

# VPN Client Connection

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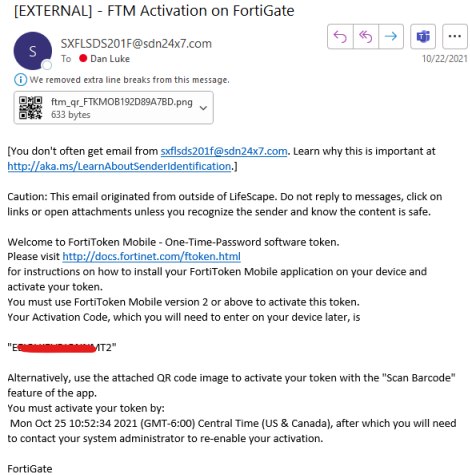
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## FortiToken App Installation

A part of the login process requires you to install and configure the FortiToken app on your smartphone. This is used to give you a two-factor numeric code that you will need when connecting to the LifeScape VPN.

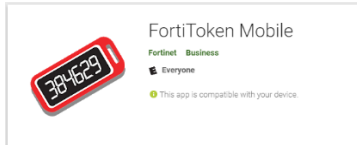
Once you have been setup for VPN remote access by IT Staff, you will receive an email from [SXFLSDS201F@sdn24x7.com](mailto: SXFLSDS201F@sdn24x7.com) to your LifeScape email. In it will be an "Activation Code" that you will need to configure the app. Please note that there is an expiration date for the QR Code in this email.

Once you have been setup on the IT side and receive this email, you can continue with the installation and configuration of the app.



## Install the App

Install the FortiToken software on your smartphone's app store by searching for FortiToken.



## Configure the app

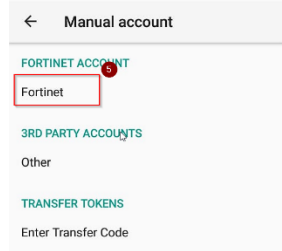
1. Open the FortiToken app on your Smart phone.
2. Install the token by opening and scanning the QR Code attachment on the above email (3) or manually entering the activation key (4).



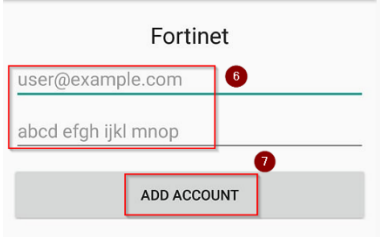
- a. If you choose the Scan Barcode option (preferred), open the attachment in the email and point your smart phone camera at the attached picture from the email on your computer. Make sure that you allow the camera while using the app so that you can scan this barcode. The app should auto-scan the barcode and return to the main screen.  
(NOTE: Do not scan this barcode. It is just an example of what your attachment should look like.)



- b. If you choose the Enter Manually option (4) tap Fortinet (5) when asked about what type of Account to add.

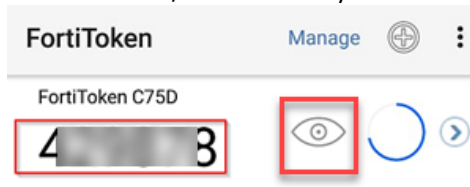


- c. Enter your name and the manual code from the email on the two input lines (6).



- d. When complete, click Add Account. (7)

3. Confirm there is an authentication code in the FortiToken app. You may need to tap the eyeball icon in order to view the code. This is the code that you will use when connecting the FortiClient VPN. Remember this replaces the old code that you used to receive via text/email. You may notice that code rotates every minute – that is part of the normal process.



4. Configuration is complete.

It is recommended that you install and configure this app at a LifeScape location PRIOR to needing to use offsite.

If you replace your phone, you will also need to reinstall this app and will need to submit a Computer Request Form to have a new configuration email sent to you.

## VPN Client Installation

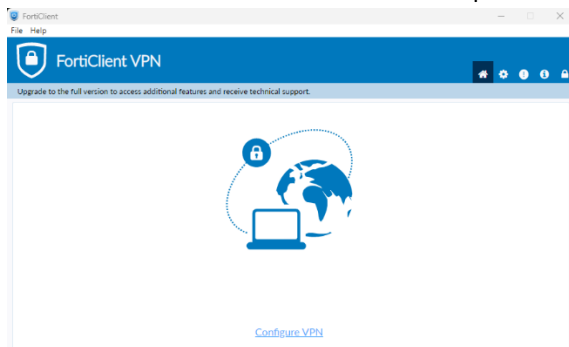
The Client Installation process only needs to be performed one time per computer.

Please note that if you are installing on a LifeScape-owned laptop, you will need to contact IT to install for you.

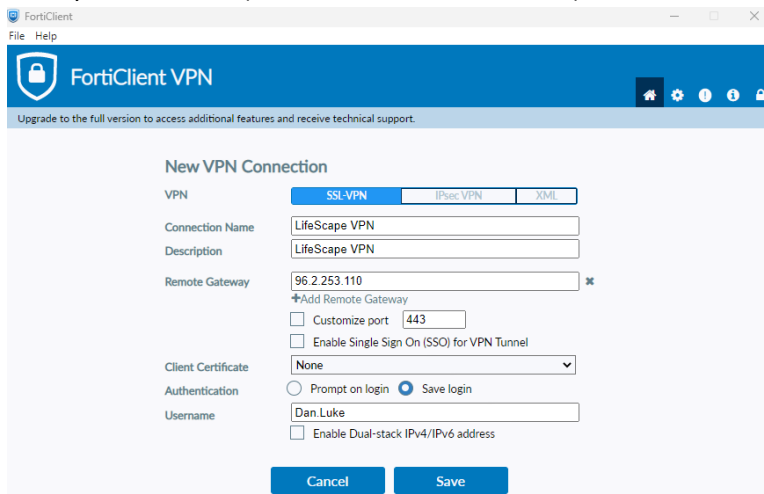
1. Using your browser, enter <https://www.fortinet.com/support/product-downloads#vpn> into the address field.
2. Click download for Windows.
3. Once installed, click **Close** to close the Internet Explorer window.



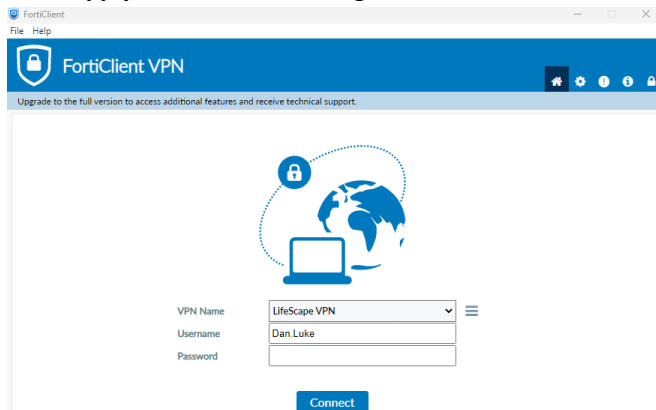
4. Launch the VPN Client by clicking on the FortiClient VPN icon found on your Start Menu or by clicking on Start → All Programs → FortiClient → FortiClient SSLVPN
5. The VPN Client will launch. Click on the dropbox to accept the terms and then **I accept**. Then **configure VPN**.



6. On the Window that appears, click on Remote Gateway and enter the information as shown below. Please note that you would enter your username (firstname.lastname or LS####) in this field. In the Remote Gateway field put in: 96.2.253.110




7. Click **Apply** and close the Settings window. You should now see a screen similar to below

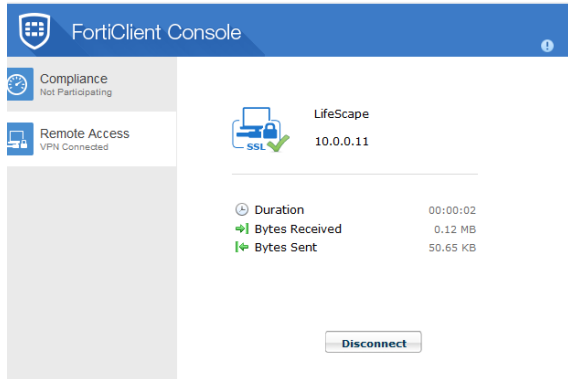


## Connecting the VPN Client

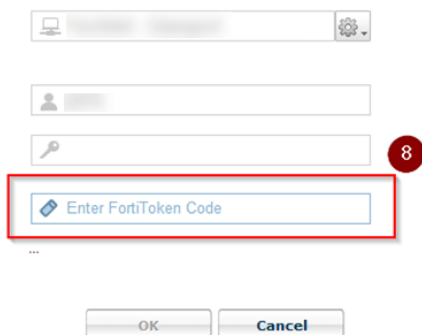
This step needs to be done every time you want to connect to our systems.



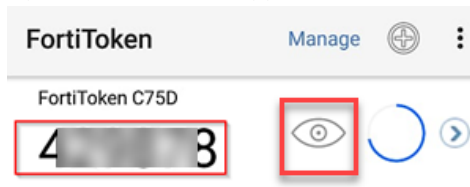
1. Launch the VPN Client by clicking on the  icon found on your Start Menu.
2. Enter your computer/email login username and password and then click the **Connect** button to connect the VPN Client. If you are connected successfully, you should see a screen similar to below



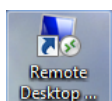
3. You will then be prompted to enter a code.



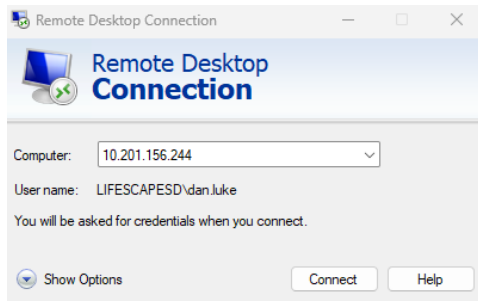
4. Open the FortiToken app and click on the eyeball icon to get your code.



5. If you are using a LifeScope laptop, you should now be able to connect to our systems. If you are connecting from a home computer, please move on to the next step to connect to remote desktop.
6. Click the Start button and search for remote desktop - double-click on the remote desktop icon.

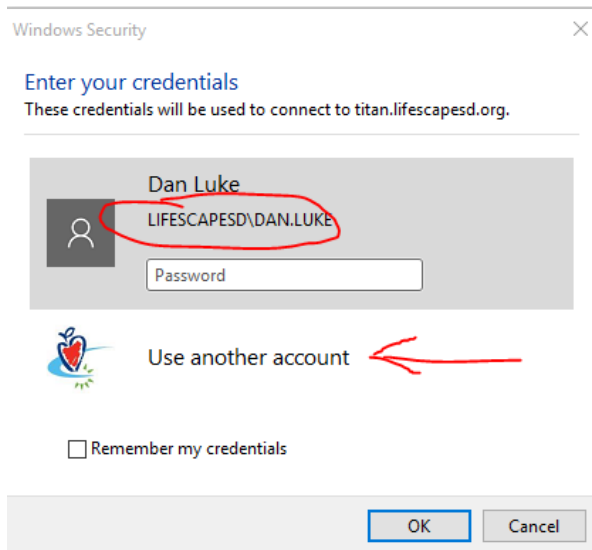


7. When the Remote Desktop window appears, you must change the actual remote desktop addresses as shown below:



If you receive a prompt/message about the identity of the remote computer, click Yes to allow the connection.

8. Click the Connect button.
9. The first time you login, please ensure that the username is correct. If it is not, click Use Another Account and enter your username as Lifescapesd\firstname.lastname



10. Once logged into remote desktop you will be able to connect to our systems, access email, etc.