

FortiClient VPN + Tokens

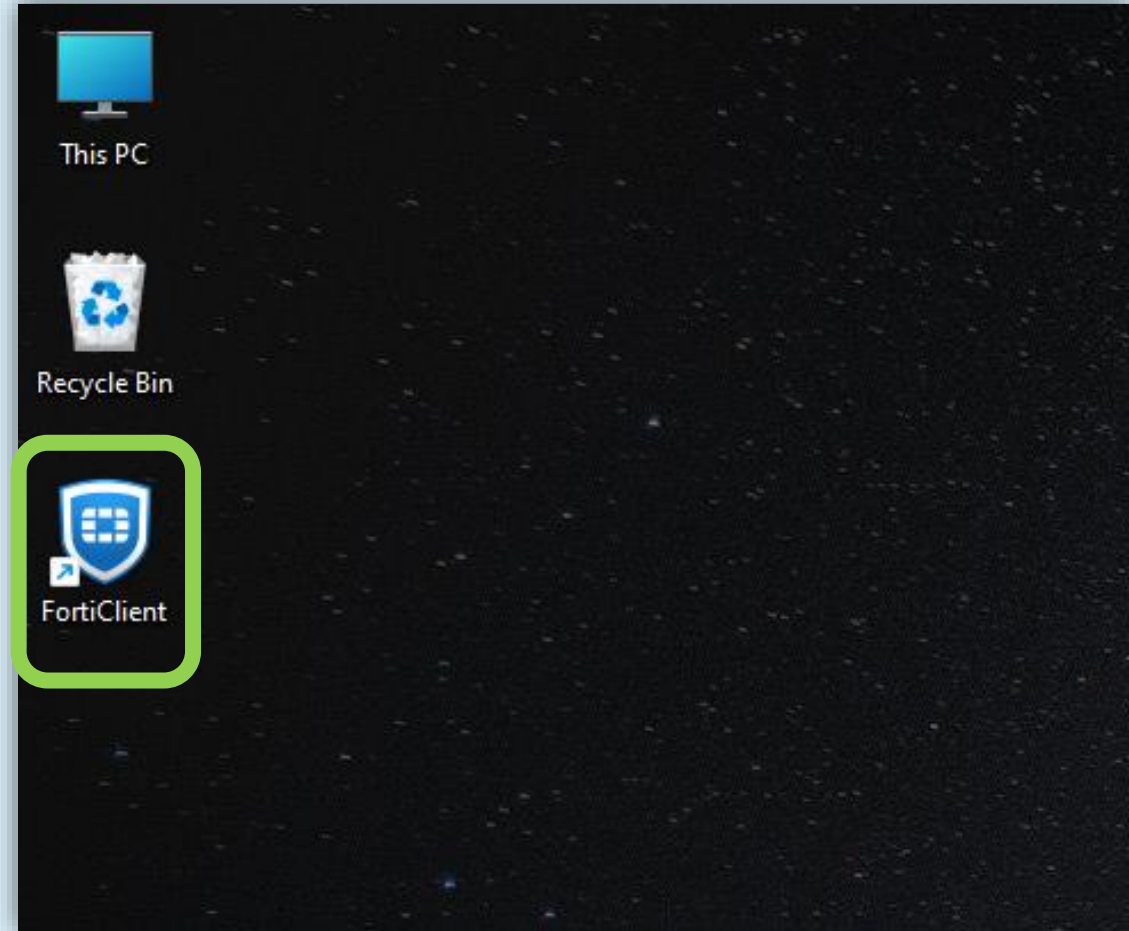


BY IT SUPPORT

UPDATED OCTOBER 7TH, 2024

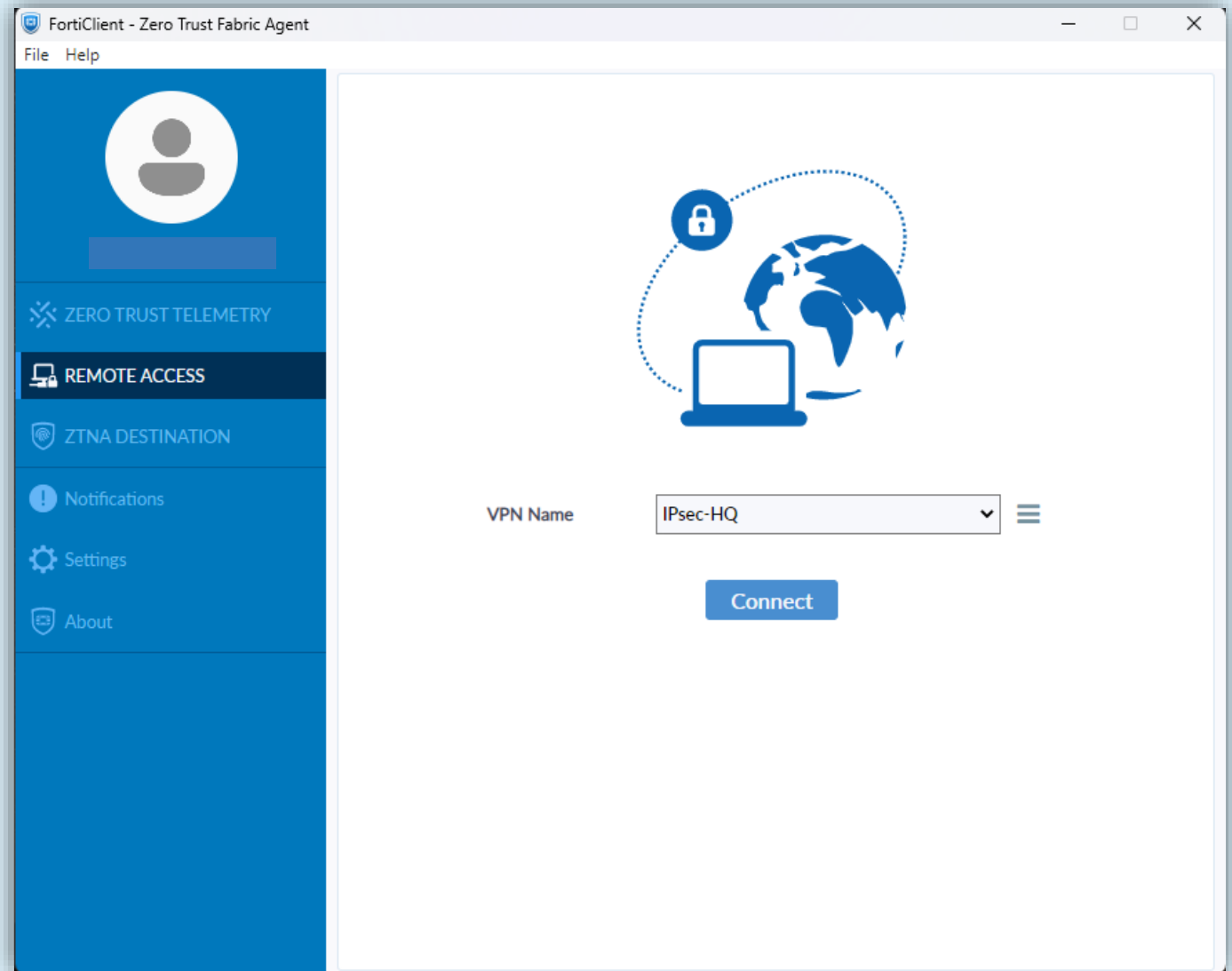
Welcome!

- FortiClient can be opened from your desktop. If not available on your desktop, search for it from the Start Menu.
- FortiClient will allow you to connect and access network drives and other resources when working remote.



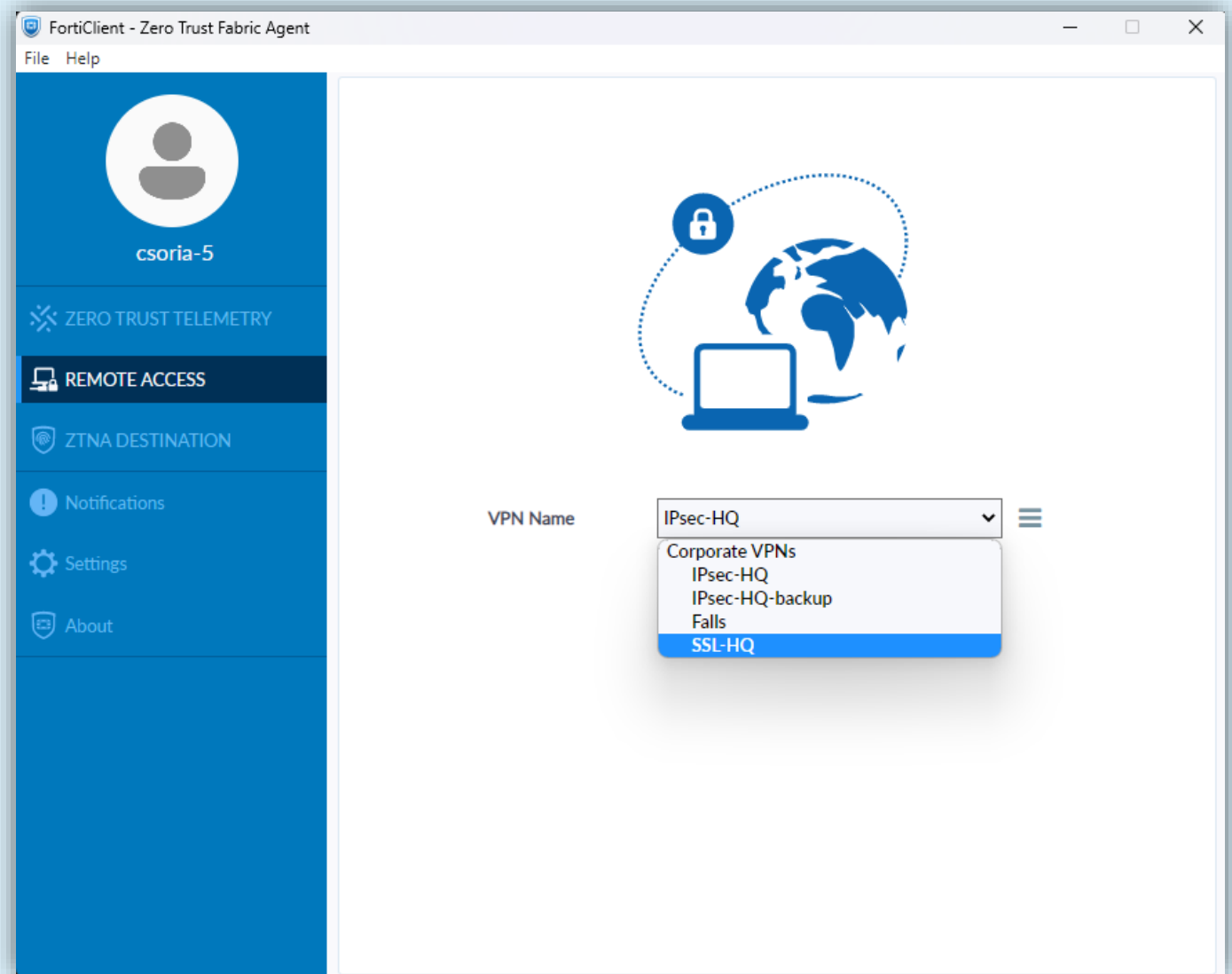
Open FortiClient

- Opening FortiClient will default to IPsec-HQ. This VPN connection will typically work when using from home*
- *Excludes AT&T Home Internet Air, Verizon 5G Home Internet, T-Mobile Home Internet



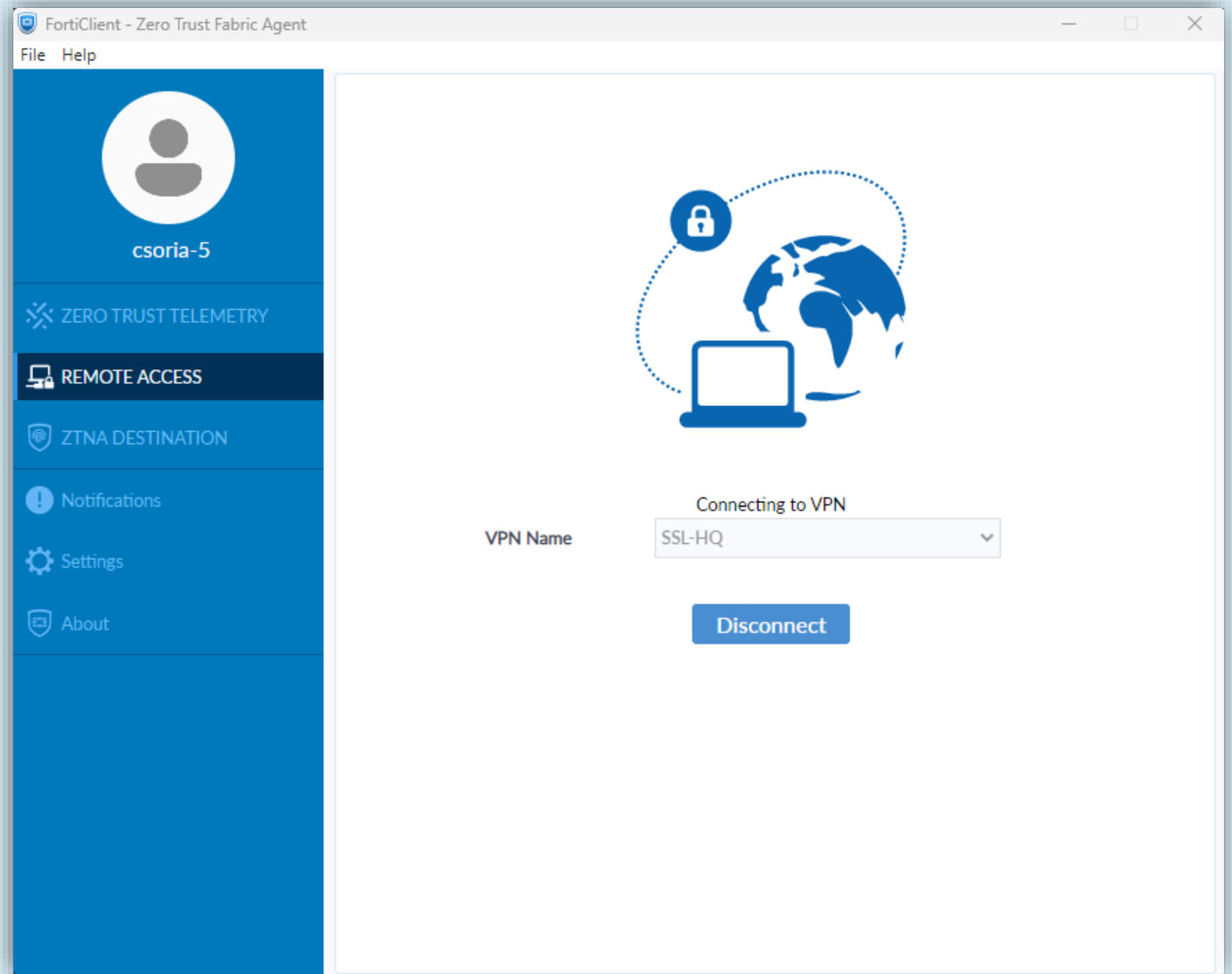
VPN Choices

- IPsec-HQ
 - Default and will typically work when connecting from home.
- IPsec-HQ-backup
 - Backup connection. Will typically work when connecting from home.
- SSL-HQ
 - Required connection choice when using **mobile hotspot or restrictive networks** (I.E. Verizon, AT&T, hotels, or oil rigs)



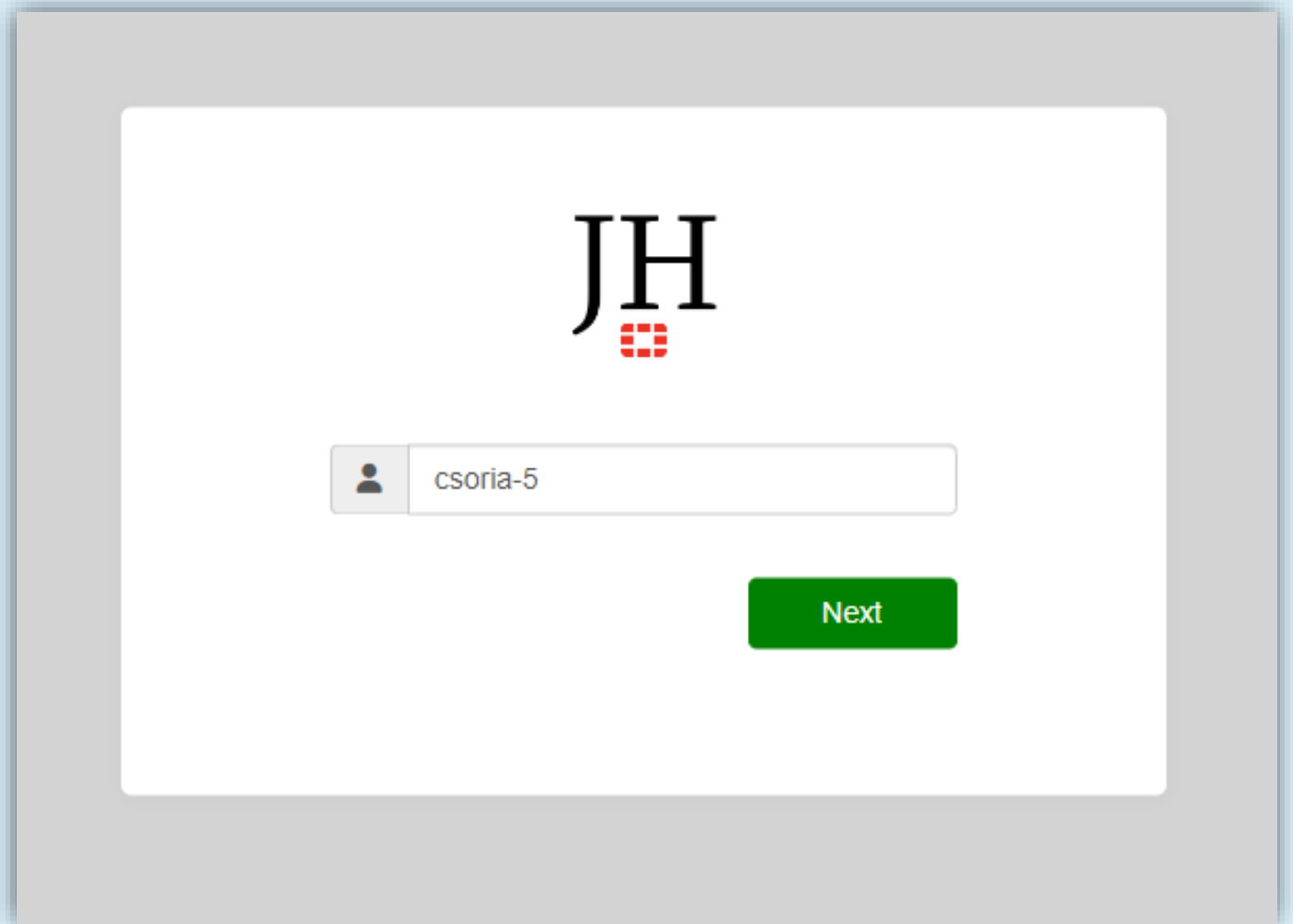
Connecting

- Select your VPN and click Connect.
- **Stellar Drilling Fluids Rig Computers MUST use SSL-HQ.**



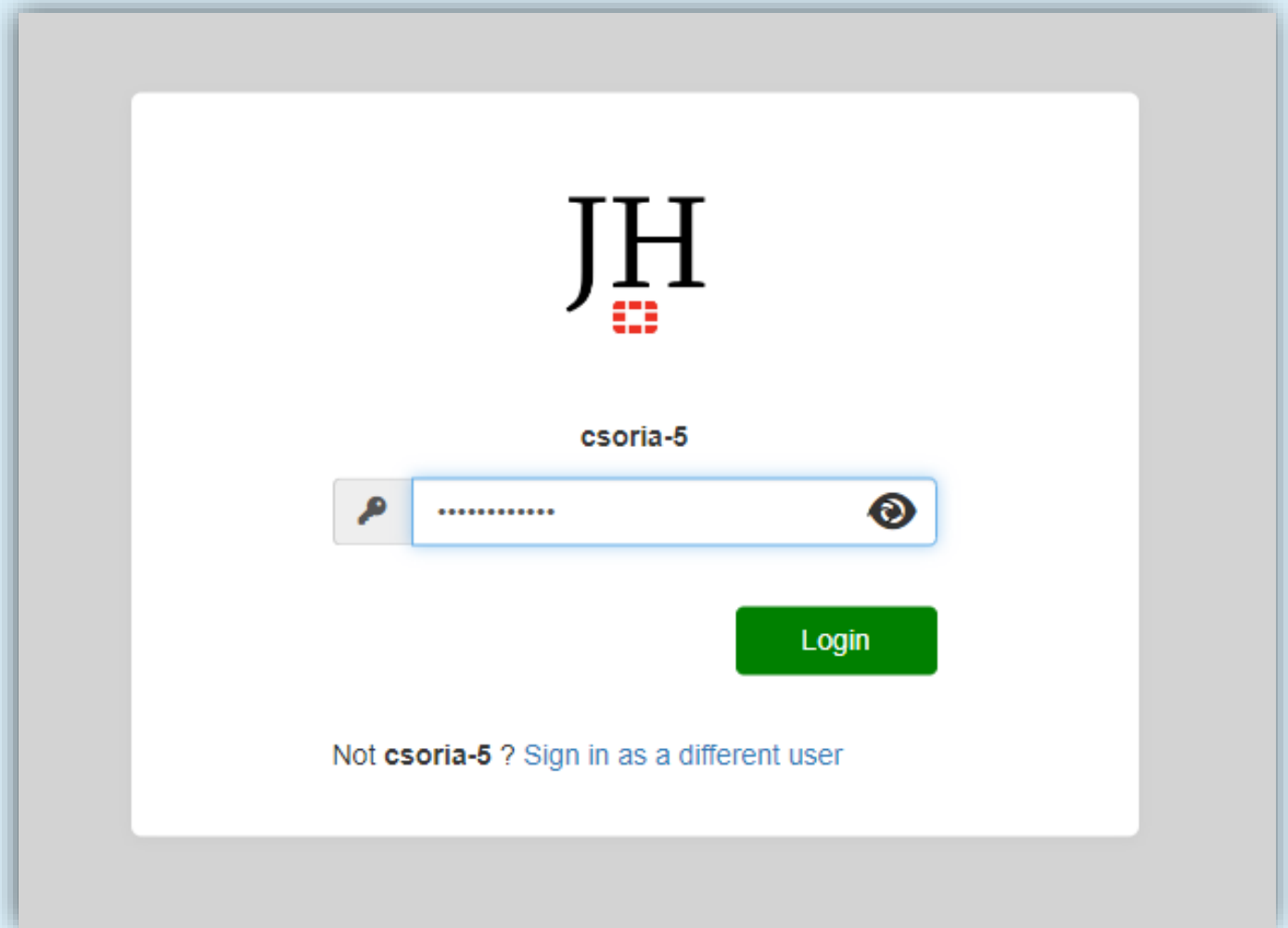
Username

- Your web browser will open to continue sign-in.
- Enter your username, same as when you sign into your computer.
- Click Next.



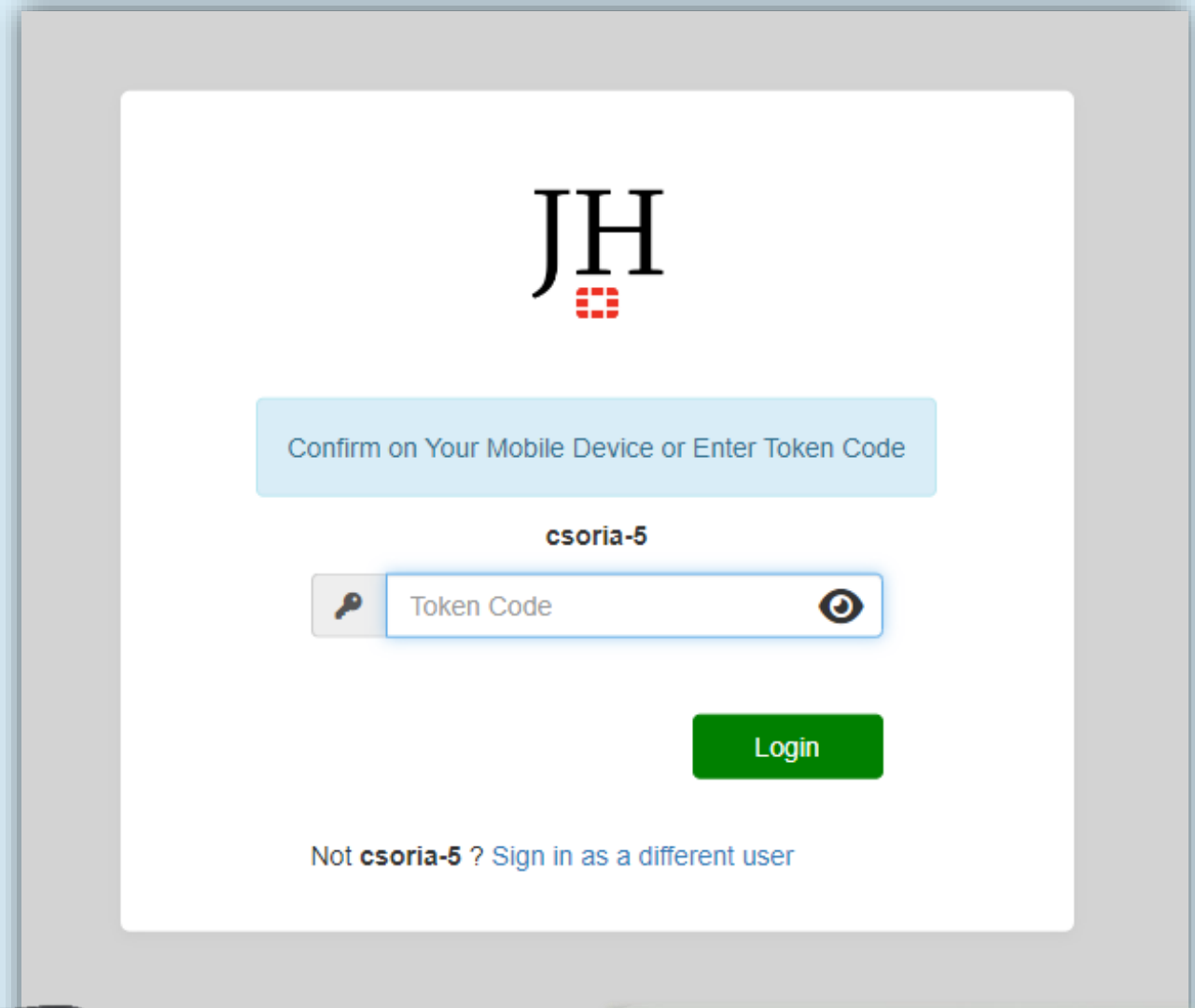
Password

- Enter your password.
- Click Login.



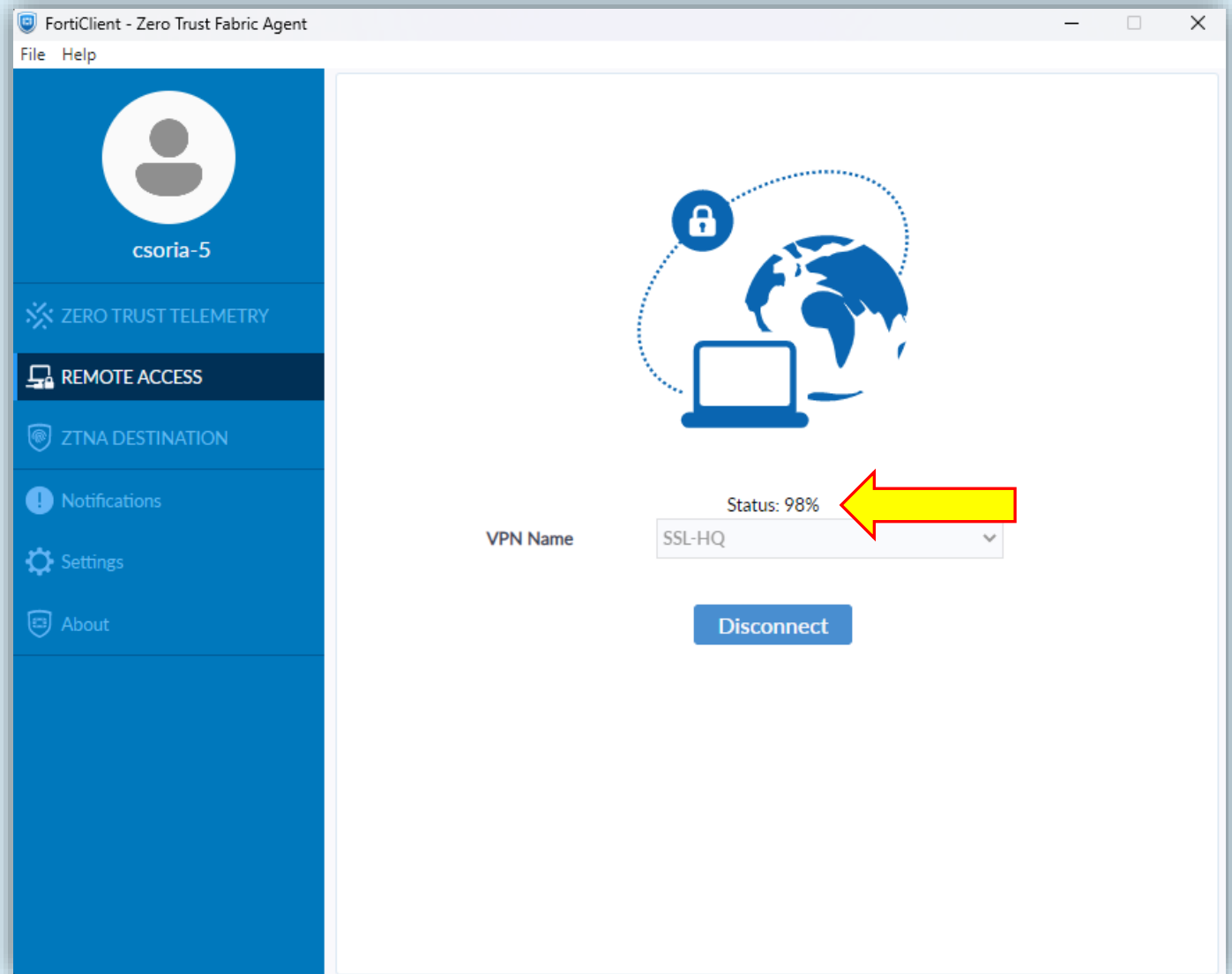
OTP (token)

- Manually enter token code or approve Login Request.



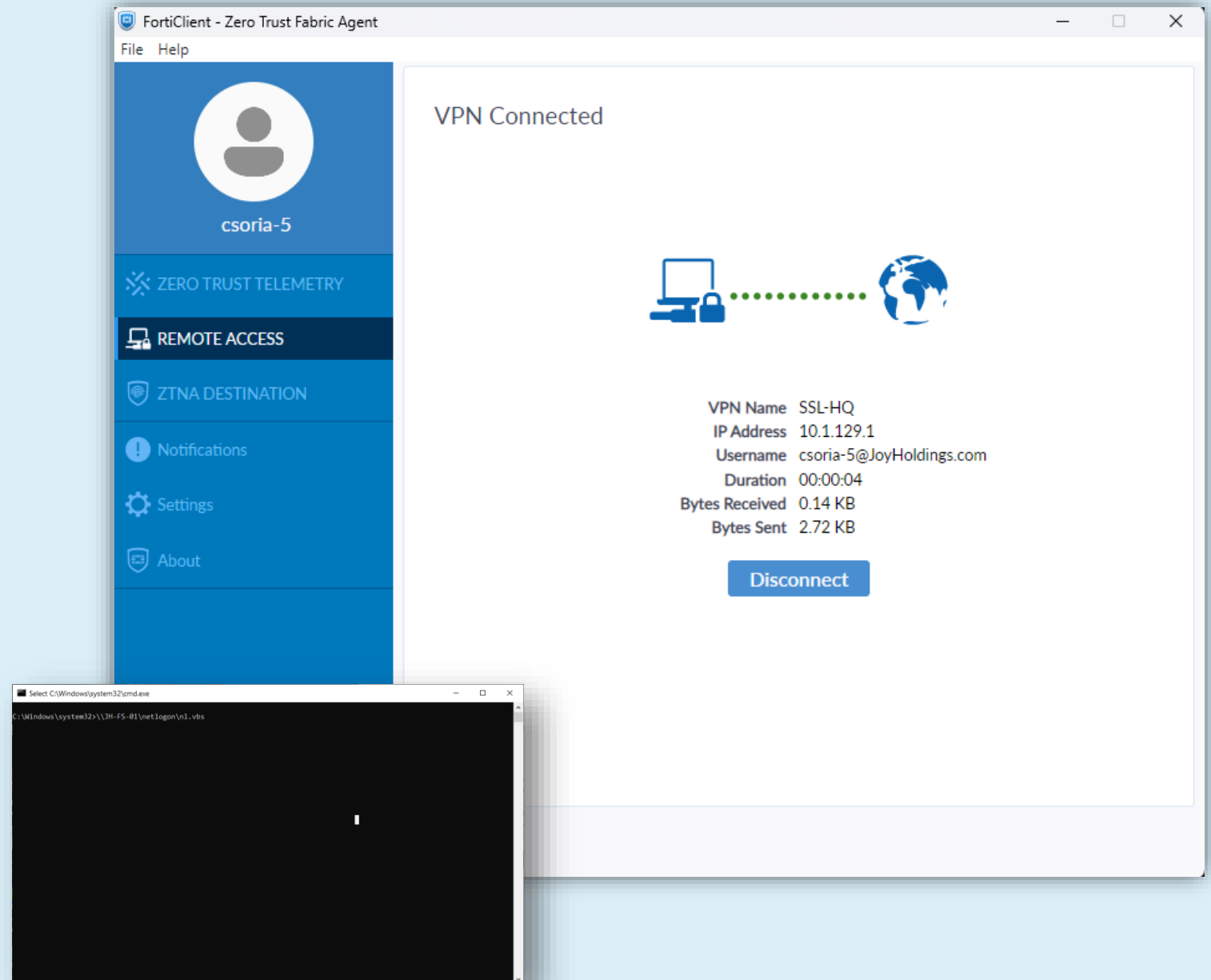
Connection Progress

- The Status percentage will show progress.

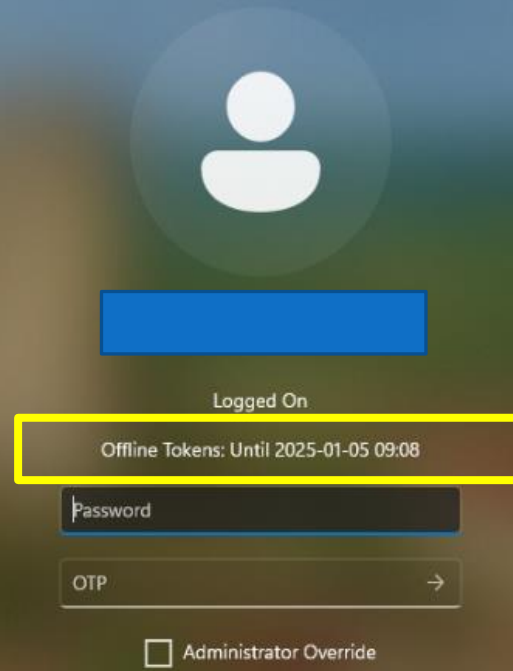


Connected

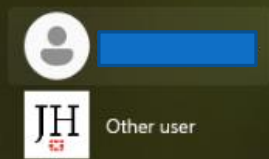
- Verify Bytes Received and Bytes Sent are incrementing.
- If you see a black window, please minimize.



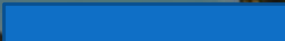
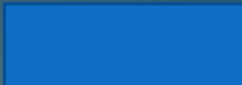
Windows 11 Lockscreen



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



Windows 10 Lockscreen



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



Force Refresh Tokens

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



Troubleshooting

[CLICK HERE TO CONTACT IT SUPPORT](#)

