

Connecting with the FortiClient VPN client (Windows)

This page provides instructions on how to use the FortiClient VPN client to create a secure tunnel to Canal Network resources when connecting from outside the office.

FortiClient software should be automatically installed for you.

Location of software:

- Desktop Shortcut

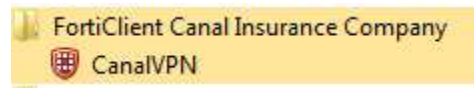


or may say “FortiClient”

- System Tray (show Hidden Icons)

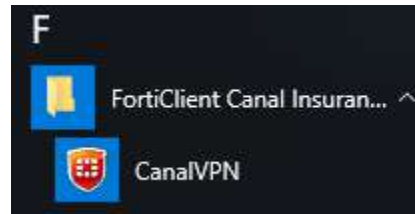


- Start Menu | All Programs - be listed as “Forticlient”



may

Windows 10 -



- Search – keyword “CanalVPN” if not listed, search “Forticlient”

To Connect to Canal Network:

- 1.) On the client (Forticlient) you will be prompted with three fields:
 - **Connection/VPN Name** – CanalIPSecVPN should be the one using
 - **Username** – firstname.lastname@canal-ins.com
 - **Password** – your Windows password (ex. logging onto computer)

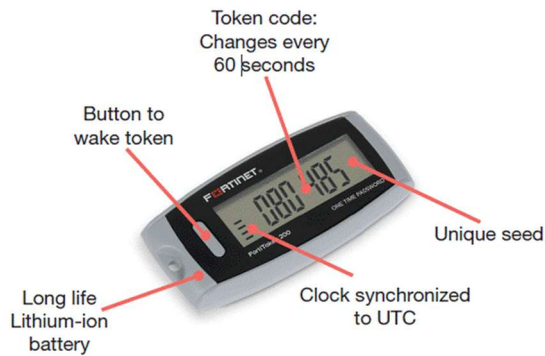
VPN Name

Username

Password

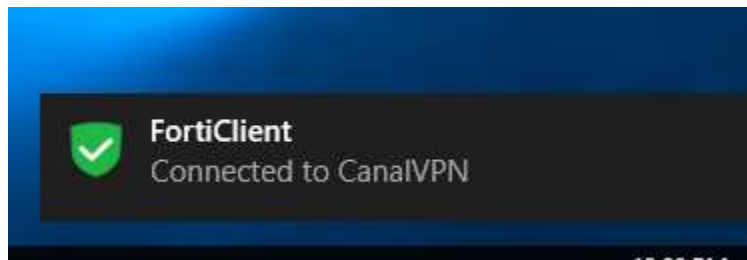
Depending on your DUO method (mobile or fob) you will receive a notification to your device if using iPhone/Android or if using fob you will be presented with the below.

This code is either from your Fortitoken fob or FortiToken Mobile App:



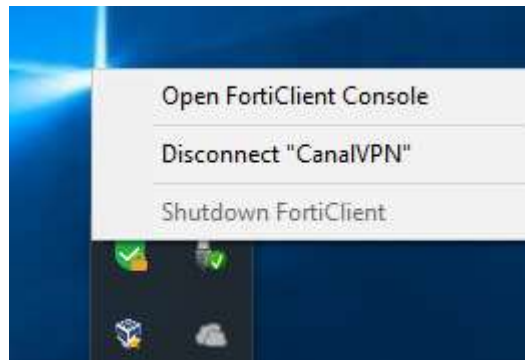
FortiToken FOB

2.) . You will then be connected to VPN Network.

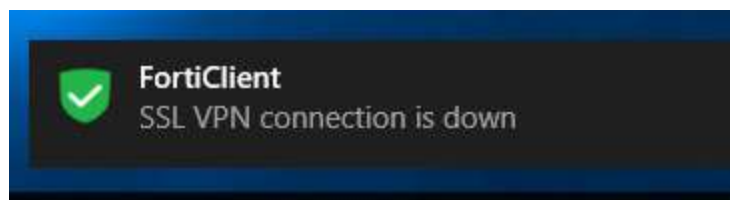


To Disconnect from Canal network:

- 1.) Double Click CanaIPsecVPN icon on desktop – once opened, click Disconnect.
- 2.) Right Click On Forticlient icon in hidden icon and chose Disconnect "CanaIPsecVPN"



- 3.) An informational message will be displayed in right lower corner letting you know that the connection is down.



Other information:

- 1.) In the event that you do not have the CanaVPN (Forticlient) installed on your system. You may log into <https://vpn.canal-ins.com> and choose the download needed for your system. The process of logging in is the same as the process above (To Connect to Canal Network)

In order to setup the Client – do VPN only if presented with options while installing.

Once the client is located fill out the following:

Notice IPsec VPN is highlighted and contact helpdesk to get Pre-Shared key

New VPN Connection

VPN SSL-VPN IPsec VPN

Connection Name

Description

Remote Gateway ✕
+Add Remote Gateway

Authentication Method ▼

Authentication (XAuth) Prompt on login Save login Disable

+ Advanced Settings

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