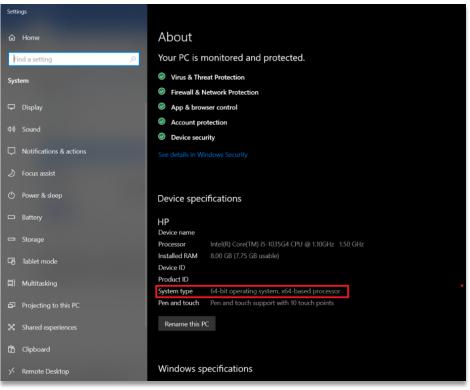


FortiClient VPN — Windows

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 <u>here</u>. If you are running 32-bit version of Windows, use <u>this</u> installer instead.

3. Open the installer and click Install

🛃 FortiClient VPN Setup		-		×
Resuming the FortiC	lient VPN Setu	ıp Wizard		
The Setup Wizard will complete the computer. Click Install to continue				
				7
	Back	Install	Cano	el

4. Click OK

🛃 FortiClient VPN Se	tup		_		\times
Installing FortiC	lient VPN				
Please w 📌 FortiC Status:	lient VPN Setup			×	
	updated while the sys continue, a reboot will setup. OK		lete the		
		Back	Next	Cance	el

5. Click Finish

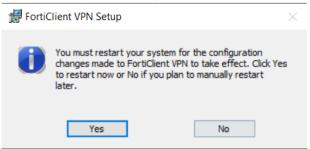
🛃 FortiClient VPN Setup	-	×

Completed the FortiClient VPN Setup Wizard

Click the Finish button to exit the Setup Wizard.



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

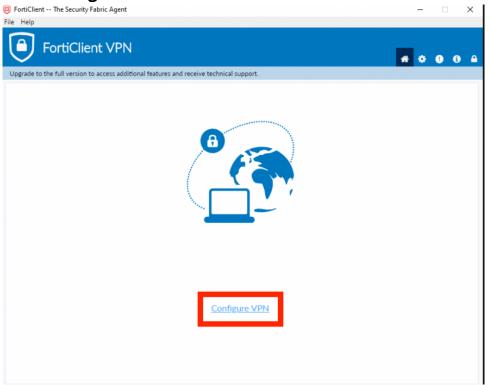


Configuration

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

FortiClient VPN	•	0	i	•
Welcome to FortiClient VPN This is a free version of FortiQlient VPN software with limited feature support. Please upgrade to the licensed version for advanced features and technical support.				
 I acknowledge that this free software does not come with any product support. I will not contact Fortinet technical support for any issues experienced while using this free software. 				

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 The Security Fabric Agent		- 🗆 X
File Help		
FortiClient VPN	ires and receive technical support.	* 0 0
Upgrade to the full version to access additional feature New VPN Co VPN Connection Name Description Remote Gateway Client Certificate		
Authentication Username	g ○ Prompt on login Save login h	

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

FortiClient The Security Fabric Agent File Help	- 🗆 X
FortiClient VPN	# \$ 0 6 A
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

E FortiClient The Security Fabric Agent	- 🗆 🗙
File Help	
FortiClient VPN	* * 0 6 A
Upgrade to the full version to access additional features and receive technical support.	
VPN Connected	
~ (7	
VPN Name UoM	
IP Address 172.16.0.2	
Username User1 Duration 00:00:17	
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