

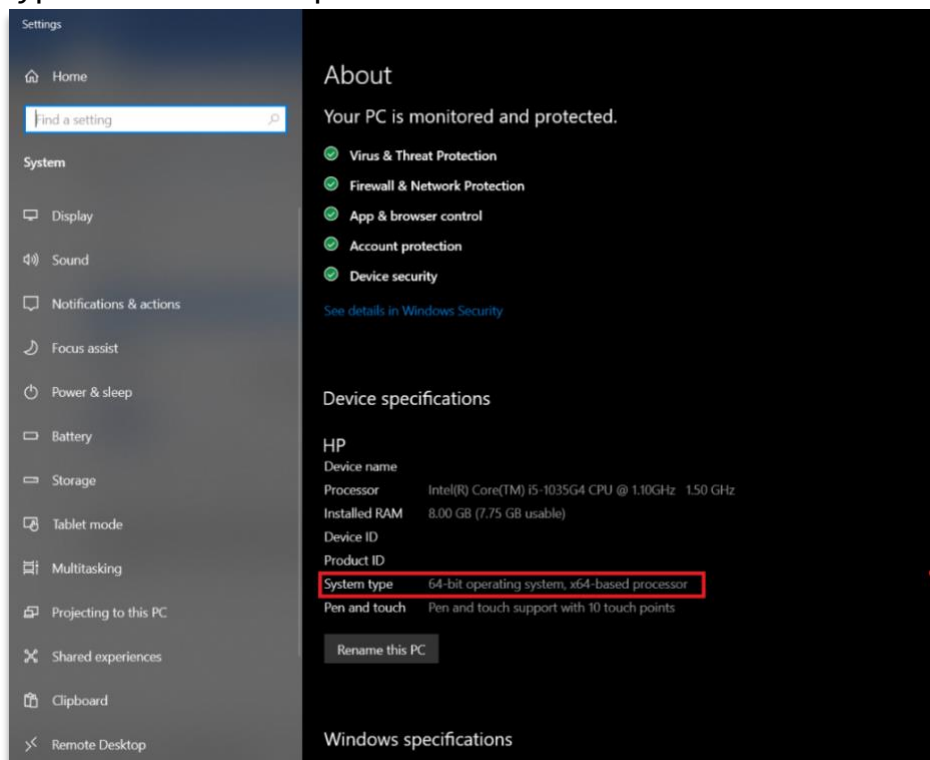


Student IT Software Installation Guides

FortiClient VPN — Windows

Installation

1. Verify if you have a 64-bit or 32-bit operating system. To check, search “About your PC” in the start menu. Scroll down to check your System Type under Device Specifications.

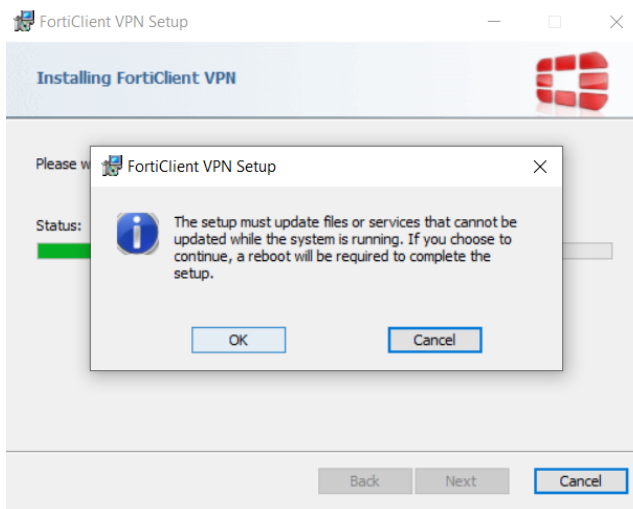


2. Download the Windows Installer [here](#). If you are running 32-bit version of Windows, use [this](#) installer instead.

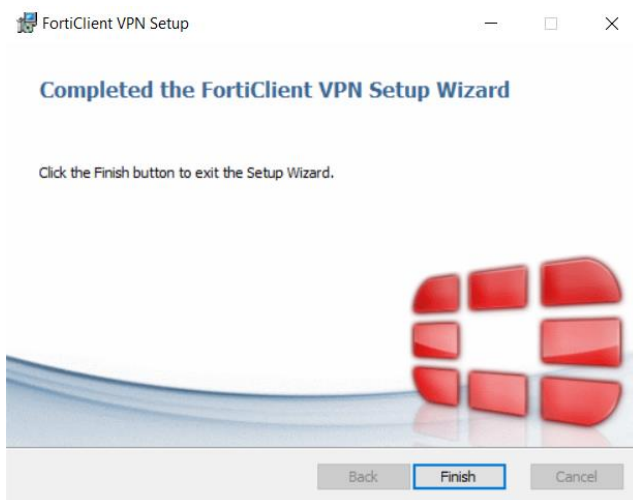
3. Open the installer and click **Install**



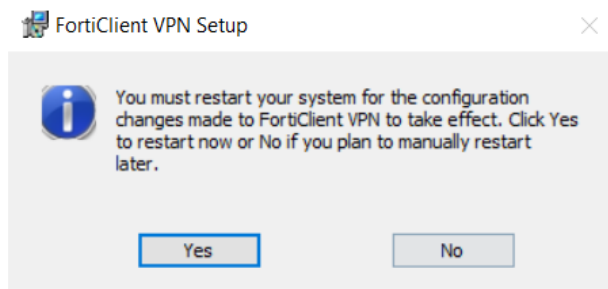
4. Click **OK**



5. Click **Finish**

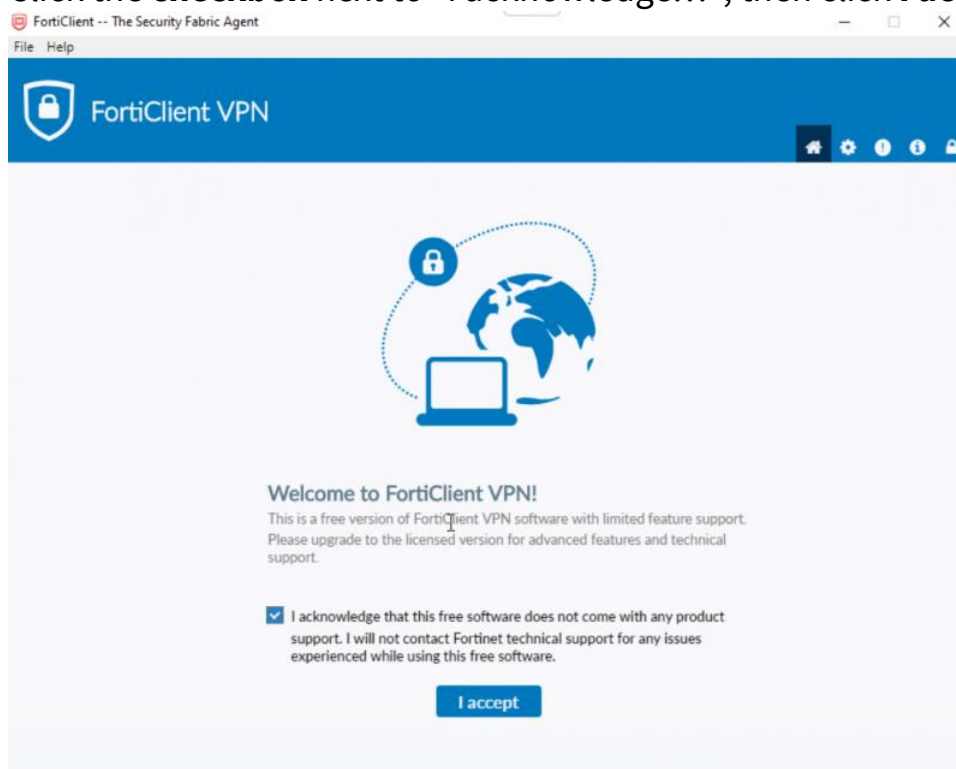


6. Close any open programs and click **Yes** to restart your computer

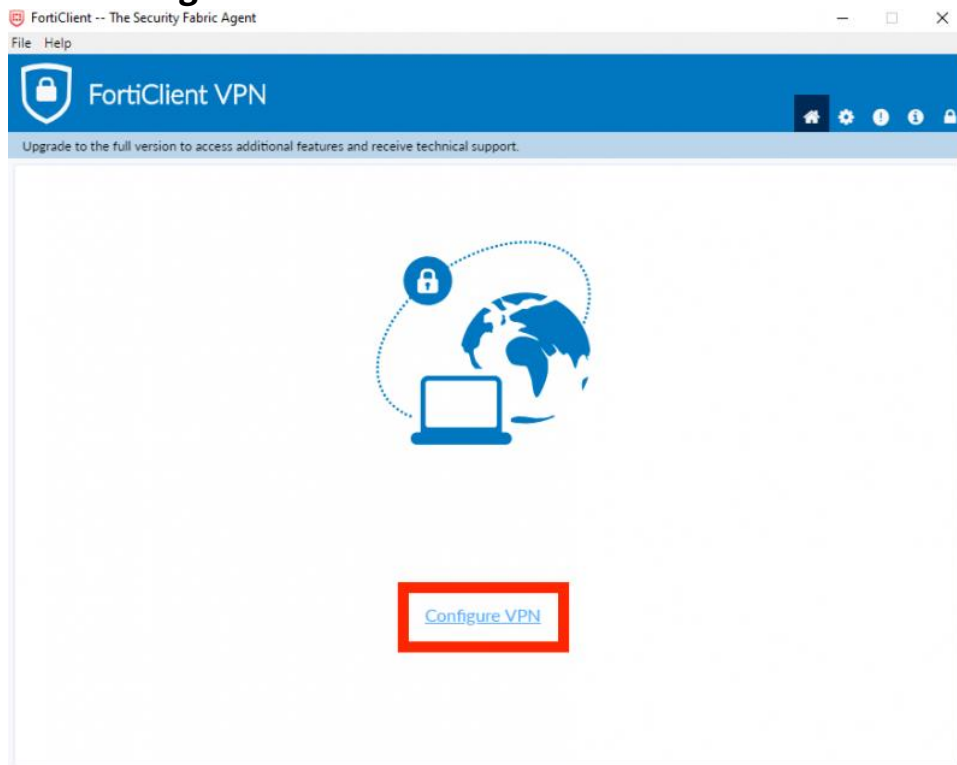


Configuration

1. Open FortiClient VPN
2. Click the **checkbox** next to “I acknowledge...”, then click **I accept**

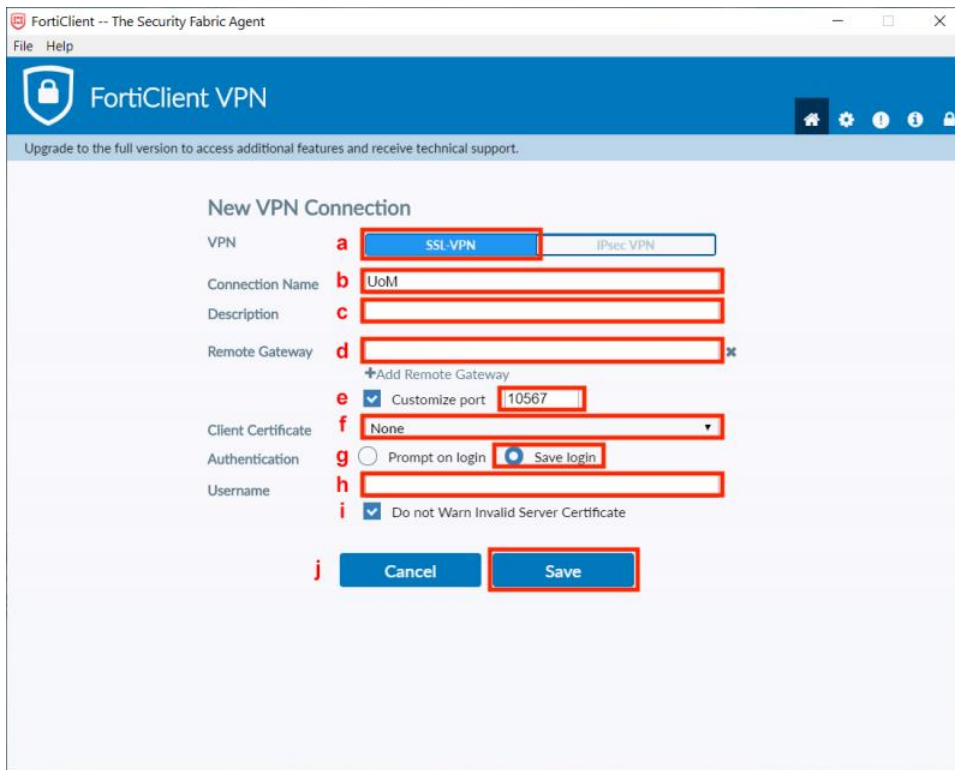


3. Click **Configure VPN**



4. In the **New VPN connection** window, enter the following information:

- a. **VPN:** SSL-VPN
- b. **Connection Name:** UoM
- c. **Description:** Leave blank
- d. **Remote Gateway:** Enter the details for the nearest location to you. If you are unable to connect to the nearest location, or if the service is very slow, try a different location:
 - i. Beijing: remote-bj.unimelb.edu.au OR 123.56.116.200
 - ii. Hangzhou: remote-hz.unimelb.edu.au OR 116.62.54.69
 - iii. Shenzhen: remote-sz.unimelb.edu.au OR 120.76.195.161
- e. **Customize port:** Tick, enter 10567
- f. **Client Certificate:** None
- g. **Authentication:** Select Save login
- h. **Username:** Enter your University of Melbourne student account username
- i. **Do not Warn Invalid Server Certificate:** Tick

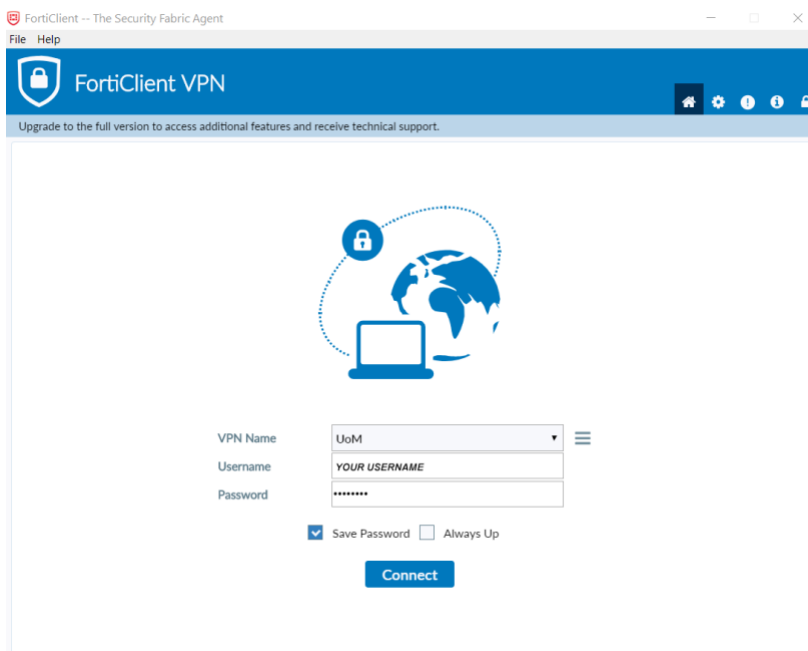


5. Click **Save**

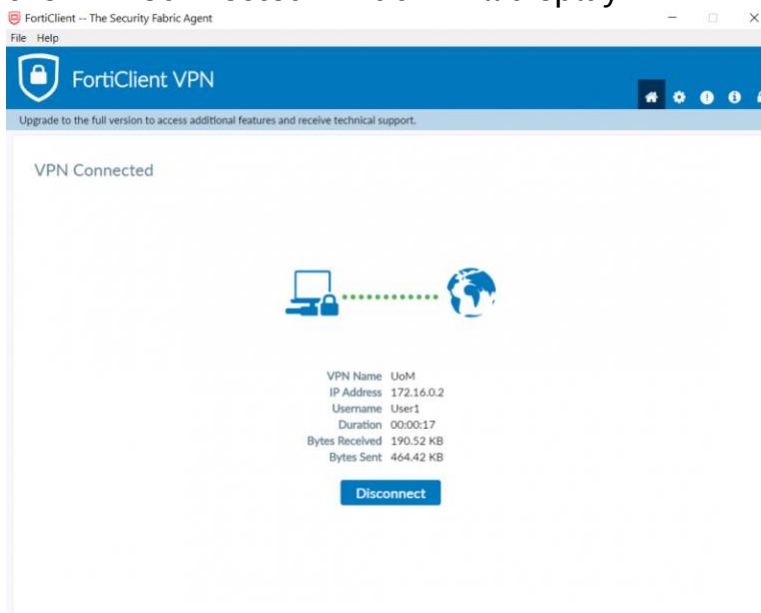
Connecting

1. After configuring the software, the login window will open. Enter your University of Melbourne **student account username and password**

and click **Connect**



2. The VPN client will start connecting. When the connection is complete the VPN Connected window will display



3. Test your connection by logging in to Canvas [LMS](#) using any browser

Basic Troubleshooting

- Ensure your operating system is updated (especially for Mac)
- Disable all other VPNs

- Do not run FortiClient on another device at the same time
- Reset your password here (link: go.unimelb.edu.au/pgh6)
- Reinstall Forticlient VPN
- Try all 3 location points
 - Beijing: remote-bj.unimelb.edu.au OR 123.56.116.200
 - Hangzhou: remote-hz.unimelb.edu.au OR 116.62.54.69
 - Shenzhen: remote-sz.unimelb.edu.au OR 120.76.195.161
- If possible, try another WiFi network