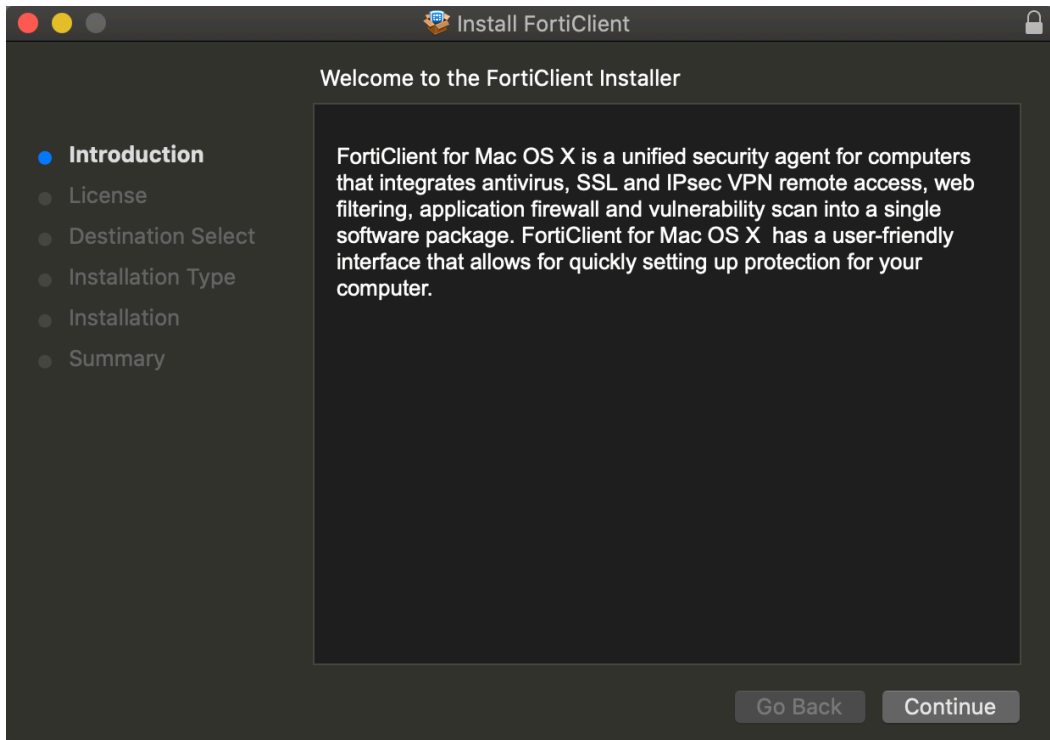# FortiClient VPN — Mac

Installation

1. Download the Forticlient VPN Mac Installer here (Link: go.unimelb.edu.au/9g9r).
2. Open the installer (FortiClientVPNSetup_6.2.4.724_macosx.dmg), and double click "Install"

3. Select "Continue".

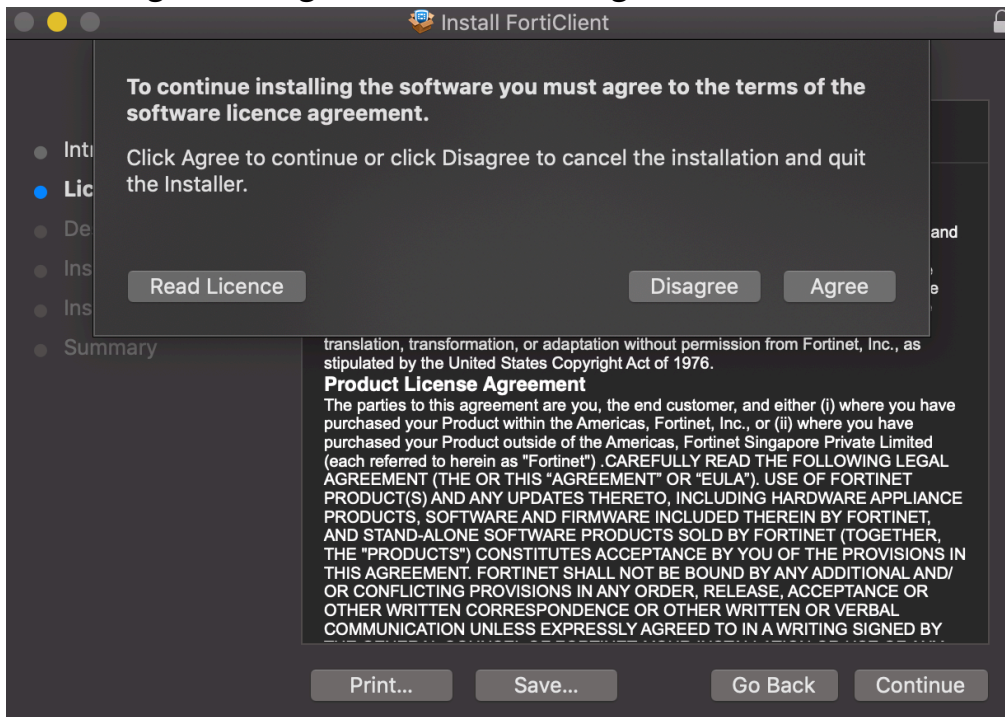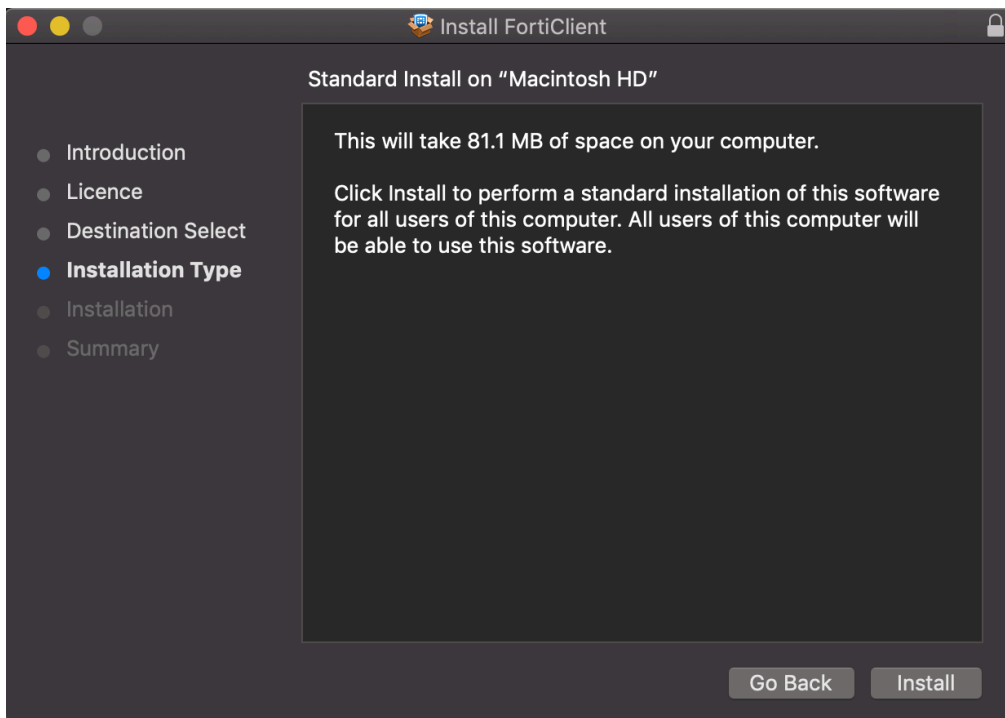4. Select "Continue".

studentit.unimelb.edu.au   Prepared March 2020
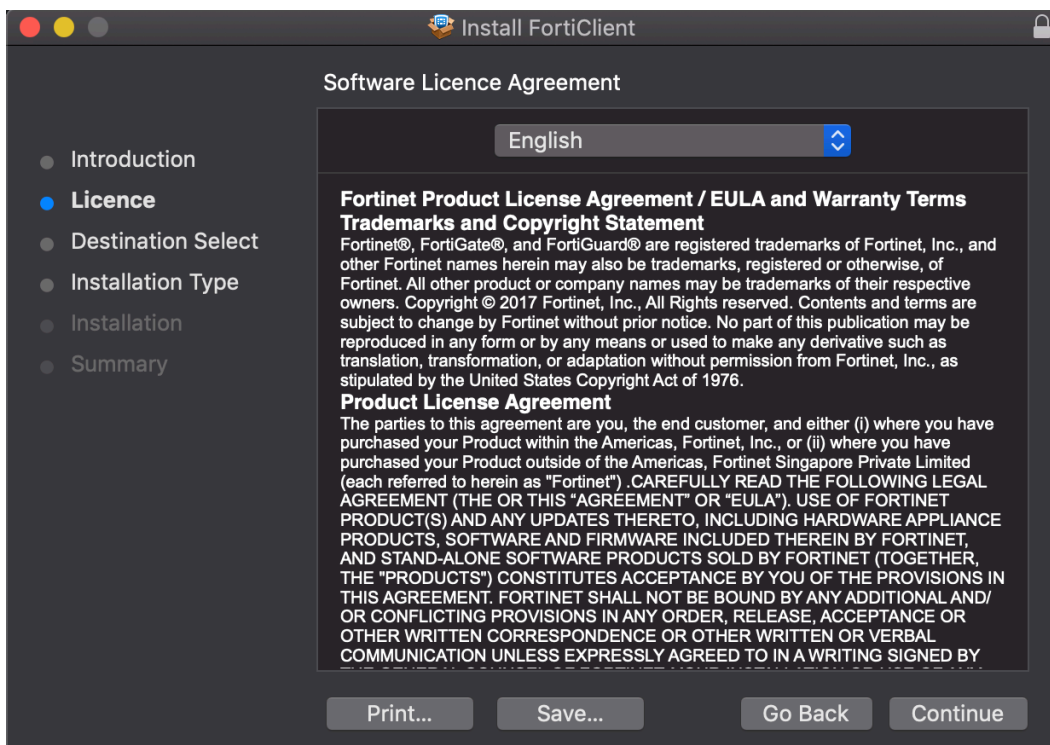
5. Select "Agree" to agree to the licence agreement.
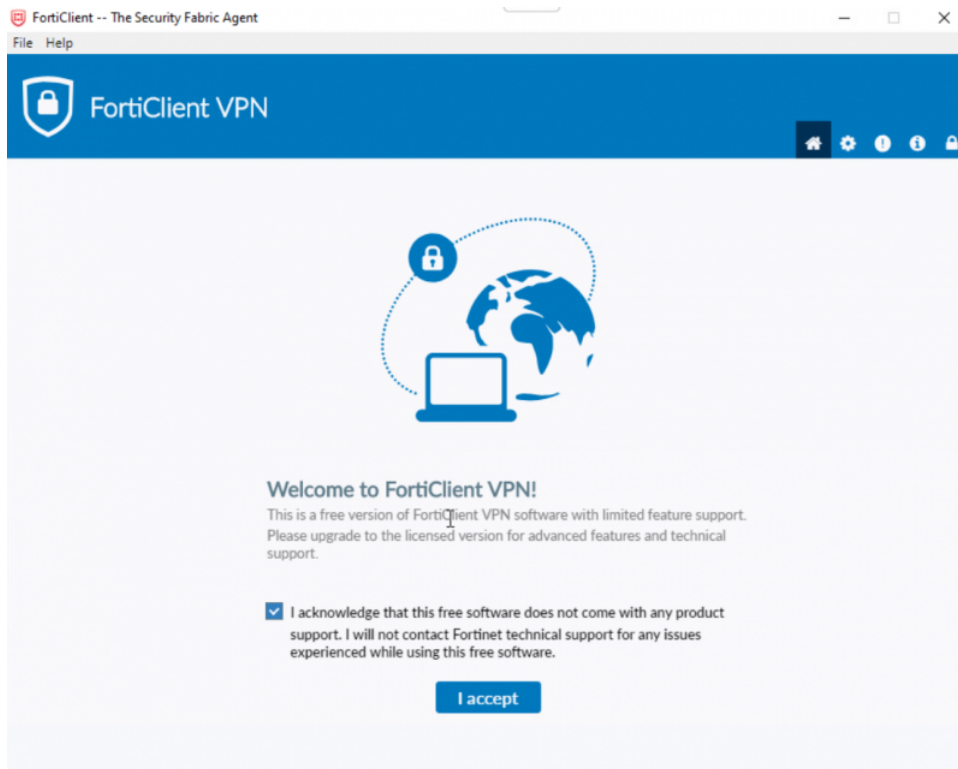

6. Click "Install" to install Forticlient on the device.

Configuration

1. Open FortiClient VPN

2. Click the **checkbox** next to "I acknowledge…", then click **I accept**

3. Click **Configure VPN**

         studentit.unimelb.edu.au   Prepared March 2020

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
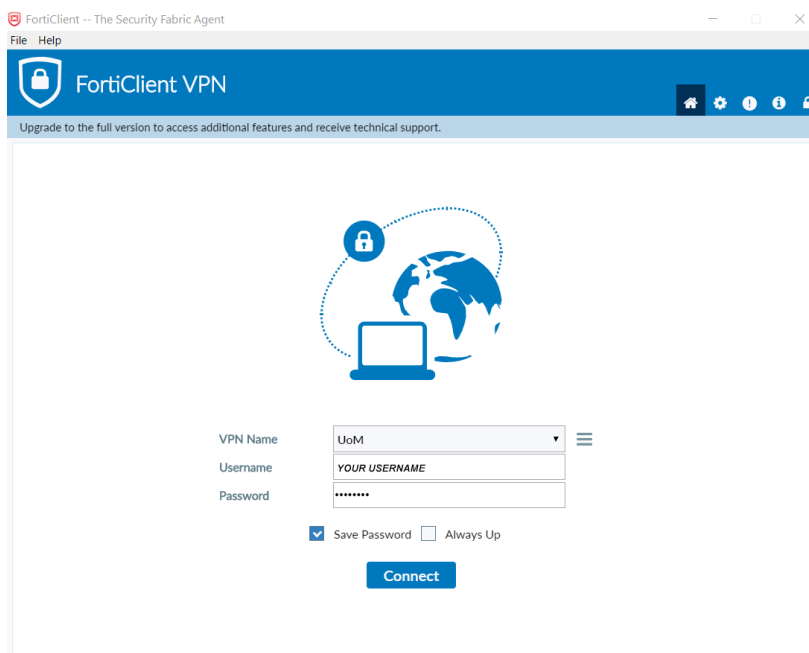   i. **Do not Warn Invalid Server Certificate:** Tick
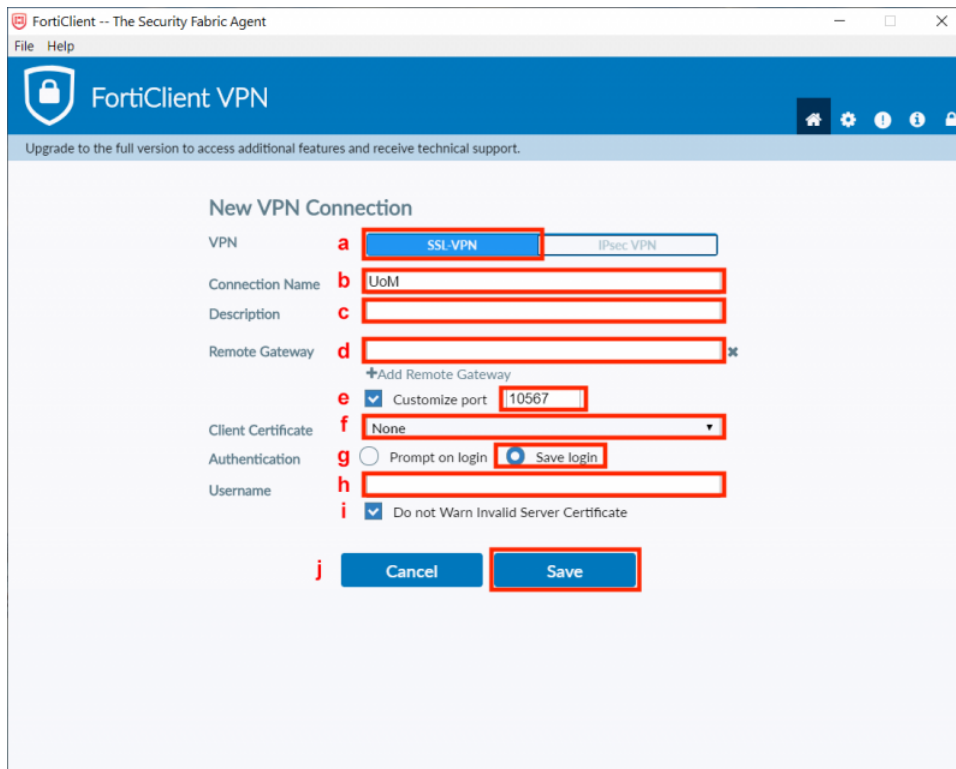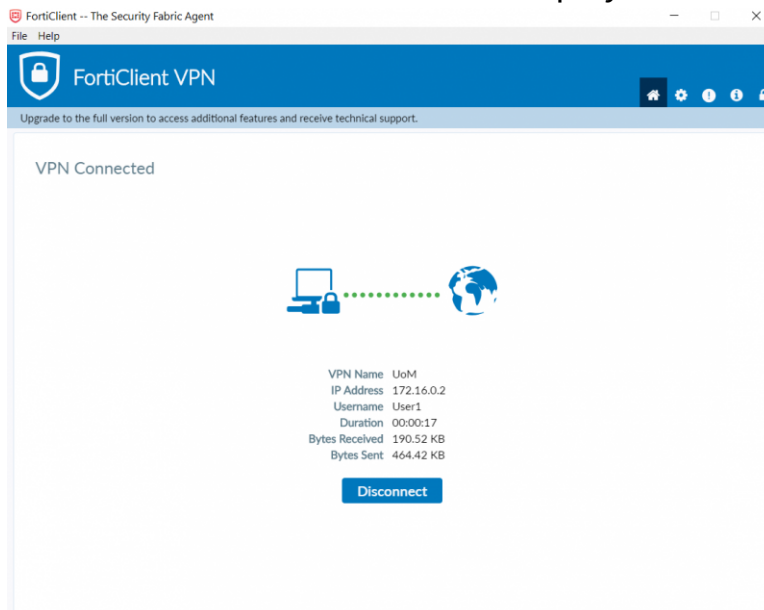
5. Click **Save**

Connecting

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

studentit.unimelb.edu.au Prepared March 2020

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