Remote Access using FortiClient VPN

Overview

VPN enables specified AHS staff, 3rd-party contractors, and vendors to remotely access their AHS computer from their personal computer or other remote device. VPN provides full access to an AHS computer and requires the installation of a 3rd party VPN client - FortiClient VPN.

This guide provides instructions on how to install and configure the FortiClient VPN client and then use Remote Desktop Connection to remote into your AHS computer.

If you require any assistance, please call the IT Service Desk at 1-877-311-4300.

Contents

Prerequisites

For the **AHS computer** you are remotely accessing, you will need:

- The computer's asset number, such as M555555

- The AHS computer must be turned on and be connected to the AHS network

For your **personal computer**, you will need:

- A valid RSA SecurID soft or hard token (fob) issued by AHS
- An up-to-date Windows or MAC Operating System
- An up-to-date antivirus software
- An Internet browser such as Microsoft Edge, Internet Explorer, Firefox, or Chrome

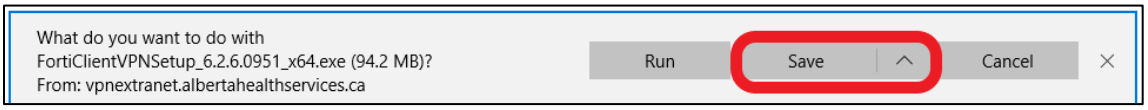
Installing and configuring FortiClient VPN (Windows)

For Windows 7, Windows 8, and Windows 10, download the FortiClient VPN Client install file:

- 64 Bit SSLVPN Client (For Windows 7, Windows 8, and Windows 10 64-bit editions)
- 32 Bit SSLVPN Client (For Windows 7, Windows 8, and Windows 10 32-bit editions)

If you are using Microsoft Edge:

1. Click **Save** on the message bar.

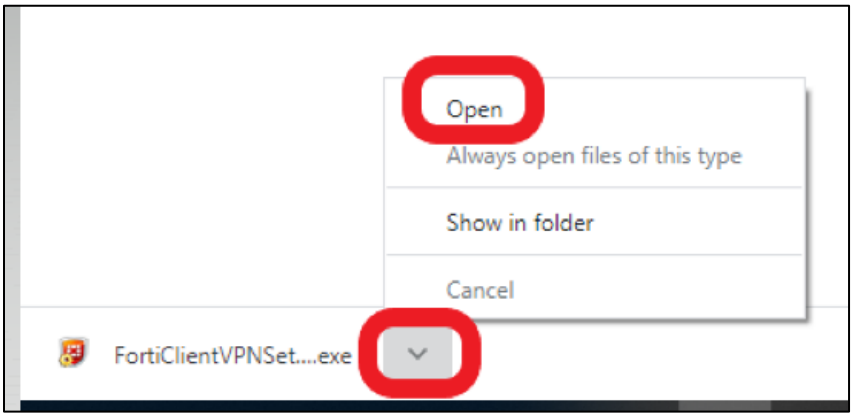


2. When the download is complete, click **Run**.

Note: You must have Administrator rights on your computer to install the file.

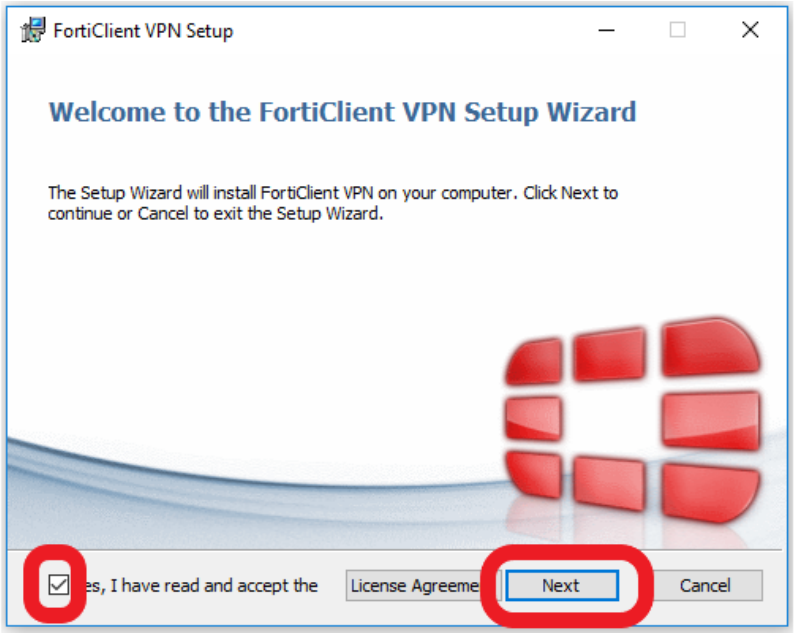
If you are using Firefox or Chrome:

1. Click **Save File**.
2. Click the expand menu and then select **Open** to run the FortiClient install.

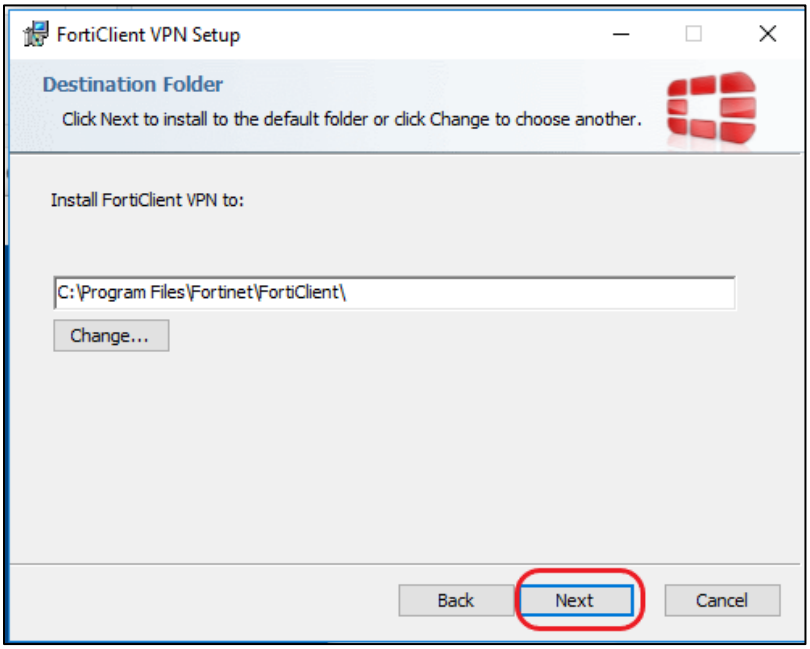


To install FortiClient:

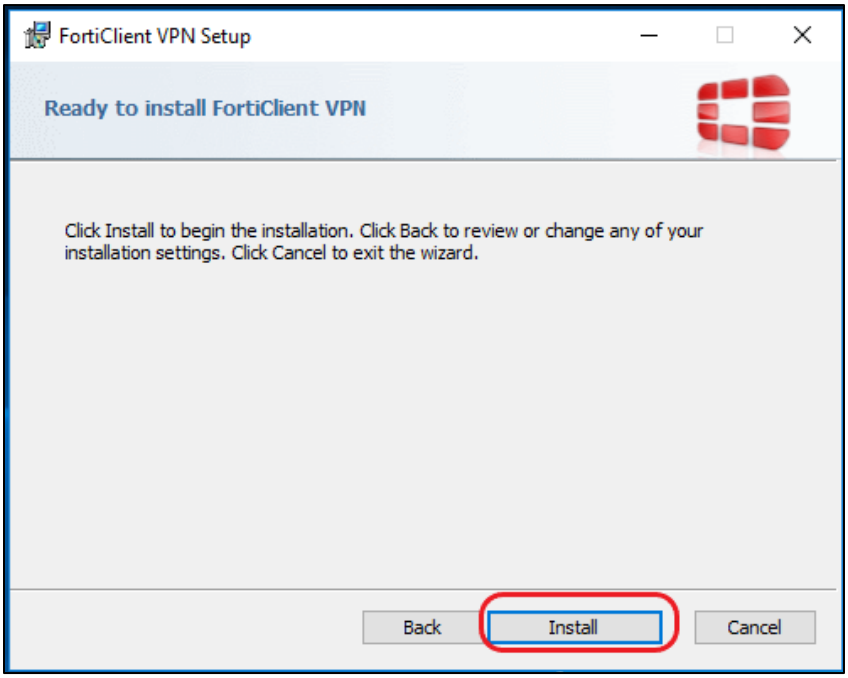
1. On the **User Account Control** dialog box, click **Yes** to allow the app to make changes to your PC/device.
2. On the Welcome to the **FortiClient Setup Wizard** dialog box, select the checkbox accepting the **License Agreement** and then click **Next**.



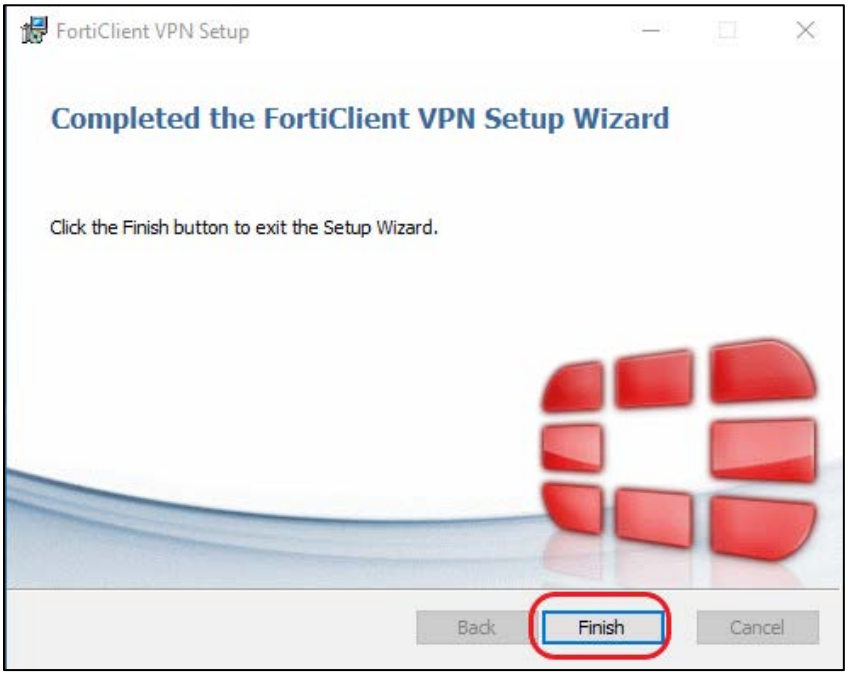
3. On the **Destination Folder** dialog box, use the default folder and click **Next**.



4. On the **Ready to install FortiClient** dialog box, click **Install**.



5. When the installation completes, click **Finish**.

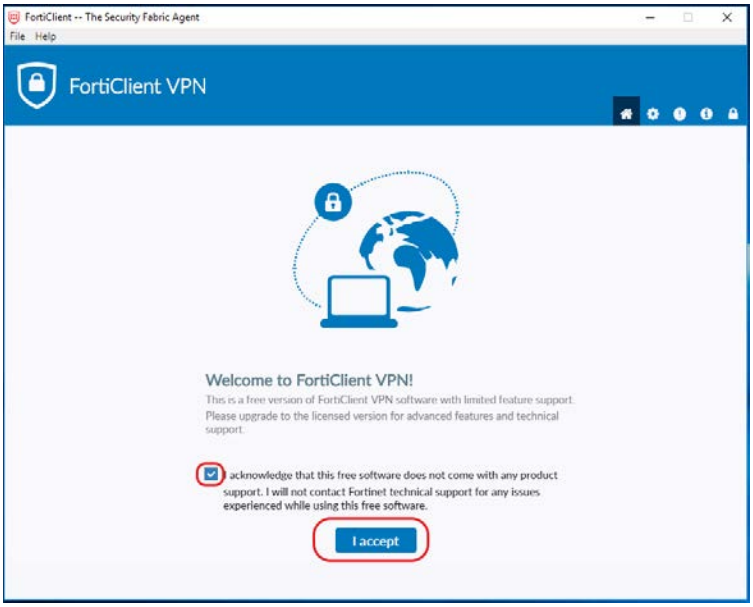


The **FortiClient** icon is added to your desktop. Proceed to Configuring FortiClient on Windows.

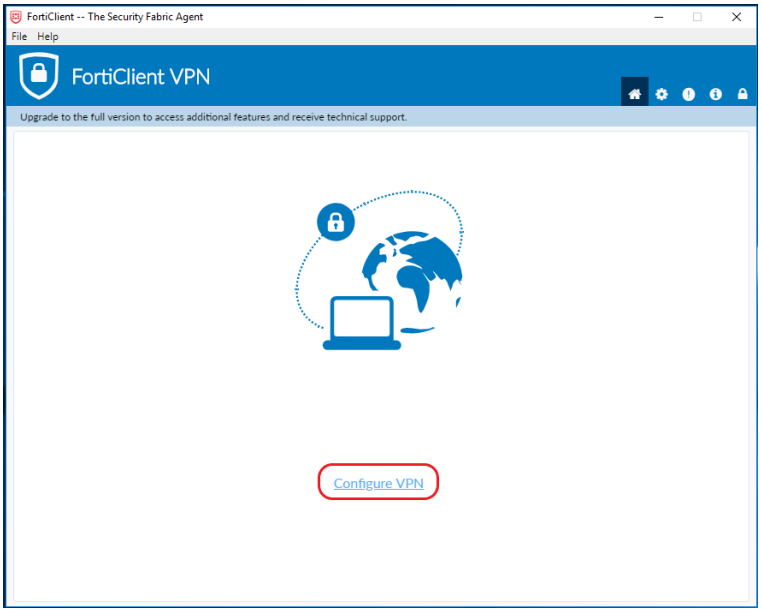
Configuring FortiClient on Windows

1. Double-click the **FortiClient** icon.

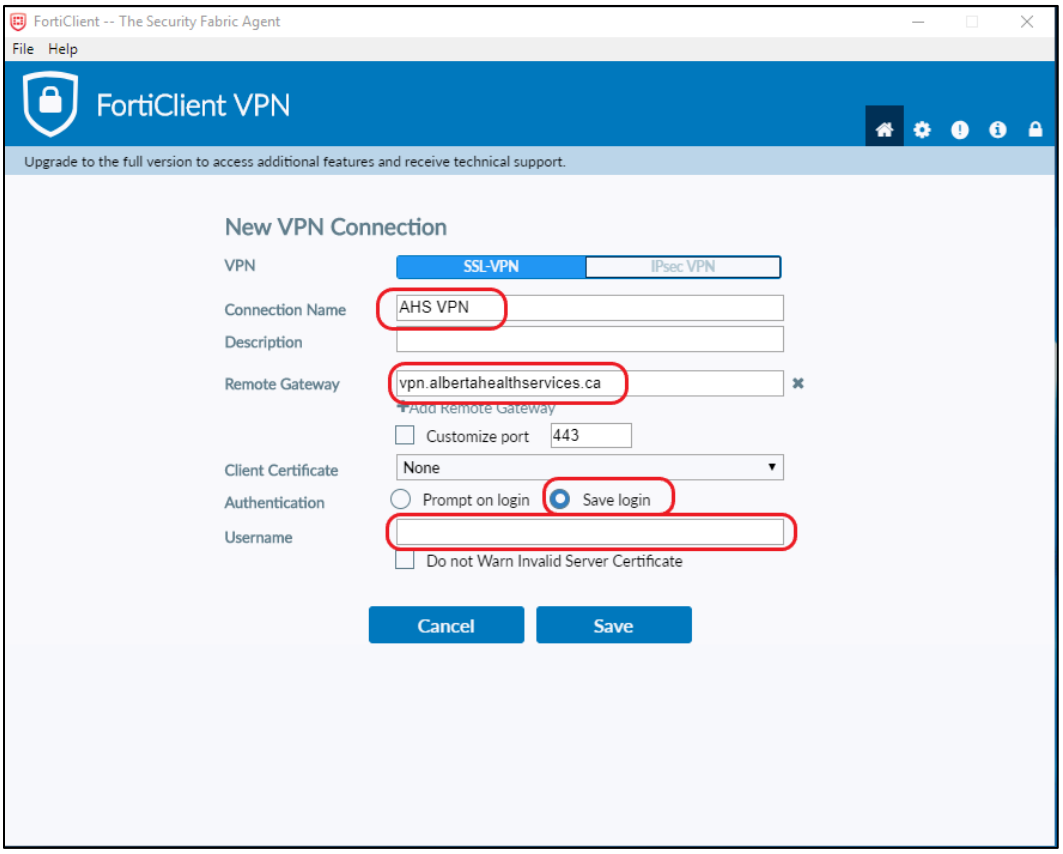
2. Select the **Acknowledge** checkbox and then click **I accept.**



3. Click **Configure VPN**.



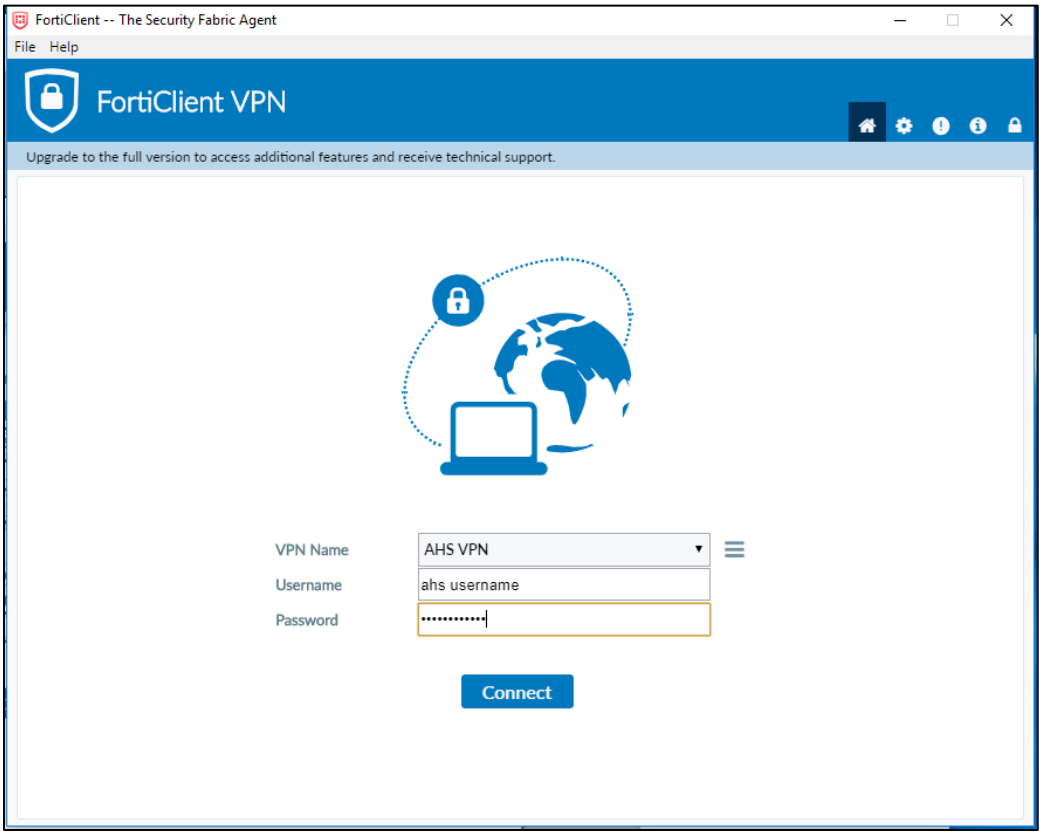
4. On the **New VPN Connection** screen, enter the following information:
   - **Connection Name**: Enter a name, such as *AHS VPN*
   - **Description**: This field is optional
   - **Remote Gateway**: vpn.albertahealthservices.ca
   - **Authentication:** Select **Save login**
   - **Username**: Enter your AHS network user name (optional)



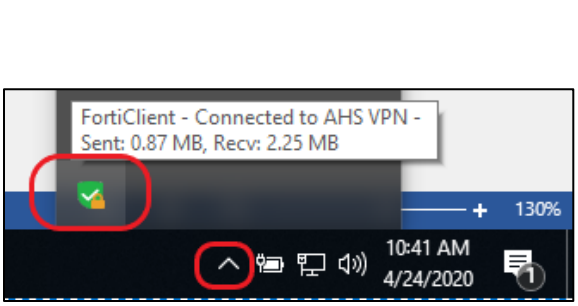
5. Click **Save**.

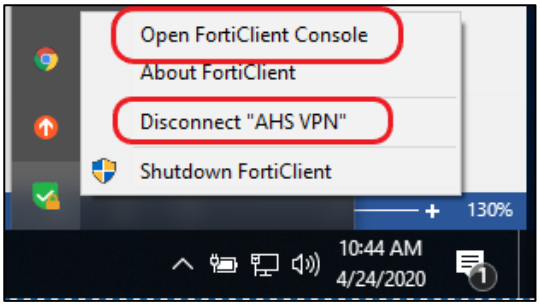
6. On the **Connect** screen:
   - The **Connection Name** and **Username** should be automatically populated.
   - **Password**:
     - **If you have an RSA SecurID soft token**: Enter the 8-digit token that displays on your device (mobile phone). Do not enter the PIN as part of the FortiClient password.
     - **If you have an RSA SecurID hard token (fob):** Enter your PIN + the 4 digit token (without spaces) that displays on your token.

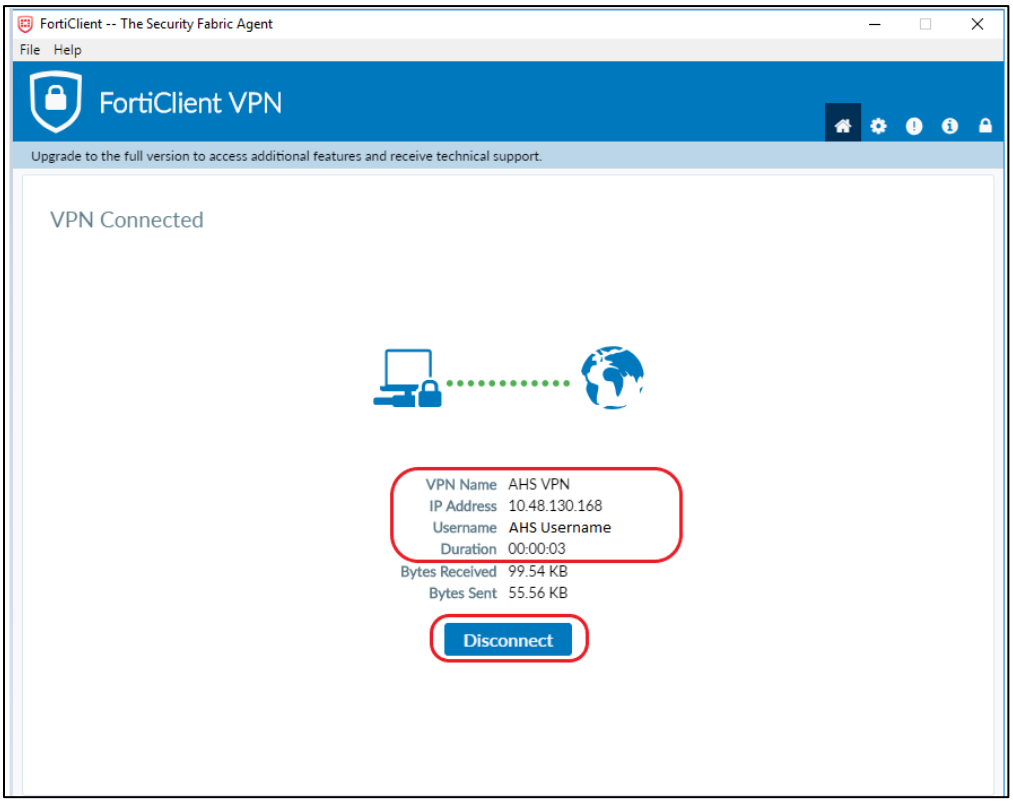
Note: A new PIN can be set at https://token.ahs.ca. Refer to Setting up your PIN.



7. Click **Connect**. A connection to the AHS SSL VPN portal will be established. The window will minimize to the task bar.
8. Click the *Show hidden icons* arrow (^) and right-click the FortiClient icon to display the connection information.







Note that this screen displays the assigned IP address from the SSL VPN located inside AHS. It should be an address similar to 10.48.x.x.

When you are connected, proceed to Using Remote Desktop Connection (Windows) to remote into your AHS computer.

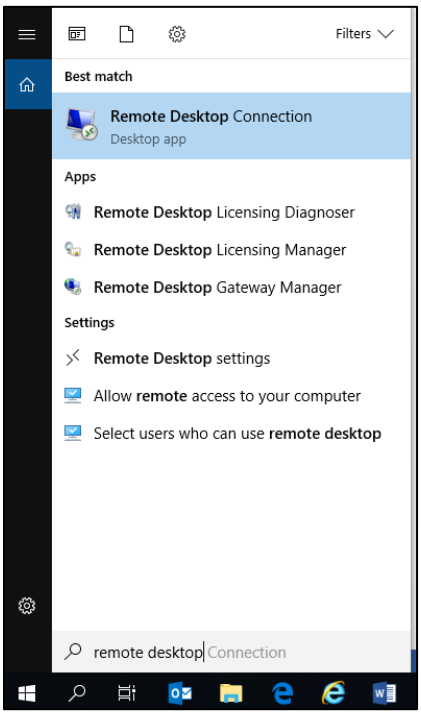
Using Remote Desktop Connection (Windows)

After you have successfully connected FortiClient, it can be used with the Remote Desktop Connection (RDP) tool to remotely access an AHS computer from your personal computer.

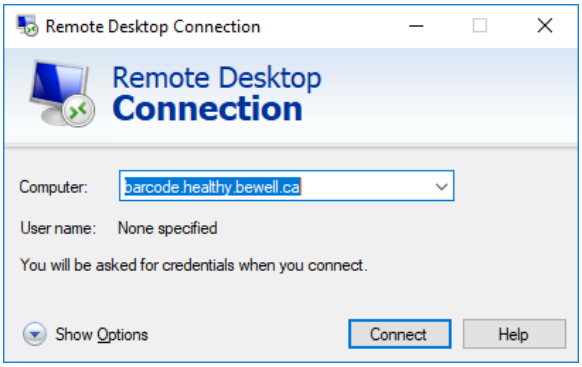
Note: The target AHS computer must be powered on and no other user can be logged on. FortiClient must be active and connected.

Remote Desktop Connection is provided as part of the Windows.

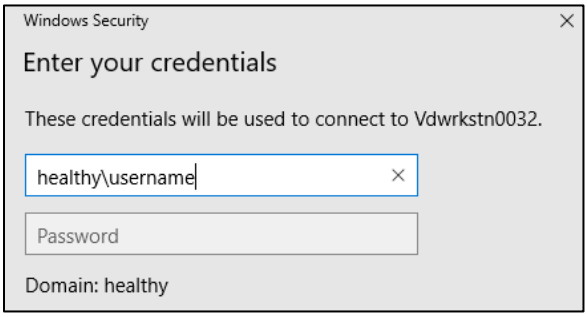
1. Use the Windows search tool to search for *remote desktop*. Click **Remote Desktop Connection**.



2. Type in the asset number (the number that appears by the barcode, such as M123456) of the AHS computer followed by healthy.bewell.ca. Alternatively, you can enter the AHS computer's IP address (i.e., 10.117.6.xx) if it is known.



3. Enter your AHS network user name in this format: healthy\username. Then enter your AHS network password.



4. At the AHS computer sign-on prompt, enter your AHS network username and password again.

You should now be connected and signed into your AHS computer and have full access to your files, applications, and the AHS network.

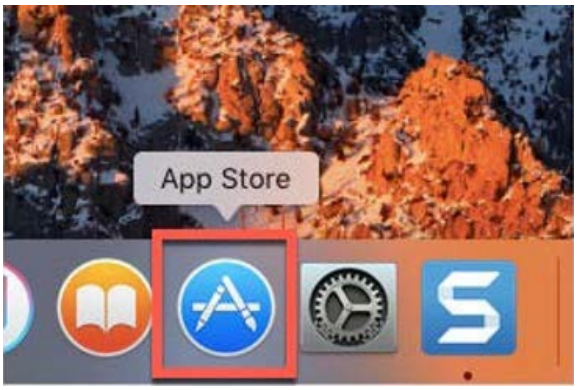
When your work is done, **Disconnect** from FortiClient.

Click **Connect** to re-establish your connection to AHS. You will have to enter a new passcode (8-digit token) or PIN + token (if you use a hard token / fob).

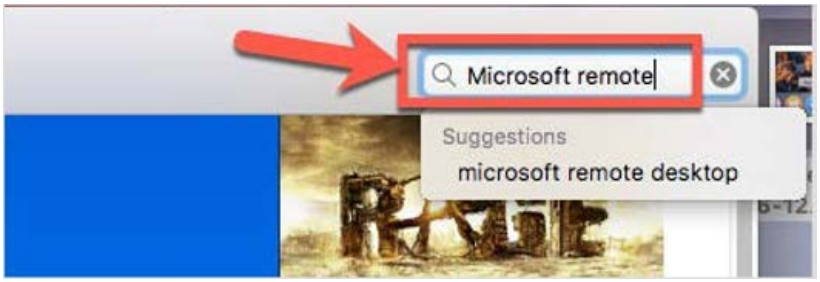
Installing Remote Desktop Connection (Mac)

Remote Desktop Connection will need to be installed on your Mac, as the program is does not come with Mac computers by default.

1. Go to the App Store.



2. Search for *Microsoft Remote Desktop*.

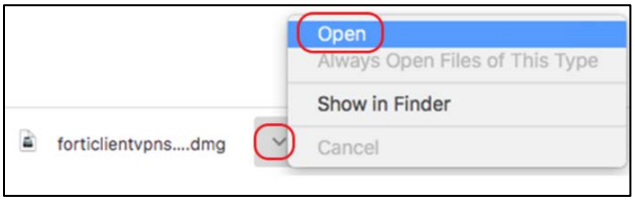


3. Install the app.

4. After the app is installed, from **Launchpad**, open **Microsoft Remote Desktop**.

Installing and configuring FortiClient (Mac)

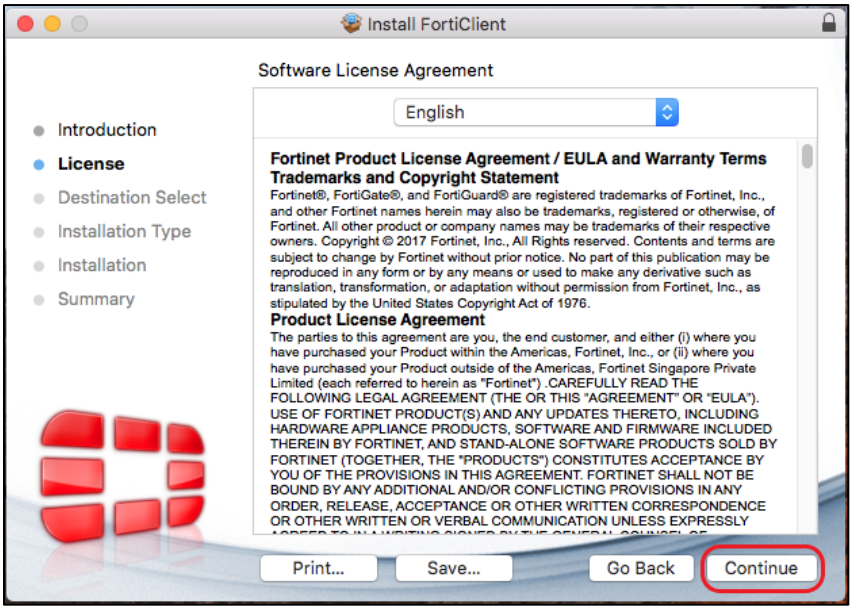
1. Download FortiClient VPN for Mac: MacOS SSLVPN Client
2. After the file has downloaded, click the expand icon beside the file name, and then select **Open** to the run the installation.



3. Click **Install**.

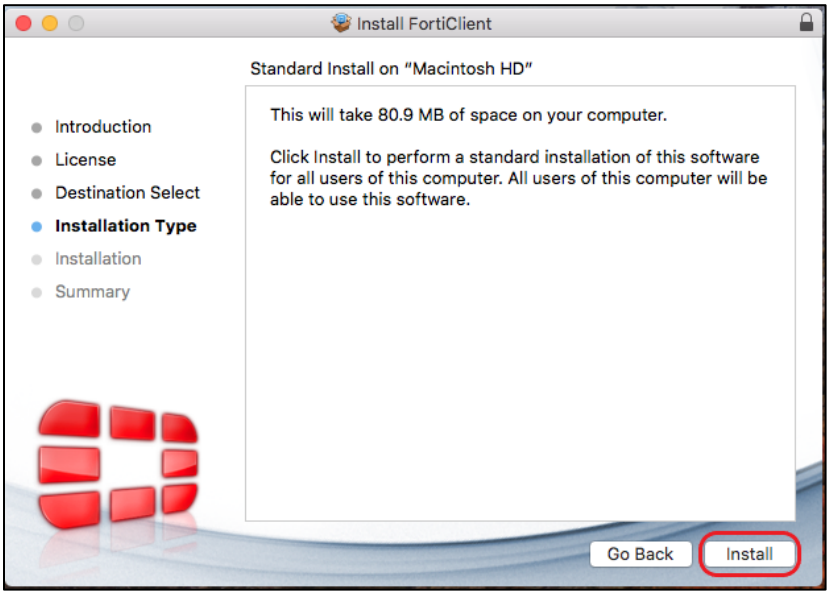
4. Click **Continue**.

5. Click **Continue**.

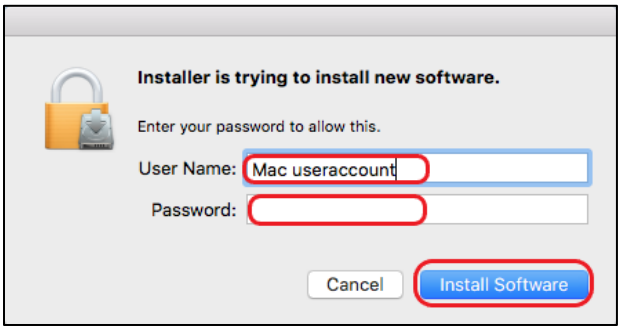


6. Click **Agree**.

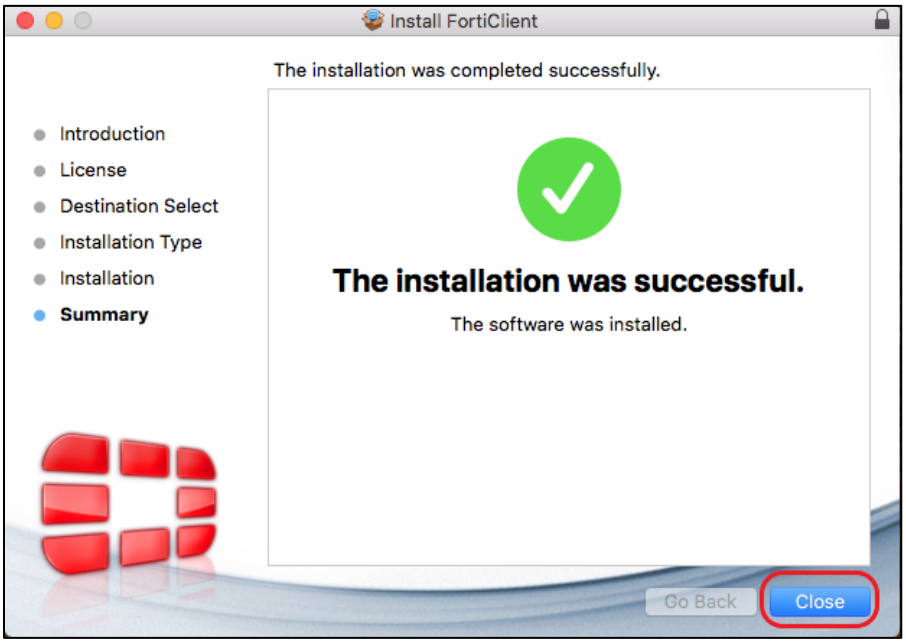
7. Click **Install**.



8. Enter your Mac credentials and then click **Install Software**.

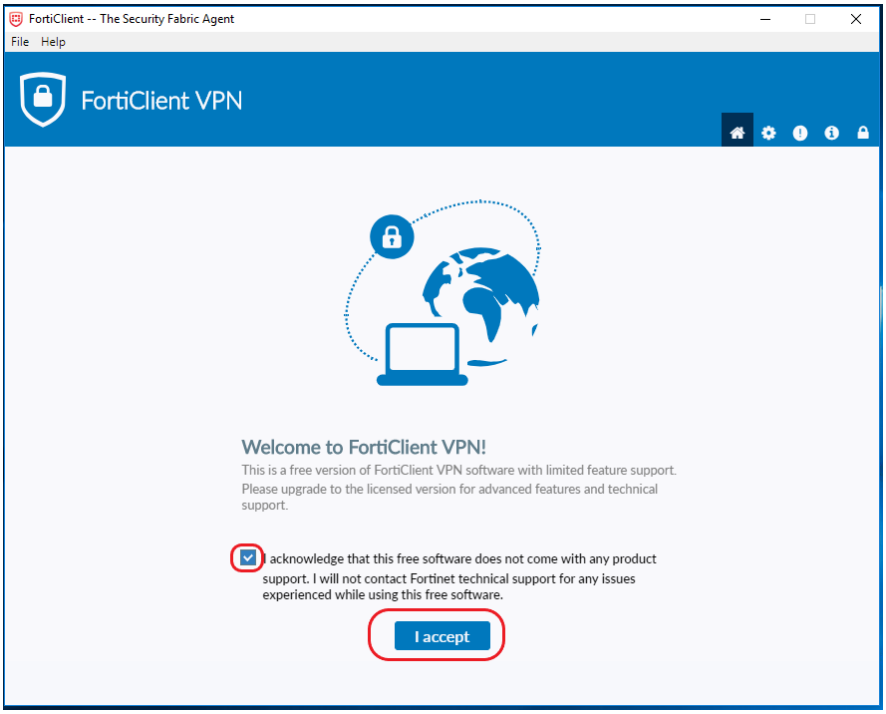


9. Click **Close**.

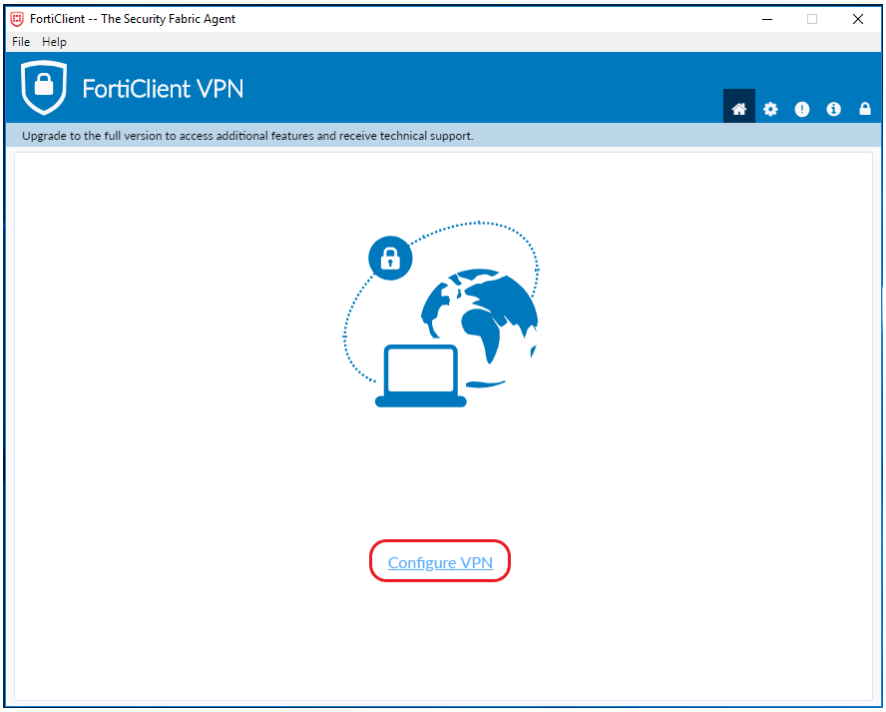


10. When installation is complete, open the Applications folder and open FortiClient.

11. Select the **Acknowledge** checkbox and then click **I accept.**

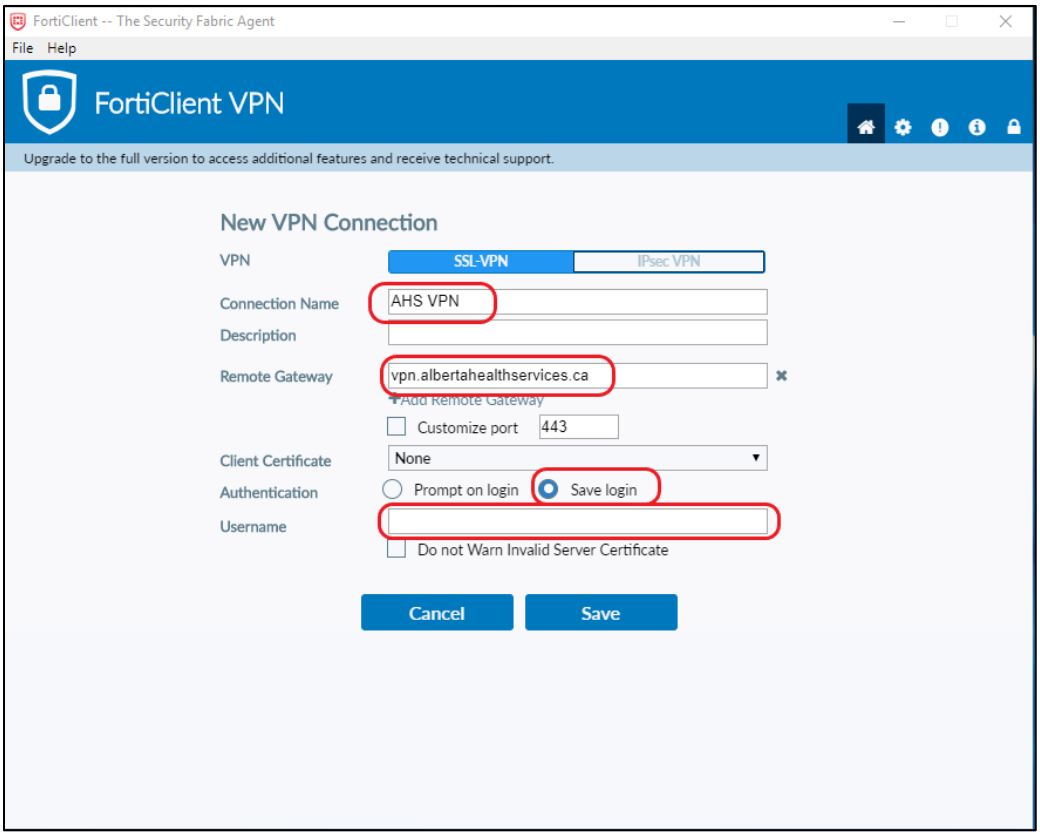


12. Click **Configure VPN**.



13. On the **New VPN Connection** dialog box, enter the following information:

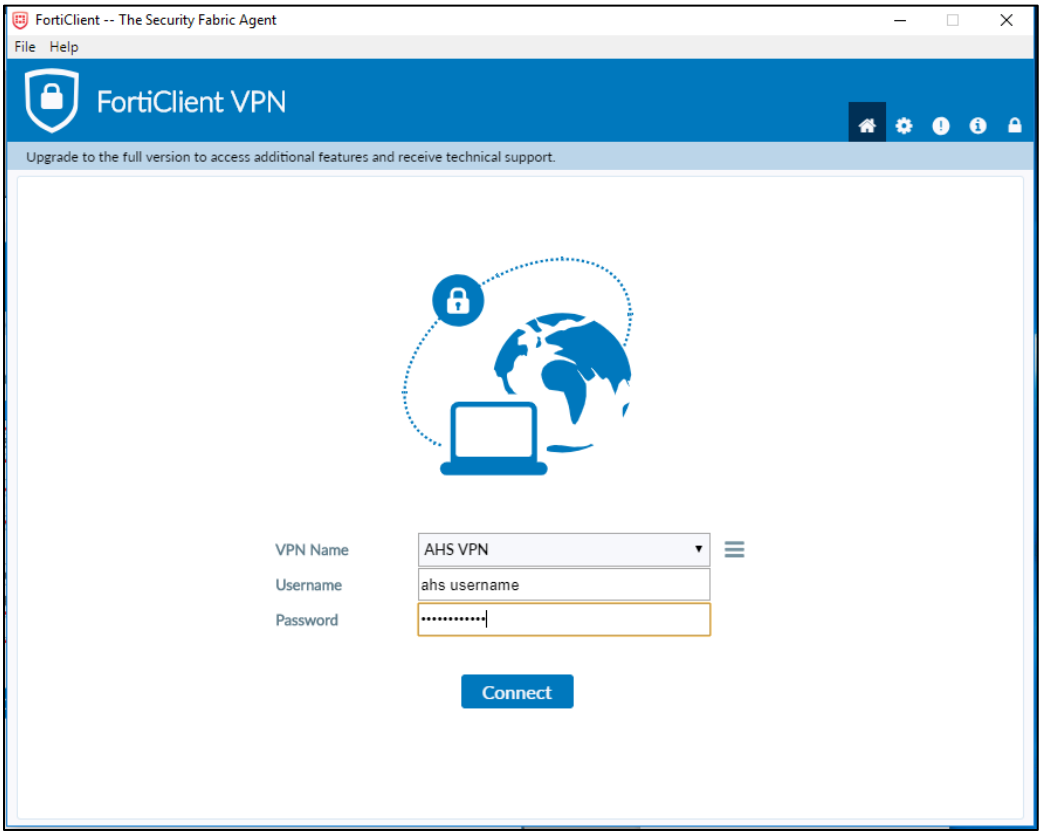
- **Connection Name**: Enter a name, such as *AHS VPN*
- **Description**: This field is optional
- **Remote Gateway**: vpn.albertahealthservices.ca
- **Authentication:** Select **Save login**
- **Username**: Enter your AHS network user name (optional)



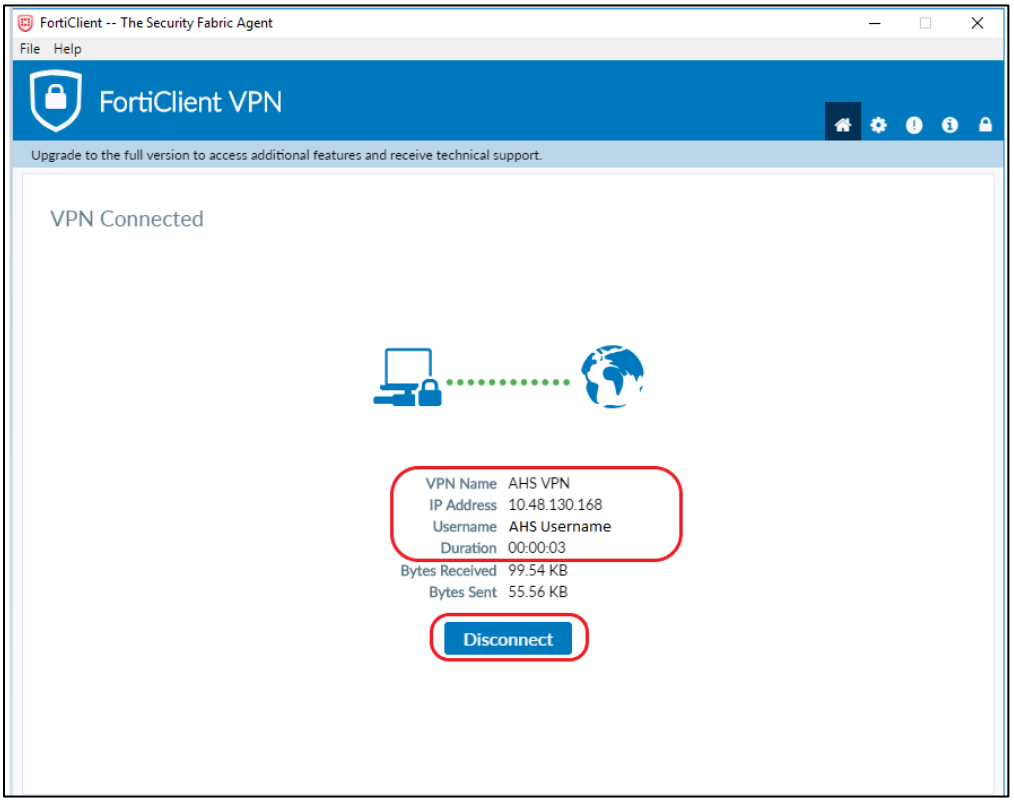
14. On the FortiClient Console – Remote Access screen:

- The **Connection Name** and **Username** should be automatically populated.
- **Password**:
    - **If you have an RSA SecurID soft token**: Enter the 8-digit token that displays on your device (mobile phone). Do not enter the PIN as part of the FortiClient password.
    - **If you have an RSA SecurID hard token (fob):** Enter your PIN + the 4 digit token (without spaces) that displays on your token.

Note: A new PIN can be set at https://token.ahs.ca. Refer to Setting up your PIN.



15. Click **Connect**. A connection to the AHS SSL VPN portal will be established. The window will minimize to the task bar.



Note that this screen displays the assigned IP address from the SSL VPN located inside AHS. It should be an address similar to 10.48.x.x.

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Using Remote Desktop Connection (Mac)

After you have successfully connected FortiClient, it can be used with the Remote Desktop Connection (RDP) tool to remotely access an AHS computer from your personal computer.

Note: The target AHS computer must be powered on and no other user can be logged on. FortiClient must be active and connected.

1. Run **Remote Desktop Connection**.
2. Type in the asset number (the number that appears by the barcode, such as M123456) of the AHS computer followed by healthy.bewell.ca. Alternatively, you can enter the AHS computer's IP address (i.e., 10.117.6.xx) if it is known.
3. Enter your AHS network user name in this format: healthy\username. Then enter your AHS network password.
4. At the AHS computer sign-on prompt, enter your AHS network username and password again.

You should now be connected and signed into your AHS computer and have full access to your files, applications, and the AHS network.

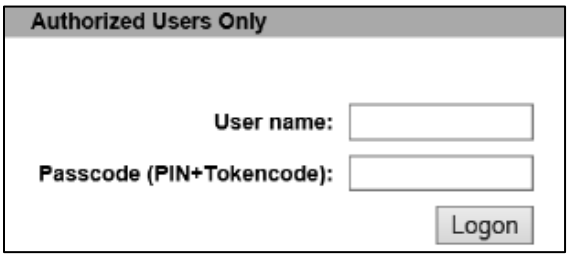
When your work is done, **Disconnect** from FortiClient.

Click **Connect** to re-establish your connection to AHS. You will have to enter a new passcode (8-digit token) or PIN + token (if you use a hard token / fob).

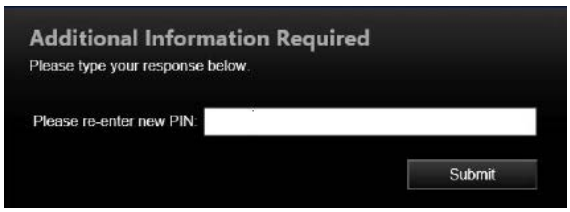
Setting up your PIN

If you have a Soft Token:

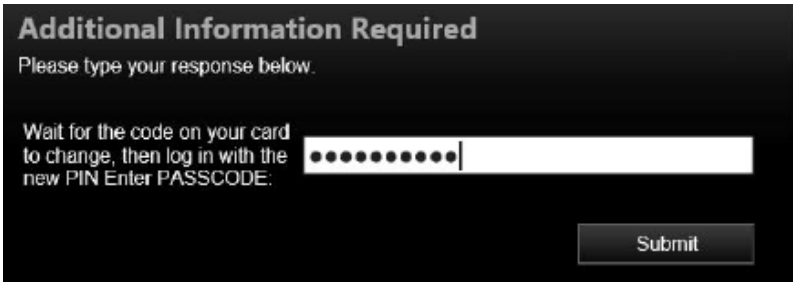
1. On your device's RSA SecurID App, enter 0000 then click the arrow.
2. Browse to https://token.ahs.ca and enter your **Username** and **Passcode** (the latest 8-digit code displaying in the app) then click **Logon**.



3. Enter a new PIN. Click **Submit**. Re-enter your PIN and then click **Submit** again.



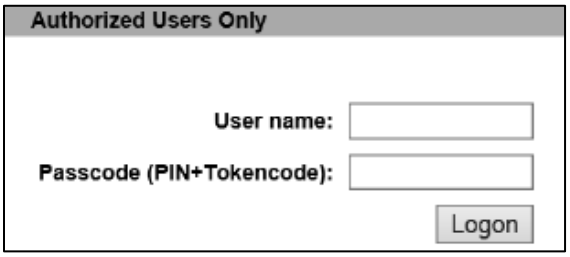
4. Go back to the RSA SecurID app on your device and click PIN (top left) to enter your new PIN.
5. Enter the new 8-digit code displaying on your RSA SecurID app on the token website.



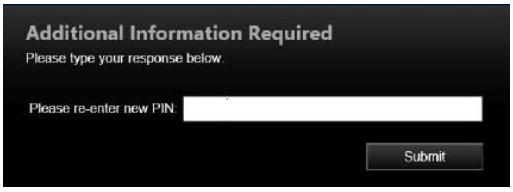
If successful, the following message appears:

If you have a Hard Token / Fob:

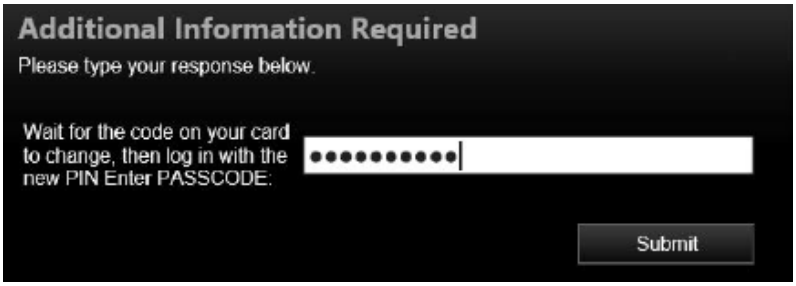
1. Browse to https://token.ahs.ca and enter your **Username** and **Passcode** (the code displaying on your fob) then click **Logon**.



2. Enter a new PIN. Click **Submit**. Re-enter your PIN and then click **Submit** again.



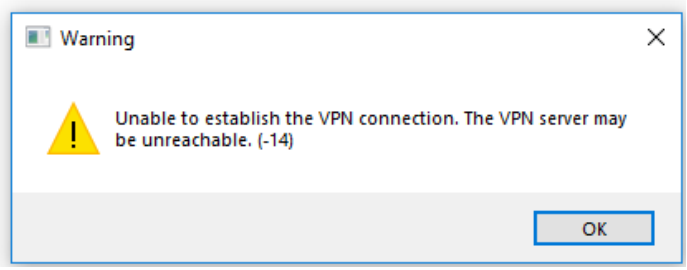
3. Wait the Token to change on your fob, and then on the Token website, enter the new PIN + token code.



If successful, the following message appears:

FortiClient Troubleshooting

I am receiving an **Unable to establish the VPN connection** error message



This message appears:

- When wrong credentials are entered

OR

- You are trying to connect to the SSL VPN from *inside* the AHS network

Possible solutions

- Ensure you use the correct name format.
- The password is your 8-digit code from a soft token or the PIN + the token code from hard token / fob. Your PIN (Personal Identification Number) is numeric and between 6 digits in length.
- Connecting to the SSL VPN is not possible if your personal computer is already connected to the AHS network.
- If authentication issues persist, you can test that your token is operational by logging into: https://token.ahs.ca. After logging on, a message appears indicating if authentication is successful (and setting your PIN if required). After you have tested the token, close the page.
- If you have tested your token and it is functional, but FortiClient is still not connecting, make sure your local Internet is connected.
- If nothing else works, uninstall FortiClient from your computer, reinstall it, and try to connect FortiClient once again.
- Call the IT Service Desk at 1-877-311-4300.