

VPN Connection Guide

FortiClient



VPN Connection Guide | FortiClient

FortiClient is a VPN client that allows you to connect to the TFL network in a secure way, it is used when you travel or in the home office.

This document will help you connect with FortiClient.

I. Configuring two-factor authentication

A key feature of our VPN solution is a two-factor authentication to provide extra security to the authentication process. This second-step authentication requires you to enter a Token in addition to your Windows credentials.

This Token (6 digits code) either can be sent to you on your private email account, or generated through an application on your smartphone.

Each time you authenticate to the VPN client, it will ask you for a token. This token can be sent to your personal email, or generated with an application installed on your smartphone.

Before using FortiClient you must have informed your IT administrator if you want to use your personal email or the application on Smartphone.

a. If you choose the authentication with your personal email address

You do not have to prepare anything. You will receive a token on your personal email for each authentication.

b. If you choose the authentication via the application FortiToken

Before continuing, you must have received an email with a code and a QR Code (in attachment). This code is required the first time the application is used on your smartphone.

If you have not received the email, please contact tflitcoordination@tfl.com

Install and configure the application: FortiToken

With your Smartphone: In the [Apple Store](#) (if you have an iPhone) or [Google Play](#) (if you have an Android) ①, search and download the application "FortiToken Mobile".

Start the application. It will propose you two choices ②, use the camera to scan a QRCode, or enter manually the code.

If you want to use the QRCode: open the image in attachment on the email you received, click on "Scan Barcode" and scan the QRCode.

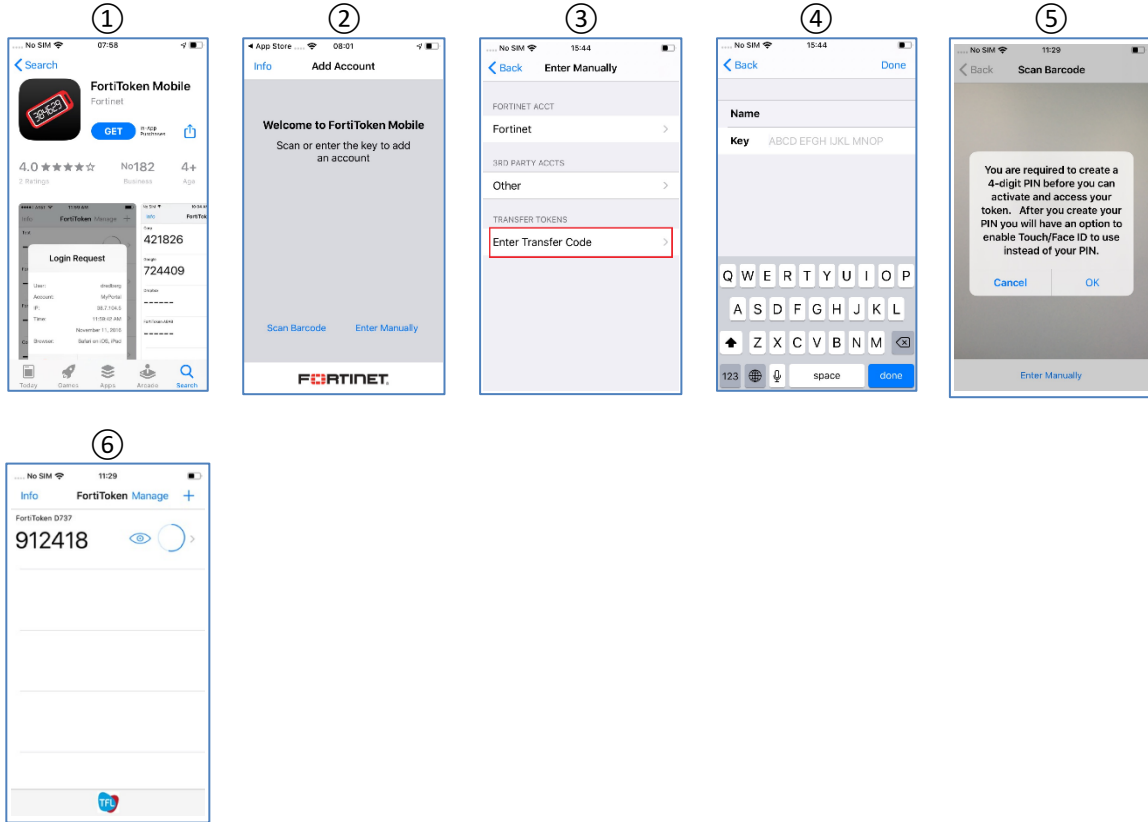
If you want to enter the code manually: click on "Enter manually", select "Enter Transfer Code" ③, and enter the code ④ in the email.

To finalize the configuration you must choose a personal PIN code ⑤, it is a mandatory code each time you open the FortiToken Application.

Once completed, the FortiToken application will display a token that you must use for authentication with FortiClient.

Valid from: December 17, 2019	Version: 01	Page 1 of 5
Approved by: Name/Function	Responsible: Florian Dussault / IT	

VPN Connection Guide | FortiClient



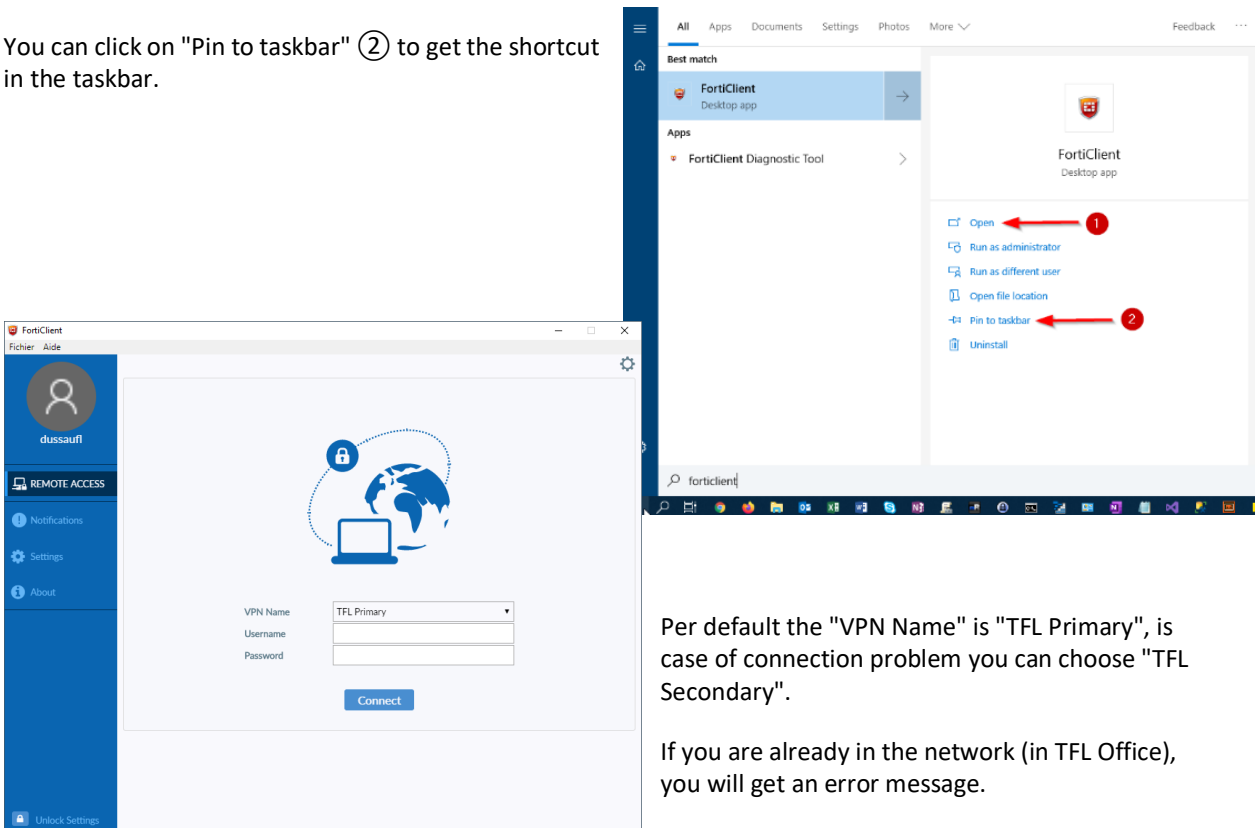
Valid from: December 17, 2019	Version: 01	Page 2 of 5
Approved by: ...	Responsible: Florian Dussault / IT	

Use FortiClient

FortiClient is already installed on your computer, to start the application click on the magnifier at the bottom right and search "forticlient", Windows will suggest you the software.

Click on "Open" ① to start the VPN Client.

You can click on "Pin to taskbar" ② to get the shortcut in the taskbar.



Per default the "VPN Name" is "TFL Primary", is case of connection problem you can choose "TFL Secondary".

If you are already in the network (in TFL Office), you will get an error message.

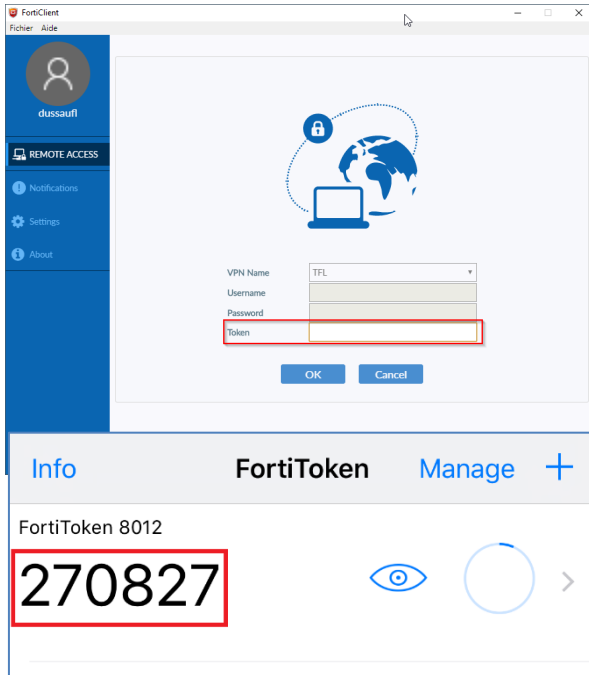
When the application is launched, enter your

Windows username and your password.

And click on "Connect".

Valid from: December 17, 2019	Version: 01	Page 3 of 5
Approved by: ...	Responsible: Florian Dussault / IT	

VPN Connection Guide | FortiClient



After the first authentication, FortiClient will ask you for the token.



If you have chosen to receive the token by mail, check your emails and enter the received token in FortiClient.

If you have chosen to use the application on your Smartphone, open the application, enter your PIN code, and it will show you the token to put in FortiClient.

F.A.Q

Category	Question / Problem	Answer / Solution
FortiClient	<i>Error Message: "Unable to establish the VPN connection. The VPN server may be unreachable".</i>	<ol style="list-style-type: none"> 1. Check if you have internet access (open Internet Explorer and go to: https://www.google.com) 2. Into the authentication interface, choose "TFL secondary" in "VPN Name"
FortiClient	<i>Error Message: "Unable to logon to the server. Your user name or password" may not be configured properly for this connection. (-12)"</i>	<ol style="list-style-type: none"> 1. Check your username and password 2. Into the authentication interface, choose "TFL secondary" in "VPN Name"
Personal e-mail	<i>I don't receive the email with the token</i>	Check your SPAM folder

VPN Connection Guide | FortiClient

Personal e-mail / FortiToken	<i>Can I use my personal address email and the application on my Smartphone?</i>	No, this is not possible
Personal e-mail / FortiToken	<i>My personal email address has changed / I change the smartphone, what should I do?</i>	Write an email to tflitcoordination@tfl.com
Personal e-mail / FortiToken	<i>I can't access my personal mailbox, or I don't have my smartphone with me, how do I connect?</i>	You cannot, for security reasons, we must use two-factor authentication.
FortiToken	<i>I use the application on the smartphone, should I have an access to Internet?</i>	The Internet is only required to download the application and for its first configuration. After that, you no longer need Internet access with your phone.
FortiToken	<i>I use the application on the smartphone, should I have an access to Internet?</i>	The Internet is only required to download the application and for its first configuration. After that, you no longer need Internet access with your phone
FortiToken	<i>Can I install the smartphone Application on more smartphone?</i>	No, only one smartphone is allowed
FortiToken	<p><i>The code is hidden</i></p>  <p>The screenshot shows the text "FortiToken ABA8" above a series of dashes representing a hidden code. To the right of the dashes is a blue eye icon with a diagonal slash through it, indicating that the code is hidden. Further right is a blue circle icon with a diagonal slash through it, and a right-pointing arrow.</p>	Click on the eye 
All	<i>The problem or question is not listed</i>	Please send an email to: tflitcoordination@tfl.com