

VPN Setup Guide

SoC has two VPN services, a general VPN for all users, and a staff-only VPN.

- SoC VPN is available to all users with a NUS-ID account.
- SoC Staff VPN is available only to NUS staff users (i.e. NUS-ID account in NUSSTF domain). Staff VPN may be required for access to certain internal resources.

Your NUS-ID account is used for login to these services.

Getting Started

The SoC VPN gateway is a Fortinet appliance. You will need to download and install FortiClient VPN client to connect to the VPN.

For Windows and macOS computers: you can install FortiClient either using the offline installer (served by SoC DocHub) or the online installer (served by Fortinet) at the following links:

Offline installer (links to DocHub; see [Canvas Files](#) for the actual files): [Windows](#), [macOS](#)

Online installer: [Windows](#), [macOS](#)

The offline installer offers the greatest ease of installation. If the network your computer is on (e.g. Research Network) is preventing access to SoC DocHub without VPN, then you should use the online installer served by Fortinet. If you encounter persistent issue with the online installer, you can download the offline installer with another device (e.g. your phone) and upload it to your personal cloud (e.g. Google Drive) where you can then download it with the computer intended to install FortiClient.

Should you be sourcing the downloads yourself on [Fortinet's Product Downloads page \(not recommended\)](#), please ensure to only download the '**FortiClient VPN-only version**'. Other versions are not applicable for SoC VPN.

If you are upgrading from an older version of FortiClient VPN, installing the newer version should automatically replace the older version in most cases. Should you encounter issue during / after the upgrade, please try uninstalling FortiClient, then **reboot your computer before reinstalling** the latest version.

For Android and iOS devices: You can find the [Android app](#) and [iOS app](#) from their respective app stores.

For Linux computers: While there are downloads available for Linux clients ([.rpm](#) or [.deb](#) options), please note you will have to find your own technical support as SoC does not provide support for Linux on end-user devices, except for Ubuntu 22.04 and 24.04 LTS Desktop (see below). You may also find 3rd party software which we not only do not support but also recommend caution against such solutions.

Configuring the VPN

For Windows and Mac users:

Click [here](#) (links to DocHub; see [Canvas Files](#) for the actual files) to see the installation and setup, which is applicable to Windows 10 & 11 and MacOS devices only.

For Android and Apple (iOS and iPadOS) users:

Click [here](#) (links to DocHub; see [Canvas Files](#) for the actual files) to see the installation and setup guide for your mobile device.

For Linux users:

Click [here](#) (links to DocHub; see [Canvas Files](#) for the actual files) to see the installation and setup guide, which is applicable to Ubuntu 22.04 and 24.04 LTS Desktop only.

Connecting to the VPN

Attention: please take note that there is a time limit to complete this process.

To begin connecting, select your choice of VPN, then click “Connect” or “SAML Login” (depending on your FortiClient VPN version). Follow the steps to complete the process, which are similar to logging in to an NUS Service:

1. Enter your full NUS email address.
2. The following depends on the VPN selected and whether you are a student or staff:
 1. If you are a student, you may get a blue login webpage, which prompts you to enter your full NUS email address, ending with @u.nus.edu, again.
 2. If you are a staff, you may get a yellow login webpage, which prompts you to type your NUS-ID with the domain (“NUSSTF\\”) in front as your username.
3. Enter your password in the login webpage to proceed.

4. A prompt to perform MFA on the Microsoft Authenticator App on your mobile device will appear. Complete it to proceed.
5. After choosing whether to Stay Logged In, you will then be redirected back to FortiClient VPN.
 - o If you choose to Stay Logged In, steps 2 to 5 will be skipped the next time you use SoC VPN or SoC Staff VPN on your device that you are currently logging in with. We recommend not to select “Yes” if the device that you are using is a shared device.
 - o This is only applicable if you choose to tick the “Use external browser as user-agent for saml user authentication” box in the VPN's settings.
6. Check that you have successfully connected to SoC VPN or SoC Staff VPN on FortiClient VPN.

Getting help

Please create a Service Request at <https://rt.comp.nus.edu.sg/> to seek further information, or to troubleshoot problems with installing or using the application.