FortiClient VPN Solution: Login Instructions

Overview

The following guide is designed to assist in the process of connecting, logging in and disconnecting from the FortiClient VPN solution. If you experience any issues accessing the FortiClient system, please contact the Service Desk (servicedesk@admin.sc.gov or 803.896.0001).

Connecting to the Internet (Wi-Fi or Hot Spot)

Before accessing the FortiClient VPN solution, users must be connected to the internet via Wi-Fi or a mobile hot spot. Users will be unable to log in to the FortiClient VPN if connected through a state/wired network. As a result, users may wish to disconnect the wired cable from their device.
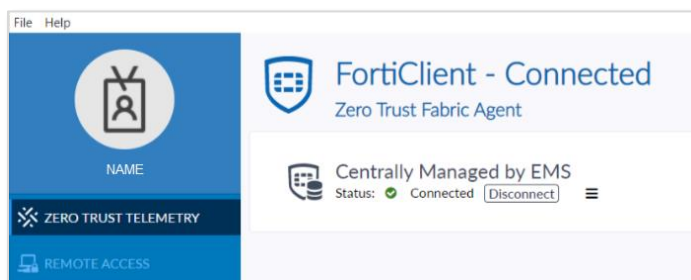
FortiClient VPN Login Instructions

To log in to the FortiClient VPN solution, please follow the steps provided below.
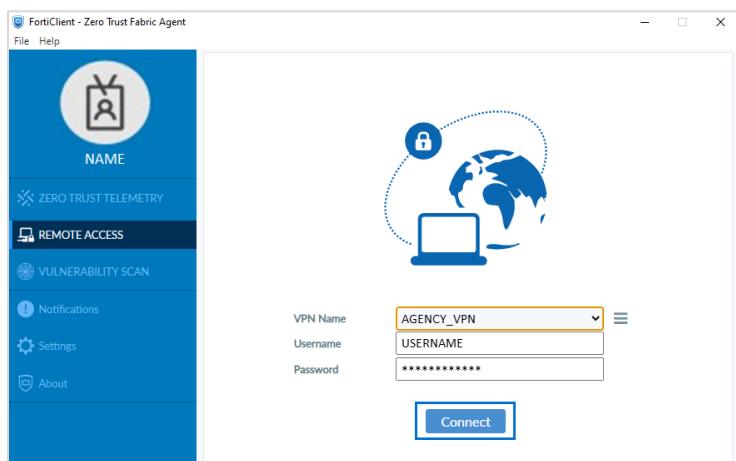
1. Open the tool bar on your device and select **FortiClient**.
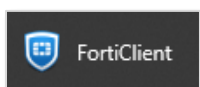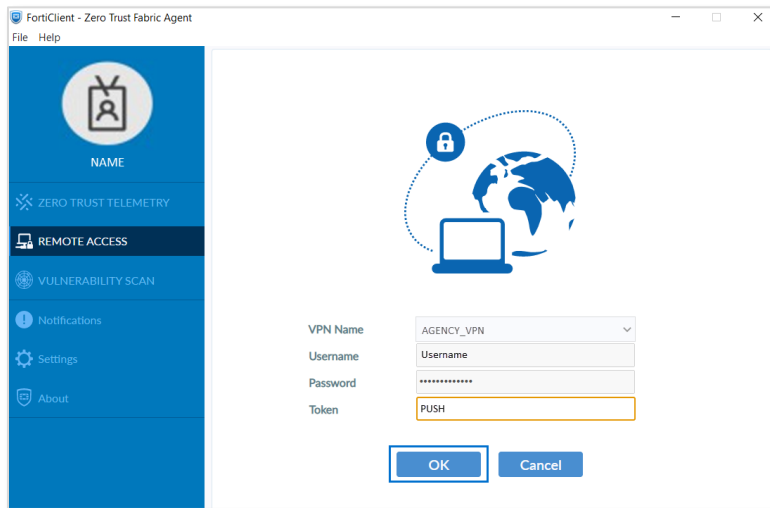

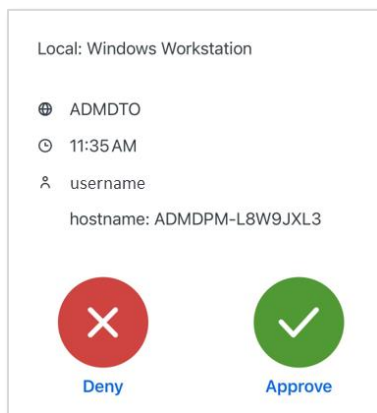2. Select **Zero Trust Telemetry** and ensure **Status** is listed as **Connected**.

3. If not listed as connected, please create a Service Desk ticket (servicedesk@admin.sc.gov or 803-896.0001).

4. Select **Remote Access**, enter your workstation username/password, then select **Connect**.
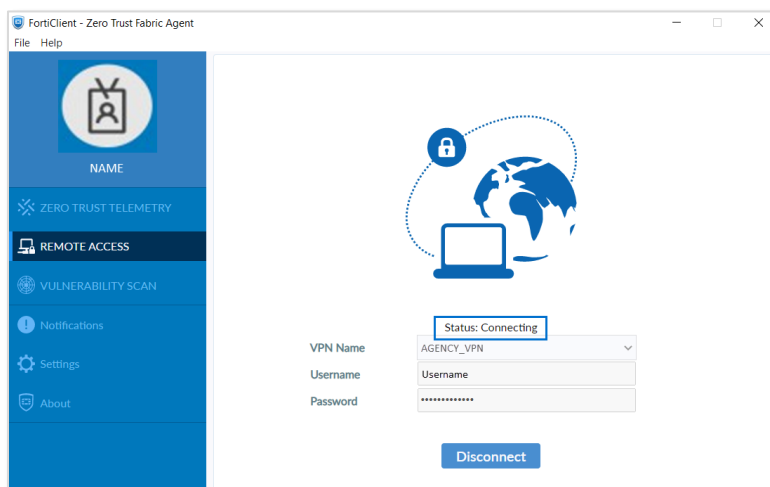
5. Enter **PUSH** or **PHONE** in the Token field to send a multifactor authentication notice.
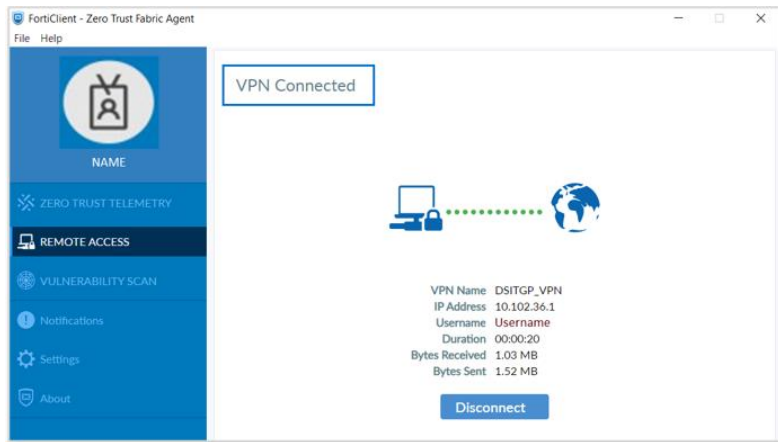6. Select **OK**.

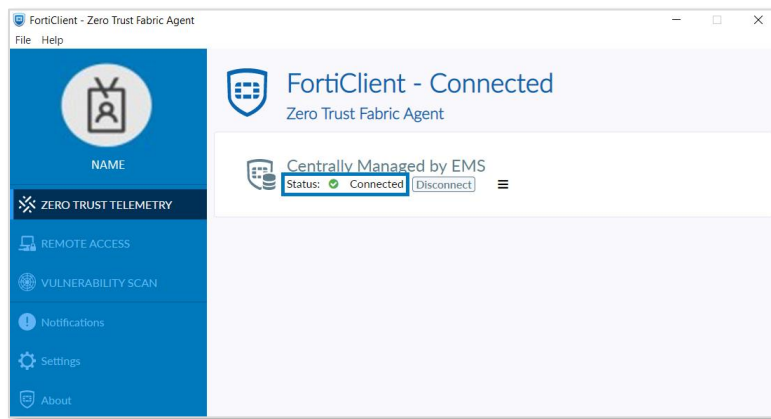7. **Approve** the multifactor authentication notification on your device.

8. Upon multifactor authentication approval, FortiClient will begin connecting.

9. Connection can be verified through the FortiClient application or workstation task tray.
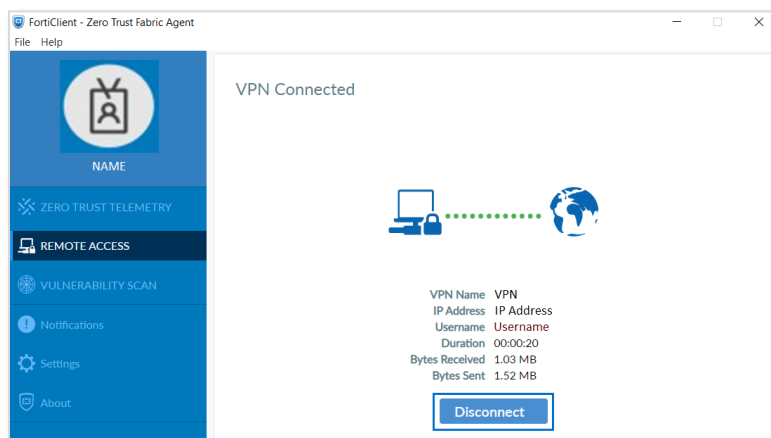

10. Select **Zero Trust Telemetry** and ensure the Status is listed as Connected.

Disconnecting the FortiClient VPN

To disconnect from FortiClient at the end of your session, please follow the step provided below.

1. Select **Disconnect** in the Remote Access tab as illustrated below.

Questions or Concerns

For questions or concerns regarding FortiClient VPN or if you experience any issues accessing the system, please contact the Service Desk (servicedesk@admin.sc.gov).