



**VPN CONNECTION GUIDE**

**FOR**

**PILOT CLOUD SERVICE FOR**  
**WEB-BASED SCHOOL ADMINISTRATION AND MANAGEMENT**  
**SYSTEM**  
**(WEBSAMS)**  
**2019**

Version: 0.2

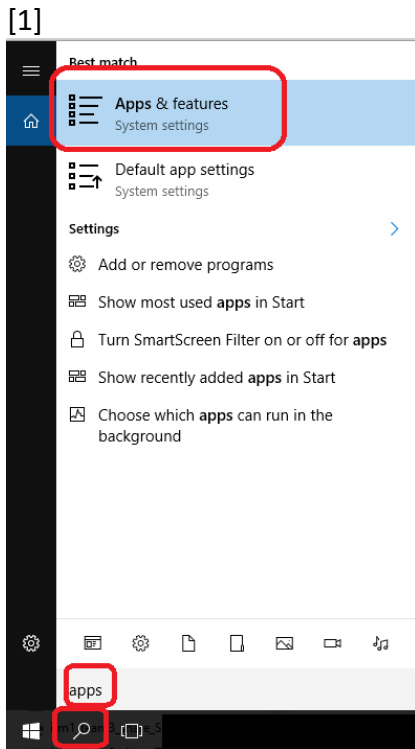
May, 2023

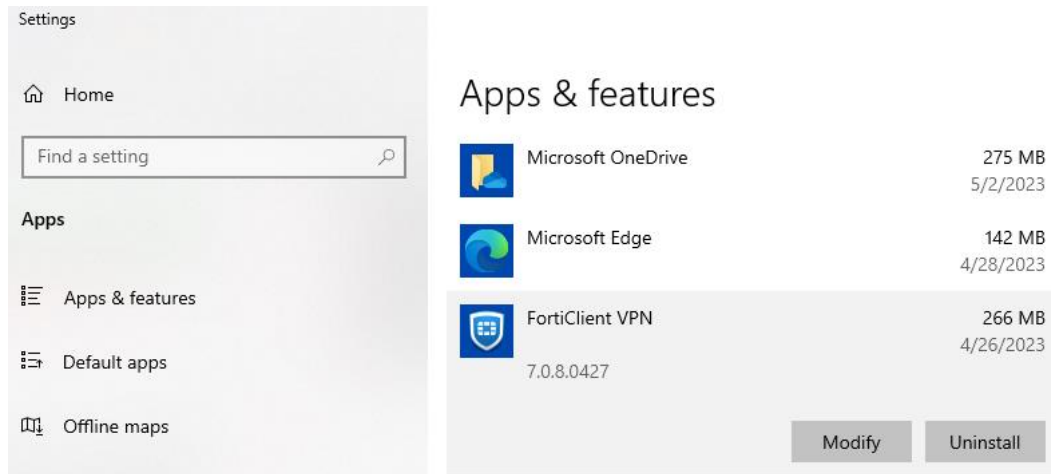
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## 1. PREREQUISITE

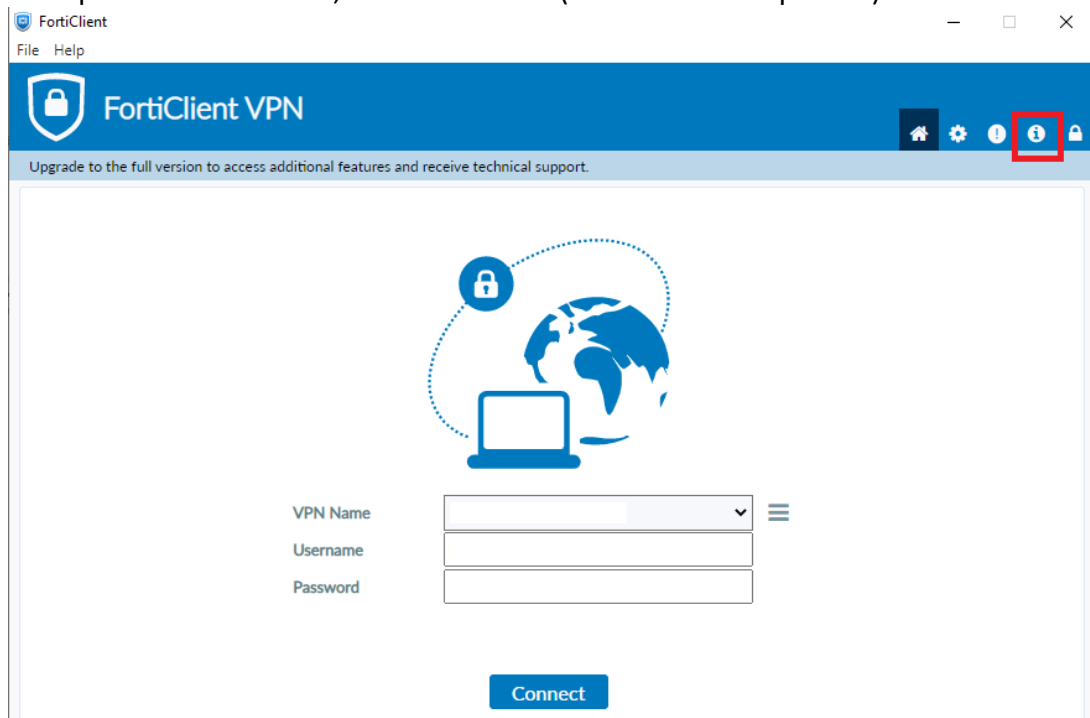
- Please install latest version of VPN client software – FortiClient. If you have installed it before, and are still using FortiClient 6.X or older version, please reinstall 7.X or above.
- Please always update the VPN client software – FortiClient to the latest version once available for the best security 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 VPN client software to check the installed version [2].
- The Desktop Operating Systems must have Internet access during the installation.

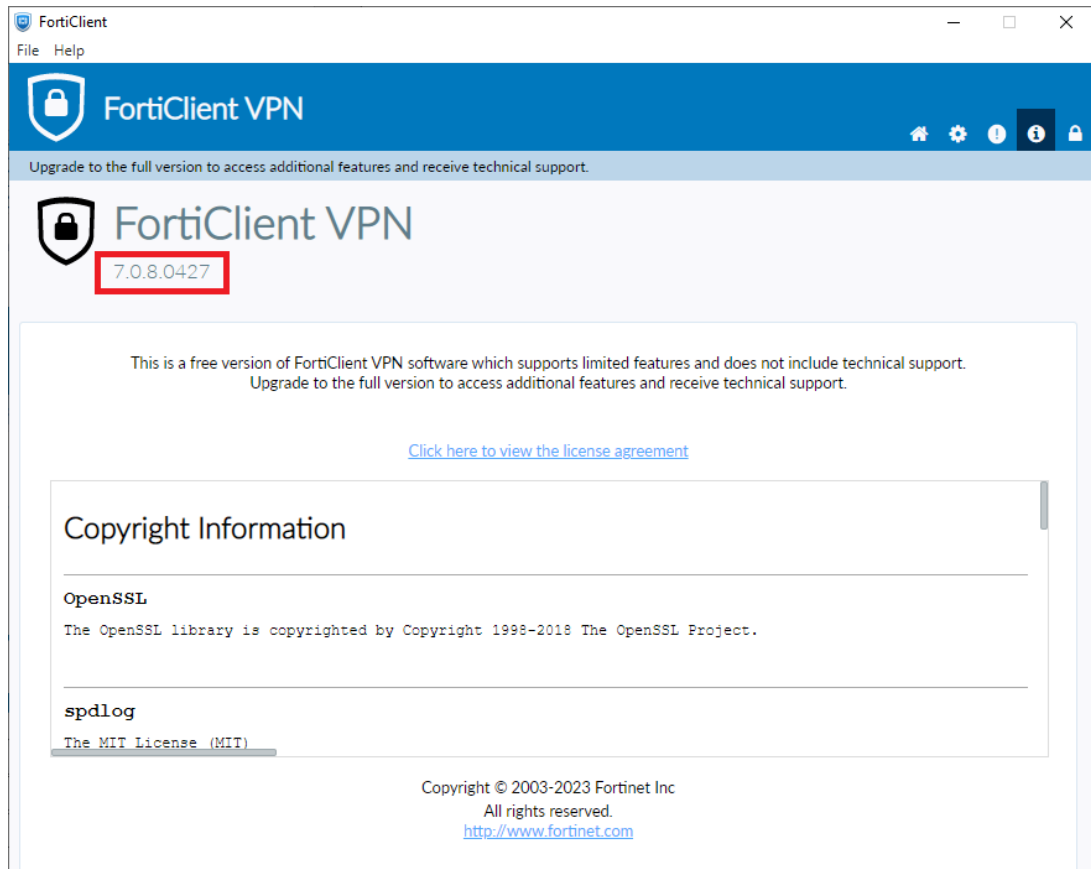




[2]

- Open FortiClient VPN, click the button (as shown in the picture).





Note: If school has difficulty in finding the software version, school can seek help from CloudSAMS 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>

**FORTINET** FREE PRODUCT DEMO DISCOVER MORE SUPPORT

Enterprise Small Business Service Providers Partners

Network Security Enterprise Networking Zero Trust Access Cloud Security Security Operations Cybersecurity Services Support & Services

## Product Downloads and Free Trials

Fortinet Named a Leader in the 2022 Gartner® Magic Quadrant™ for Network Firewalls.

DOWNLOAD REPORT

Product Downloads Free Trials

FortiClient

**FortiClient 7.0**

- ZTNA Edition
- EPP/APT Edition
- FortiClient EMS
- FortiClient VPN only**

Click to See Larger Image

### FortiClient VPN

The VPN-only version of FortiClient offers SSL VPN and IPsecVPN, but does not include any support. Download the best VPN software for multiple devices.

**Remote Access**

- ✓ SSL VPN with MFA
- ✓ IPSEC VPN with MFA

[2] Download VPN for Windows **DOWNLOAD**

Download VPN for macOS **DOWNLOAD**

Download VPN for Linux **DOWNLOAD .rpm**

iOS Download VPN for iOS **DOWNLOAD**

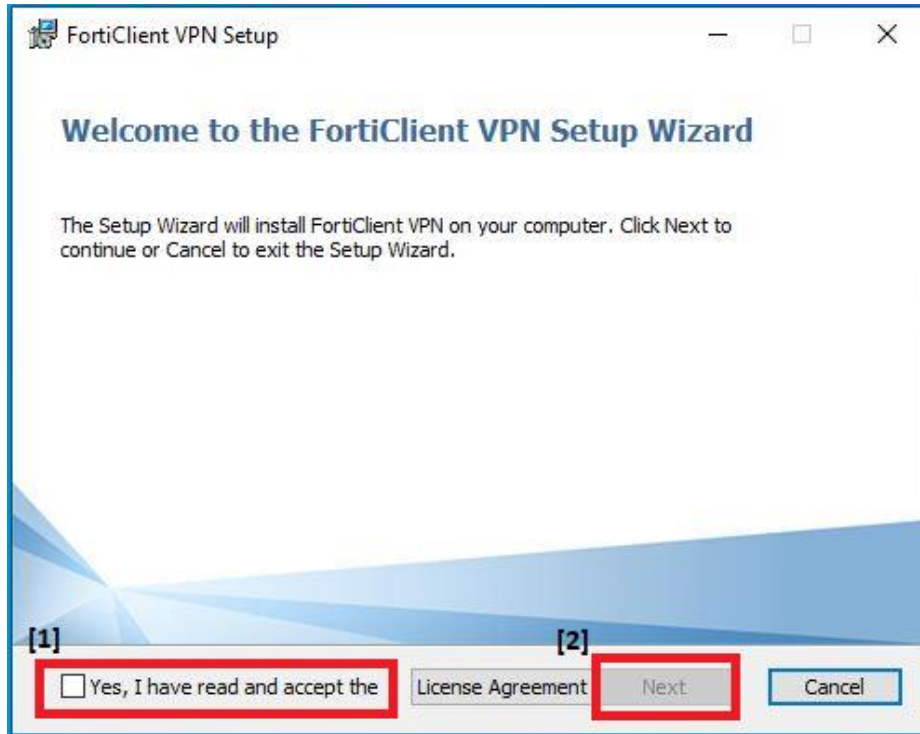
Download VPN for Android **DOWNLOAD**

Download VPN for Linux **DOWNLOAD .deb**

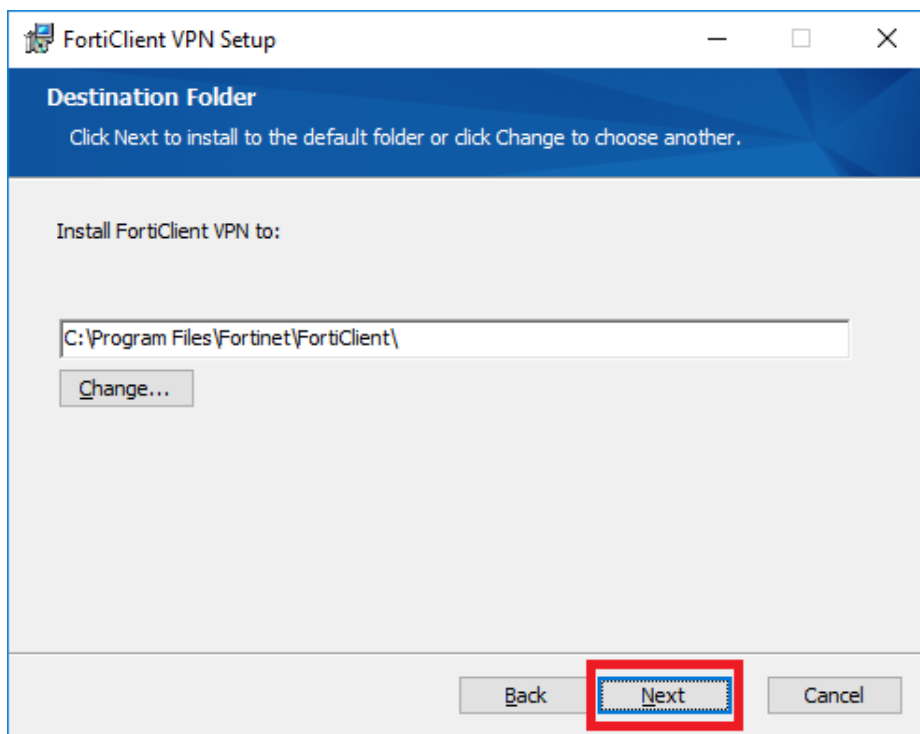
2. After download is completed, go to the next sections to continue installing or upgrading the VPN client.

3. INSTALL THE VPN CLIENT FOR THE 1<sup>ST</sup> TIME

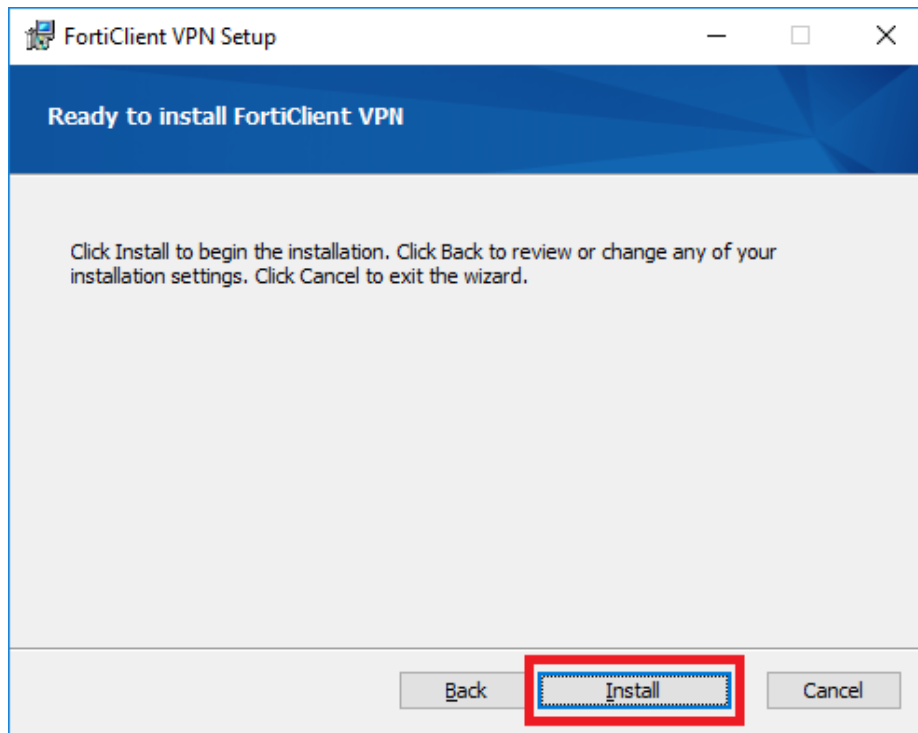
1. Double click the installation program to execute it.
2. Check the checkbox if you accept the license agreement and click **Next**.



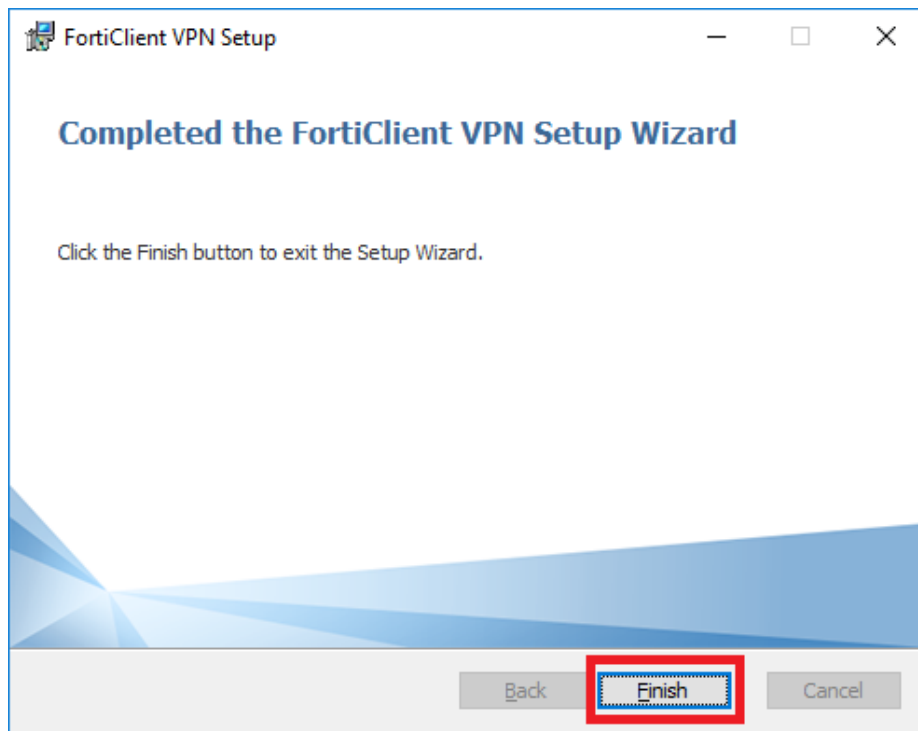
3. Set the destination folder, and click **Next**.



4. Click **Install**.



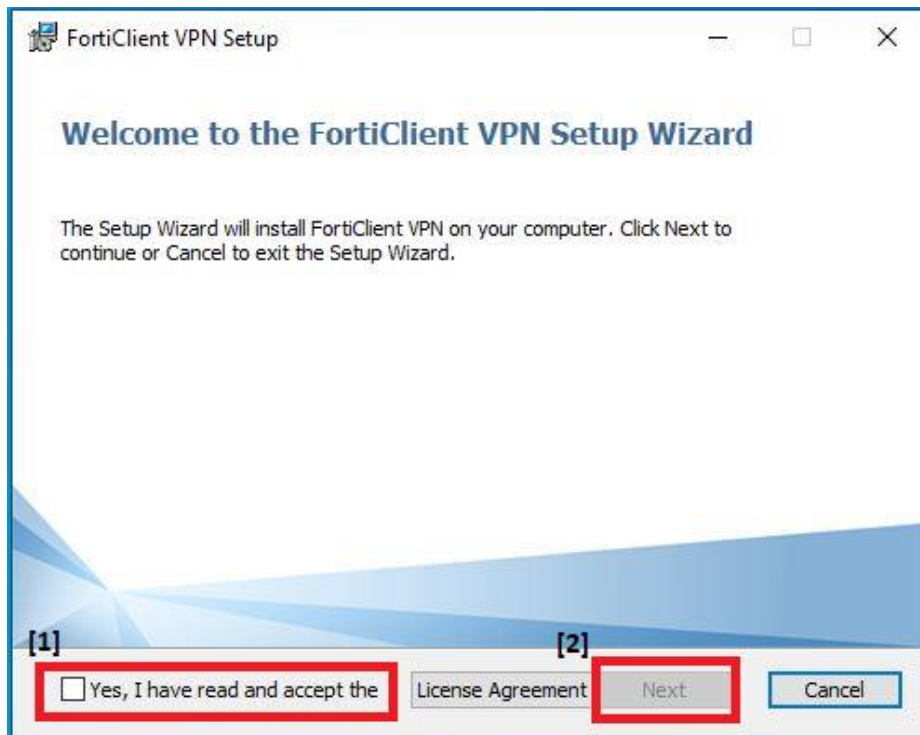
5. Click **Finish**.



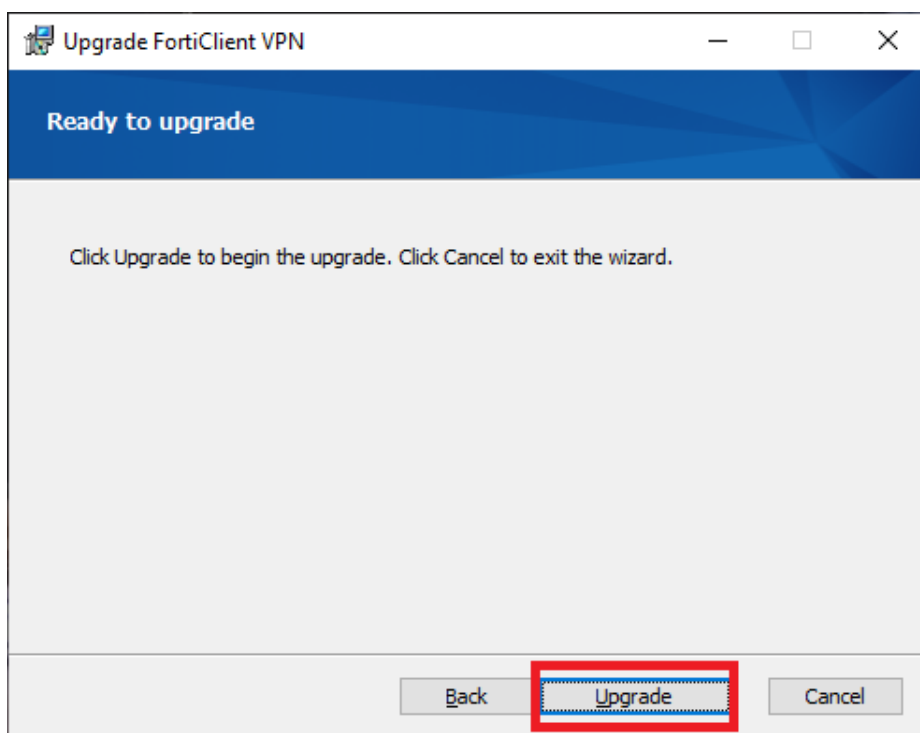


4. UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION

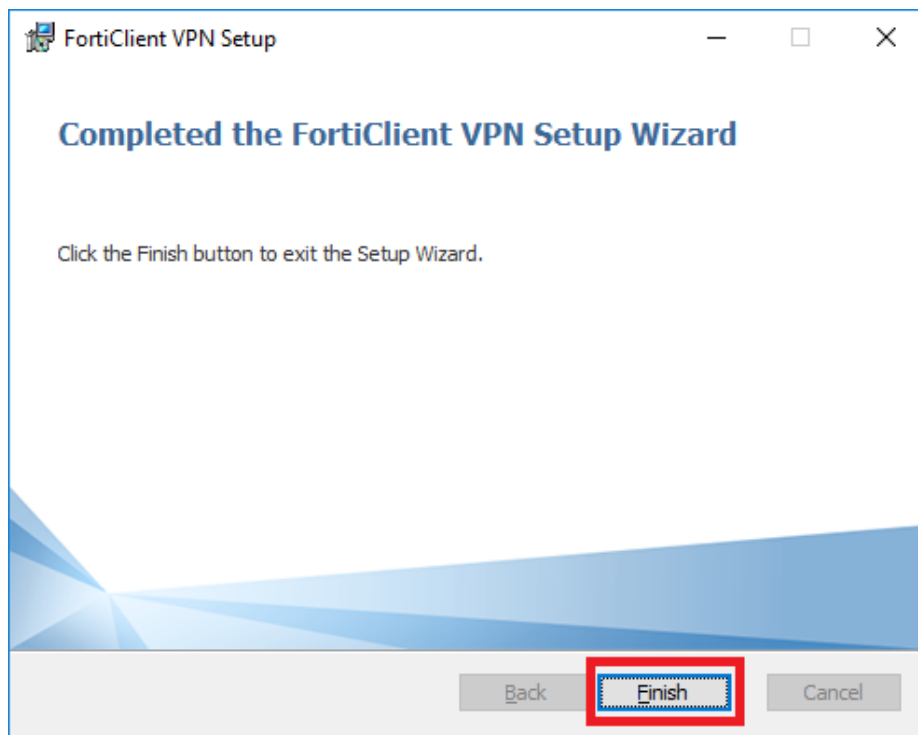
1. Double click the installation program to execute it.
2. Check the checkbox if you accept the license agreement and click **Next**.



3. Click **Upgrade**.



4. Click **Finish**.



Note:

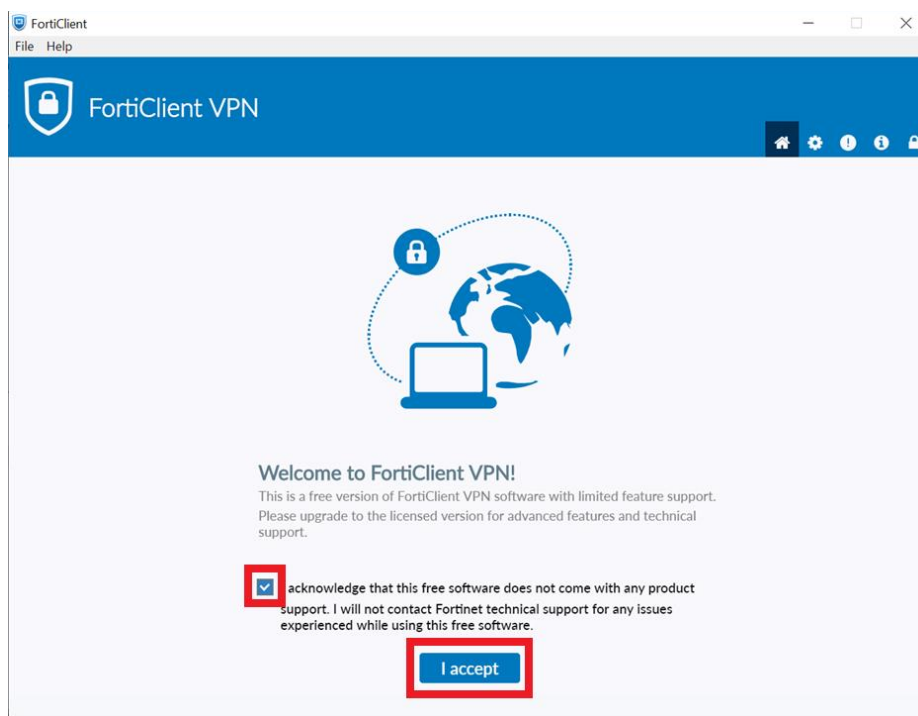
- Please use the same installation program for upgrade and no need to uninstall the older version before executing the installation program.
- Restart Windows is recommended after the upgrade.

### 5. SET UP VPN CONFIGURATION

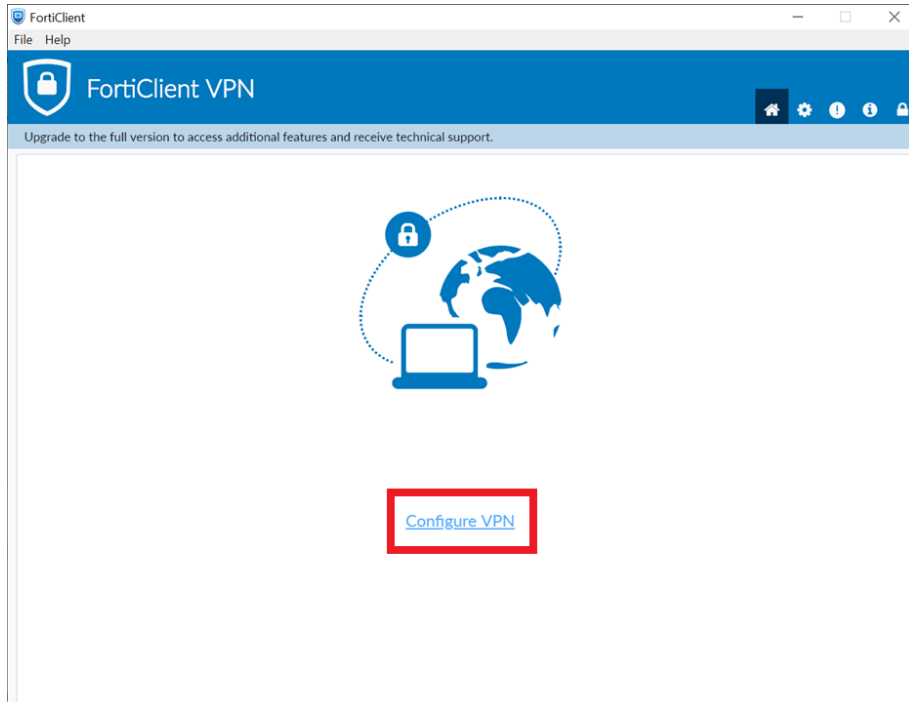
No matter you are installing the VPN Client for the 1<sup>st</sup> time, or upgrading the version, you have to configure/reconfigure the VPN connection settings.

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

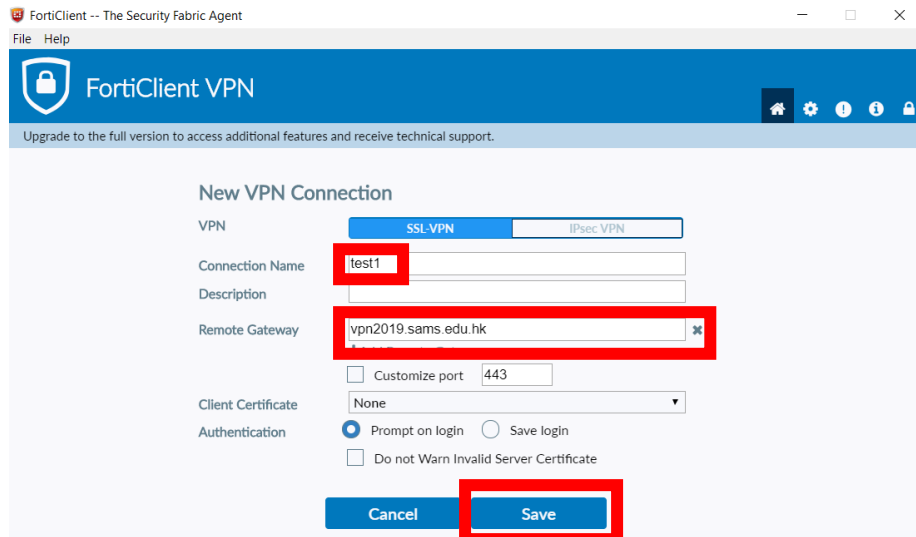
1. Launch the VPN Client.
2. Check the agreement and click **I accept**.



3. Click **Configure VPN**.



4. Choose **SSL-VPN** to set up the new VPN connection.
  - **Connection Name** can be any name you prefer.
  - **Remote Gateway:** vpn2019.sams.edu.hk



5. Click **Save**.

**Note:**

- If any problem is encountered during configuration, school can seek help from CloudSAMS Helpdesk.

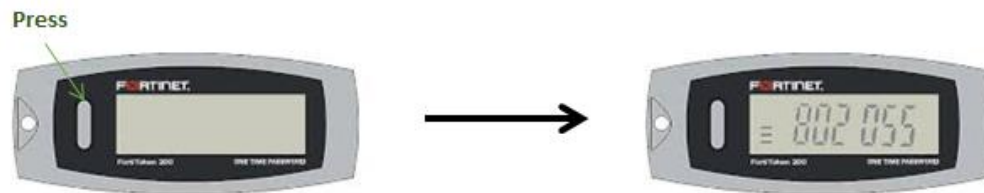
<https://cdr.websams.edb.gov.hk/cloud/cloudcontact/>

## 6. GET THE VPN TOKEN

To connect to the cloud, you will be assigned one hardware and one software token to receive token code. They are One-Time Password generator token which display a 6-digit code that changes every minute. The code is necessary during login of VPN connection.

### 6.1 HARDWARE TOKEN

No set up is required for hardware token. Simply press the gray button to get the 6-digit code.



### 6.2 SOFTWARE TOKEN

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

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

You should have received an activation email from < no-reply-fortitoken@websams2019.com >, which contains a QR code for software token activation. You should follow the instruction below to activate the token within 3 days before the QR code expires. You may refer to procedures in later sections.



**FTM Activation on FortiGate**  
**no-reply-fortitoken@websams2019.com**  
Please respond to no-reply-fortitoken

History: This message has been forwarded.

▼ 1 attachment



Welcome to FortiToken Mobile - One-Time-Password software token.  
Please visit <http://docs.fortinet.com/ftoken.html>  
for instructions on how to install your FortiToken Mobile application on your  
device and activate your token.  
You must use FortiToken Mobile version 2 or above to activate this token.  
Your Activation Code, which you will need to enter on your device later, is

“XXXXXXXXXXXX”

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:  
Sat Sep 28 13:41:34 2019 (GMT+8:00) Beijing, ChongQing, HongKong, Urumqi, Irk  
utsk.

after which you will need to contact your system administrator to  
re-enable your activation.

FortiGate


You may need to contact the Cloud Helpdesk if

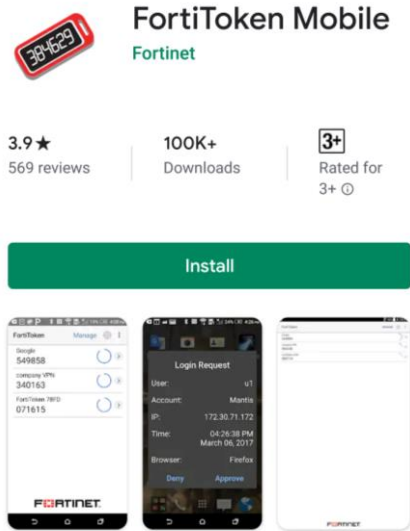
- the activation code is expired
- your device is lost/ stolen
- transfer of token is required


## 6.2.1 For Android Devices

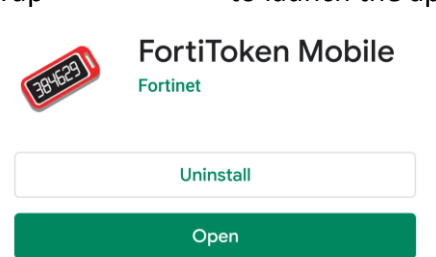
### Prerequisite

- FortiToken Mobile is compatible with devices running Android 4.4 or above
- The devices should have Internet access during the token activation process

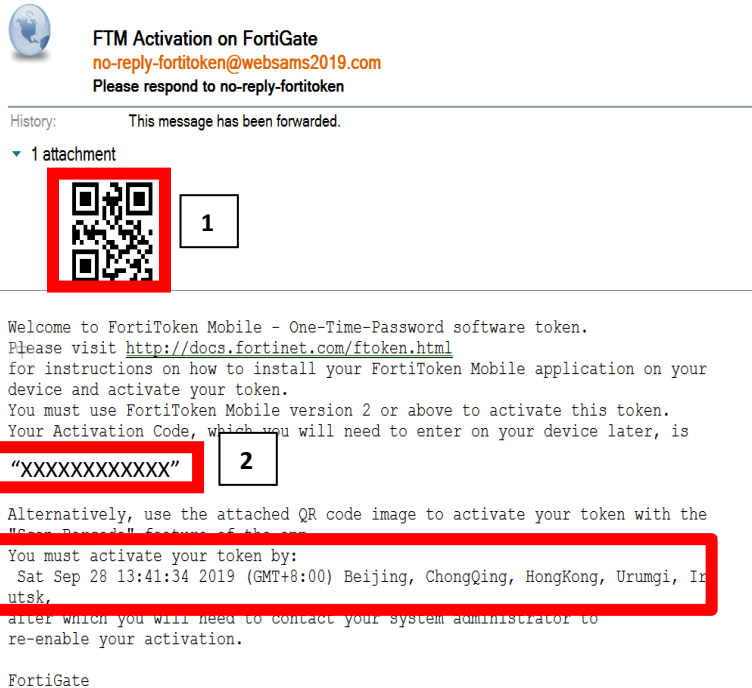
1. Go to **Google Play Store** and search for **FortiToken Mobile**. Tap 



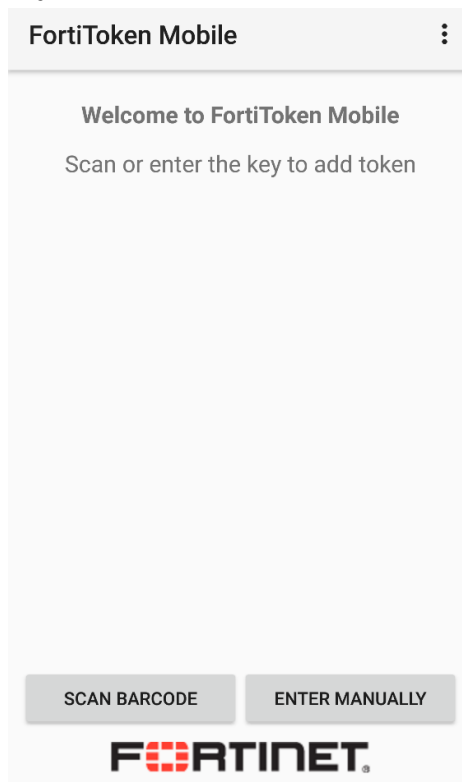
2. Tap  to launch the application.



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

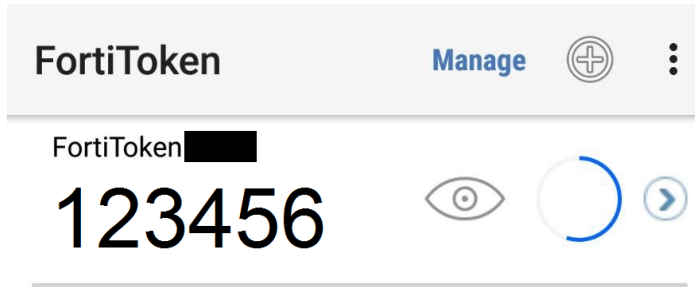


4. Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in preceding sample mail.






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

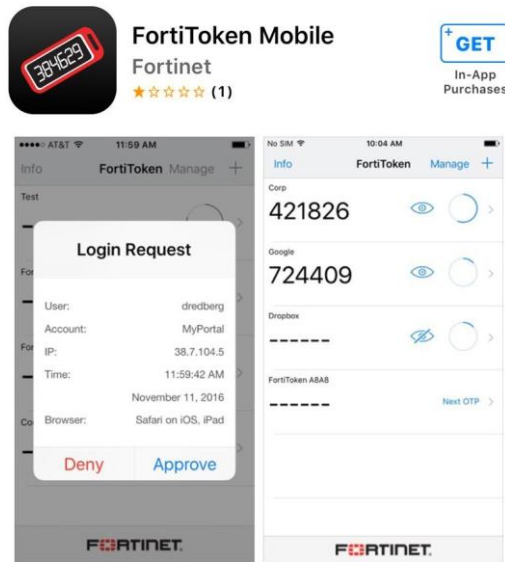



### 6.2.2 For iOS Devices

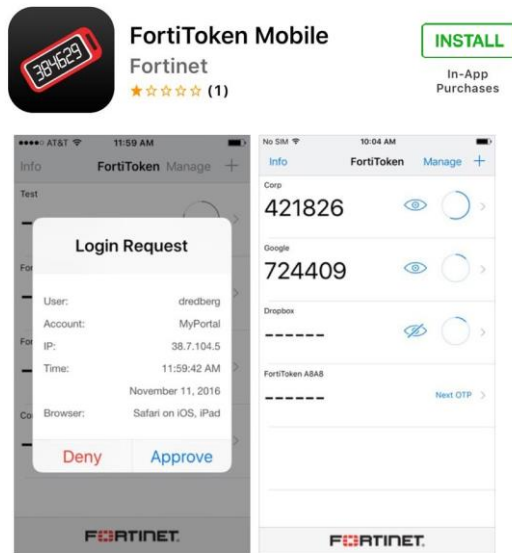
#### Prerequisite

- FortiToken Mobile is compatible with devices running iOS 9.0 or above
- The devices should have Internet access during the token activation process

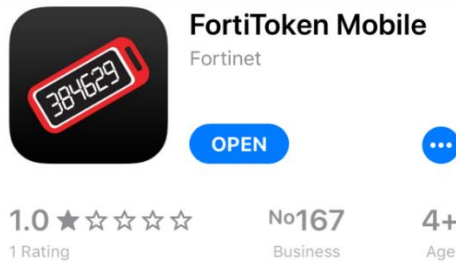
- Go to **App Store** and search for **FortiToken Mobile**. Tap .



- Tap  to start the installation.



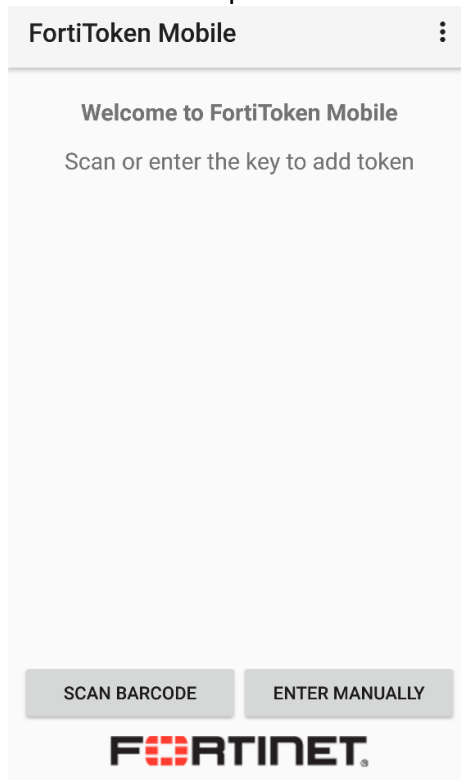
3. Tap **OPEN** to launch the application.



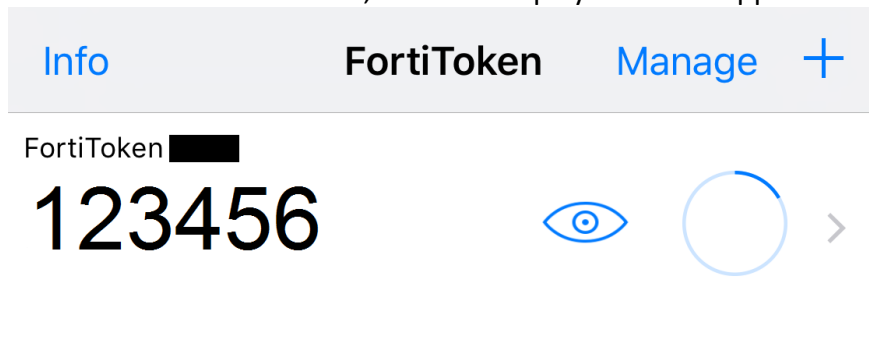
4. Open the activation email. Please note that the activation code will expire in 3 days.



5. Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in preceding sample mail.



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

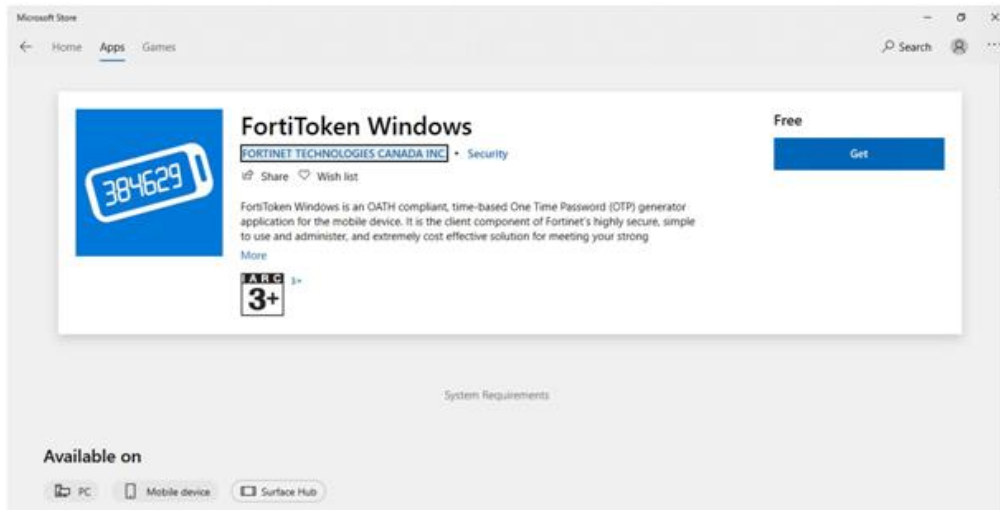


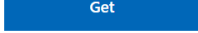
### 6.2.3 For Windows Phone

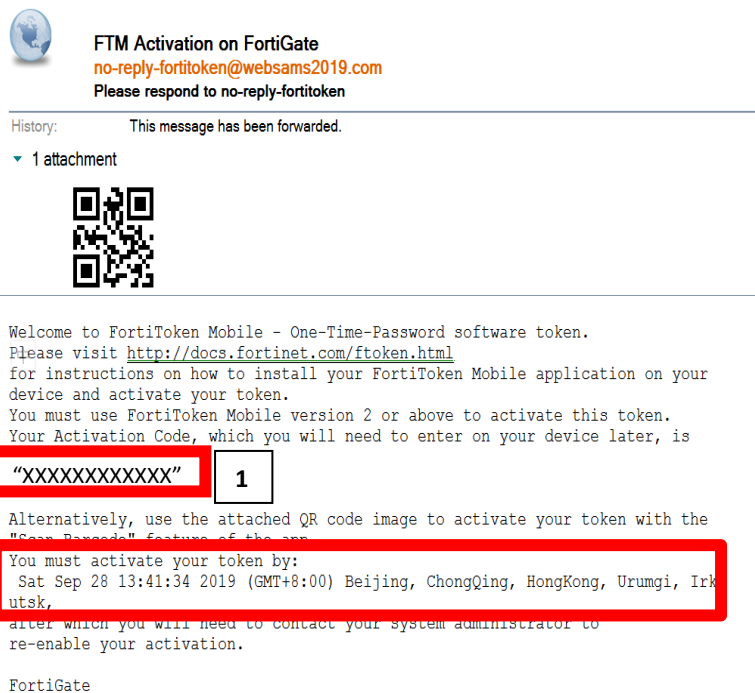
#### Prerequisite

- FortiToken Mobile is compatible with devices running Windows 10 version 14393.0 or above.
- The devices should have Internet access during the token activation process.

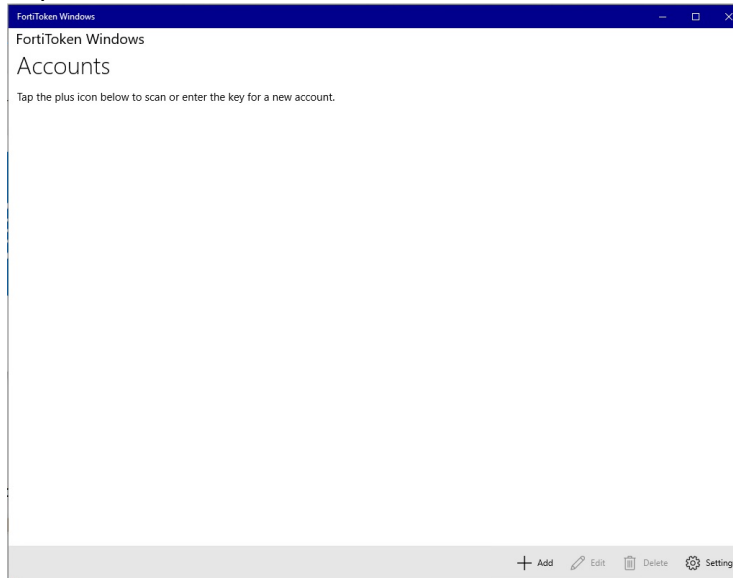
1. Go to **Microsoft Store** and search for **FortiToken Mobile**.



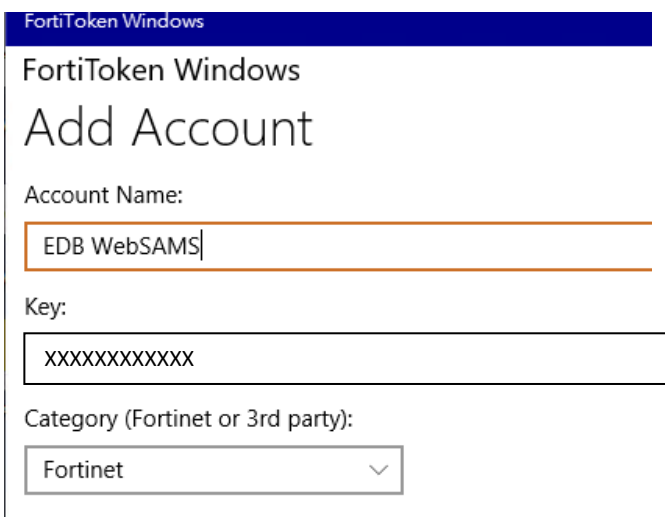
2. Tap  to start the installation.
3. Tap **FortiToken Mobile** to launch the application.
4. Open the activation email. Please note that the activation code will expire in 3 days.




5. Tap  to add account

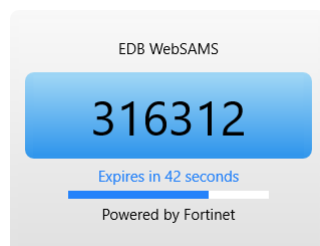


6. Enter the profile to set up the token.
- **Account Name** can be any name you prefer.
  - **Key** refers to activation code sent in step 4 [1]
  - Select **Fortinet** in Category



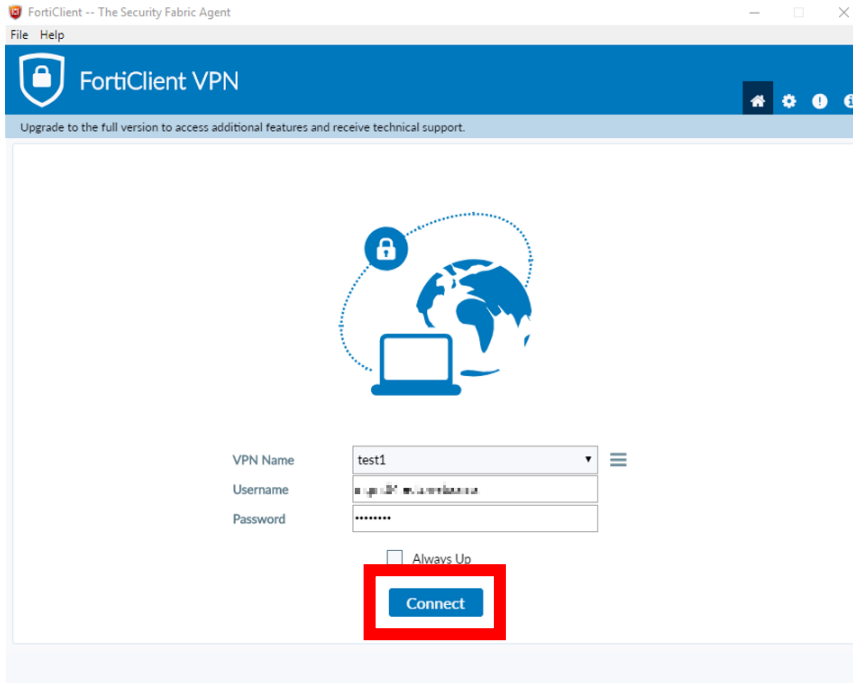
7. Click  to proceed

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


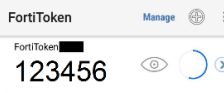
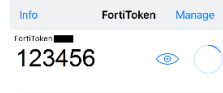


**7. CONNECT VPN TO THE CLOUD**

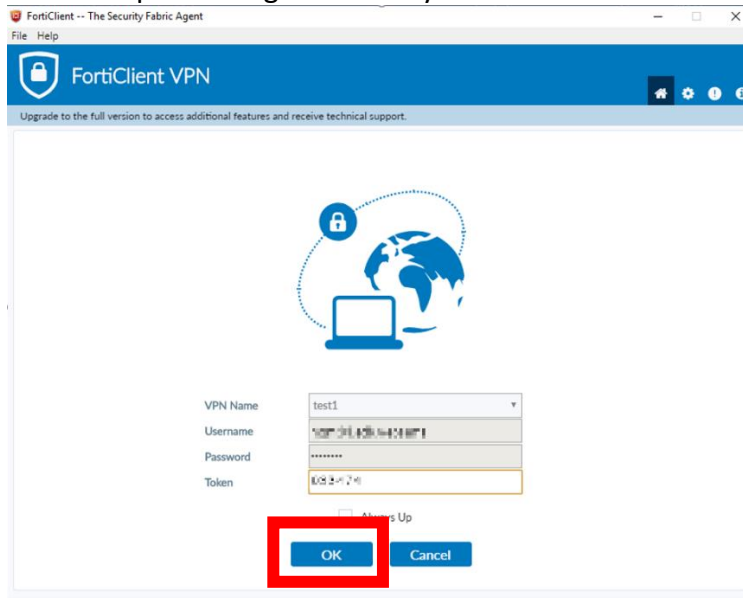
1. Launch the VPN Client
2. Choose the configured VPN Connection Name, and input the VPN Username and Password and click **Connect**.



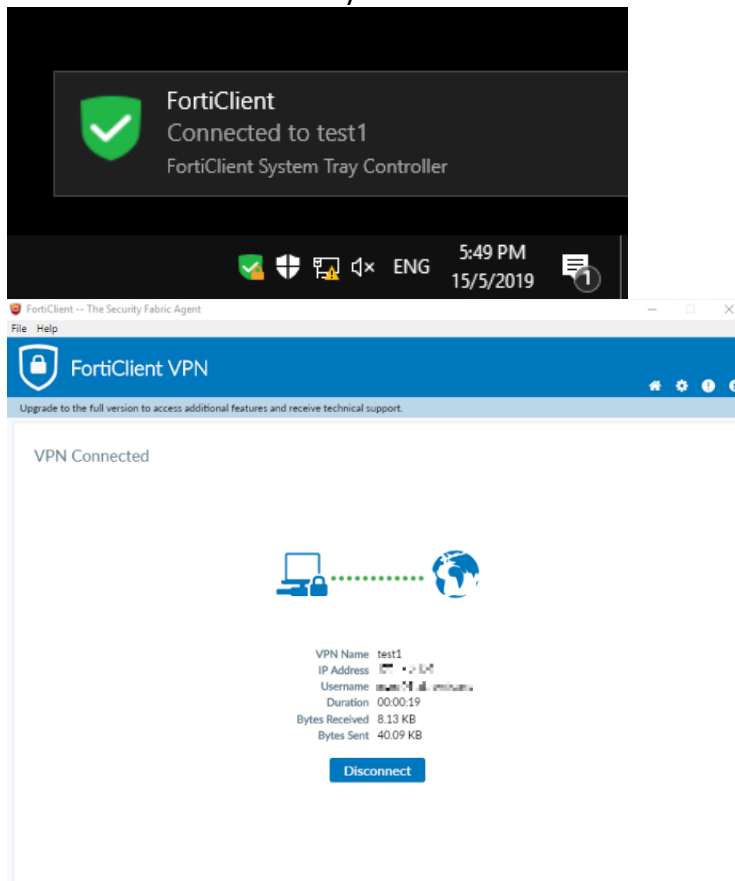
3. Please retrieve code from your hardware token or mobile device as follows: Note that each token code is valid for 1 minute only.

Hardware Token	Software Token		
	On Android device	On Apple device	On Windows device
Press the button to get the code	Open the Apps to get the code		
			

4. Enter the passcode generated by the VPN token and click **OK**.



5. VPN should be successfully connected.



For technical matters related to VPN connection, please contact the Cloud Helpdesk at 2201 7268. For other questions, please contact your [School Liaison Officer of our WebSAMS Team](#).