

IT DEPARTMENT



# User manual

MacOS: VPN

# User manual

A guide on how to connect  
to ITU VPN on Windows

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**IT DEPARTMENT**

1

**Instructions**  
before  
set-up

## 1.1

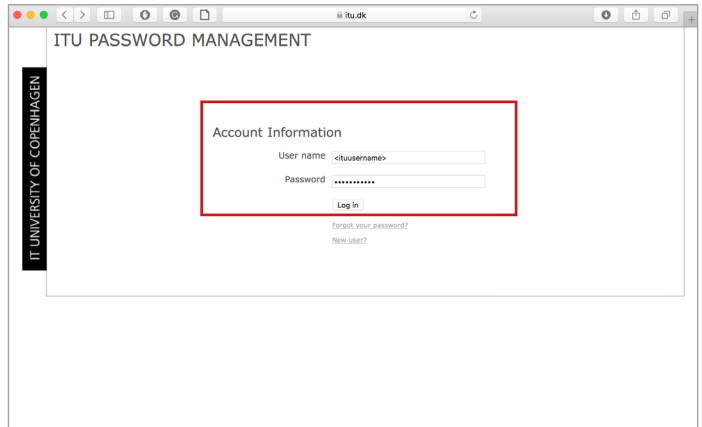
It is important to know that you can install the VPN at ITU but you cannot connect while you're at ITU. The purpose of VPN is to obtain the same network and service access as if you were at ITU.

Please be aware that this installation requires your computer to restart.

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## 1.2

Go to <https://itu.dk/Password/> and log in

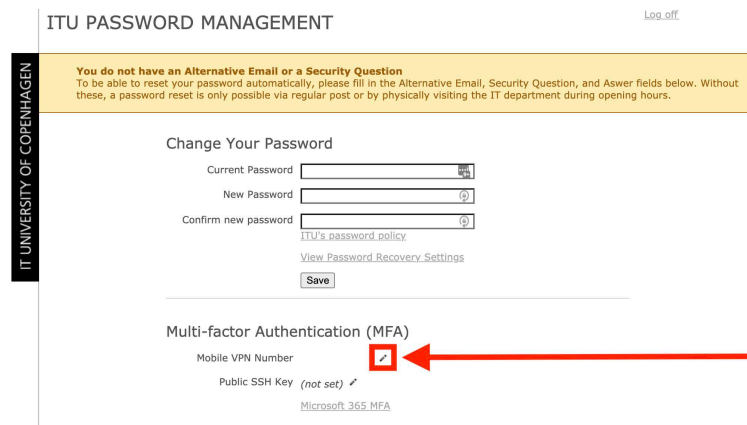


The screenshot shows a web browser window with the URL [itu.dk](https://itu.dk). The page title is "ITU PASSWORD MANAGEMENT". On the left side, there is a vertical logo for "IT UNIVERSITY OF COPENHAGEN". The main content area is titled "Account Information" and contains a red-bordered box with the following fields: "User name" with a placeholder "<username>", "Password" with a masked field "\*\*\*\*\*", and a "Log in" button. Below the "Log in" button are links for "forgot your password?" and "New user?".

## 1.3

Enter your mobile phone number to the VPN service (Requires MitID).

It can take up to 10 minutes before your phone number is synchronised to the VPN service.



The screenshot shows the "ITU PASSWORD MANAGEMENT" page with a "Log off" link in the top right corner. A yellow warning banner at the top states: "You do not have an Alternative Email or a Security Question. To be able to reset your password automatically, please fill in the Alternative Email, Security Question, and Answer fields below. Without these, a password reset is only possible via regular post or by physically visiting the IT department during opening hours." Below the banner is the "Change Your Password" section, which includes fields for "Current Password", "New Password", and "Confirm new password", along with a "Save" button and links to "ITU's password policy" and "View Password Recovery Settings". The "Multi-factor Authentication (MFA)" section is visible below, with a red box and arrow pointing to the "Mobile VPN Number" field, which has a checkmark icon. The "Public SSH Key" field is marked as "(not set)" and has a link to "Microsoft 365 MFA".

2

**Download**  
Forticlient

## 2.1

Follow this link and select “Product Downloads”:

<https://forticlient.com/downloads>

## 2.2

Select “FortiClient VPN only”, then download the version for your operating system.

The screenshot shows the FortiClient download page. At the top, there are navigation tabs for various products: FortiClient, FortiConverter, FortiExplorer, FortiFone Softclient, FortiPlanner, and FortiRecorder. The 'FortiClient' tab is selected. Below the tabs, there is a laptop displaying the FortiClient console interface. To the right of the laptop, the text 'FortiClient 7.0' is displayed, followed by a list of editions: ZTNA Edition, EPP/APT Edition, SASE SIA Edition, FortiClient EMS, and FortiClient VPN only. The 'FortiClient VPN only' option is highlighted with a red box and a red arrow pointing to it from the right. Below this, the Fortinet logo and navigation links (Support, Training, Resources, Partners, Corporate) are visible. A navigation bar contains four main categories: SECURITY-DRIVEN NETWORKING, ADAPTIVE CLOUD SECURITY, SECURITY OPERATIONS, and ZERO TRUST ACCESS. The 'FortiClient VPN' section is highlighted with a red box and a red arrow pointing to it from the right. Below this, a description states: 'The VPN-only version of FortiClient offers SSL VPN and IPsecVPN, but does not include any support.' Under the heading 'Remote Access', there are two checkmarks: 'SSL VPN with MFA' and 'IPSEC VPN with MFA'. Below this, there are six download buttons for different operating systems: Windows, MacOS, Linux (with .rpm extension), iOS, Android, and Linux (with .deb extension).

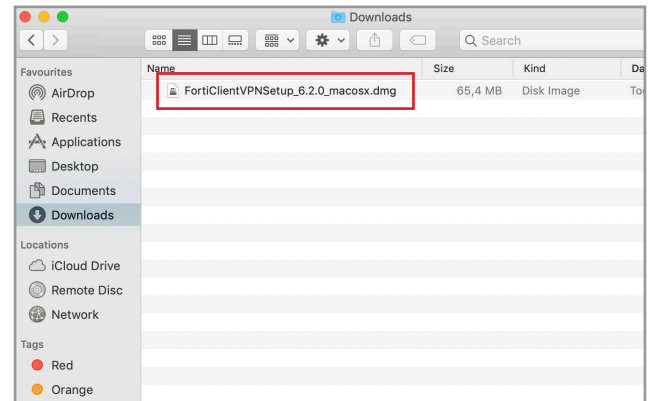
3

**Install**  
FortiClient



## 3.1

Find the downloaded file, and double click to run it.



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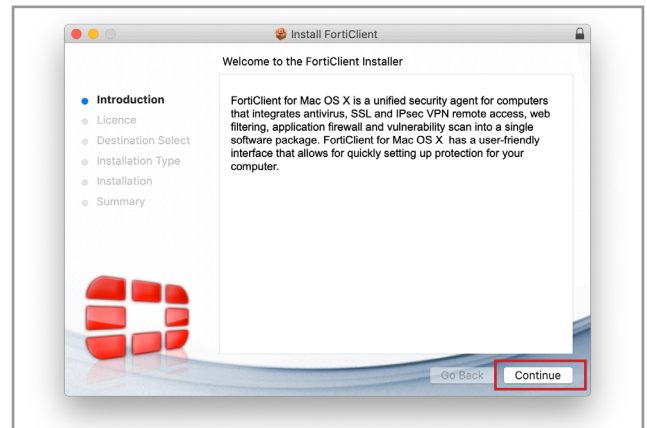
## 3.2

Click on 'Install'.



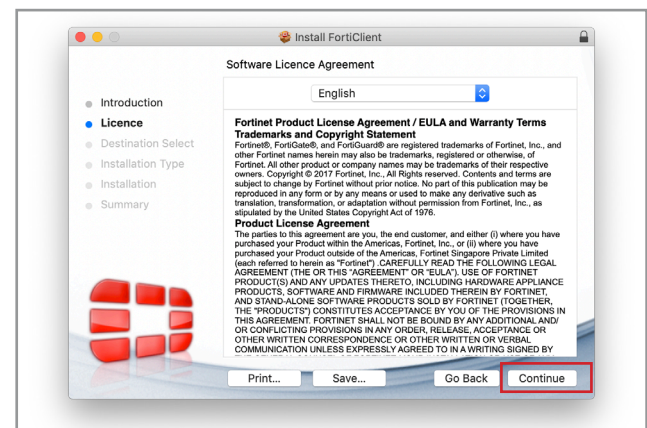
## 3.3

You will now enter the FortiClient installer. Click 'continue'.



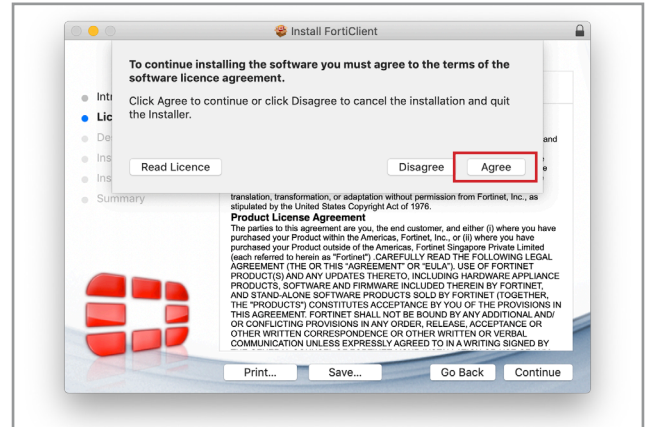
## 3.4

Click on 'continue'.



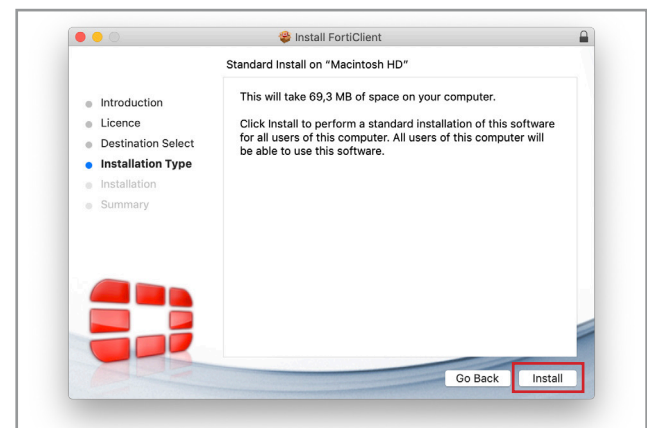
## 3.5

Click 'Agree'.



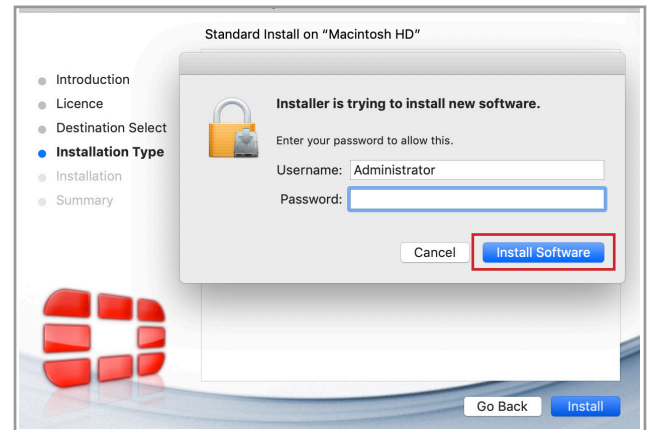
## 3.6

Click on 'Install'.



## 3.7

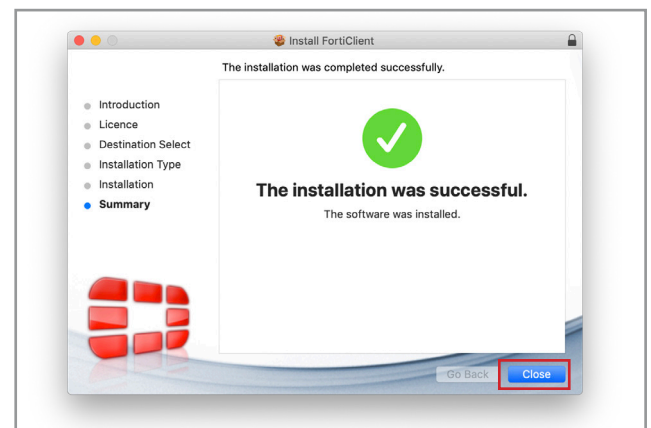
Insert your password and click 'Install Software'.



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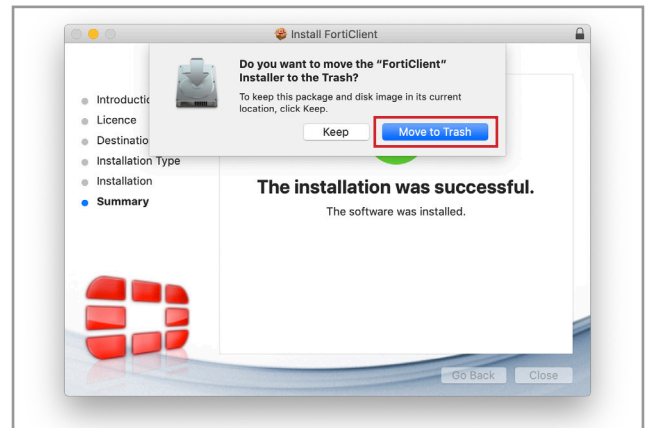
## 3.8

Click 'Close'.



## 3.9

Click 'Move to Trash'.



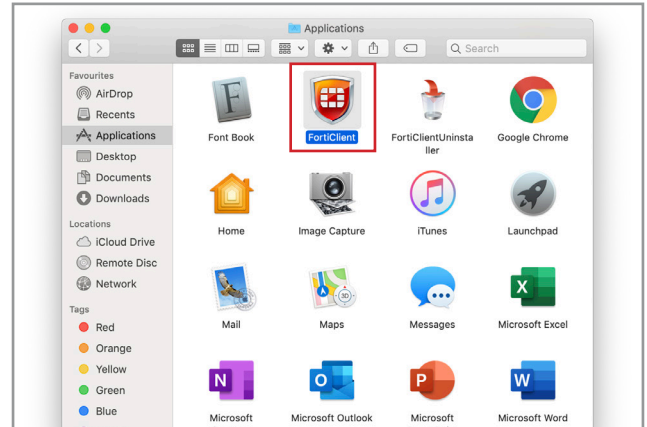
# 4

## Set Up FortiClient

## 4.1

Find FortiClient in your applications folder.

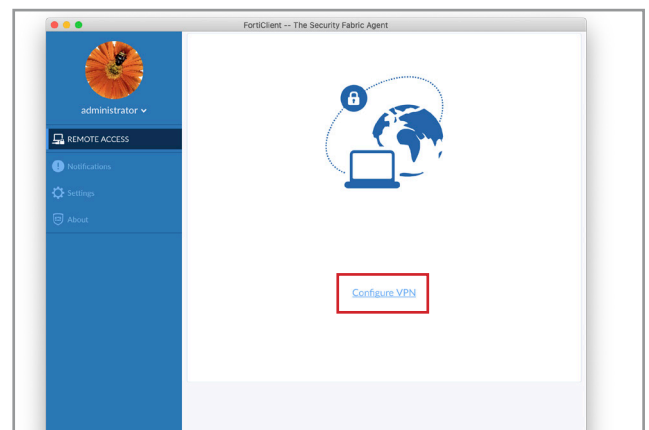
Double click to run.



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## 4.2

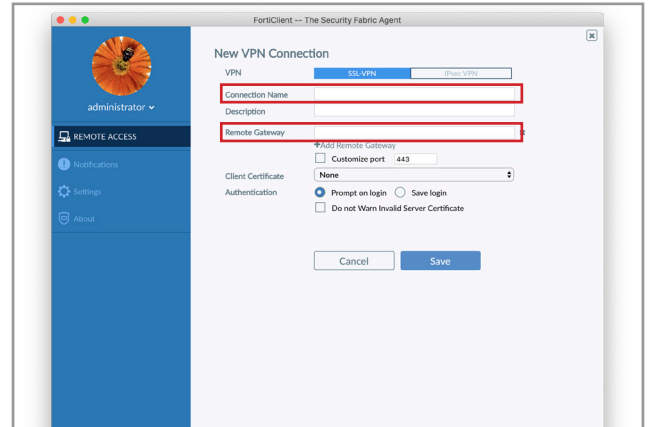
Click 'Configure VPN'.



## 4.3

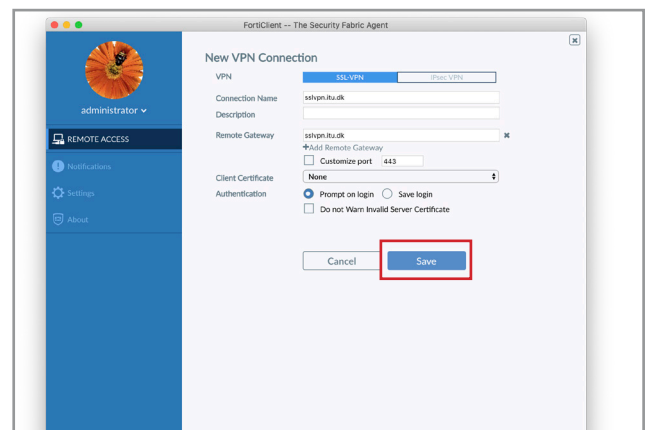
Fill out 'Connection Name' with **sslvpn.itu.dk**

also fill out 'Remote Gateway' with **sslvpn.itu.dk**



## 4.4

Click 'Save'.

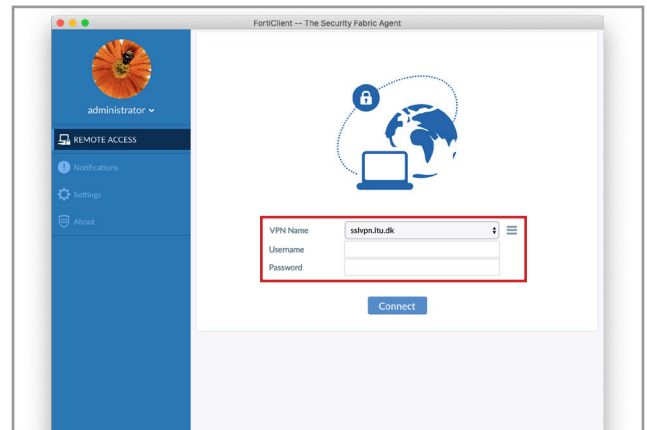




## 4.5

Fill out 'Username' and 'Password' with your ITU account credentials.

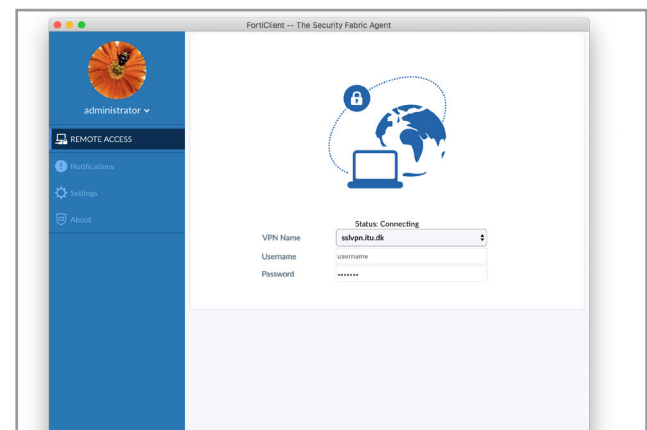
Note: write your username without @itu.dk



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## 4.6

Hit enter or click 'connect to establish connection.



# IT DEPARTMENT

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Opening hours:  
Monday - Friday  
10 AM to 13 PM  
Wing 2C

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