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 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 ........................................................................ 6
  Installing FortiClient on a Mac when NOT connected to the UoA Network...................................... 8

SECTION TWO: You use your own device (or a device NOT owned by the University)................. 10
  Windows................................................................................................................................................. 10
  Install the FortiClient on a non-UoA Windows Device ......................................................................... 10

Apple Mac............................................................................................................................................. 17
  Install FortiClient on a non-UoA Mac.................................................................................................... 17

SECTION THREE: Mobile and Tablets..................................................................................................... 21
  How to install FortiClient on an Apple iPhone or iPad...................................................................... 21
  How to install FortiClient on an Android phone or tablet? ................................................................. 27
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

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.)

![FortiClient VPN Icon](image1)

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

![Login Page](image2)

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. 

![Two-Factor Authentication Token](image3)
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”.

![Screen capture of the process to connect](image1)

![Screen capture of the process to disconnect](image2)
Install and use FortiClient on a windows device when you are **NOT** connected to UoA Network

Log a ticket via the [staff intranet](#) 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 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 University owned Mac when **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.

4. Follow the instructions entailed in the step above for use.
If this does not work, log a ticket via the [staff intranet](#) 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 FortiClientVPNOnlinInstaller_7.0. It will then ask you if you wish to run the file. Please click ‘yes’ and run the file.
Completed the FortiClient VPN Setup Wizard

Click the Finish button to exit the Setup Wizard.
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.

Settings for VPN. Once entered, please click Save.
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.
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 FortiClient for Mac OS from the link.

2. Please click install and follow these steps:
Install FortiClient

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the installer.

Read License  Disagree  Agree

Select a Destination
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.

Standard Install on "Macintosh HD"

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.

Installation Type

- Installation

The installation was completed successfully.

The software was installed.
3. Please open the Client in Applications folder.

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.

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.

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: https://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:
      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.

![Install button for FortiClient VPN app](image)

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.

![FortiClient VPN app icon](image)

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

![Welcome to FortiClient VPN dialog box](image)
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**

![Login Screen](image1)

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

![Two-factor Authentication Screen](image2)

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

![VPN Connection Screen](image3)

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