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 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:

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”.

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- 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”.

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

1. This process requires you to use the Cisco VPN service first to get onto the UoA network. First, ensure you have an internet connection then open the Cisco AnyConnect VPN in your task bar.

2. Choose vpn1.auckland.ac.nz and select Connect.

3. Select your group and enter your UoA UID and Password. Select OK.
4. Open **Software Centre** and select FortiClient.

![FortiClient](image1.png)

5. Select Install.

![Software Centre](image2.png)

6. Once install is complete the FortiClient green shield displays in the task bar.

![Taskbar](image3.png)
7. Select Cisco AnyConnect VPN in the task bar.

8. Select Disconnect.

9. 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](#).

   ![FortiClient VPN](image1)

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

   ![Applications folder](image2)

2. Enter your Username and password and select Connect.

   ![Login screen](image3)
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. This process requires you to use the Cisco VPN service first to get onto the UoA network. Ensure you have an internet connection then open the Cisco AnyConnect VPN in the task bar:

2. Choose vpn1.auckland.ac.nz and select Connect:

3. Select your group and enter your UoA UID and Password. Select OK:

4. Open Self Service and select FortiClient.
5. Select Install.
6. Once install is complete the FortiClient shield displays in the task bar.
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](http://fortinet.com) and download the client here.

![FortiClient VPN](image)

Note: Select Download for Windows 32 if your System type is a 32-bit operating system. You can find this information in Settings, About your PC.
2. Once finished, navigate to your ‘Downloads’ folder on your browser and open the file. It is called FortiClientVPNSetup_6.2.6.0951_x64. It will then ask you if you wish to run the file. Please click ‘yes’ and run the file.
3. 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
4. This will take you the login page. Login with your Username and password. You will be prompted for Two Factor Authentication.

* We recommend using Authy or Google Authenticator as Yubikey might not work
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 it 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. Download the FortiClient for Mac OS from the link.

2. Please click install and follow these steps:
3. Please open the FortiClient 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: 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.

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.

![FortiClient VPN dialog box](image)

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

![Allow FortiClient VPN](image)

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**.

![FortiClient app](image)
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](image)

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

![Enter Token Code Screen](image)

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

![VPN Connected Screen](image)

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