

VPN CONNECTION GUIDE

FOR

INTEGRATED CLOUD SERVICE FOR WEB-BASED SCHOOL ADMINISTRATION AND MANAGEMENT SYSTEM (WEBSAMS)

Version: 3

March, 2024

Table of Contents

1.	PREREQUISITE	2
2.	DOWNLOAD THE VPN CLIENT	4
3.	INSTALL THE VPN CLIENT FOR THE 1 ST TIME	5
4.	UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION	7
5.	SET UP VPN CONFIGURATION	9
6.	GET THE VPN TOKEN	11
6.1	Software Token	
6.	1.1 For Android Devices	
6.	1.2 For Apple iOS Devices	
6.	1.3 For Windows Devices	
7.	CONNECT VPN TO THE CLOUD	
7.1	Normal Connection Procedure	
7.2	BASIC TROUBLESHOOTING FOR CONNECTIVITY ISSUE	
8.	CHANGE VPN PASSWORD (WHEN YOU STILL HAS THE ORIGINAL PASSWORD)	22
9.	RESET VPN PASSWORD (WHEN YOU LOST THE ORIGINAL PASSWORD)	24
10.	TRANSFER OF SOFTWARE TOKEN FROM OLD TO NEW DEVICE (AVAILABLE FOR ANDRO	DID AND APPLE
	DEVICE ONLY)	
10.1	For Android Devices	
10.2	For Apple IOS Devices	

1. PREREQUISITE

- Please install latest version of VPN client software FortiClient. If you have installed it before, and are still using FortiClient 6.X or older version, please reinstall 7.X or above.
- Please always update the VPN client software FortiClient to the latest version once available for the best security protection.
- FortiClient 7.X supports Desktop Operating Systems with Microsoft Windows 10 or above only.
- You can check the version of your installed FortiClient under Apps and Features on your Windows PC^[1].
- Alternatively, you can open FortiClient software to check the installed version ^[2].
- The Desktop Operating Systems must have Internet access during the installation.



Apps & features



 Open FortiClient VPN, click the button (as shown in the picture).
□ FortiClient - × File Help
FortiClient VPN
Upgrade to the full version to access additional features and receive technical support.
VPN Name Username Password
© FortiClient − × File Help
FortiClient VPN
Upgrade to the full version to access additional features and receive technical support.
FortiClient VPN
This is a free version of FortiClient VPN software which supports limited features and does not include technical support. Upgrade to the full version to access additional features and receive technical support.
Click here to view the license agreement
Copyright Information
OpenSSL The OpenSSL library is copyrighted by Copyright 1998-2018 The OpenSSL Project.
spdlog The MIT License (MIT)
Copyright © 2003-2023 Fortinet Inc All rights reserved. <u>http://www.fortinet.com</u>

Note: If school has difficulty in finding the software version, school can seek help from Cloud Helpdesk.

https://cdr.websams.edb.gov.hk/cloud/cloudcontact/

2. DOWNLOAD THE VPN CLIENT

1. On the Windows PC if you wish to connect VPN, download the VPN Client installation program at https://www.fortinet.com/support/product-downloads



2. After download is completed, go to the next sections to continue installing or upgrading the VPN client.

DOWNLOAD

DOWNLOAD

DOWNLOAD .deb

3. INSTALL THE VPN CLIENT FOR THE 1ST TIME

- 1. Double click the installation program to execute it.
- 2. Check the checkbox if you accept the license agreement and click Next.



3. Set the destination folder, and click **Next**.

🖟 FortiClient VPN Setup	_		Х
Destination Folder Click Next to install to the default folder or click Change to choose	another.	1	
Install FortiClient VPN to:			
C:\Program Files\Fortinet\FortiClient\ Change			
<u>B</u> ack Ne	xt	Cano	el

4. Click Install.



5. Click Finish.



4. UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION

- 1. Double click the installation program to execute it.
- 2. Check the checkbox if you accept the license agreement and click Next.



3. Click Upgrade.



4. Click Finish.



Note:

- The program for installation and upgrade is the same program.
- No need to uninstall the older version before executing the installation program.
- Restart Windows is recommended after the upgrade.

5. SET UP VPN CONFIGURATION

No matter you are installing the VPN Client for the 1st time, or upgrading the version, you have to configure/reconfigure the VPN connection settings.

This is a one-time only procedure after each installation or upgrade. You do not need to do this every time when connecting VPN.

X

- 1. Launch the VPN Client.
- 2. Check the agreement and click I accept.

File Help FortiClient VPN	* 0	0 A
Operation Welcome to FortiClient VPN This is a free version of FortiClient VPN software with limited feature support. Please upgrade to the licensed version for advanced features and technical support.		
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.

File Help FortiClient VPN	ŵ	•	0	•	4
Upgrade to the full version to access additional features and receive technical support.					
Configure VPN					

- 4. Choose **SSL-VPN** to set up the new VPN connection.
 - **Connection Name** can be any name you prefer.
 - Remote Gateway:

vpngateway1.sams.edu.hk or vpngateway2.sams.edu.hk

Note:

- If you are not sure which gateway you should use, you can try them one by one. Eventually, only one of them (when VPN is connected) will allow you to open your school's WebSAMS.
- If any problem is encountered during configuration, school can seek help from Cloud Helpdesk.

https:/	/cdr.websams.edb.gov.hk	k/cloud/cloudcontact/

FortiClient		-		×
Upgrade to the full version to access additional features and receive technical support.		# 0	•	•
New VPN Connection				
VPN SSL-VPN IPsec VPN XML				
Connection Name WebSAMS Description				
Remote Gateway vpngateway2.sams.edu.hk +Add Remote Gateway	×			
Customize port 443 Enable Single Sign On (SSO) for VPN Tunnel				
Client Certificate None Authentication Prompt on login Save login	•			
Cancel Save				

5. Click Save.

6. GET THE VPN TOKEN

To connect to the cloud, each school is assigned with <u>two</u> software tokens, which are mobile application for 2-factor-authentication during VPN login process to strengthen the security. It is necessary during login of VPN connection.

6.1 SOFTWARE TOKEN

Software token requires several steps to set up. Please follow the procedures to install Mobile App (FortiToken Mobile) for registering the token on your mobile device. You can download the Apps from

- Google Play Store (for Android)
- App Store (for Apple iOS device)
- Microsoft Store (for Windows device)

10 calendar days before the cloud migration date of your school, your school principal should receive an activation email from < activation@donotreply.sams.edu.hk >, which contains a QR code for software token activation. You should follow the instructions below to activate the token within 10 days before the QR code expires. You may refer to procedures in later sections.

	/IS VPN Portal - FortiToken Mobile 💶 🕄	CORCE I • Message	(HTML)	—		×
Reply Reply <td< th=""><th> Monthly Meeti □ To Manager □ Team Email ✓ Done □ Reply & Delete ✓ Create New </th><th>Move</th><th>Mark Unread Categorize * Follow Up *</th><th>Translate</th><th>Zoom</th><th></th></td<>	 Monthly Meeti □ To Manager □ Team Email ✓ Done □ Reply & Delete ✓ Create New 	Move	Mark Unread Categorize * Follow Up *	Translate	Zoom	
University of the section of the sec	Quick Steps	1 ₈ Move	lags la	Ealting	Zoom	^
Tue 24/5/2022 10:11 AM						
WebSAMS NoReply <activation@don@don@don@don@don@don@don@don@don@d< td=""><th>otreply.sams.edu.hk></th><td></td><th></th><th></th><td></td><td></td></activation@don@don@don@don@don@don@don@don@don@d<>	otreply.sams.edu.hk>					
Activation on WebSAMS VPN Portal - FortiToken Mo	bile • • • • • • • • • • • • • • • • • • •					
To remain the first state						~
ftm_qr_ I = "III I" = I I" = I = I = I = I = I						
Hello	assword software token.					
Please visit https://docs.fortinet.com/product/fortitoken/ for instructi	ons on how to install your FortiToken Mobi	le application on your de	evice and to activate	your token.		
Activation Code for FortiToken Mobile	h vou will need to enter on vour device late	er. is				
AT ILL MARKET						
Atternatively, use the attached QR code image to activate your tok	en with the "Scan Barcode" feature of the a	ipp.				
You must activate your token by: Fri, Jun 03, 2022 10:10 HKT aft	er which your will need to contact your sys	tem administrator to re-	enable your activation	n.		
FortiGate						

You may need to contact the <u>Cloud Helpdesk</u> 雲端服務平台整合計劃 if

- (i) the activation code is expired; or
- (ii) your activated device is lost/ stolen; or
- (iii) transfer of token is required but you do not have access to the original activated device.

Note: For (iii), if you wish to transfer token between devices and you still have access to the original device, you may refer to the later section [Transfer of software token from old to new device].

6.1.1 For Android Devices

Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of Android only. Please observe the compatible versions specified in Google Play Store.
- Beware of the end of support date of the Android version your devices are using. For security reason, you should not use an Android version that had passed its end of support date.
- The devices must have Internet access during the token activation process.

1. Go to Google Play Store and search for FortiToken Mobile. Tap

FortiToken Mobile				
3.9 ★ 569 reviews	100K+ Downloads	3+ Rated for 3+ ①		
	Install			
Gill P E Bill Street		Telline and		
Gillion P E all High 2 - Statute Farst Takes Monoger discopic 5 5349858 C sommary VPN C 340165 C 071615 C	Login Request Une: ut P. Account: Martin P. 1723021372	Trans. 10 Tabu and Tabu and Ta		

2. Tap ^{Open} to launch the application.

16:316	FortiToken Mobile	
	Uninstall	
	Open	

Install

3. Open the activation email. Please note that the activation code will expire in 10 days.

Image: Section of the section of th	Mark Unread Categorize Follow Up Tags F2 Editing Zoom Zoom
Uteret Response Culick steps Nove Urgent Return receipt Expand Groups Restricted Prevent Copy Confidential Tue 24/5/2022 10:11 AM WebSAMS NoReply <activation@donotreply.sams.edu.hk> Activation on WebSAMS VPN Portal - FortiToken Mobile • • • • • • • • • • • • • • • • • • •</activation@donotreply.sams.edu.hk>	iags ivri colting i 200m i
Image: Instant Receipting Counterlines Image: Ima	
Image:	
Activation on WebSAMS VPN Portal - FortiToken Mobile	
Image: Imag	
ftm_qr ftm_qr [1] Hello welcome to FortiToken Mobile - One-Time-Password software token. Please visit https://docs.fortinet.com/product/fortiloken/ for instructions on how to install your FortiToken Mobile application on your device later, is Activation Code for FortiToken Mobile Image: set instruction on your device later, is	
Hello	
Person of the second source of the second source of the second source to	
Activation Code for Fortil Token Mobile I Lan Marmar answ: , which you will need to enter on your device later, is * Internet in the marmar answ: [2]	so and to activate your tokon
Acuvation code for Forth oken Models in the the article, which you will need to enter on your device later, is	e and to activate your token.
Alternatively, use the attached QR code image to activate your token with the "Scan Barcode" feature of the app.	
You must activate your token by Fri, Jun 03, 2022 10:10 HKT after which your will need to contact your system administrator to re-enal	able your activation.
FortiGate	
Iso tap ENTER MANUALLY to input the activation code [2] FortiToken Mobile I] in the same email.
Welcome to FortiToken Mobile	
Scan or enter the key to add token	
Scan of effet the key to add token	
SCAN BARCODE ENTER MANUALLY	
SCAN BARCODE ENTER MANUALLY	
SCAN BARCODE ENTER MANUALLY	

 6.1.2 For Apple iOS Devices

Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of iOS only. Please observe the compatible versions specified in App Store.
- Beware of the end of support date of the iOS version your devices are using. For security reason, you should not use an iOS version that had passed its end of support date.
- The devices must have Internet access during the token activation process.
- 1. Go to **App Store** and search for **FortiToken Mobile**. Tap



2. Tap **INSTALL** to start the installation.



3. Tap **PEN** to launch the application.



4. Open the activation email. Please note that the activation code will expire in 10 days.

🕞 5 0 1 4 🔹 Activation on WebSAMS VPN Portal - FortiToken Mobile = 🖓 = 🖓 🖓 = 🖓 🖓 - Message (HTM	ML)	Ŧ	-		×
File Message Acrobat Q Tell me what you want to do					
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Delete - Kespolise - Quick steps in more	lays is	Luitii	ig	200111	~
Tue 24/5/2022 10:11 AM					
WebSAMS NoReply <activation@donotreply.sams.edu.hk></activation@donotreply.sams.edu.hk>					
Activation on WebSAMS VPN Portal - FortiToken Mobile					
					^
ftm_qr_ i = " = " = " = " = " = " = " = " = " =					
Hello					
Please visit https://docs.fortinet.com/product/fortitoken/ for instructions on how to install your FortiToken Mobile application on your device	e and to activate y	our token	1.		
Activation Code for EditTakon Mohilas III III IIII IIII IIII IIII IIII III					
Alternatively, use the attached QR code image to activate your token with the "Scan Barcode" feature of the app.					
You must activate your token by Fri, Jun 03, 2022 10:10 HKT after which your will need to contact your system administrator to re-enable	ole your activation				
FortiGate					

5. Tap to scan the QR code [1] in the activation email. You can also tap to input the activation code [2] in the same email.

FortiToken Mobile	:
Welcome to For	tiToken Mobile
Scan or enter the	key to add token
SCAN BARCODE	ENTER MANUALLY
F	INET.

6. Once the token is activated, it will be displayed on the App as follows:



6.1.3 For Windows Devices

2. Tap

Prerequisite

- FortiToken Mobile is compatible with devices running Windows 10. For security reason, you should always install latest Windows Updates.
- The devices must have Internet access during the token activation process.
- 1. Go to Microsoft Store and search for FortiToken Mobile.

Year of the wind Year of the wind <t< th=""><th>Mana Anna Mana</th><th></th><th></th><th>O count</th><th></th></t<>	Mana Anna Mana			O count	
3+	Home App Games	FortiToken Windows EXEMPT TECHNOLOGIES CANADA INC. • Security VP Stare © Wish list • Stare © Wish list FortiToken Windows is an OATH compliant, time-based One Time Password (OTP) generator application for the mobile device. It is the client component of Fortinet's highly secure, simple to use and administer, and extremely cost effective solution for meeting your strong More More 1	Free	, P. Search Get	8
E-start Republication		3+			
		System Requirements			
Available on	Available on	System Requirements			

- 3. Tap **FortiToken Mobile** to launch the application.
- 4. Open the activation email. Please note that the activation code will expire in 10 days.

to start the installation.

日うび↑↓ ∓ Activation on WebSAM File Message Acrobat ♀ Tell me what you want to	//S VPN Portal - FortiToken Mobile 🛛 🚛 🚛	💶 🕻 🖉 - Message ((HTML)	r –		×					
Image: Constraint of the second s	Monthly Meeti G To Manager Team Email V Done Reply & Delete V Create New	→ → → → → → → → → → → → → →	Mark Unread Categorize ▼ Follow Up ▼	Translate	Q Zoom						
Delete Response	Quick Steps	5 Move	Tags 🖓	Editing	Zoom	^					
Urgent Return receipt Expand Groups Restricted Prevent Copy Confidential											
Tue 24/5/2022 10:11 AM											
□WebSAMS NoReply <activation@don< td=""><td>otreply.sams.edu.hk></td><td></td><td></td><td></td><td></td><td></td></activation@don<>	otreply.sams.edu.hk>										
Activation on WebSAMS VPN Portal - FortiToken Mo	bile 📲 📲 📲 🖷 🐂 🖓 🖓 👘										
ftm_qr_i iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii											
Helio											
Please visit https://docs.fortinet.com/product/fortitoken/ for instructions on how to install your FortiToken Mobile application on your device and to activate your token.											
Activation Code for FortiToken Mobile	h you will need to enter on your device late	r, is									
·											
Alternatively, use the attached QR code image to activate your tok	en with the "Scan Barcode" feature of the a	pp.									
You must activate your token by Fri Jun 03, 2022 10:10 UKT of	er which your will need to contact your evet	em administrator to re-s	nable vour activation	n							
	er minen your will need to contact your syst	on administrator to re-t	muore your acuVdliO								
FortiGate											

FortiToken Windows				_	
FortiToken Windo	WS				-
Accounts					
Tap the plus icon below	/ to scan or enter the key	for a new account.			

- 6. Enter the profile to set up the token.
 - Account Name can be any name you prefer.
 - Key refers to activation code sent in step 4 [1]
 - Select Fortinet in Category

FortiToken Windows						
FortiToken Windows						
Add Account						
Account Name:						
EDB WebSAMS						
Кеу:						
XXXXXXXXXXX						
Category (Fortinet or 3rd party):						
Fortinet ~						

- 7. Click \checkmark Done to proceed.
- 8. Once the token is activated, the VPN token will be displayed on the App as follows:



7. CONNECT VPN TO THE CLOUD

7.1 NORMAL CONNECTION PROCEDURE

- 1. Launch the VPN Client.
- 2. Choose the configured VPN Connection Name, input the VPN Username and Password and click **Connect**.

FortiClient	-	
File Help		
FortiClient VPN	* 0	0 0 A
Upgrade to the full version to access additional features and receive technical support.		
VPN Name WebSAMS • =		
Username minimut". The anter a service a		
Password 🔹		
Connect		

3. You can either use method (i) or (ii) below.

(i) Retrieve token code from your mobile device.Note that each token code is valid for 1 minute only.

Software Token									
On Android device	On Apple iOS device	On Windows device							
Oper	the Apps to get the token	code							
FortiToken Manage (3) : FortiToken 123456 (3) (3)	Info FortiToken Manage + reminates 123456	EDB WebSAMS 316312 Expires in 42 seconds Powered by Fortinet							

On your desktop, enter the code generated by the VPN token from your mobile and click **OK**;

Upgrade to the full version to ac	cess additional features an	id receive technical support.	* 0	00
	Enter token code		bbile	
	VPN Name	WebSAMS ¥		
	Username	ingen-302 sec many small		
	Deserved			
	Password			



(ii) Click Approve in your mobile device with FortiToken Mobile (available for Apple iOS and Android only) when you receive a notification.

*The devices must have Internet access during the approval process.

Dn Apple iOS device p 1: Tap the notification FORTITOKEN in Request *with notification enabled for FortiToken Mobile Apps	On Windows device
p 1: Tap the notification	
	1
p 2: Tap approve to allow authentication request Into FortToken Mange + FortToken	Not available
	p 2: Tap approve to allow authentication request Info FortiToken Manage + Ferritaten Cogin Request User: P: Time: 151:45 FM OB June 2022 Clent Application: Deny Approve



After performing either (i) or (ii) in previous step, VPN should be connected in your desktop successfully.

${\color{red} {m \oslash}}$	FortiClient Connected to WebSAMS FortiClient System Tray Controller	
	へ 嚺 🌇 🕼 🖉 10:29 AM 📑	
FortiClient File Help	- • >	<
Forti	Client VPN 🛷 🔮 😆	•
Upgrade to the full ve	rsion to access additional features and receive technical support.	
VPN Conne	ected	
	VPN Name WebSAMS IP Address R* mill Ut Username merutation in international Duration 0000009 Bytes Received 5.42.48 Bytes Sent 8.37.KB	
	Disconnect	

7.2 BASIC TROUBLESHOOTING FOR CONNECTIVITY ISSUE

If error message occurs when connecting to the VPN even after entering the correct password, we recommend following the steps below to troubleshoot the issue first:

- 1. Verify the VPN configuration of FortiClient software, especially the **Remote Gateway**. Please refer to section 5 step [4]
- 2. Restart Windows of the PC you are trying to connect VPN; and
- 3. Restart the software token application.

By performing these actions and retrying the connection, you can usually resolve common connectivity issues.

If you continue to experience problems, especially for technical matters related to VPN connection, please contact the <u>Cloud Helpdesk</u> 雲端服務平台整合計劃 at 2802 0218. For other questions, please contact your <u>School Liaison Officer of WebSAMS Team</u>.

8. CHANGE VPN PASSWORD (WHEN YOU STILL HAS THE ORIGINAL PASSWORD)

 Open web browser, go to Self Service Portal at <u>https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS</u> then enter your VPN login.

🚺 Log	gin		×	+								-	0	×
	C ô	https://	/pnport	al1.sams.	edu.l	hk /portal/se								
						••••••	••		۲					
								Login						

2. Enter your passcode generated by the VPN token or click **Approve** in supported devices. You may refer to <u>step [3]</u> in previous section.



3. Click **Password** below.

Note that only the button **Password** is enabled. All other buttons are disabled normally.



4. Change your password as follows.

Change Password	× + - • >	
$\leftarrow \rightarrow$ C \bigcirc	https://vpnportal1.sams.edu.hk/portal/post_login/change_password/ 🗛 🏠 🎓 ն ท 🕅 🗤	
Change Password		
Old password:	·····	
New password:	Password must meet these requirements: must be at least 8 and at most 64 character(s) in length, has at least upper-case letter(s), 1 lower-case letter(s), 1 numeric character(s), 1 non-alphanumeric character(s) (e.g. \$1#)	
Confirm new password:	•••••	
	OK Cancel	

- 5. You will be forced to sign out afterwards.
- 6. You may login again with your new password for testing.
- 7. Click Logout after conducted your test in step [6].



9. RESET VPN PASSWORD (WHEN YOU LOST THE ORIGINAL PASSWORD)

 Open web browser, go to Self Service Portal at <u>https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS</u> then click "Forget my password".

	Usomomo			1
	Password		۲]
	1 doomord]
		Login		
F	Forgot my password			

2. Enter the Username of your VPN account into Username box, then click Next.

Reset Password			
To reset your password, please	select your method of identification.		
Recover by:	Username Email		
Username:			
		Next	Cancel

3. Your **school principal** will receive an email containing a one-time verification code similar to this one.



4. Get the verification code **from your school principal**, then enter the verification code into Verification code box and click Next.

Reset Password			
An email has been sent to you with a	verification code. Please enter it below.		
Verification code:			
		Next	Cancel

5. Enter you new password twice and click Next.

Reset Password		
Please enter a new password.		
New password:		
	Next	Cancel

6. You VPN password had been successfully changed if you see this screen.

Password reset complete

Your password has been set. You may go ahead and log in now.

Go back to the login page

10. TRANSFER OF SOFTWARE TOKEN FROM OLD TO NEW DEVICE (AVAILABLE FOR ANDROID AND APPLE IOS DEVICE ONLY)

In case transfer of software token is required due to a change in mobile device, you can either contact <u>Cloud Helpdesk</u> 雲端服務平台整合計劃 or **initiate Transfer Tokens** by yourself. Either case, **help from your school principal will be required**.

Below procedures illustrate how to initiate Transfer Tokens by yourself.

10.1 FOR ANDROID DEVICES

1.

Welcome to FortiTo Scan or enter the key	ken Mobile to add token	
ortiToken	About	,
FortiToken	Help	,
	Manage	
	Settings	-
		and the second se

2. Tap the token.



3. Tap YES , then an email with a token transfer code will be sent to the email address of your school principal.



4. Tap **PROCEED ONLY AFTER** you receive the token transfer code email.

Your token transfer code was sent to your email address. Tap proceed only after you receive your token transfer code. You will not be able to complete transfer after transfer code expires.

CANCEL PROCEED

5. Tap **OK**.

Tokens successfully uploaded to the server and removed from this device. Please check your email for activation code to complete transfer of the tokens on new device.

ОК

6. The token is removed from FortiToken Mobile Apps of your old device.

7. Open the token activation email. Please note that the activation code will expire in 24+8 = 32 hours.

	WebSAMS NoReply <activation@donotreply.sams.edu.hk> Activation on WebSAMS VPN Portal – FortiToken Mobile FTKMOB</activation@donotreply.sams.edu.hk>
	To Internet Email
	ftm_transfer_qr.png
	Your request to complete transfer of tokens installed in FortiToken Mobile has been validated. Tap "+" on FTM app on your new device and either
	Use the attached QR code image to scan with the "Scan Barcode" feature of the app.
	-of-
	Transfer Code for the second
	You must activate your token by Feb. 23, 2023, 2:47 a.m. (with 8 more hours as grace period). Ifter which your will need to contact your school's token owner to re-initiate the transfer process. Please visit https://docs.fortinet.com/product/fortitoken/ for instructions on how to install your FortiToken Mobile application on your new device.
	FortiGate
8.	Tap to scan the QR code [1] in the activation email. You can
	ENTER MANUALLY
	also tap to input the activation code [2] in preceding sample
	mail.
	FortiToken Mobile :
	Welcome to FortiToken Mobile
	Scap or opter the key to add token
	Scall of enter the key to add token
	SCAN BARCODE ENTER MANUALLY
	FURTIDET

9. Once the token is activated, the VPN token will be displayed on the App as follows:

FortiToken	Manage	Ð	:
FortiToken	\bigcirc	\bigcirc	٢

10.2 FOR APPLE IOS DEVICES

1. Tap Info

2.

3.

Info		FortiToke	en Man	age	+
FortiToker	n 			(
Tap Transfer	Tokens.	7 🔯 75% 🛃			
Version	5	.3.6.0114			
Epoch Time	162/	1035500			
Registration ID	.33770e1b21ad651	65ea79b			
Help		>			
Terms and Conditi	ions	>			
Touch/Face ID & P Transfer Tokens	IN	>			
Buy Tokens		>			
Purchase History		>			
Tap the toker	٦.				



4. Tap OK, then an email with a token transfer code will be sent to the email address of your school principal.

.II LTE	12:20	0 PM -	7 🗑 75% 🗲
< Info	Transfer	Tokens	
FORT TRAN	GATE ISSUED TOKENS SFERRED. PLEASE CHI TORY	S CANNOT BE ECK YOUR TOKEN	l
FAC3	733A17000138		1 token
	Transfer Are you sure you w token to and FortiTok issued by F4021	r Tokens rant to transfer thi other device en B36E EE3A1700013B ?	S
	OK	Cancel	

5. Tap **Proceed ONLY AFTER** you receive the token transfer code email.



tokens on new device

OK

- 7. The token is removed from FortiToken Mobile Apps of your old device.
- 8. Open the activation email. Please note that the activation code will expire in 24+8=32 hours.

Activation on WebSAMS VPN Portal – F	ortiToken Mobile FTKMOB			
To		_		
internet Email				
8 KB				
Your request to complete transfer of tokens instal	lled in FortiToken Mobile has been validate	. Tap "+" on FTM app on your new devi	ice and either	
Use the attached QR code image to scan with the	e "Scan Barcode" feature of the app.			
-0Г-				
Manually enter the Transfer Code.				
Transfer Code for				
You must activate your token by Feb. 23, 2023, :	2:47 a.m. (with 8 more hours as grace peri	d), fter which your will need to contact y	your school's token owner to re-initiate the transfer process.	
Please visit https://docs.fortinet.com/product/forti	token/ for instructions on how to install you	FortiToken Mobile application on your ne	ew device.	
FortiGate				
SCAN BARCODE				
Tap to	o scan the QR co	de [1] in the a	ctivation email. You ca	n a
tap to	input the activa	ion code [2] in	preceding sample mail.	
FortiToken Mobile	:			
Welcome to Forti	Token Mobile			
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10. Once the token is activated, it will be displayed on the App as follows:

