

Offline Tokens + FortiClient VPN

BY IT SUPPORT

UPDATED MAY 10TH, 2024





Logged On

Offline Tokens: Until 2023-03-02 17:37

Password

OTP



Administrator Override

You can check when your tokens expire from your Windows lock screen.

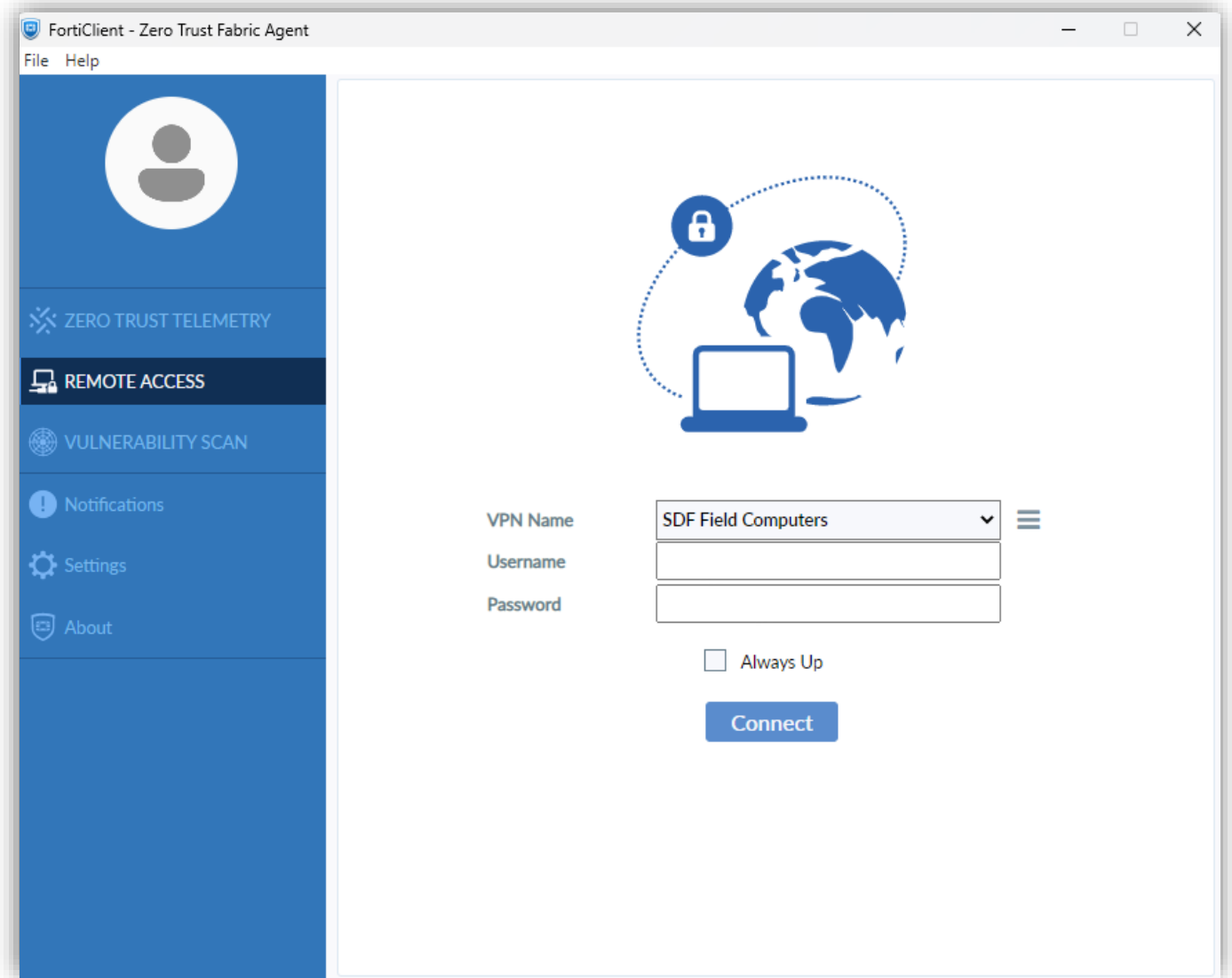


Other user



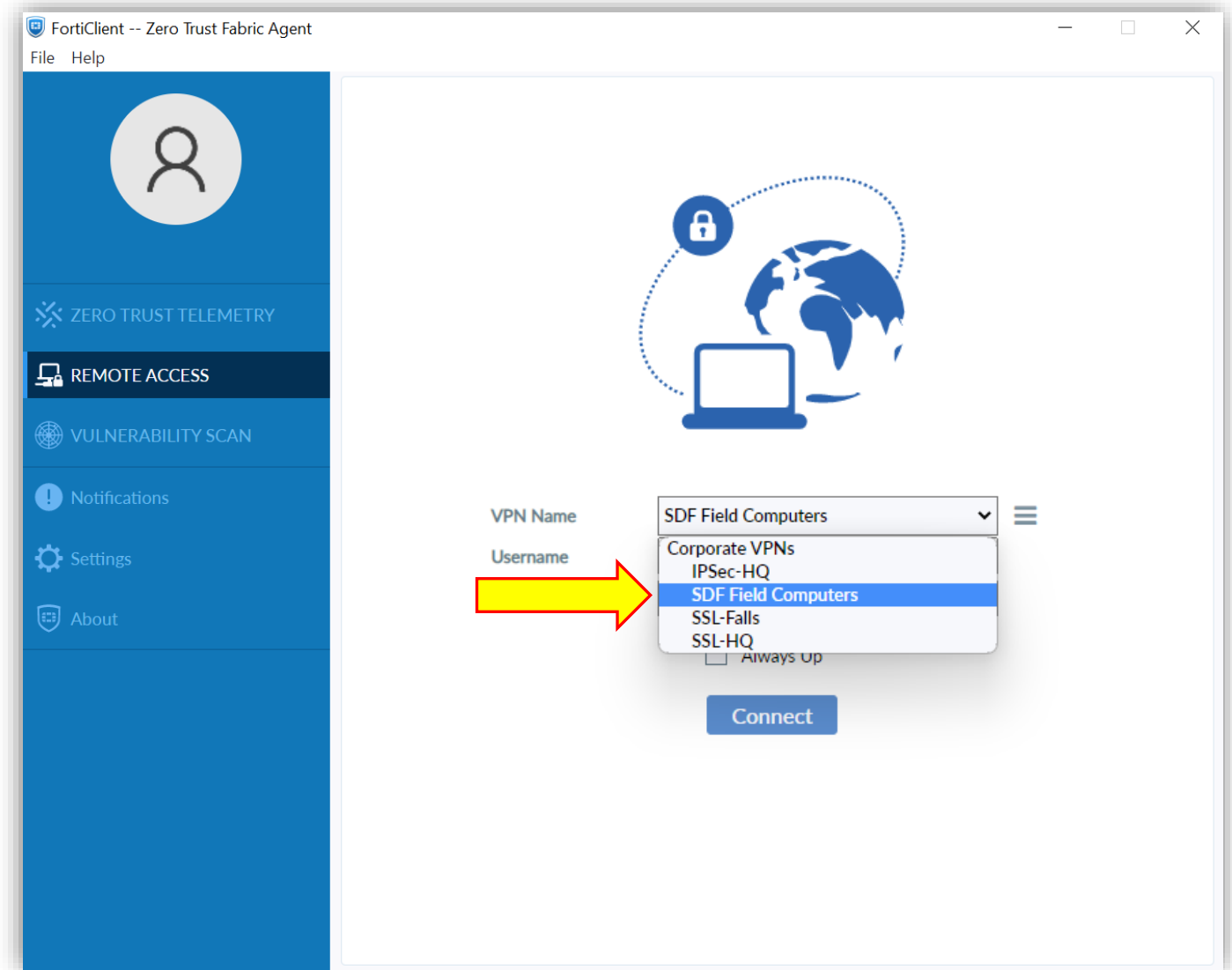
Welcome!

- FortiClient is the app used to connect your computer to the office using a VPN connection.
- You will use a VPN connection to download tokens for your computer.



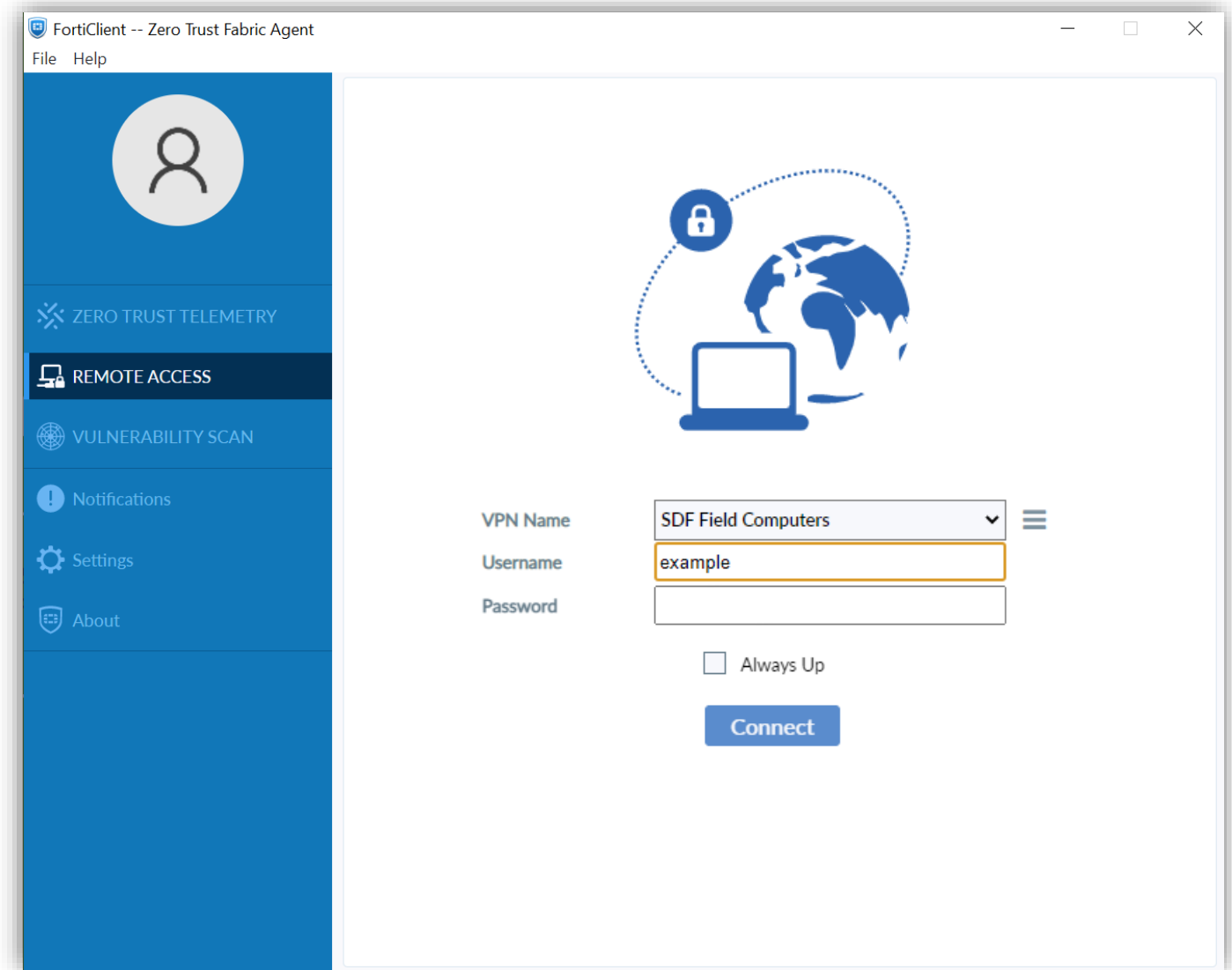
Available VPNs

- There are four choices to pick from.
- Due to network restrictions, you will use SDF Field Computers to connect.
- Contact [IT Support](#) if you experience trouble.



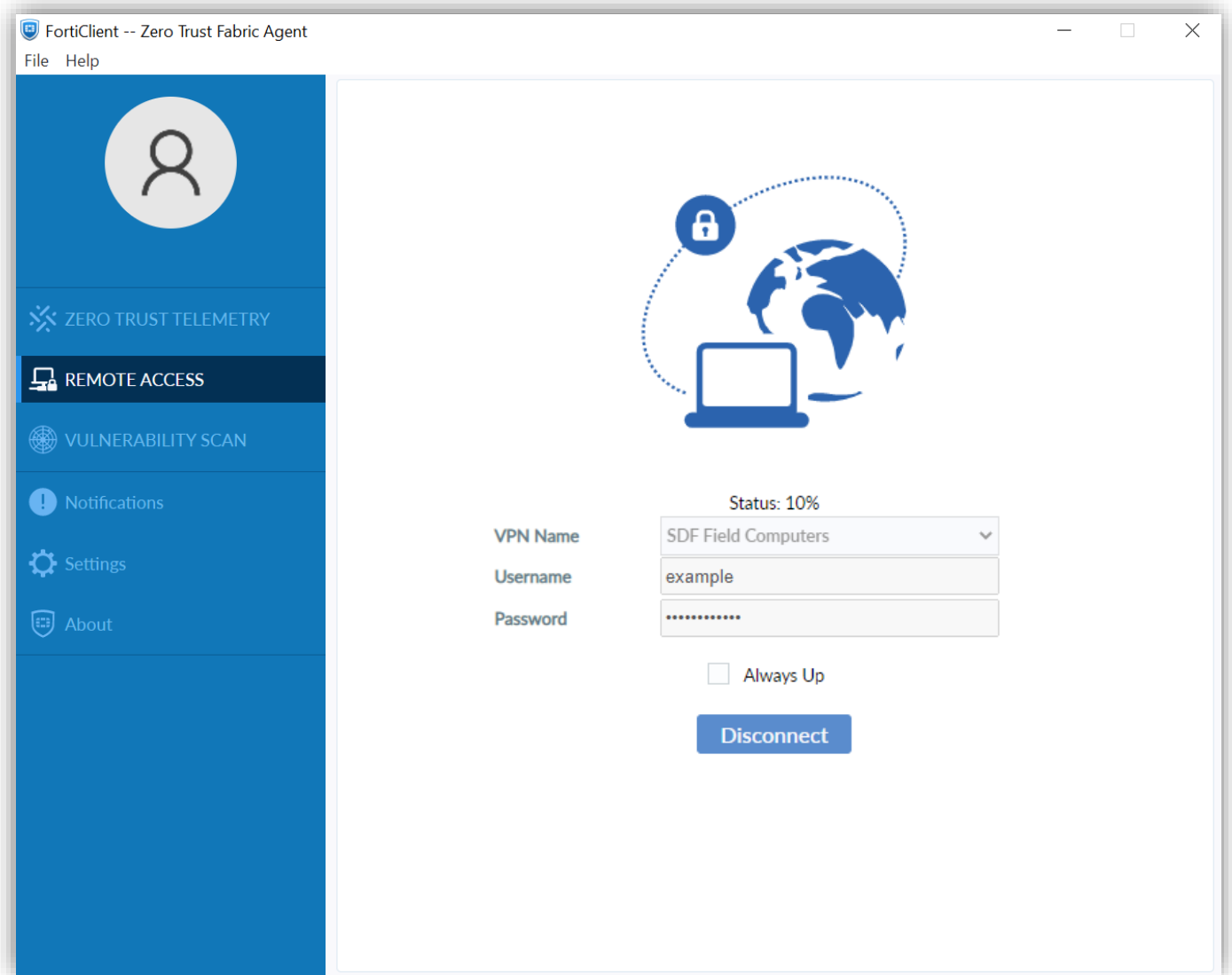
Logging in

- Enter your username.
- Enter your password.
- Click Connect.



Connecting

- FortiClient will begin connecting to the VPN. This will take a few moments.



Token Entry

- Your token is the 6 digit one-time PIN generated by your FortiToken keyfob.
- Click OK.



FortiClient -- Zero Trust Fabric Agent

File Help

ZERO TRUST TELEMETRY

REMOTE ACCESS

VULNERABILITY SCAN

Notifications

Settings

About

Status: 10%

VPN Name: SDF Field Computers

Username: example

Password:

Token: [Empty field]

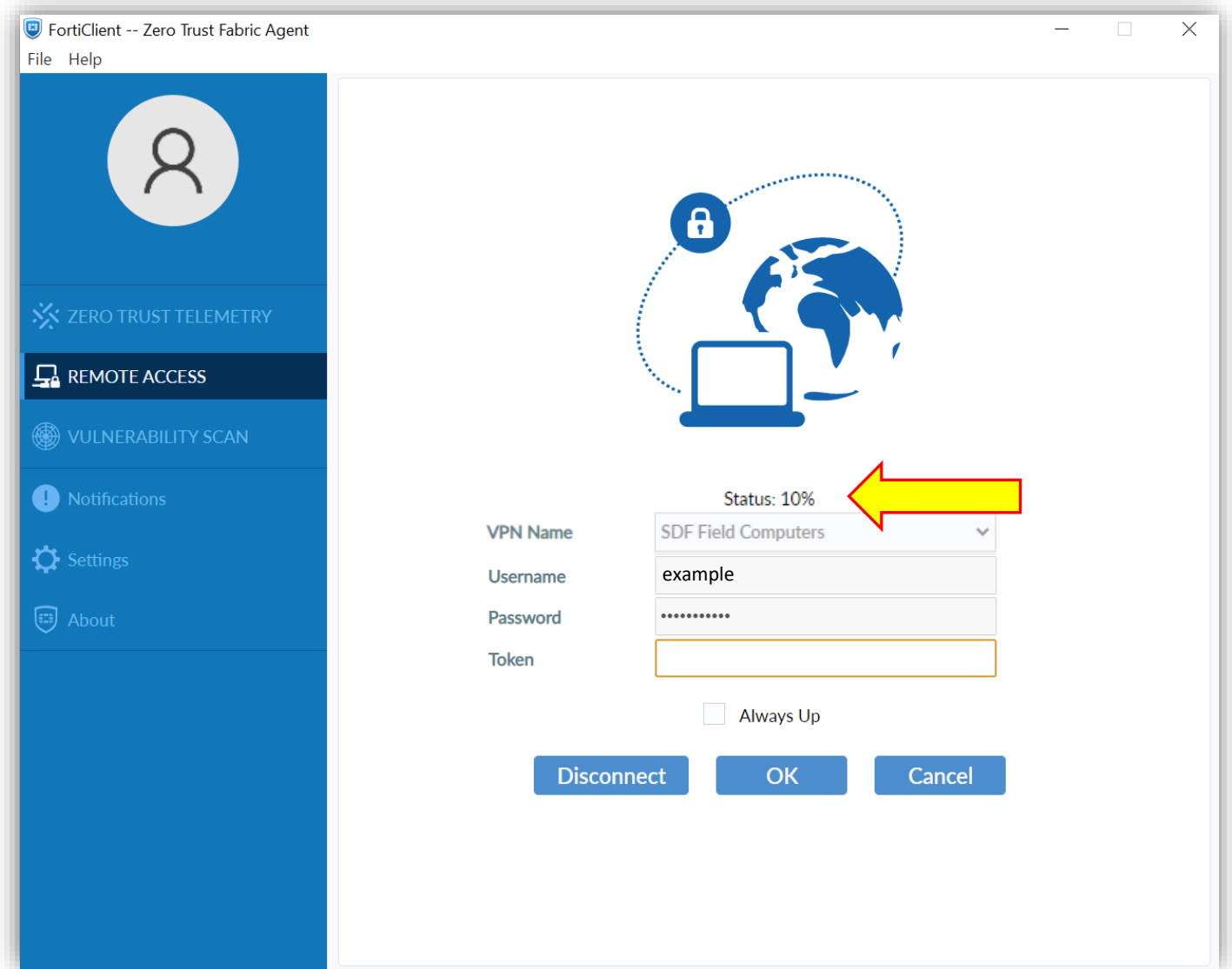
Always Up

Disconnect OK Cancel

The screenshot shows the FortiClient application window. On the left is a blue sidebar with navigation options. The main area displays a VPN connection status of 10%. Below this, there are input fields for VPN Name (SDF Field Computers), Username (example), Password (masked with dots), and Token (empty). There is also an 'Always Up' checkbox and three buttons: Disconnect, OK, and Cancel. A globe icon with a lock and a laptop is shown above the input fields.

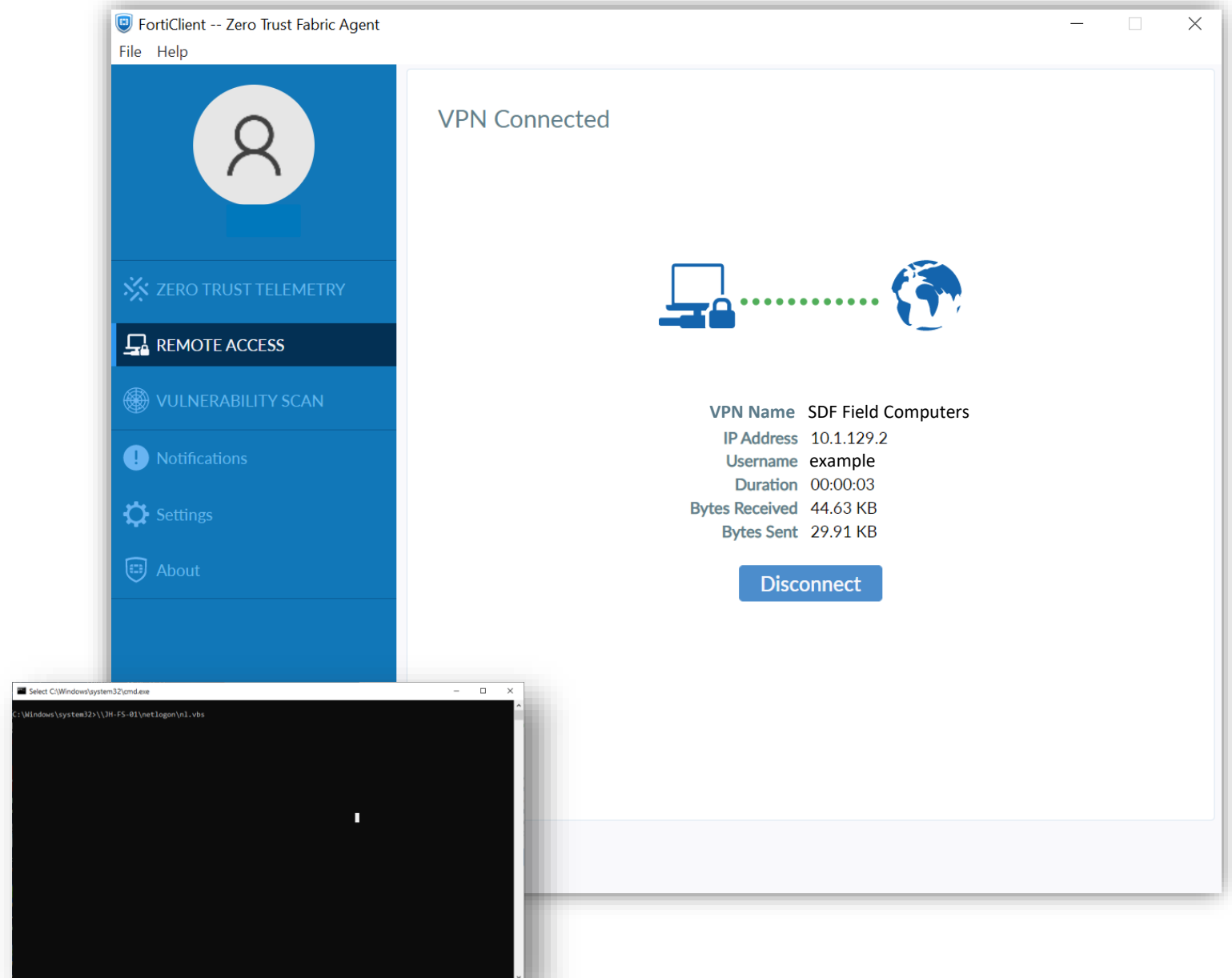
Connection Progress

- The Status percentage will show progress.
- If your connection does not progress, contact [IT Support](#).



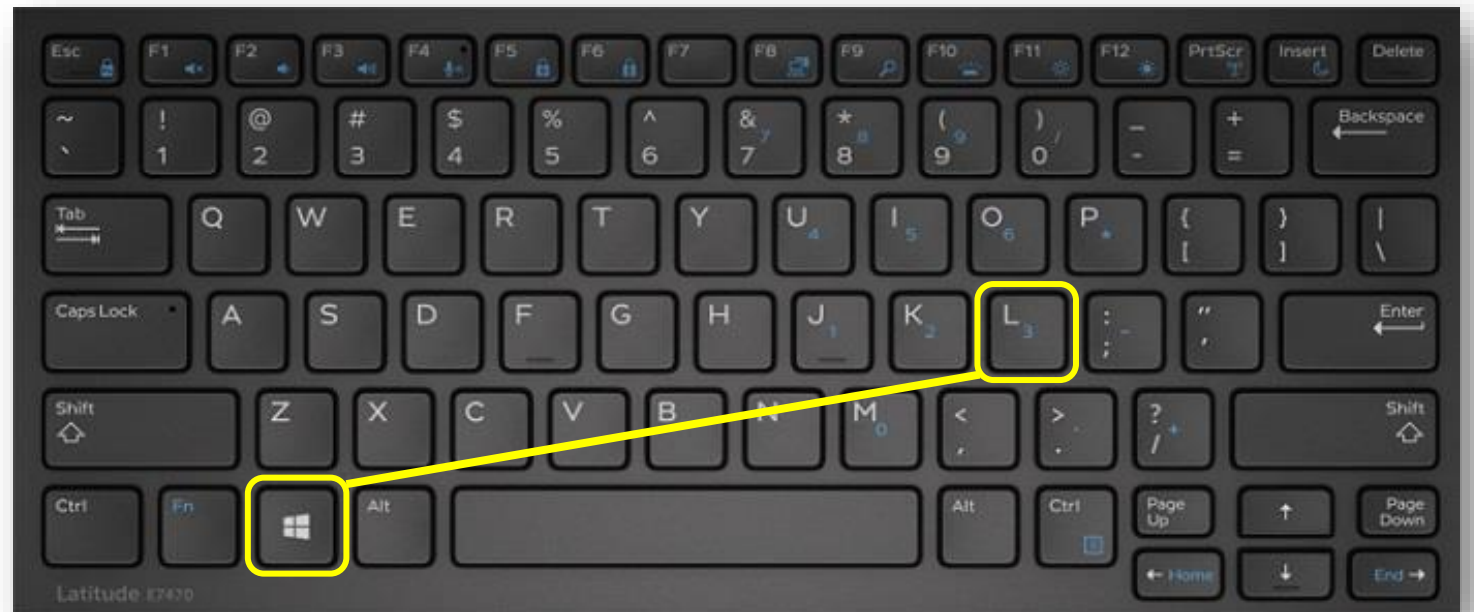
Connected

- Verify Bytes Received and Bytes Sent are incrementing.
- If you see a black window, please minimize.



Lock your Computer

- Hold down the Windows key + L
- Sign in again to trigger the token download.
- Depending on your internet connection, wait a few minutes for your computer to download tokens.
- To check for successful download, lock your computer and check the date.



Troubleshooting



[CLICK HERE TO CONTACT IT SUPPORT](#)