

Manual FortiClient VPN connection steps

If you are working remotely you will be unable to access some applications (including Ignite and Springboard) unless your **FortiClient VPN is connected**.

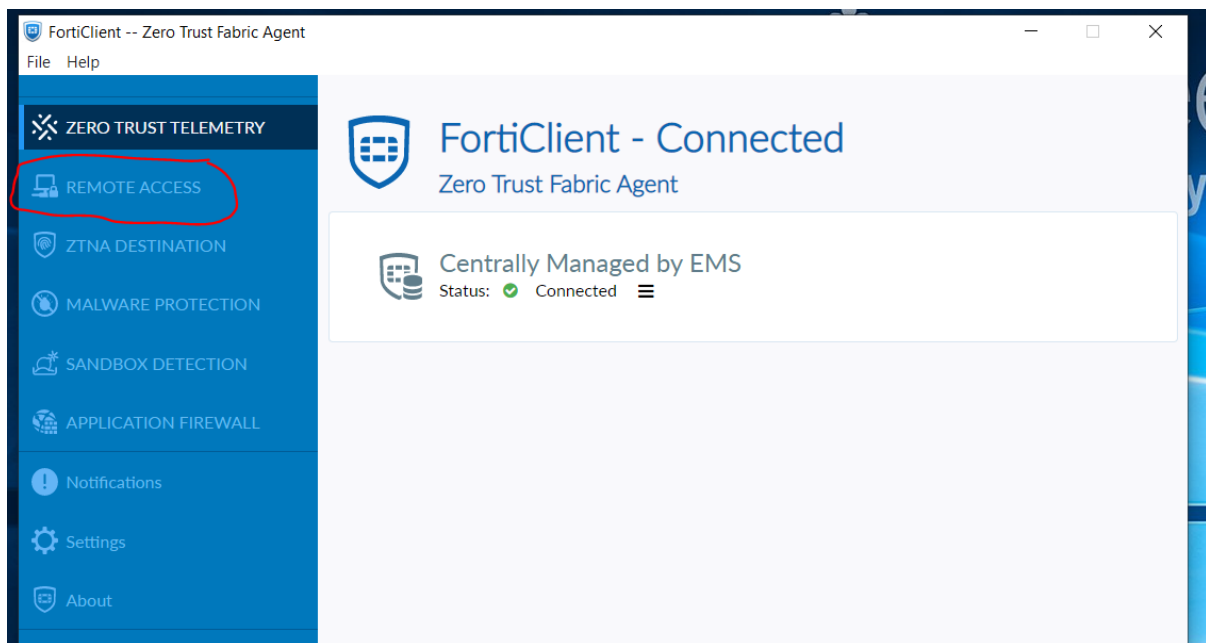
To check, please follow these steps

If the blue shield icon on the bottom right of the screen is not showing a yellow padlock (as with the example below), please follow these steps:



Double click this FortiClient VPN icon on the bottom right of your main screen. This will open the **FortiClient Console**.

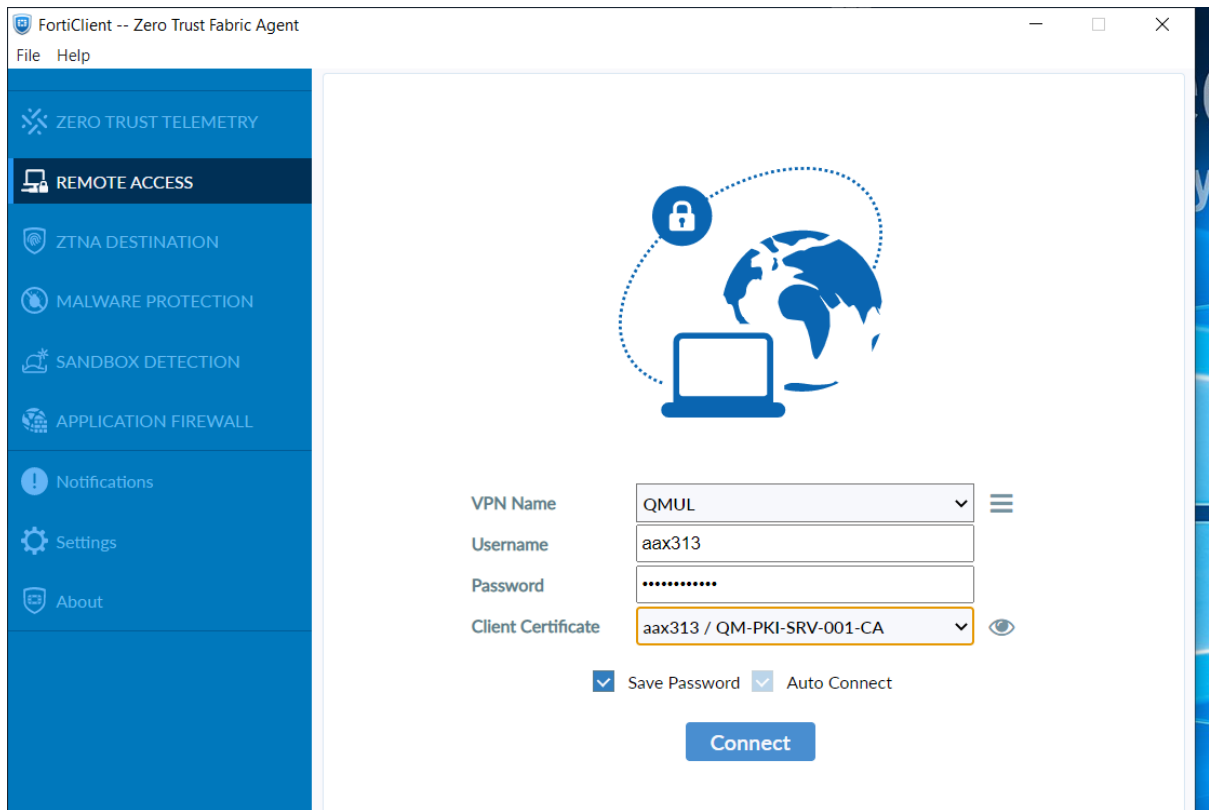
Ignore the fact that the main screen may say **FortiClient - Connected** and click on **REMOTE ACCESS** as indicated below.



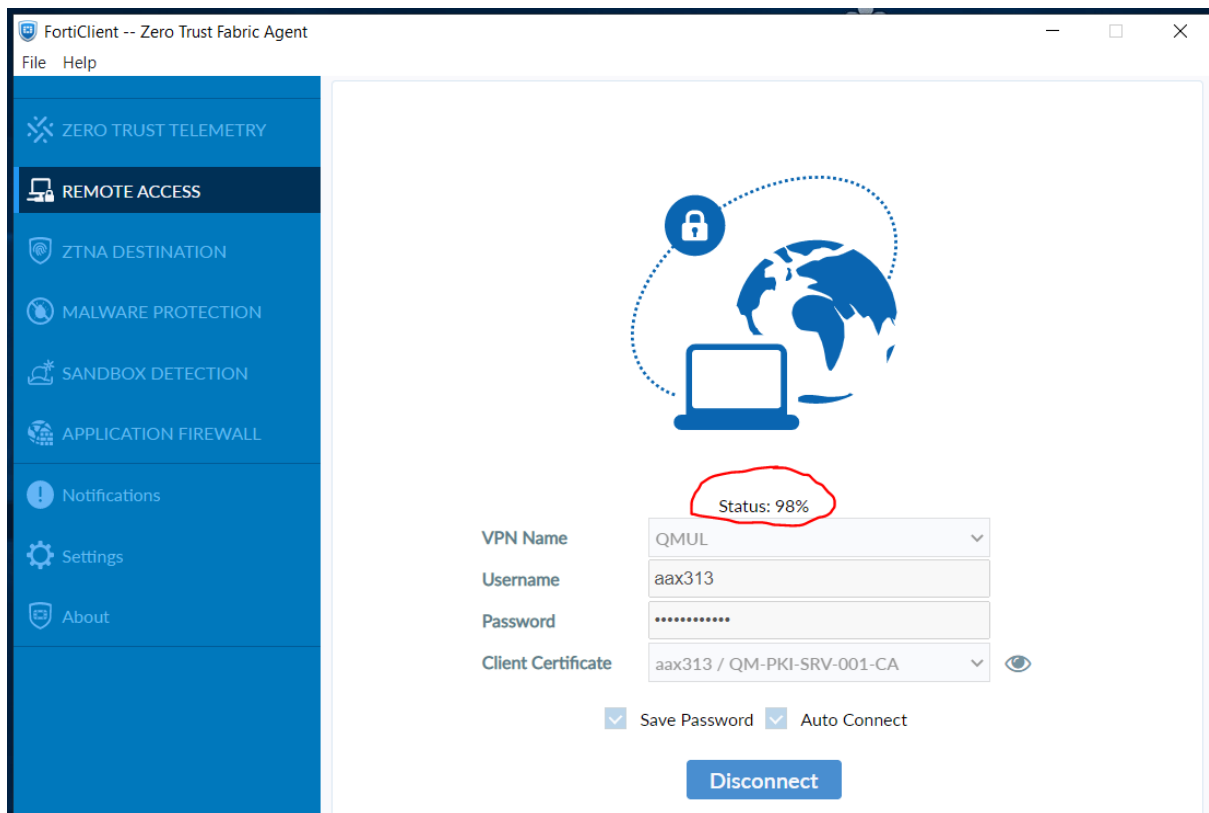
In the next screen below, ensure your QMUL username and password are present (as in the example below).

On the **Client Certificate** dropdown, select the one that starts with your username (see example below)

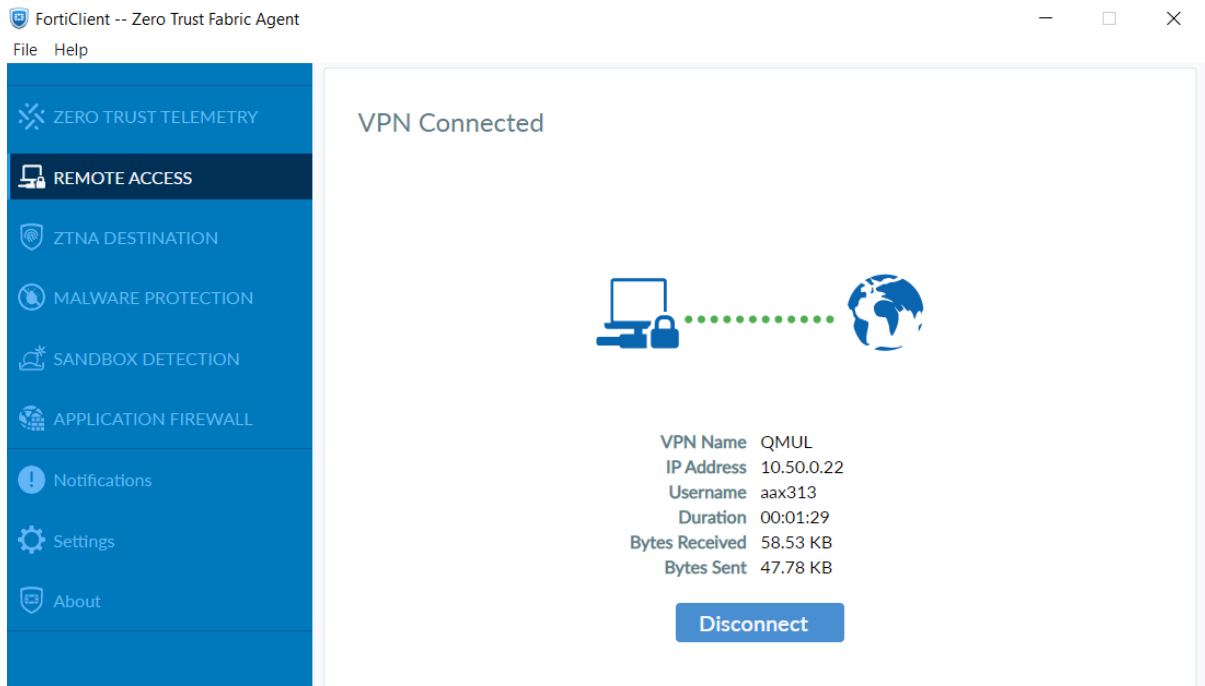
Ensure you have selected **Save Password** and **Auto Connect** (if not greyed out), and click on **Connect**.



The connection may take up to 20 seconds to complete, and the Status will change to 98% or more.

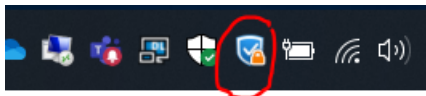


Once connected successfully, you will see the following screen:



Click the X on the top right corner of the window to close the FortiClient Console.

The icon on the bottom right of your main screen should now display a yellow padlock.



You have now successfully connected to FortiClient VPN. You will now be able to connect to applications such as Ignite and Springboard.

If you are on campus and your device is connected over the wired network then you will need to connect via FortiClient VPN, as this is optional.

If you have any issues with the above steps then please contact ITS Service Desk.