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

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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.

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About	Disconnect		

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.

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About	Disconnect	

Connected

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

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Intersection In	IP Address 10.1.129.1 Username csoria-5@JoyHoldings.com	
the second	Duration 00:00:04	
Settings	Bytes Sective 0.14 KB Bytes Sent 2.72 KB	
About	Disconnect	
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Windows 11 Lockscreen

Logged C)n	
Logged C Offline Tokens: Until 20	Dn 025-01-05 09:08	
Logged C Offline Tokens: Until 20 Password	Dn 025-01-05 09:08] ←

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.





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