

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 Two Factor Authentication(2FA) Implementation

Locate the FortiToken Mobile app on your mobile device:

**The steps below apply to both apple and android devices

1. If you have a FSRA-issued smartphone, the app will automatically install on it when FSRA begins the 2FA implementation. The app icon will be on the home screen in the Work Apps space on your phone. The app icon looks like this:



2. If you do not see this app on your:

Android phone: Check for the install icon in the app library of your work space Google Play Store, then tap it to install the app.

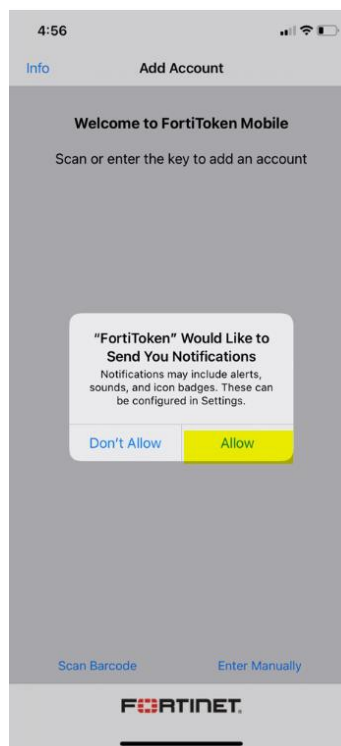
iPhone: Check for the install icon in the Work Apps folder on your iPhone's home screen, then tap on it to install the app.

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. Open the FortiToken app. *You might get a pop-up message asking you to allow FortiToken to send you notifications. Please select “Allow”.*



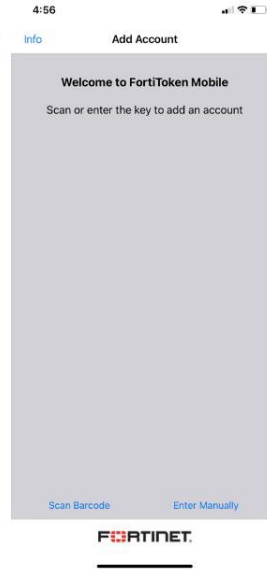
3. **For Android Users:** In the top right corner, tap the add icon. This will open the activation wizard. There will be two options given to add a new token: **Scan Barcode** and **Enter Manually**.

For Apple Users: You will already be at the screen where there will be two options given to add a new token: **Scan Barcode** and **Enter Manually**

Android



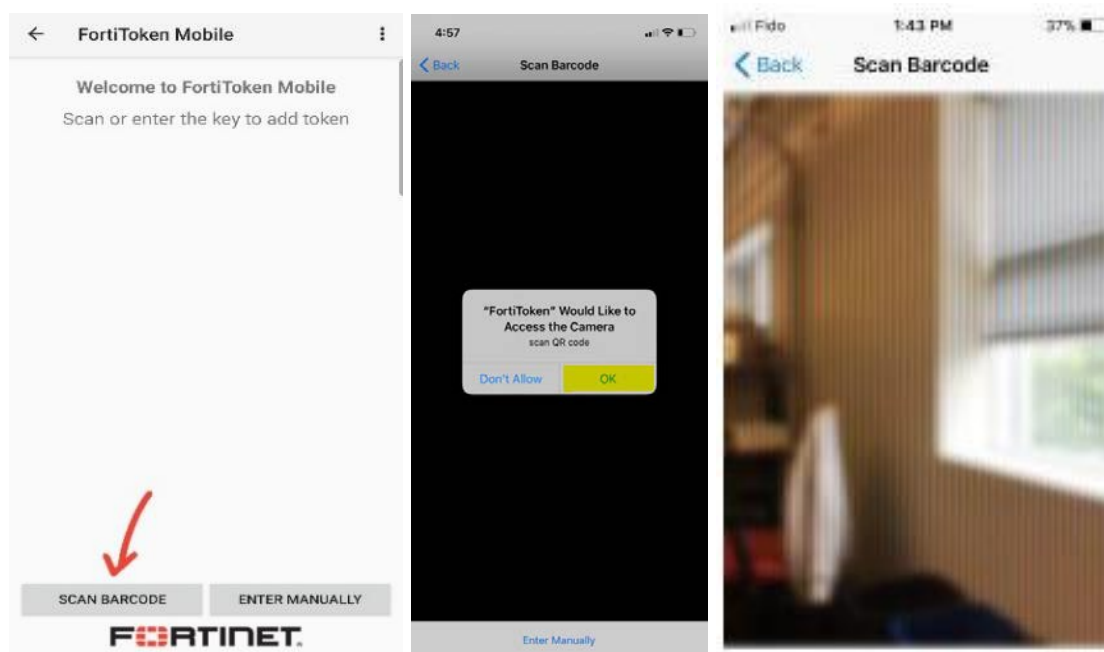
Apple



Option 1 (Recommended Option) – Scan Barcode:

Inside the activation email received from “FortiAuthenticator”, there will be an attachment with a QR Barcode (*refer to the picture in step 1 of this section to see where the QR Barcode is located within the activation email*). Open or preview that attachment.

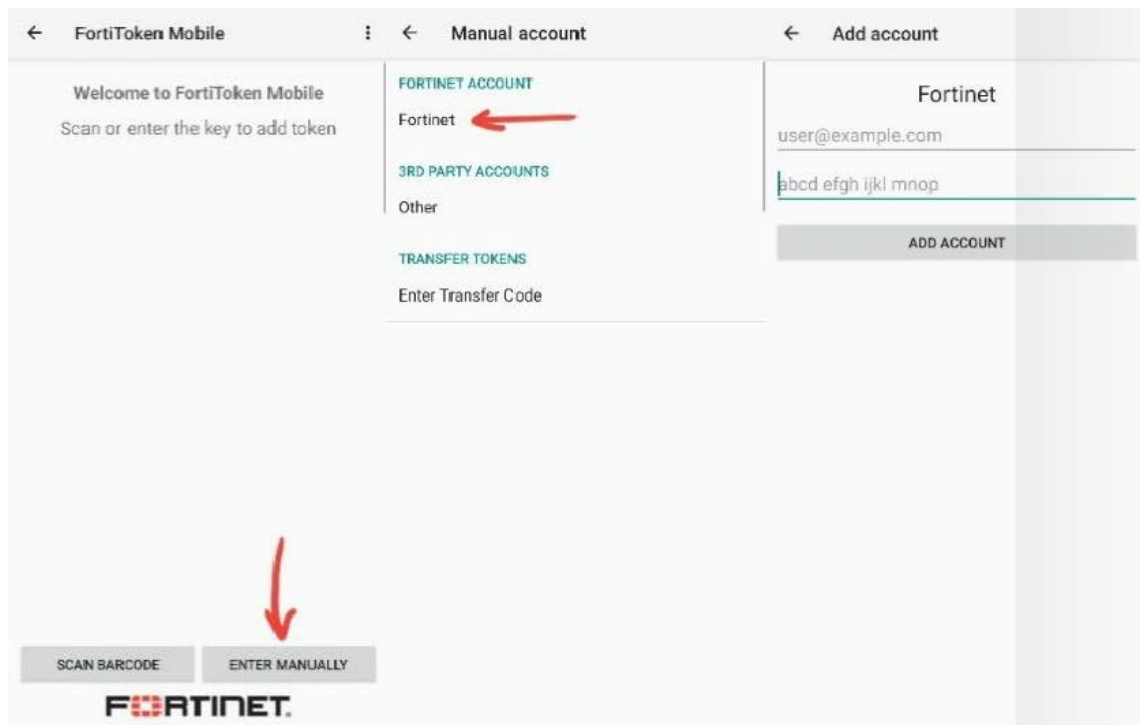
Next, select the **Scan Barcode** option in the wizard. *You may get a pop-up message asking you to allow “FortiToken” to access your camera, please click “Allow” or “Okay”*. Hold the camera of the wizard up to the QR Code on your screen until it is filled with the QR Code and the wizard registers your token.



Option 2 – Enter Manually:

Inside the email provided, 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.

Next, select the enter manually option in the wizard. Then select the Fortinet account option at the top. Fill in the requested fields with the email address the activation code was sent to and the given 16-digit code. Tap done/add account.

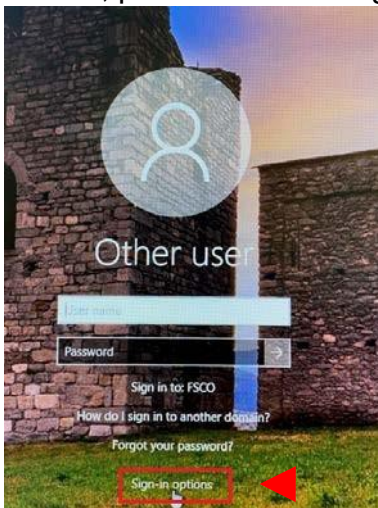



Your FortiToken Mobile App is now configured and ready to use.

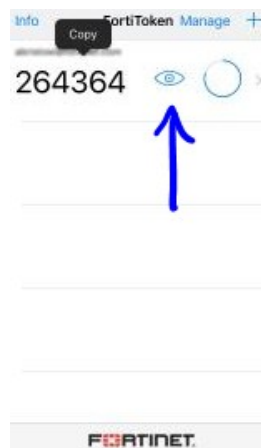
Regular Use After Activation

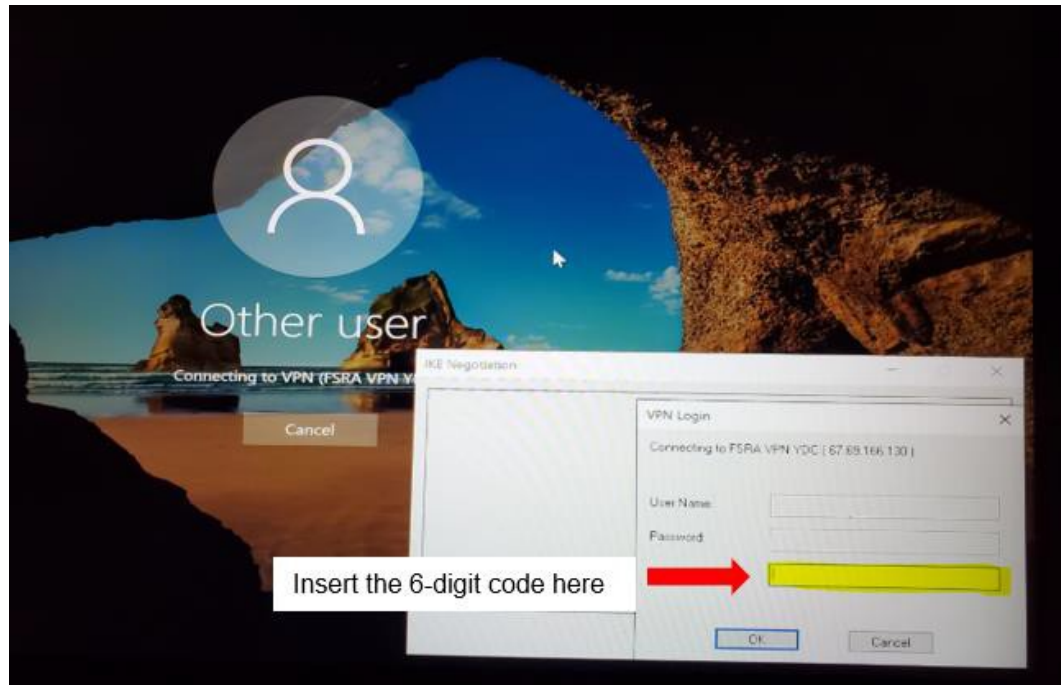
To access FSRA's network while you work remotely:

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 "FortiClient" logo  and enter your network credentials. (*enter all lower case letters for username*)
6. An additional window called "VPN Login" will then pop up. It will prompt you to enter a 6-digit number generated from the FortiToken Mobile App. You must open the FortiToken Mobile App to get this number and put it in the box below and click OK. *If the 6-digit number is hidden, click on the eye image to make it visible.*





7. Once the VPN has established the connection, you will be automatically logged in to your laptop and to the FSRA network, ensuring access to all of your FSRA resources.

Additional Troubleshooting Information

1) Need help resetting Apple ID, in order to install FortiToken app?

On your iPhone

1. Go to Settings.
2. Tap [your name] > Password & Security > Change Password.

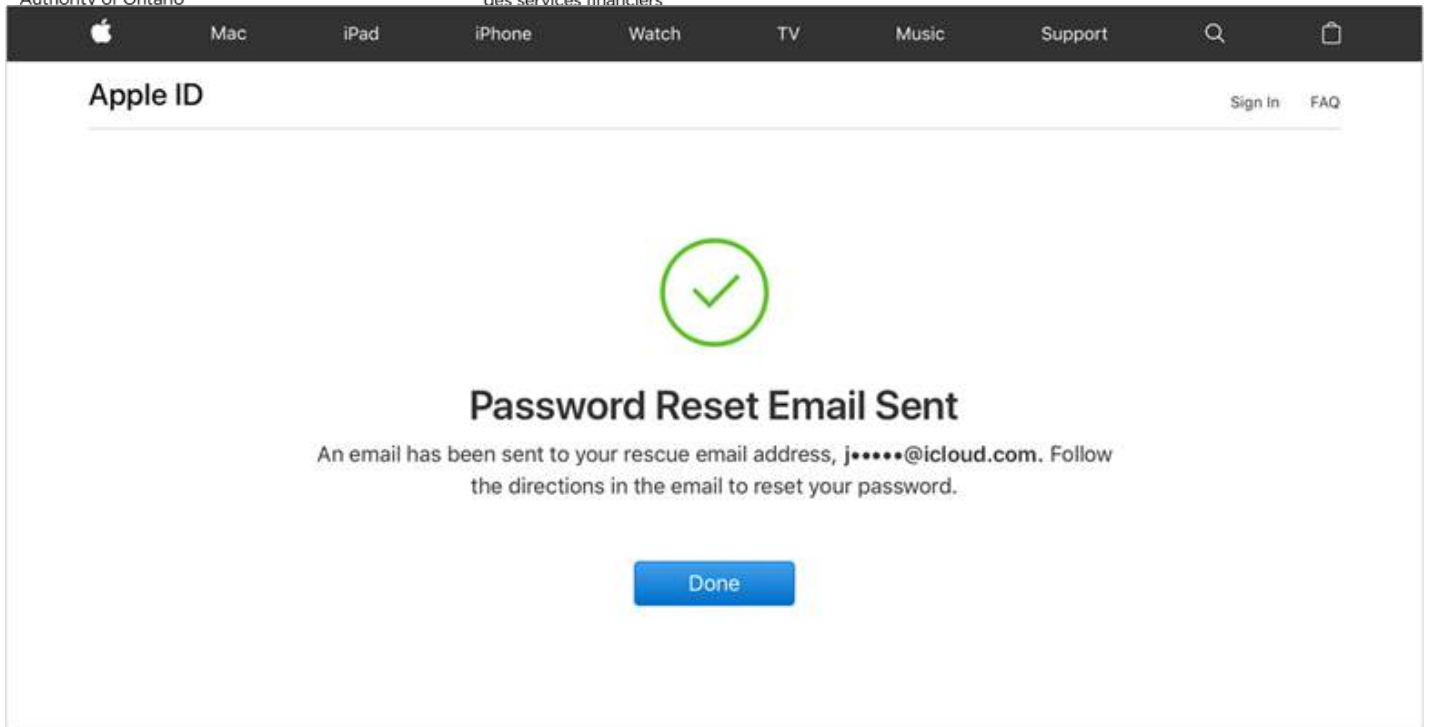


3. If you are signed into iCloud and have a passcode enabled, you will be prompted to enter the passcode for your device.
4. Follow the onscreen steps to update your password.

OR

Accounts with or without security questions

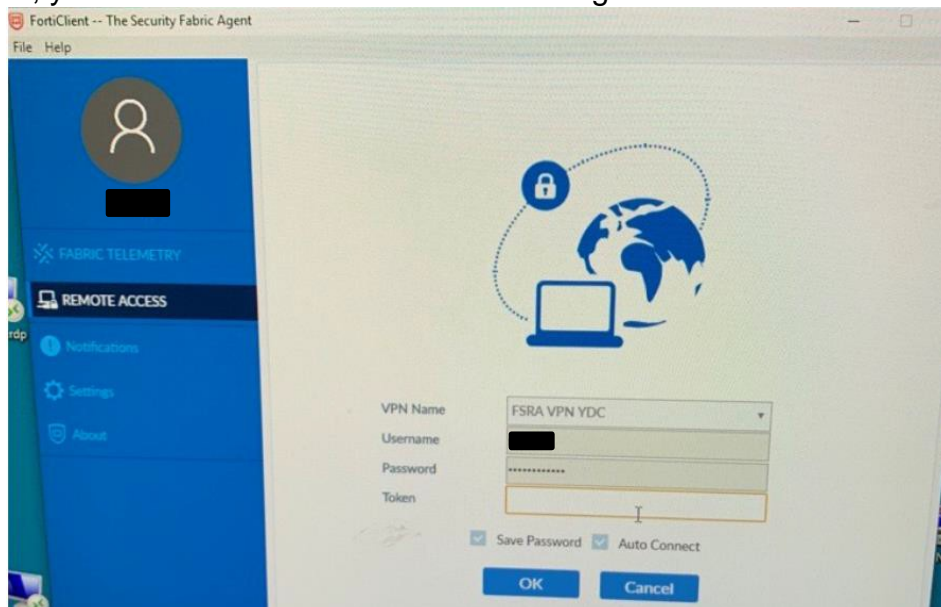
1. Go to your [Apple ID account page](#) and click "Forgot Apple ID or password."
2. Enter your Apple ID. [Did you forget your Apple ID?](#)
3. Select the option to reset your password, then choose Continue.
4. Choose how to reset your password:
 - If you have an account with security questions set up, you can select "Answer security questions" and follow the rest of the steps.
 - To get email instead, select "Get an email." To reset your password, use the email that we send to [your primary or rescue email address](#). [Didn't get the email?](#)
 - If asked for a Recovery Key, use the steps for [two-factor authentication](#) or [two-step verification](#) instead.



After you reset your password, you'll be asked to sign in again with your new password. You also might need to update your password in Settings on your devices

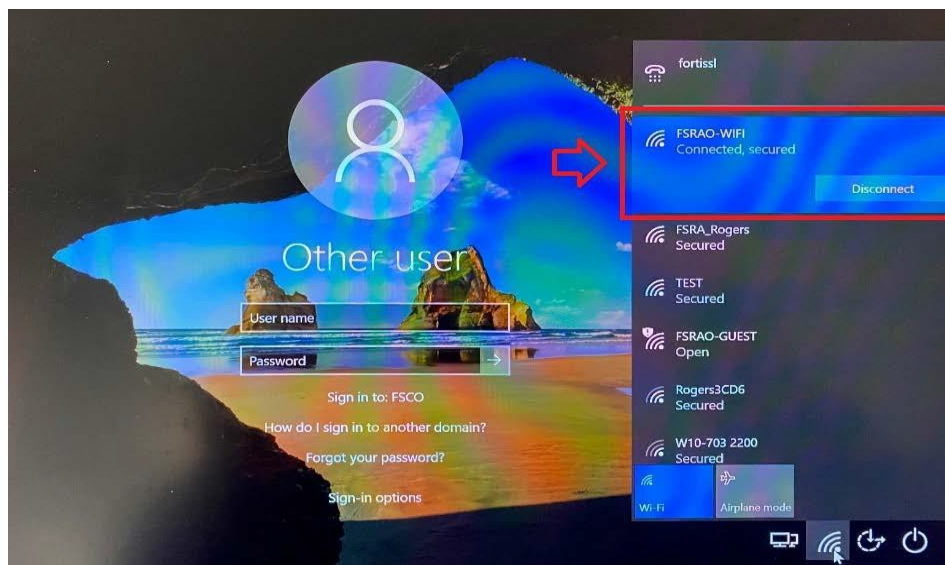
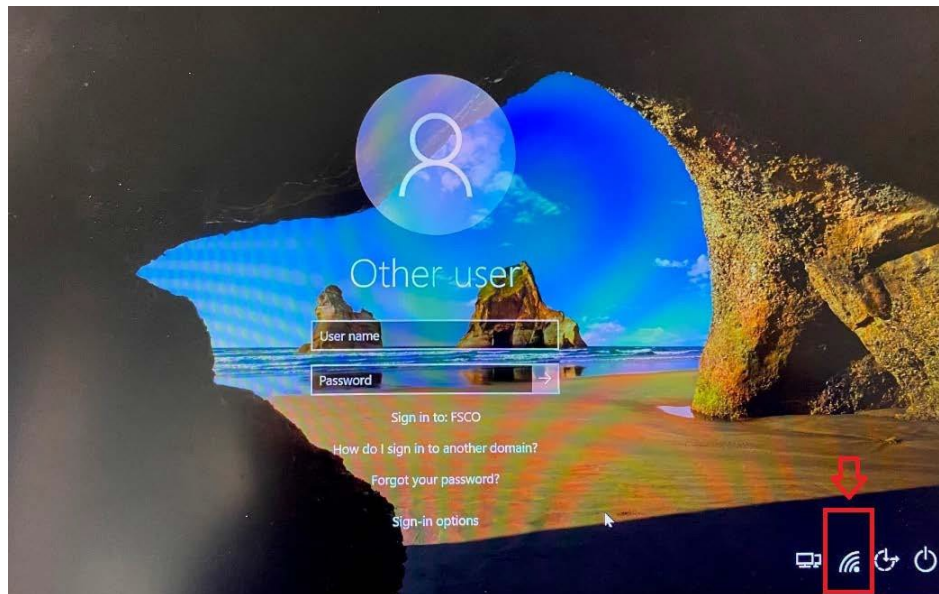
2) I got disconnected from the VPN, how do I connect back?

To reconnect to the VPN, click on the search bar located at the bottom left of your laptop. Type in "FortiClient" and choose that option. Once you've opened that window, click on "Remote Access" and type in your credentials and click "OK". You will be asked to enter a 6-digit token which you will find in your FortiToken Mobile App. Once you enter that 6-digit number, you should be connected to the VPN again.



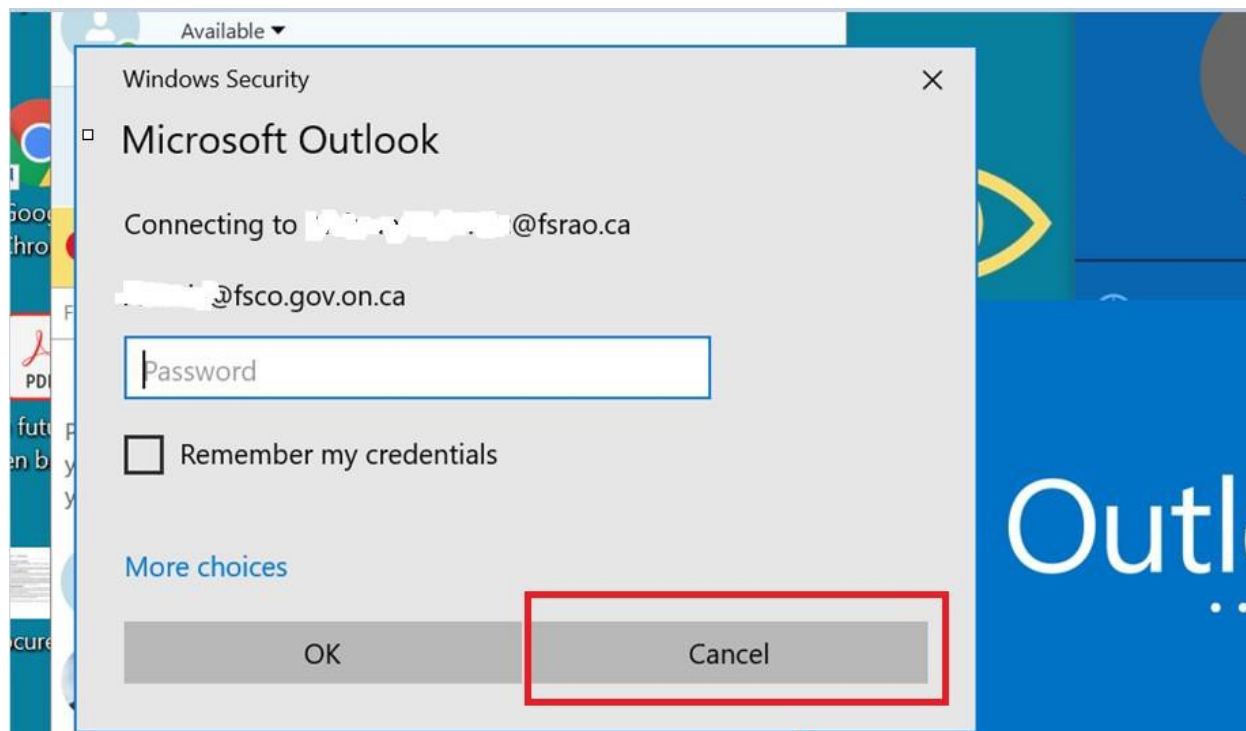
3) Am I connected to Wi-Fi?

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



4) 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.



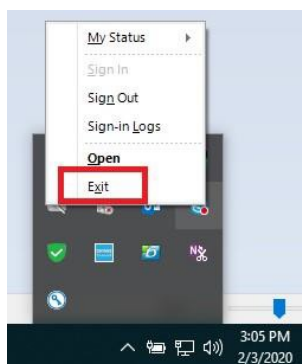
NOTE: On January 12th 2021, IT had implemented an uninstallation of Skype for Business from all FSRA devices. All FSRA devices were required to remain connected to the network at 11 p.m. during the implementation; in order for Skype for Business to be successfully removed.

If Skype for Business has been successfully removed from your device, skip to step 7.

- 5) To close Skype, locate the Skype icon beside the clock (follow step 1 and 2 in the below screenshot)



- 6) Right Click the Skype icon and click Exit



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