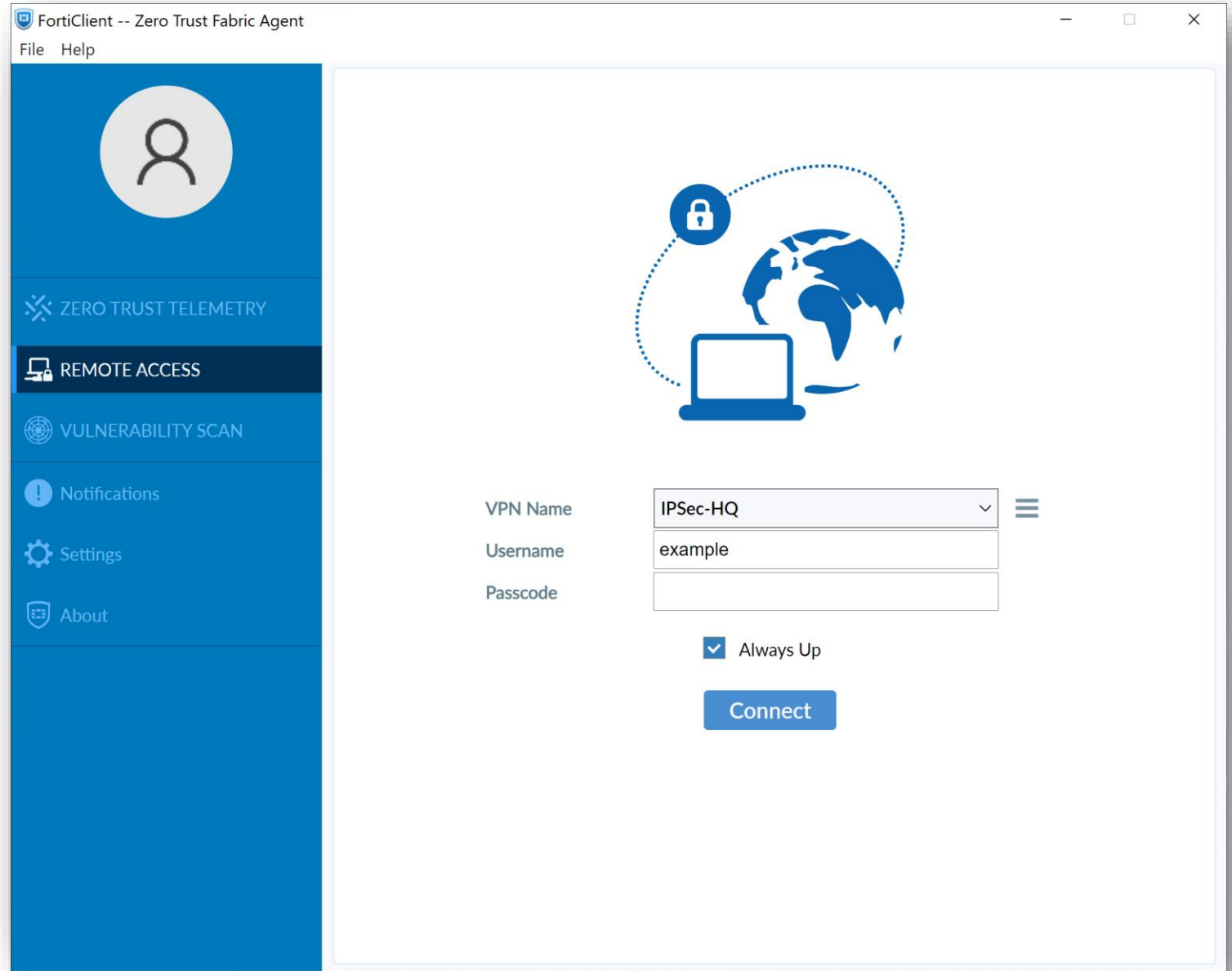# FortiClient Login

BY IT SUPPORT

UPDATED OCTOBER 9TH, 2023

Welcome!

- FortiClient is the app used to connect your computer to the office using a VPN connection.

- Virtual Private Network (VPN) is a secure, tunneled connection between your computer and work.

Office VPNs

- There are two choices to pick from.

- IPsec is the preferred connection.

- SSL is a second way to connect back to the network when network firewall restrictions may be in place.
  - Firewall restrictions can exist on managed public networks i.e. rigs, lodging, and coffee shops.

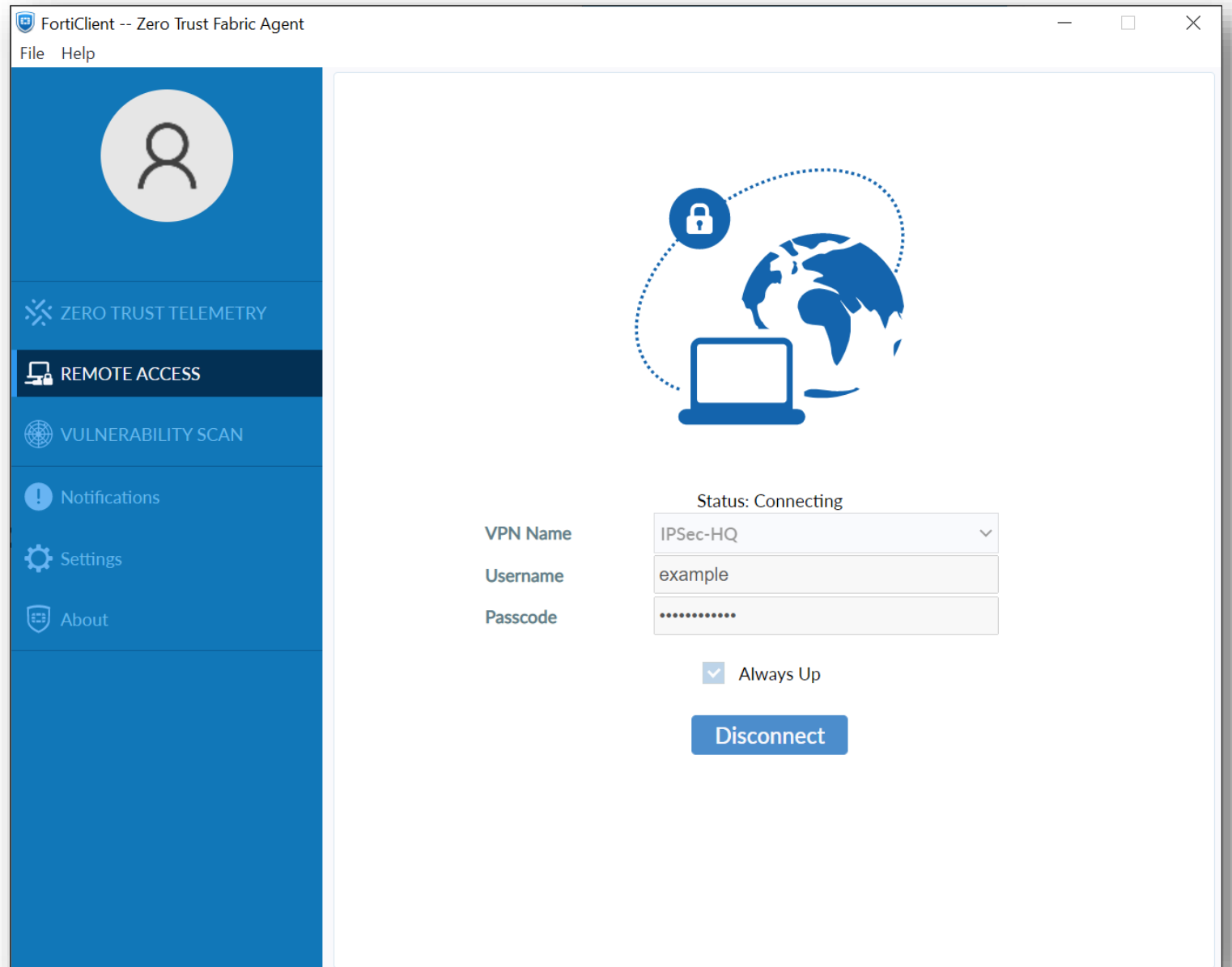- Contact IT Support if you experience trouble.
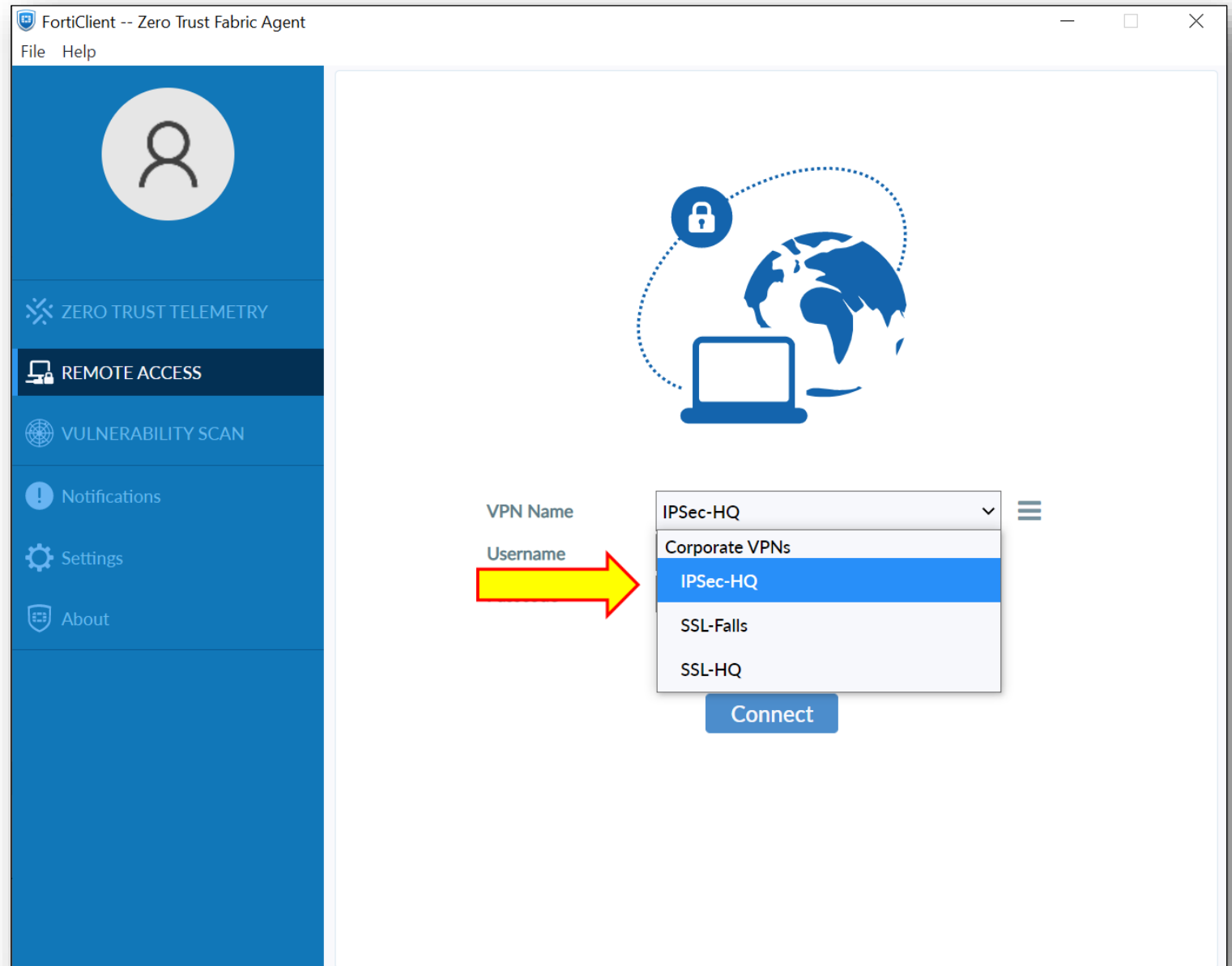
Logging in

- IPsec may be selected for you on startup.

- Enter your username
  - Your username is the same one used to login to your Windows computer.

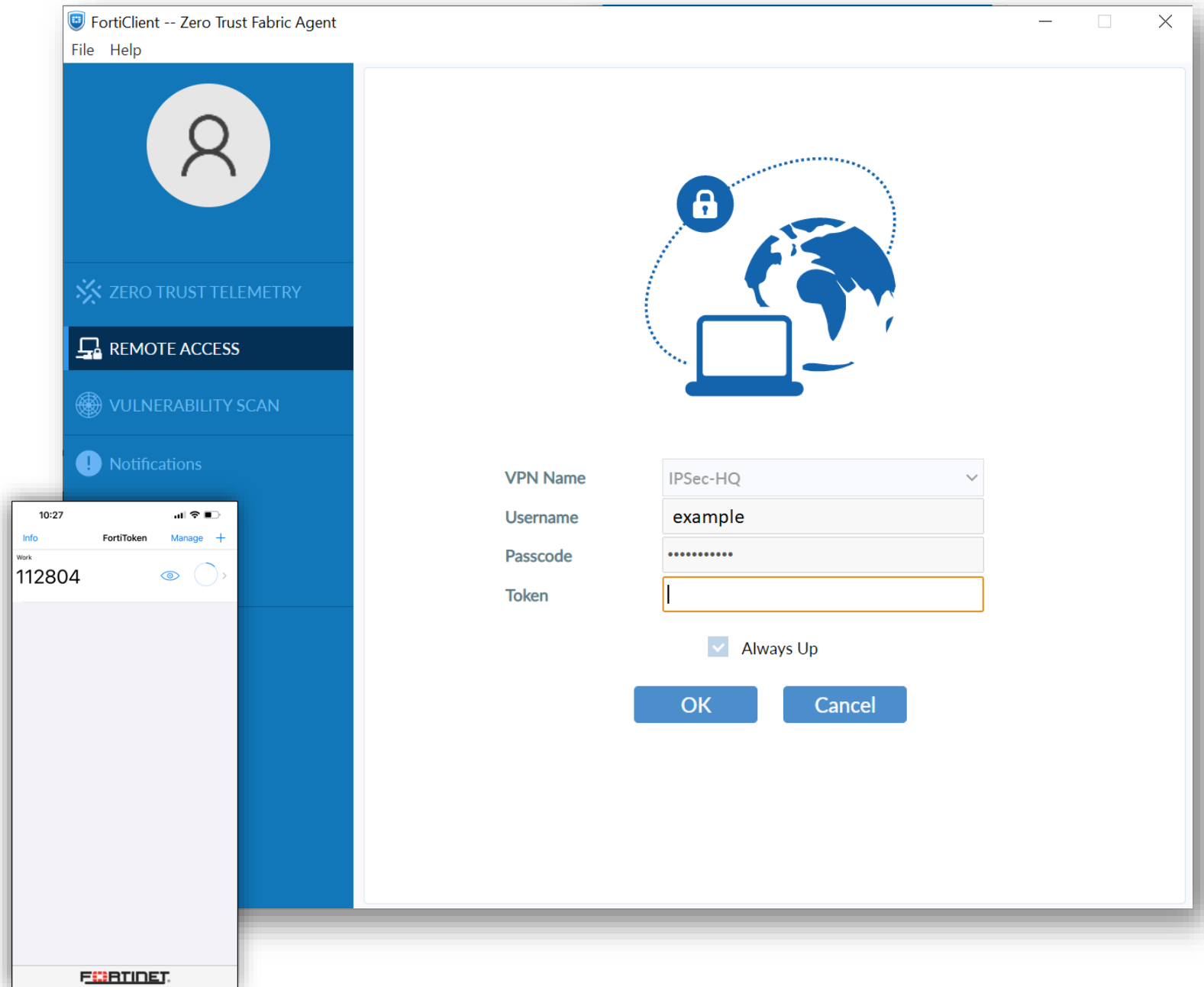- Enter your Windows password

- Click 'Connect'
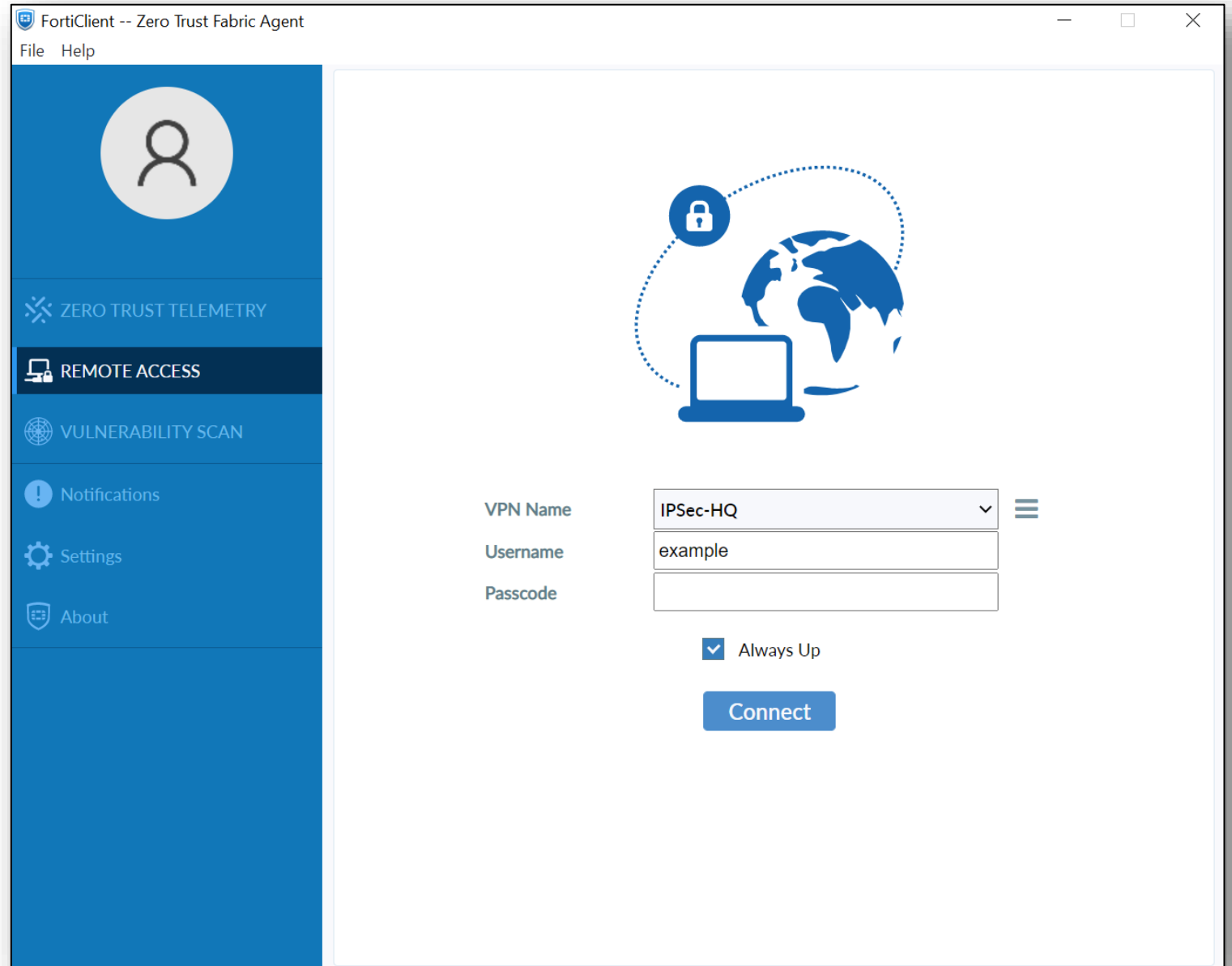
Connecting

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

Token Entry

- Before FortiClient can finish the connection, you will be prompted to enter your token

- Your token is the 6 digit one-time PIN generated in your FortiToken app on your mobile device.

Connected

- After you enter your token, your connection will be established.

- Your FortiClient should look something like this.

- Verify Bytes Received/Sent are NOT 0 KB.

- If you see a black window, allow it to finish. This will finish connecting network resources for your account.
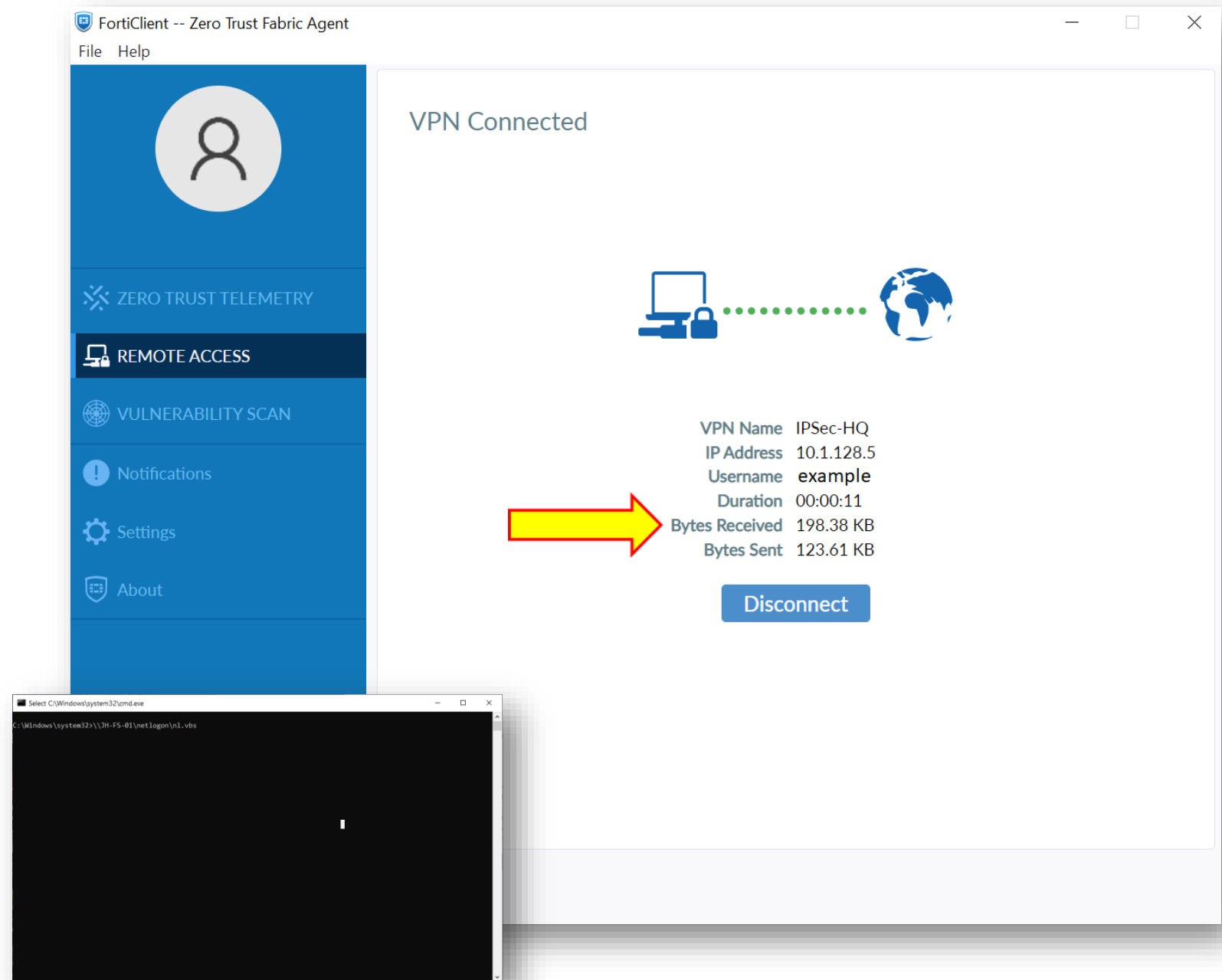
Troubleshooting

CONTACT IT SUPPORT