

## **Two Factor Authentication (2FA) for VPN**

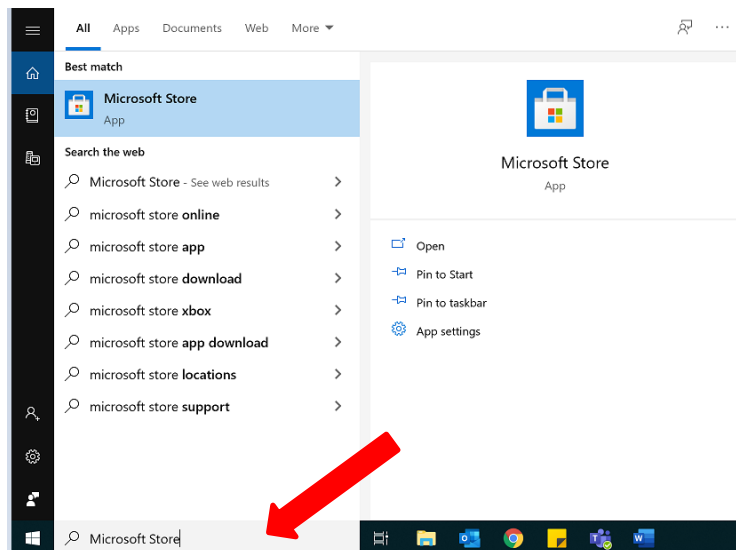
## Purpose

This guide will show you how to remotely connect to FSRA's network using Two Factor Authentication (2FA) for VPN.

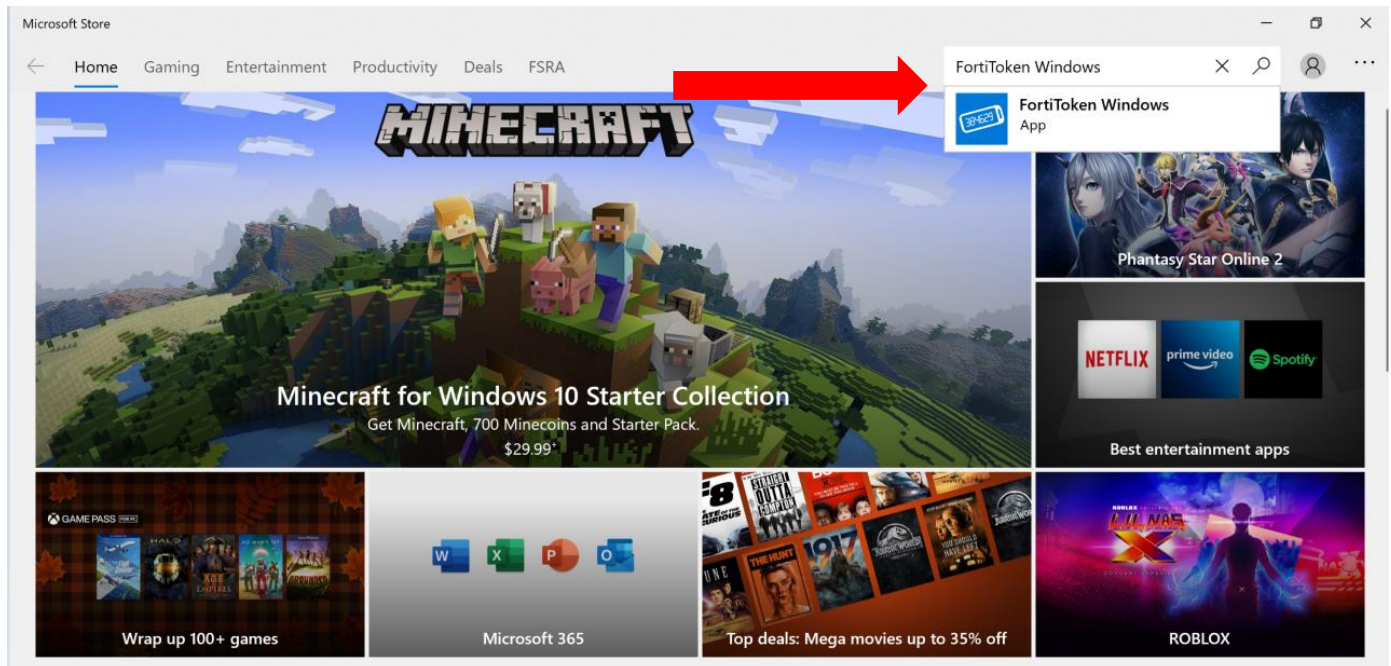
## What to do Prior to Multi-factor Authentication Implementation

### Download and Setup the FortiToken Windows app to your laptop:

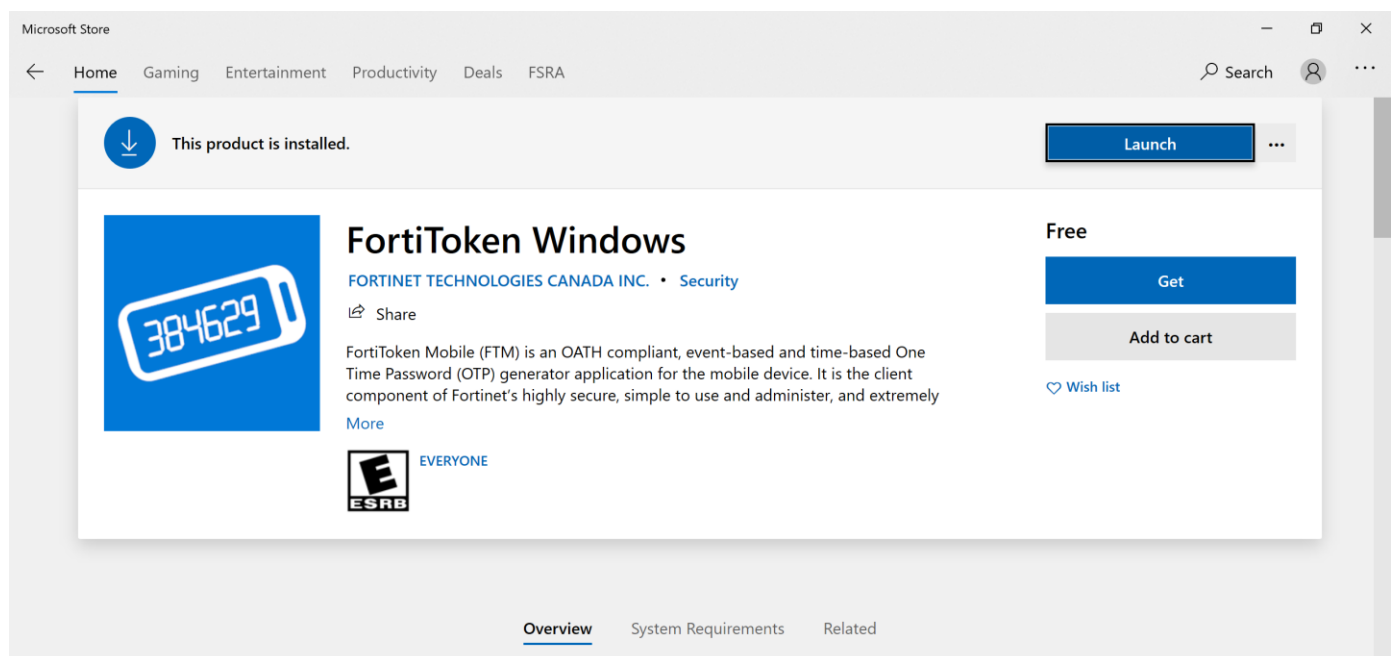
1. On your laptop, navigate to the Microsoft Store. You can find it by clicking on the Windows search bar located at the bottom left of your screen. Type in 'Microsoft Store' and choose the first option.



2. Once you have opened the Microsoft Store, click on the search bar located at the top right of the screen. Type in 'FortiToken Windows' and choose the first option.



3. This will display the app that you want to download. Click on 'Get'.



4. A window with the title 'Use across your devices' **may** pop-up, just click on 'No, thanks'. The FortiToken app will now start to download in the background. It will take between 2 to 5 minutes. After this, the FortiToken app should be installed on your laptop and you can move on to the set-up/configuration phase.

Use across your devices

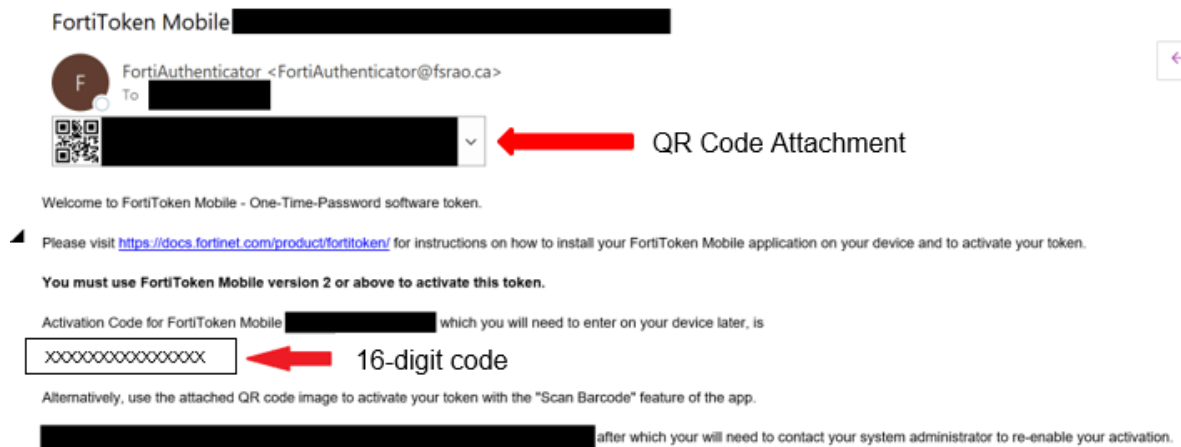
Sign in with Microsoft and use this on any compatible device.

No, thanks

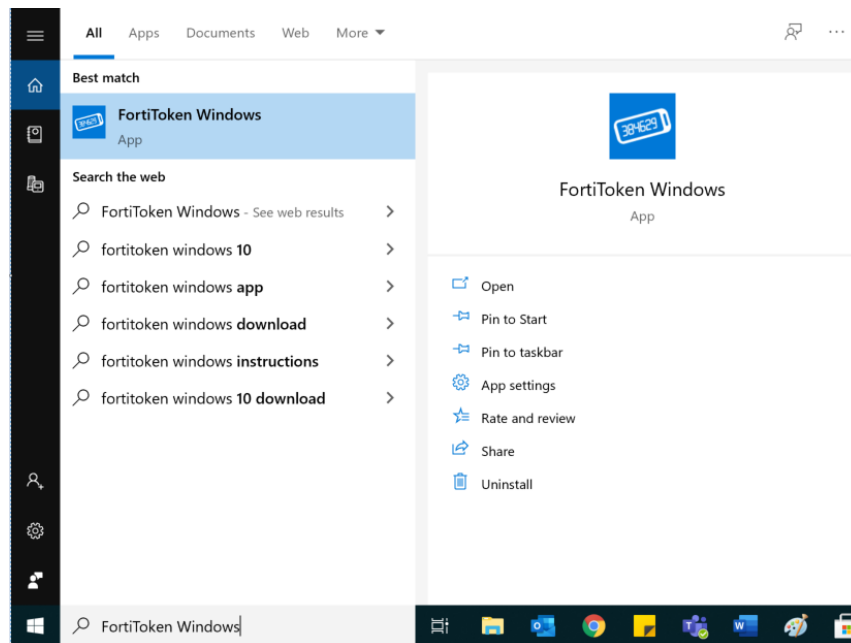
Sign in

## Activation Steps (Day of Implementation)

1. **Before you follow any of the steps below**, you will need to refer to an activation email sent to you by “FortiAuthenticator”. **Without this email**, you cannot complete the rest of the set-up process. The email will look like this:



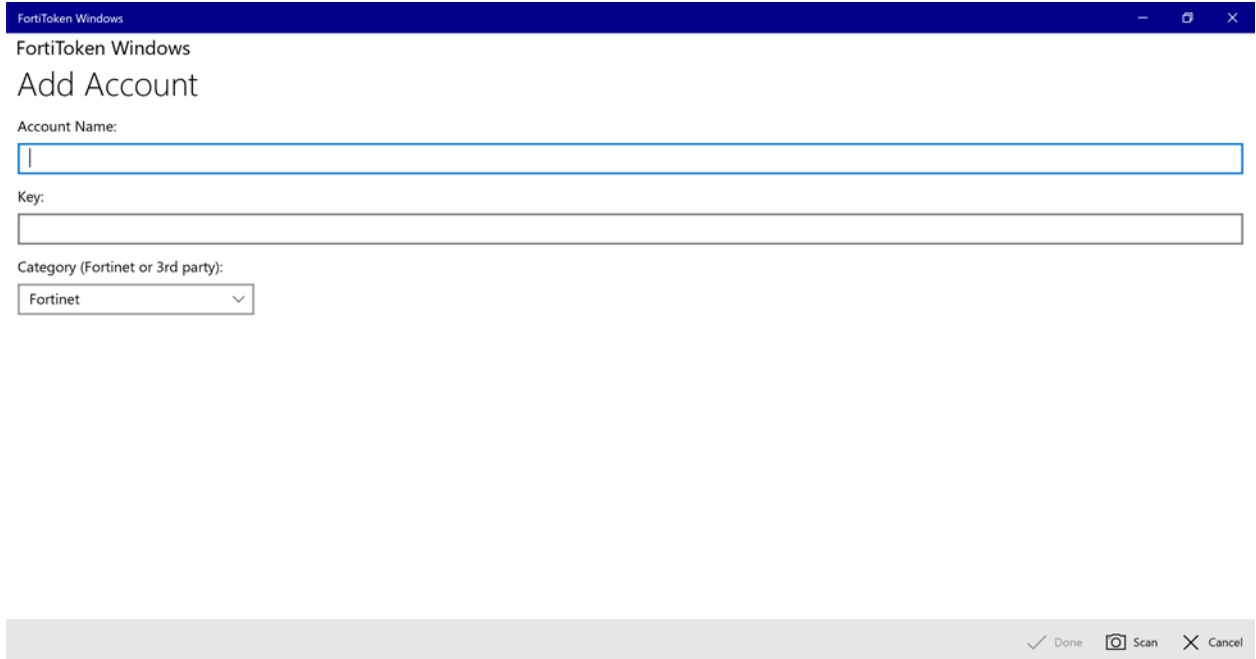
2. On your laptop, navigate to the FortiToken Windows app that you just installed. You can find it by clicking on the Windows search bar located at the bottom left of your screen. Type in 'FortiToken Windows' and choose the first option.



3. This will open the FortiToken Windows app. You will reach a window with the title 'Accounts'. Click on 'Add' located at the bottom right of the screen.

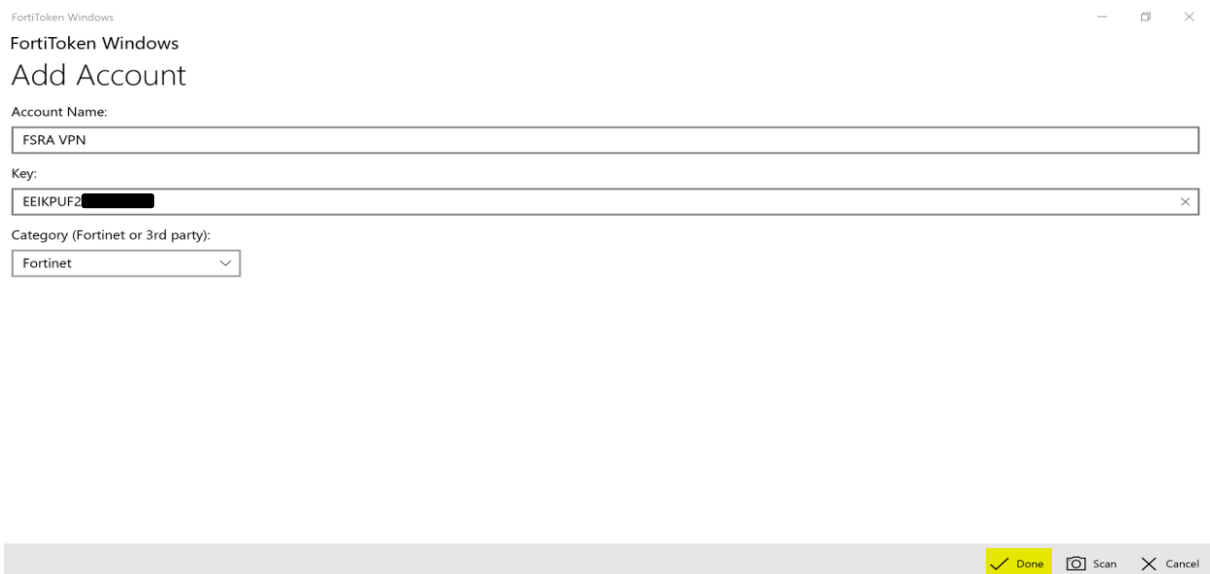


4. You will now have reached a window with the title 'Add Account'. There will be 3 rows (Account Name, Key, and Category) that you need to fill in.



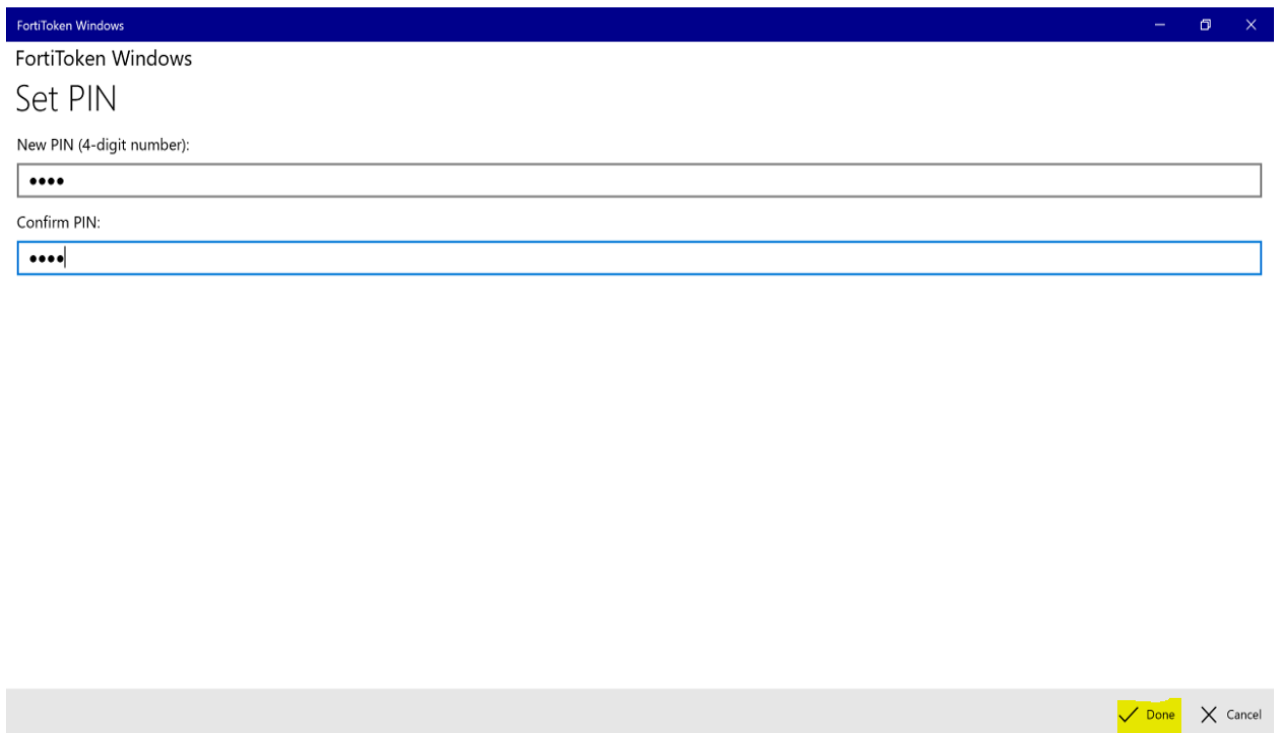
5. Inside the email provided by "FortiAuthenticator", there should be a 16-digit code in quotation marks (refer to the picture in step 1 of this section to see where the 16-digit code is located within the activation email). Have this ready.

For the 1<sup>st</sup> row called 'Account Name', type in '**FSRA VPN**'. For the 2<sup>nd</sup> row called 'Key', enter the 16-digit code that was sent to you in your activation email. In the 3<sup>rd</sup> row called 'Category', choose the 'Fortinet' option. Then click 'Done'



6. This will bring you to a window with the title 'Set PIN'. Think of a 4-digit password and enter it into the 1<sup>st</sup> row. Enter the same 4-digit password into the 2<sup>nd</sup> row. Then click 'Done' at the bottom right of the screen.

*You must remember what your 4-digit PIN is, because you will have to enter it in every time you open the FortiToken Windows app. Do not make the 4-digit password too easy, for example: 1234, 0000, 7777, etc.*



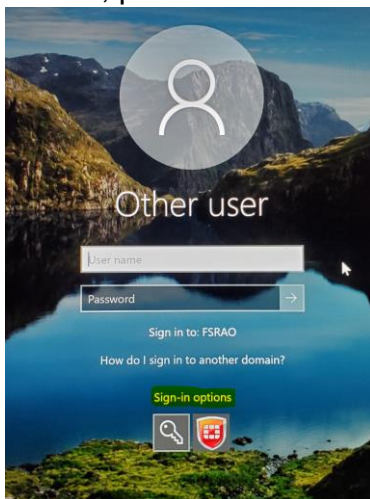
7. Your FortiToken Windows app is now configured and ready to use. It will start generating a 6-digit code every 60 seconds. Steps on how to use this code for daily VPN logins, are displayed below.




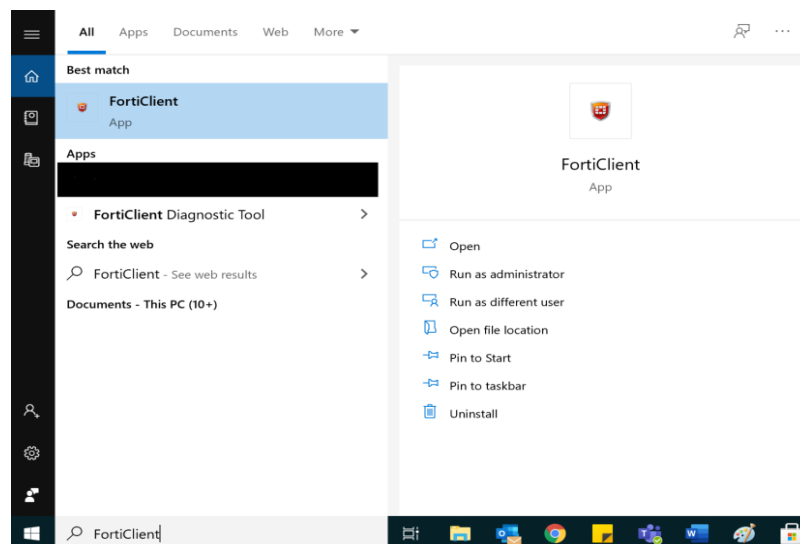
## Regular Use After Activation

To access FSRA's network while you work remotely:

1. Restart your computer
2. Make sure you are connected to a secure WiFi network
3. When you reach the log-on screen, press Ctrl+Alt+Delete to unlock your screen, as you usually would
4. Once you have unlocked your screen, you will be prompted with the following screen, please choose "Sign-in Options"

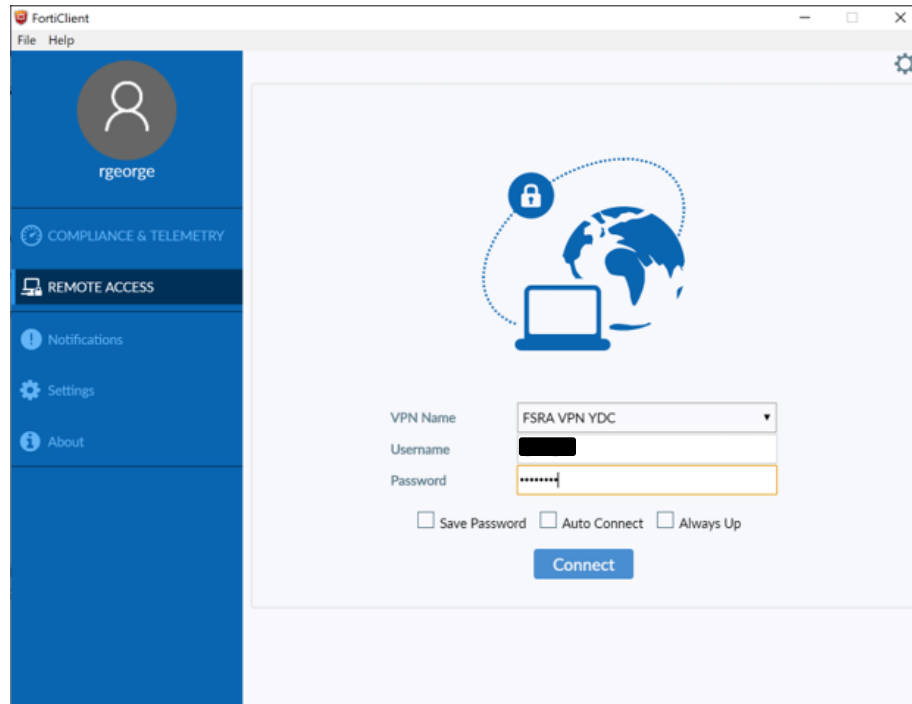


5. Select the "Key" logo  and enter your network credentials.
6. Once you have logged in, navigate to the 'FortiClient' app. You can find it by clicking on the Windows search bar located at the bottom left of your screen. Type in 'FortiClient' and choose the first option.

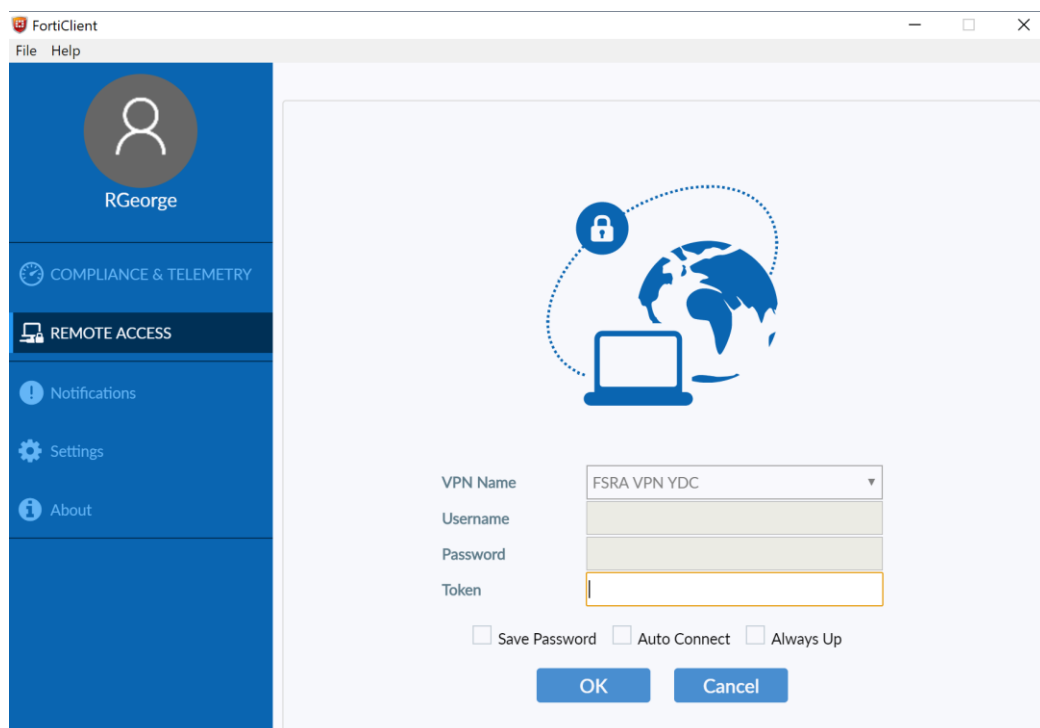




7. Once, you have opened the 'FortClient' app, click on 'REMOTE ACCESS' on the left-hand side. Then enter your network credentials once again and click 'Connect'.

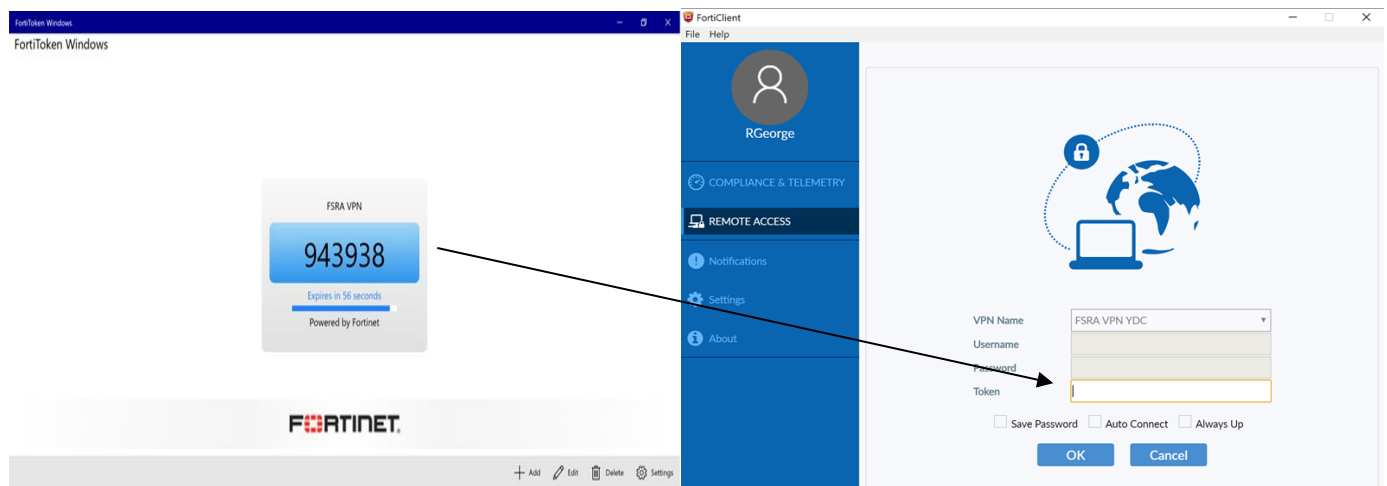


8. You will then be asked to enter a 6-digit code into the 'Token' row.

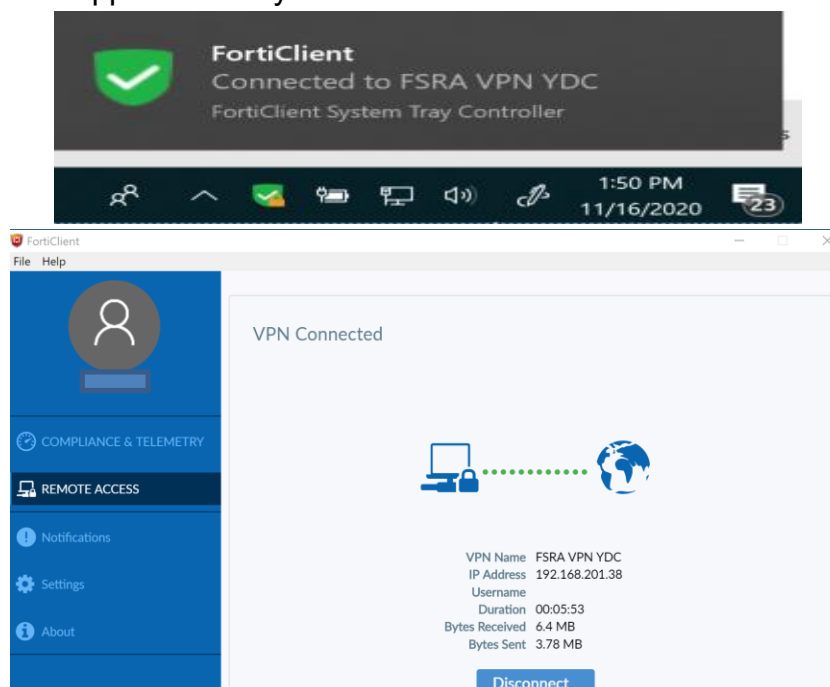


9. Navigate to the FortiToken Windows app. You can find it by clicking on the Windows search bar located at the bottom left of your screen. Type in 'FortiToken Windows' and choose the first option.

When the FortiToken Windows app opens, you must enter the 4-digit PIN that you created earlier. Once you enter in that PIN, a 6-digit code will be displayed to you. Enter that 6-digit code into the 'Token' row of the 'FortiClient' app. Then click 'OK'.



10. Once the VPN establishes the connection, you will be automatically logged in to the FSRA network, including access to all FSRA's applications. If you logged in successfully, you should get a pop-up banner at the bottom-right of your screen saying 'Connected to FSRA VPN YDC' and the 'REMOTE ACCESS' tab of the FortiClient app should say 'VPN Connected'.



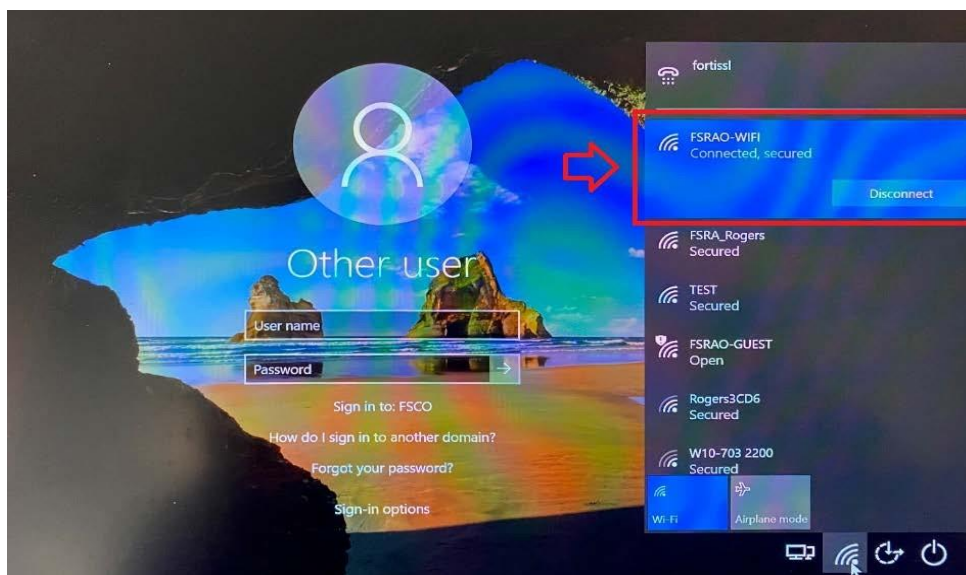
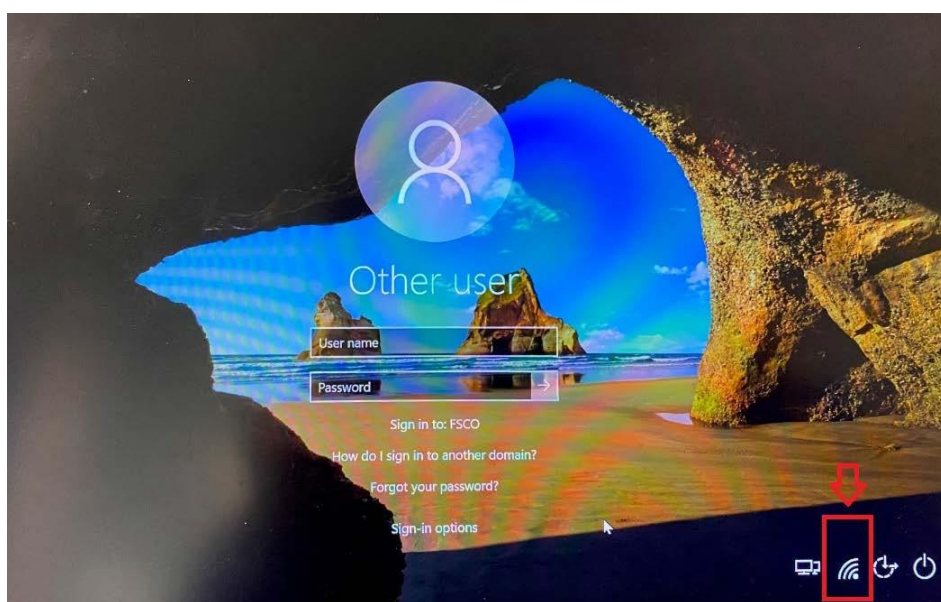
## **Additional Troubleshooting Information**

1) What if I forgot my 4-digit PIN for FortiToken Windows?

Contact the Service Desk for assistance.

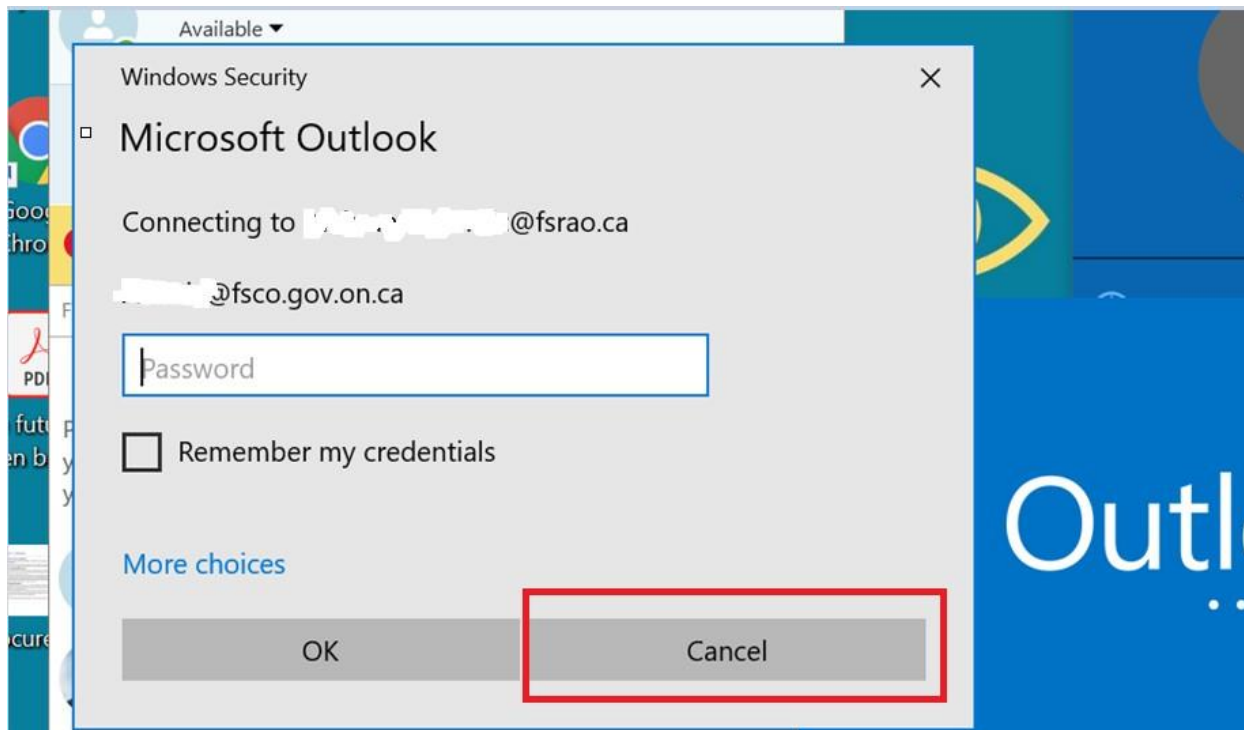
2) Am I connected to Wi-Fi?

To validate your internet Wi-Fi connection, click on the Wi-Fi signal at the bottom left and check if there is any Wi-Fi network available or if you are already connected



3) What if I'm asked for more credentials?

If you log in to your laptop and you see a pop up asking for your credentials, cancel all the pop-up boxes and close down Outlook.

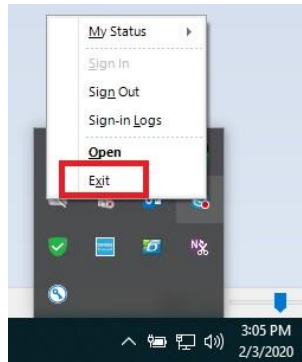


**NOTE:** On January 12th 2021, IT had implemented an uninstallation of Skype for Business from all FSRA devices. All FSRA devices were required to remain connected to the network at 11 p.m. during the implementation; in order for Skype for Business to be successfully removed. If Skype for Business has been successfully removed from your device, skip to step 6.

4) To close Skype, locate the Skype icon beside the clock (follow step 5)



5) Right Click the Skype icon and click Exit



- 6) Reopen Outlook and you will not be prompted for your credentials.
- 7) If you have any questions or concerns, please call the IT Service Desk at 416 590 7111 or email us at [servicedesk@fsrao.ca](mailto:servicedesk@fsrao.ca)