



**VPN CONNECTION GUIDE**

**FOR**

**PILOT CLOUD SERVICE FOR**

**WEB-BASED SCHOOL ADMINISTRATION AND MANAGEMENT**

**SYSTEM**

**(WEBSAMS)**

**2019**

Version: 1.0

October, 2019

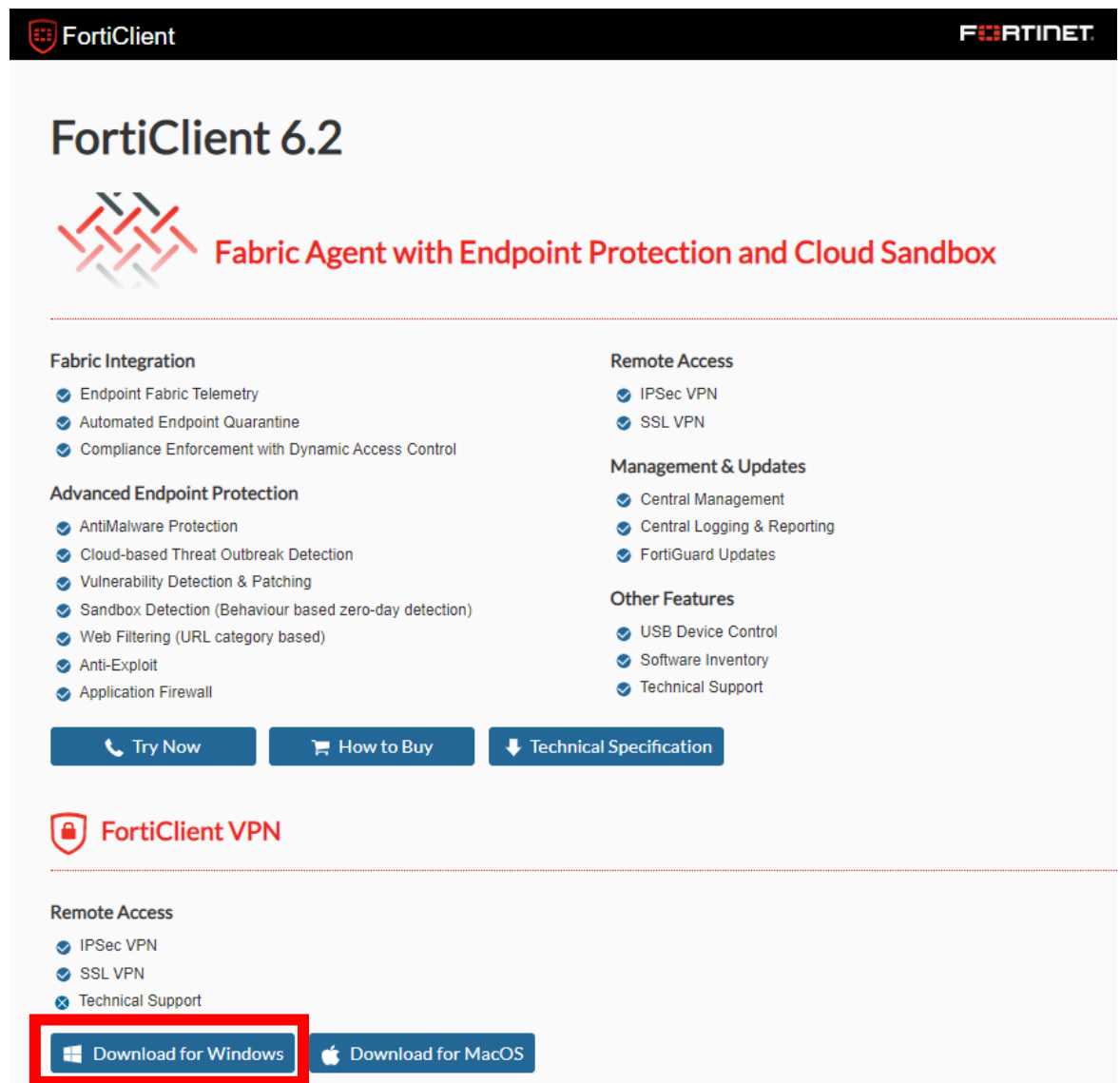
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## 1. INSTALL THE VPN CLIENT

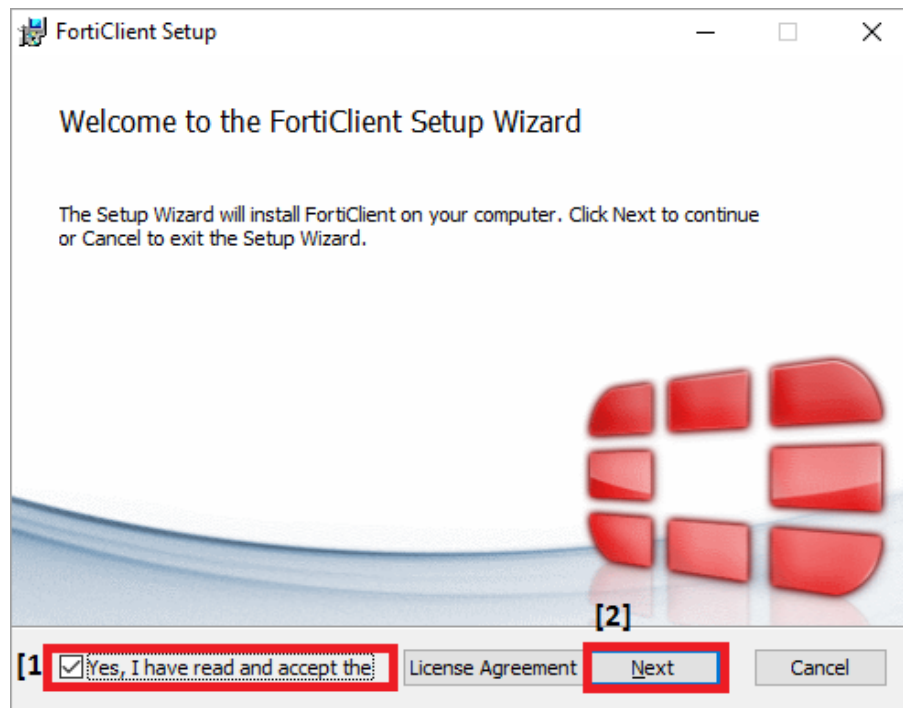
### Prerequisite

- FortiClient 6.2 supports Desktop Operating Systems with Microsoft Windows 7 or above.
1. On the Windows PC you wish to connect VPN, download the VPN Client installation program at <https://forticlient.com/downloads>

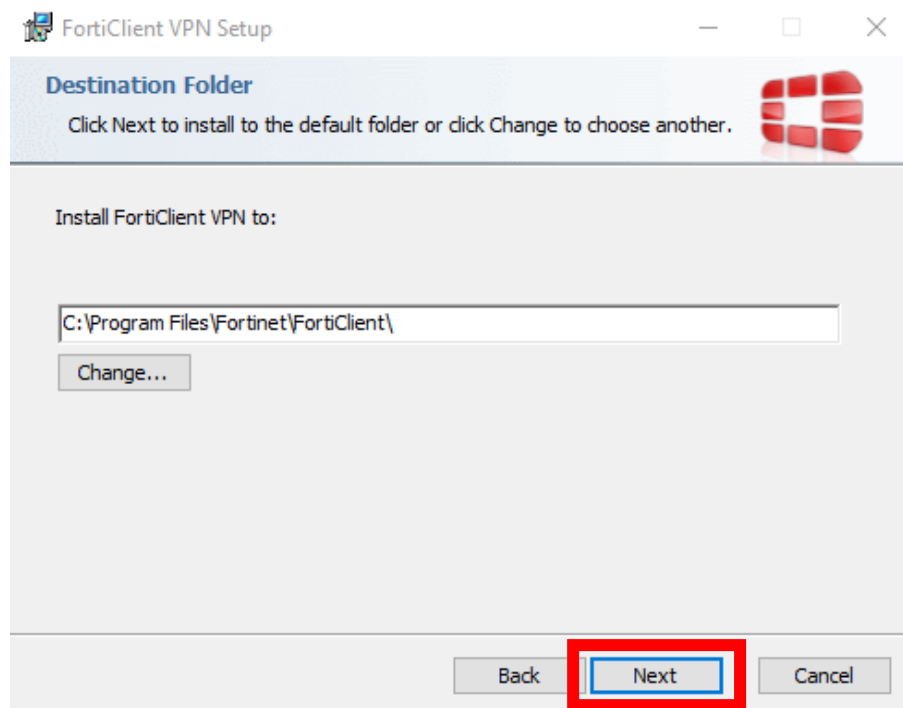


2. After download complete, double click the installation program to execute it.

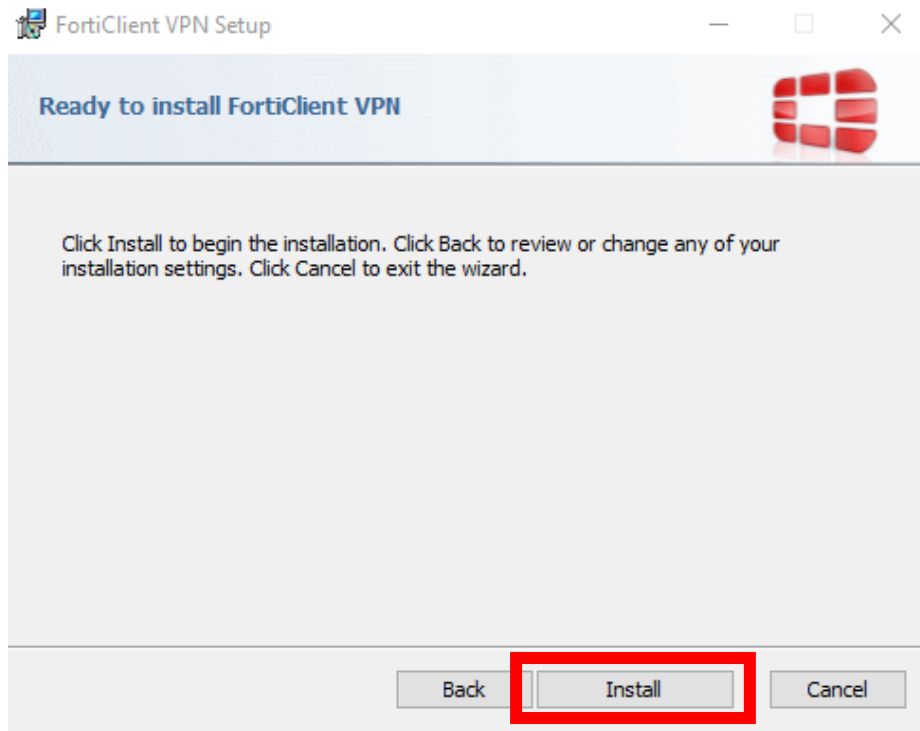
3. Check the checkbox if you accept the license agreement and click **Next**.



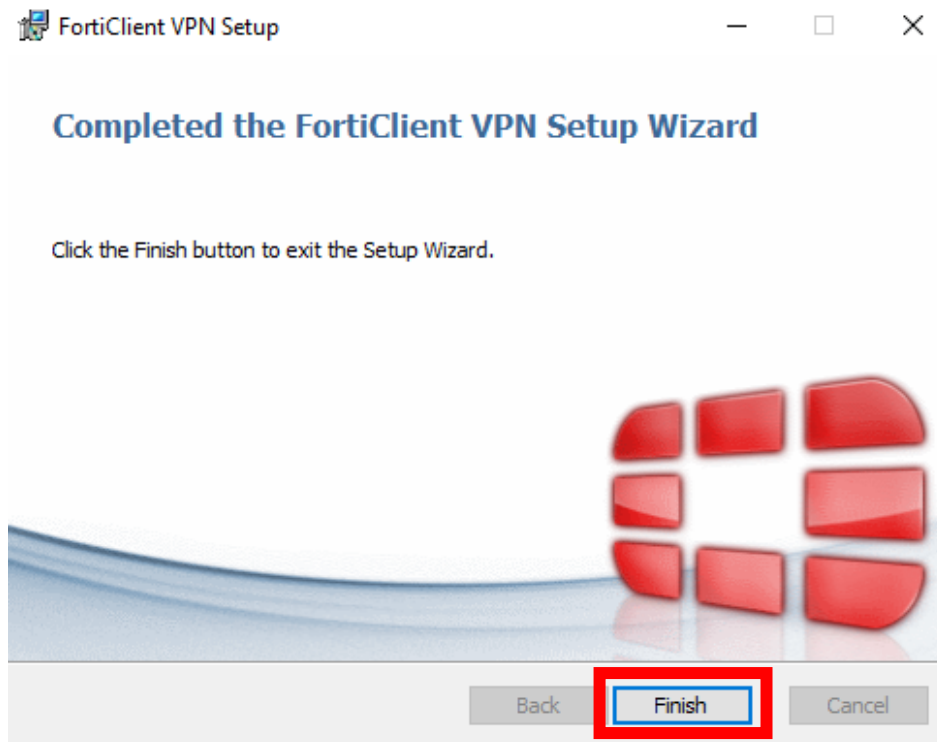
4. Set the destination folder, and click **Next**.



5. Click **Install**.



6. Click **Finish**.



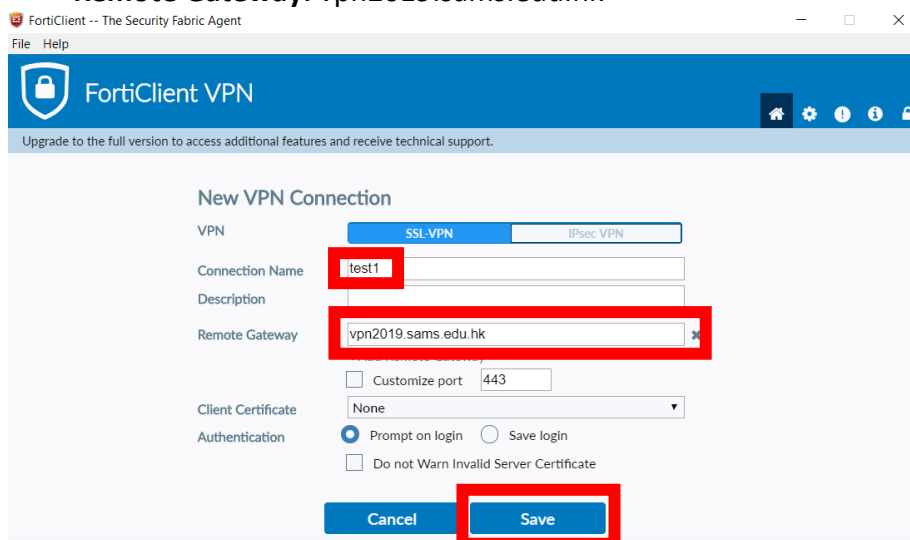
7. After installation, launch the VPN Client.

8. Click **Configure VPN**.



9. Choose **SSL-VPN** to set up the new VPN connection.

- **Connection Name** can be any name you prefer.
- **Remote Gateway:** vpn2019.sams.edu.hk



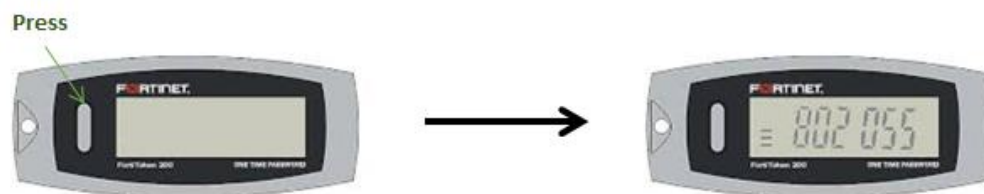
10. Click **Save**.

## 2. 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.

### 2.1 HARDWARE TOKEN

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



### 2.2 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, Irkutsk.

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

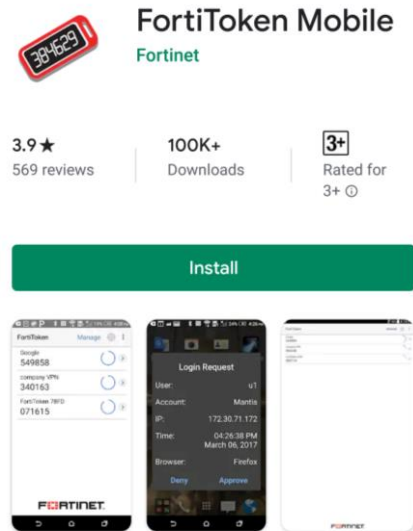



### 2.2.1 For Android Devices

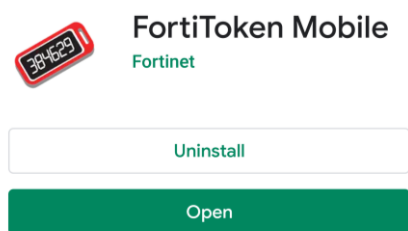
#### Prerequisite

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

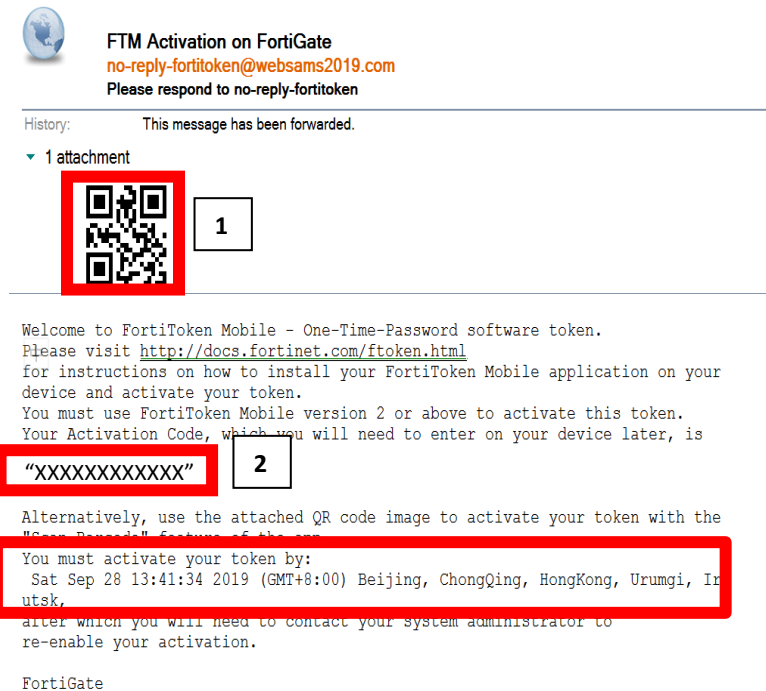
1. Go to **Google Play Store** and search for **FortiToken Mobile**. Tap .



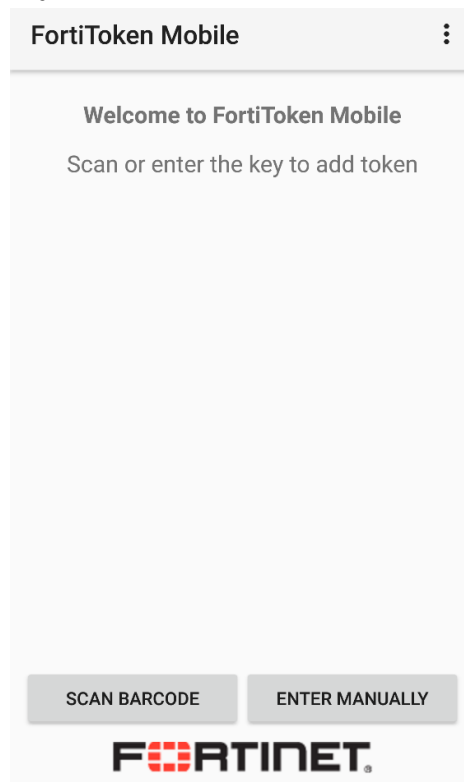
2. Tap  to launch the application.



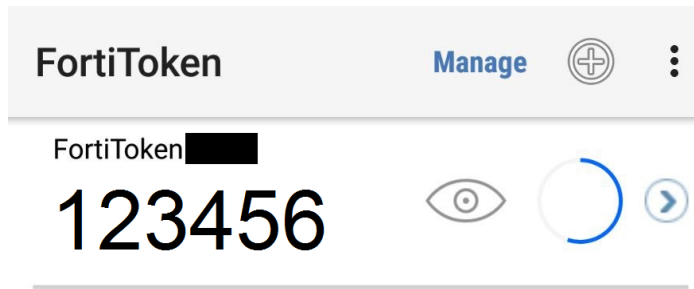
3. Open the activation email. Please note that the activation code will expire in 3 days.



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.




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




### 2.2.2 For iOS Devices

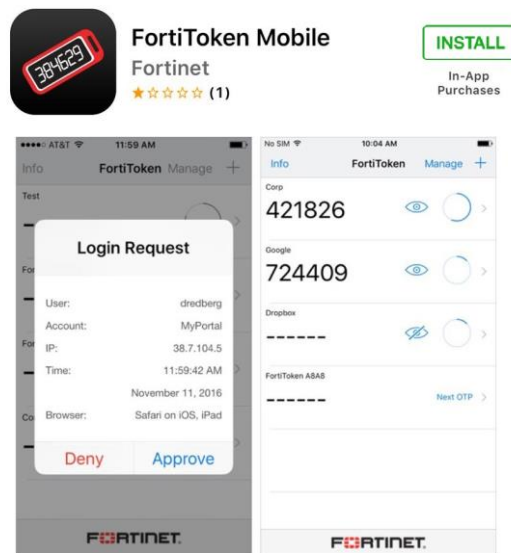
#### Prerequisite

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

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



2. Tap  to start the installation.





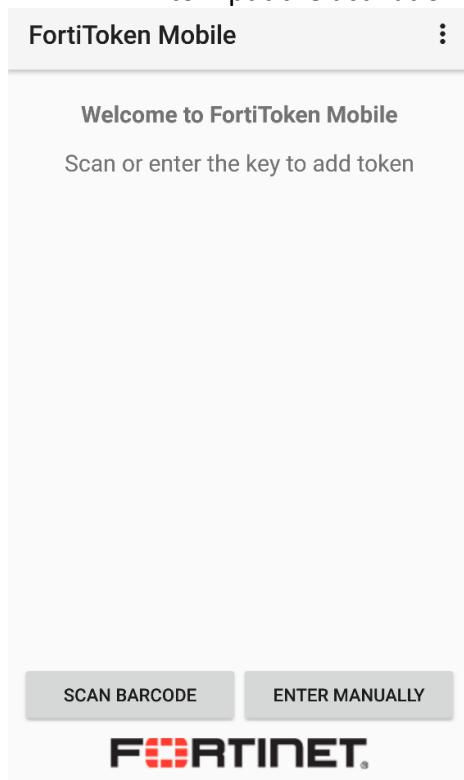
3. Tap **OPEN** to launch the application.



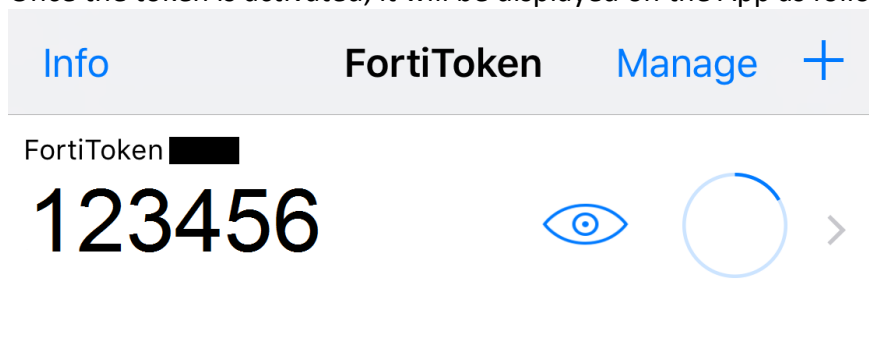
6. Open the activation email. Please note that the activation code will expire in 3 days.



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



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

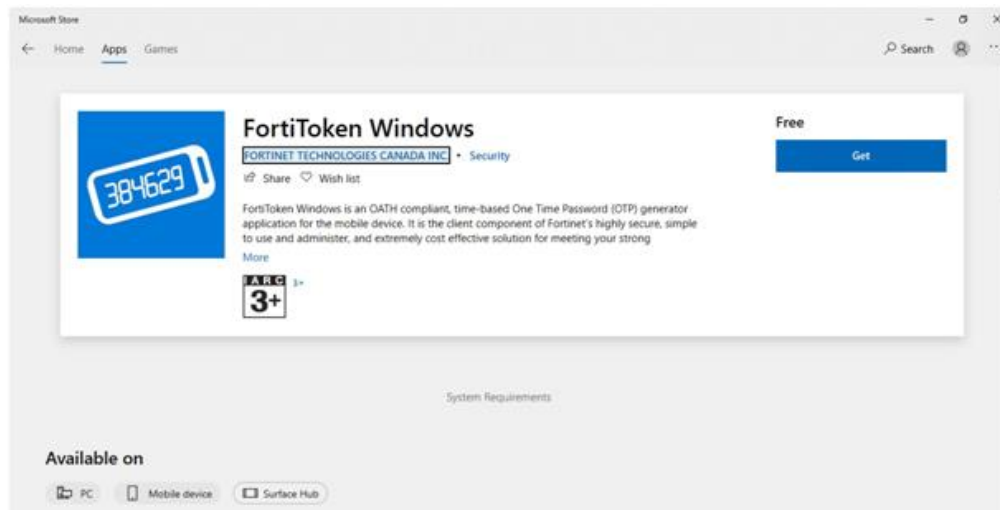


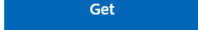
### 2.2.3 For Windows Phone

#### 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.



**FTM Activation on FortiGate**  
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Please respond to no-reply-fortitoken

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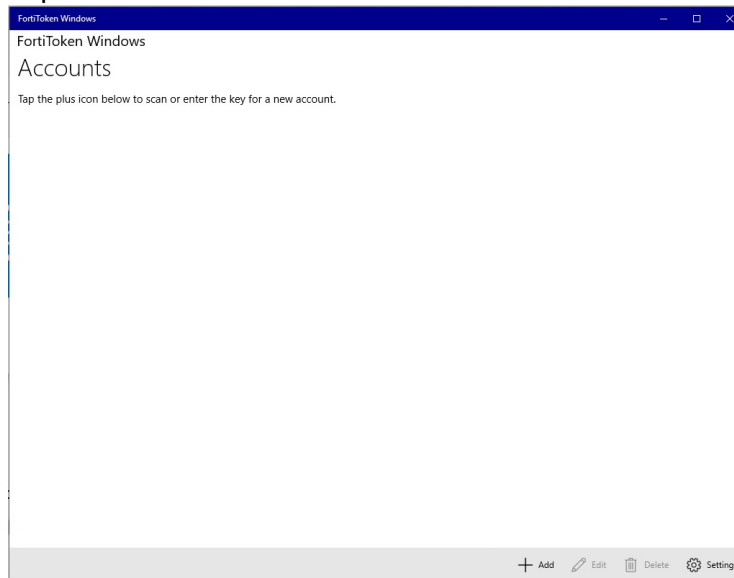
1

Alternatively, use the attached QR code image to activate your token with the  
"Scan Barcode" feature of the app.

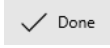
You must activate your token by:  
Sat Sep 28 13:41:34 2019 (GMT+8:00) Beijing, ChongQing, HongKong, Urumqi, Irkutsk,  
after which you will need to contact your system administrator to  
re-enable your activation.

FortiGate

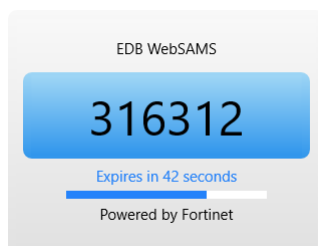
5. Tap  to add account



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

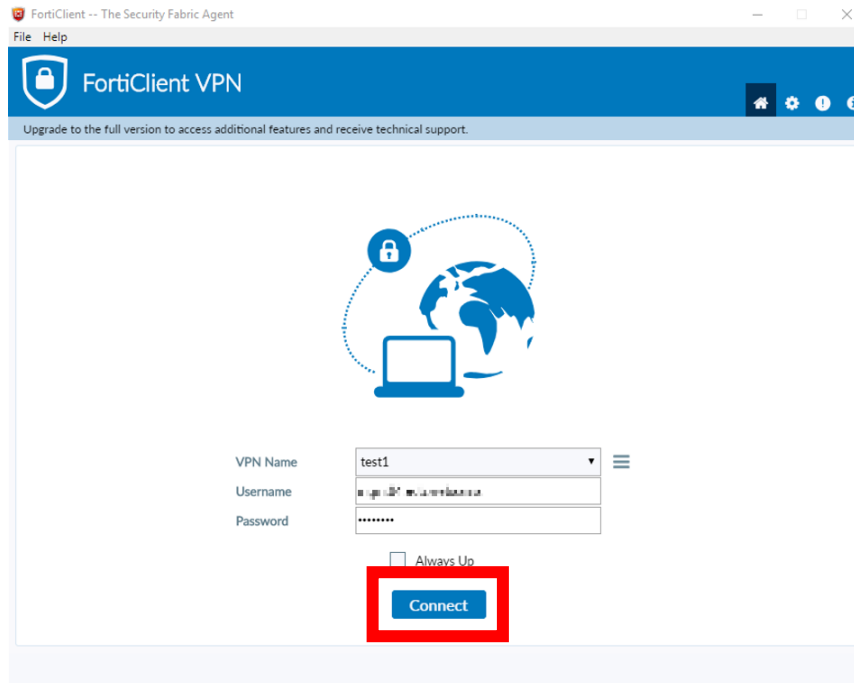
7. Click  to proceed

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



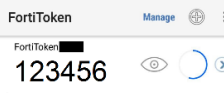
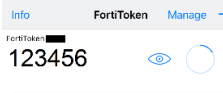
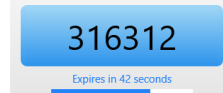


### 3. CONNECT VPN TO THE CLOUD

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

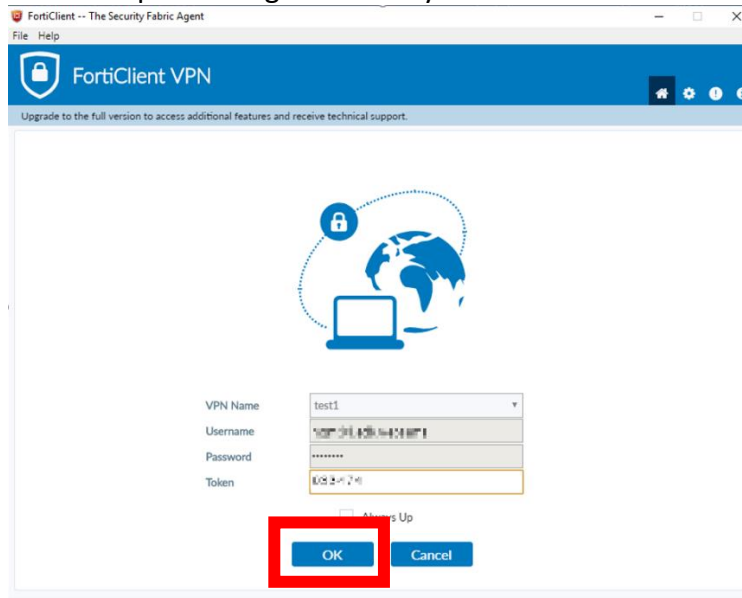


3. Please retrieve code from your hardware token or mobile device as follows. Note that each token code is valid for 1 minute only.

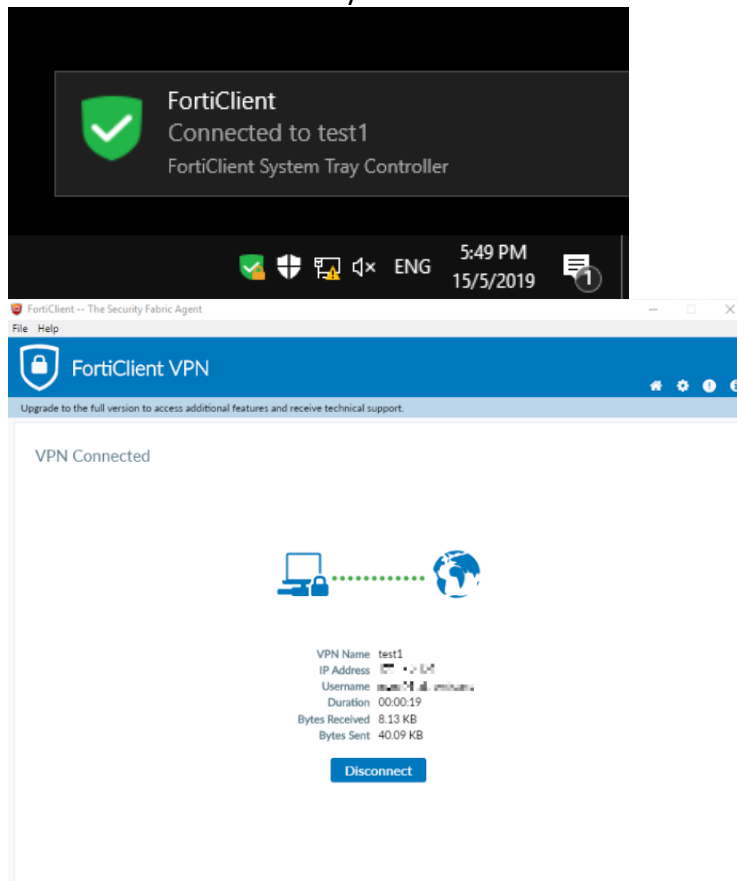
Hardware Token	Software Token		
	On Android device	On Apple device	On Windows device
Press the button to get the code	Open the Apps to get the code 		
			



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](#).