

# FortiClient VPN — Mac

## Installation

- Download the Forticlient VPN Mac Installer <u>here</u> (Link: go.unimelb.edu.au/9g9r).
- 2. Open the installer (FortiClientVPNSetup\_6.2.4.724\_macosx.dmg), and double click "Install"



#### 3. Select "Continue".



4. Select "Continue".



5. Select "Agree" to agree to the licence agreement.

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6. Click "Install" to install Forticlient on the device.



### 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

FortiClient VPN		
Upgrade to the full version to access additional feature	res and receive technical support.	
New VPN Co VPN Connection Name Description Remote Gateway Client Certificate Authentication Username	a <u>SSLVPN</u> IPsec VPN b UOM c d +Add Remote Gateway e Customize port 10567 f None v g Prompt on login Save login h	
j	Cancel Save	

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

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Upgrade to the full version to access additional features and receive technical support.	
VPN Name UoM •	≡
Username YOUR USERNAME	
Password	
Save Password 🗌 Always Up	
Connect	

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

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Upgrade to the full version to access additional features and receive technical support.	
VPN Connected	
VPN Name UoM	
IP Address 172.16.0.2	
Username User1	
Bytes Received 190.52 KB	
Bytes Sent 464.42 KB	
Disconnect	

3. Test your connection by logging in to Canvas <u>LMS</u> 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: <u>go.unimelb.edu.au/pgh6</u>)
- Reinstall Forticlient VPN
- Try all 3 location points
  - o 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