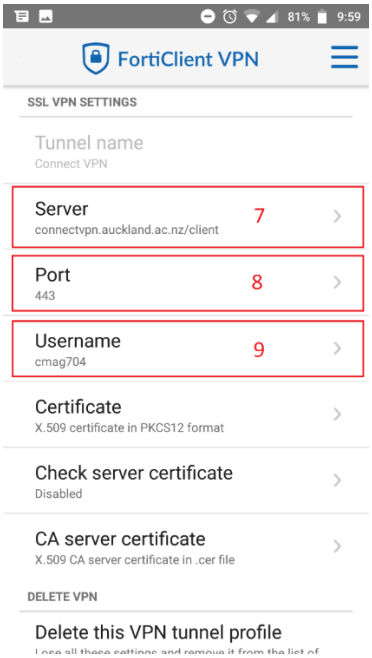


5. Press **Allow**on the dialog box that asks for permission to access your local files.

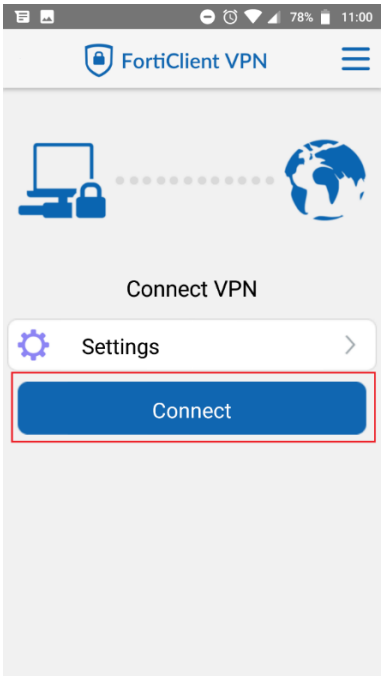


6. The FortiClient app will then open, and prompt you to add a VPN. Enter a meaningful name for the VPN, such as **UoA** in *1*, then select **SSL VPN** for *2,* then click **Create**

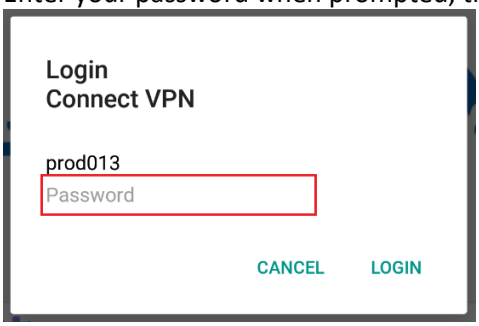
7. The app will then offer to let you fill out more details. Change the **Server Address** to connectvpn.auckland.ac.nz/client
8. Make sure that the **Port** is set to 443
9. Set the **Username** to your university username/UPI, e.g. jblo123



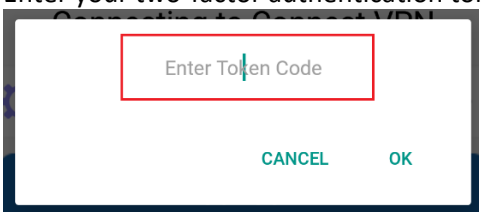
10. Press the **back** button on your phone to save your changes
11. Press the **Connect** button



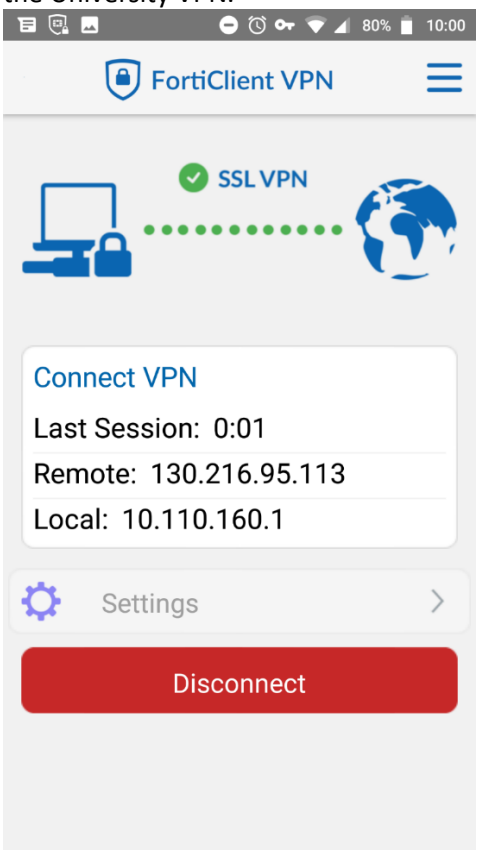
12. Enter your password when prompted, then tap **Login**



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



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



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