

VPN Forticlient – Login

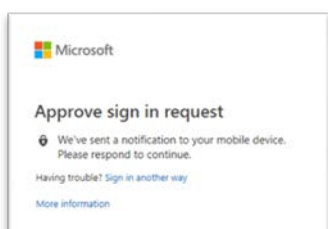
VERSION: 1.0

Purpose

The VPN secures your connection to our servers while you work outside the office. If you aren't connected to the VPN, you may have connection issues, and be asked to authenticate your credentials for Microsoft 365 each time you open an application.

To log in to the VPN:

1. Restart your computer.
2. Make sure you are connected to a secure WiFi network.
3. Log in to your computer with your username and password as usual.
4. Close any pop ups that appear as applications start (this may includes M365 Authenticator and OneDrive, depending on your individual set up).



Close this pop up and any others that appear.

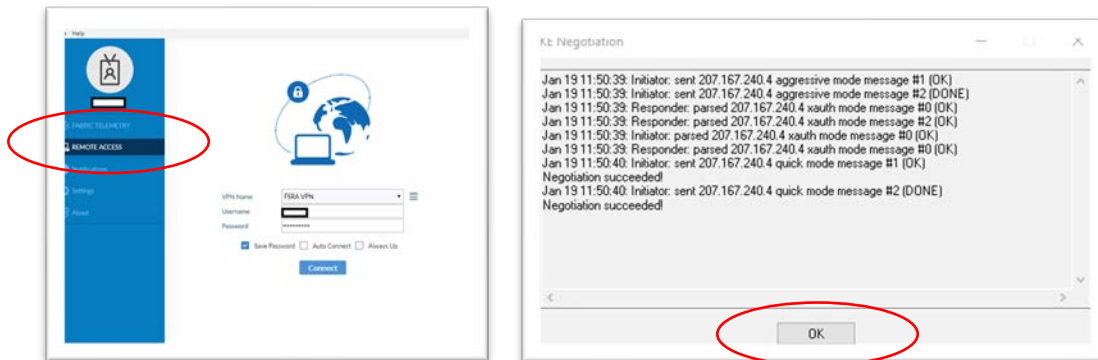
5. Click on the FortiClient icon on your desktop.



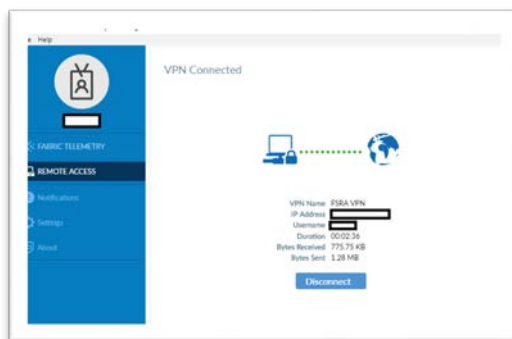
If you don't see the FortiClient icon on your desktop, search for it using the search function in the bottom left of your screen and open it.



6. From the FortiClient app, select "Remote Access" and type in your username and password and press Connect. *You may see a pop up – press OK.*



7. Once you are connected to the VPN, you'll see this message box and the FortiClient screen will look like this:



8. You are now connected to the VPN and you can open all your applications, including Outlooks, Teams and SharePoint.

Troubleshooting Information


1. I can't connect to the VPN and see a Wrong Credentials notice.

There could be a number of reasons you're getting this message including:

- Your password is expired,
- Your account is locked, or
- Your employee contract is expired.

Please call the Service Desk to restore your access if this is the case.

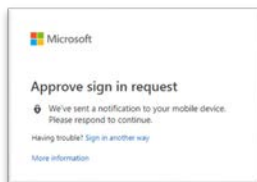
2. How do I know if I'm connected to Wi-Fi?

To check if you are connected to Wi-Fi, click on the Wi-Fi signal at the bottom right of your toolbar. 

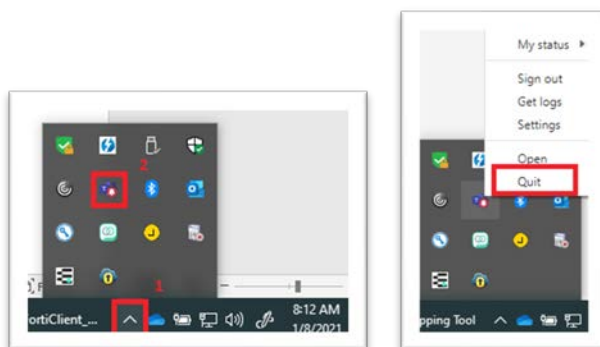
Here, you can see if you are already connected or check if there is any Wi-Fi network available.

3. I keep getting asked for more credentials or Approval via Authenticator?

If you log in to your laptop and see a pop up asking for your credentials or approval via Authenticator, close all the pop-up boxes and all your apps. Make sure you're connected to the VPN. Once you are connected, reopen your apps.

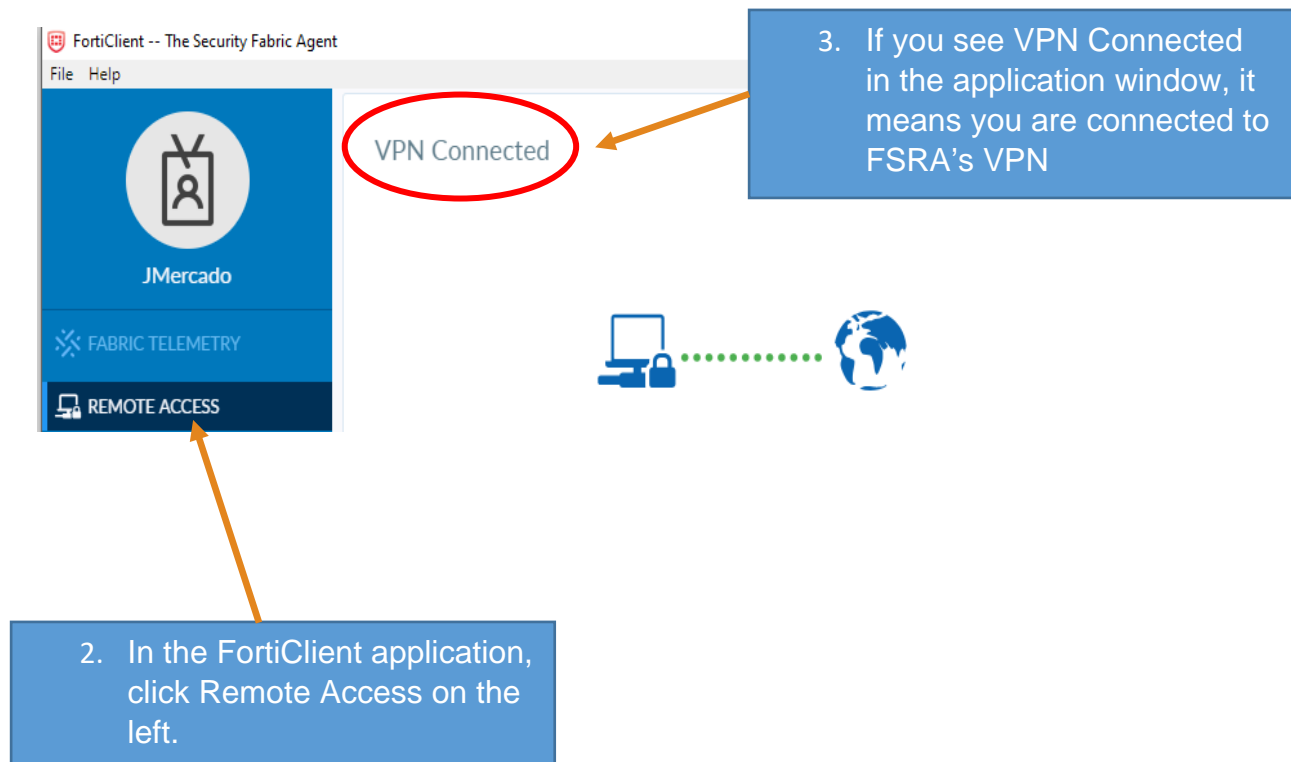


Note: To close Teams, located the icon in the bottom right toolbar. Right click the Teams icon and click Quit



4. How do I know if I'm connected to the VPN?

- Open the **Forticlient** application on your desktop (or through the search function on the bottom left of the screen)
- In FortiClient, select Remote Access on the left side.
- If you are connected, you'll see this screen (below)



- If you're not connected, put in your username and password and select Connect.
5. I cannot open my ShareDrive, OneDrive or even access Sharepoint, Intranet or any FSRAO system. What should I do?
- Typically if you cannot open any of these applications, it is because you are not connected to the VPN or you lost connection. In order to fix this please go back through the steps listed above and connect to Wifi and the VPN. If you still can't access your applications, please contact the Service Desk.

If you have any questions or concerns, please call the IT Service Desk at 416 590 7111 or email us at servicedesk@fsrao.ca

Document Revision History and Version

Version	Date	Name	Revision
1.0	1/18/2021	Raphael Monje	Procedure Created

The electronic version of this document is located in SharePoint: