FortiClient VPN Setup Guide

Before You Begin

Before launching FortiClient VPN, ensure the following steps are completed:

1. Install DUO Mobile

On your mobile device, download and install DUO Mobile from the Apple App Store or Google Play Store.

2. Enroll in DUO Security

• Open the Outlook app on your mobile device.
• Search your inbox for an email titled 'Duo Security Enrollment'.
• If you do not have this email, submit a ticket *Insert Ticketing system*
• Click the link in the email. Enter your work email in the Mimecast input box.
• Check your email for a passcode from Mimecast, and enter it to proceed.
• Follow the instructions in your browser to complete DUO setup.
• When prompted, enter your mobile phone number.
• Choose 'Already have DUO installed' when asked.
• The DUO app may ask to rename your device – do not rename it, just click 'Save'.
• Your DUO Mobile is now configured.

Launching FortiClient VPN

• Open the FortiClient VPN application.
• The VPN name and your username should already be pre-configured.
• If these fields are blank, submit a support ticket *Insert Ticketing system* to have them corrected.
• Enter your Microsoft or laptop login credentials as the password.
• The connection will begin loading (up to approximately 40%).
• A push notification will be sent to your DUO Mobile app. Tap 'Approve' to authenticate.
• You are now successfully connected to the VPN.