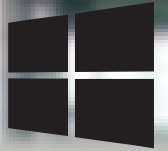


IT DEPARTMENT



Windows

User manual

Windows: VPN

User manual

A guide on how to connect
to ITU VPN on Windows

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1

Instructions
before
set-up

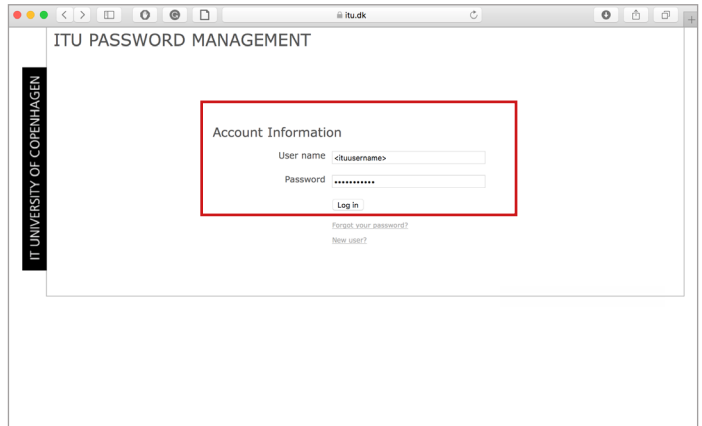
1.1

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.

1.2

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

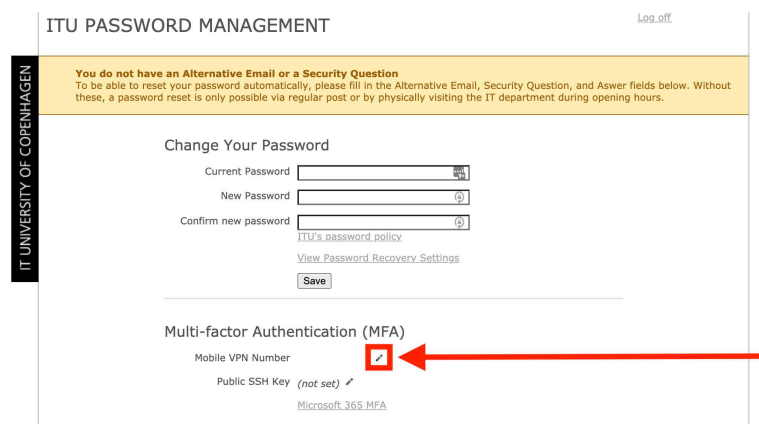


The screenshot shows a web browser window with the URL itu.dk. The page title is "ITU PASSWORD MANAGEMENT". On the left side, there is a vertical logo for "IT UNIVERSITY OF COPENHAGEN". The main content area is titled "Account Information" and contains a red-bordered box with the following fields: "User name" with a placeholder "<classname>", "Password" with masked characters "*****", and a "Log in" button. Below the "Log in" button are two links: "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 three password input fields: "Current Password", "New Password", and "Confirm new password". There are also links for "ITU's password policy" and "View Password Recovery Settings", and a "Save" button. The "Multi-factor Authentication (MFA)" section is visible below, with a "Mobile VPN Number" field that has a red checkmark icon and a red arrow pointing to it from the right. The "Public SSH Key" field is marked as "(not set)" and has a link for "Microsoft 365 MFA".

2

Download
Forticlient

2.1

Follow this link and select "Product Downloads":

<https://forticlient.com/downloads>

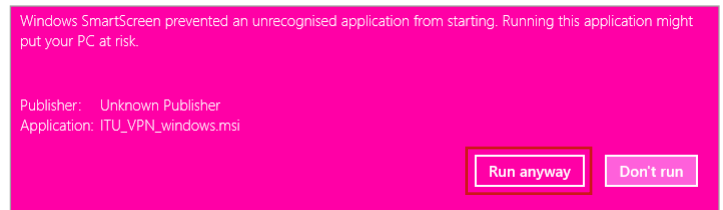
2.2

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, there is a navigation bar with the Fortinet logo and links for Support, Training, Resources, Partners, and Corporate. The main content area features a header with four categories: SECURITY-DRIVEN NETWORKING, ADAPTIVE CLOUD SECURITY, SECURITY OPERATIONS, and ZERO TRUST ACCESS. Below this, the 'FortiClient VPN' section is highlighted with a red box and a red arrow. The text below the header states: 'The VPN-only version of FortiClient offers SSL VPN and IPsecVPN, but does not include any support.' Underneath, there is a 'Remote Access' section with two options: 'SSL VPN with MFA' and 'IPSEC VPN with MFA', both marked with a green checkmark. To the right of the 'Remote Access' section, there are six download buttons arranged in a 2x3 grid. The top row contains buttons for Windows, MacOS, and Linux (.rpm). The bottom row contains buttons for iOS, Android, and Linux (.deb). Each button is red with white text.

2.3

Click on “run anyway” to proceed with your installation



2.4

Finish installing the VPN.

3

Set up
Forticlient

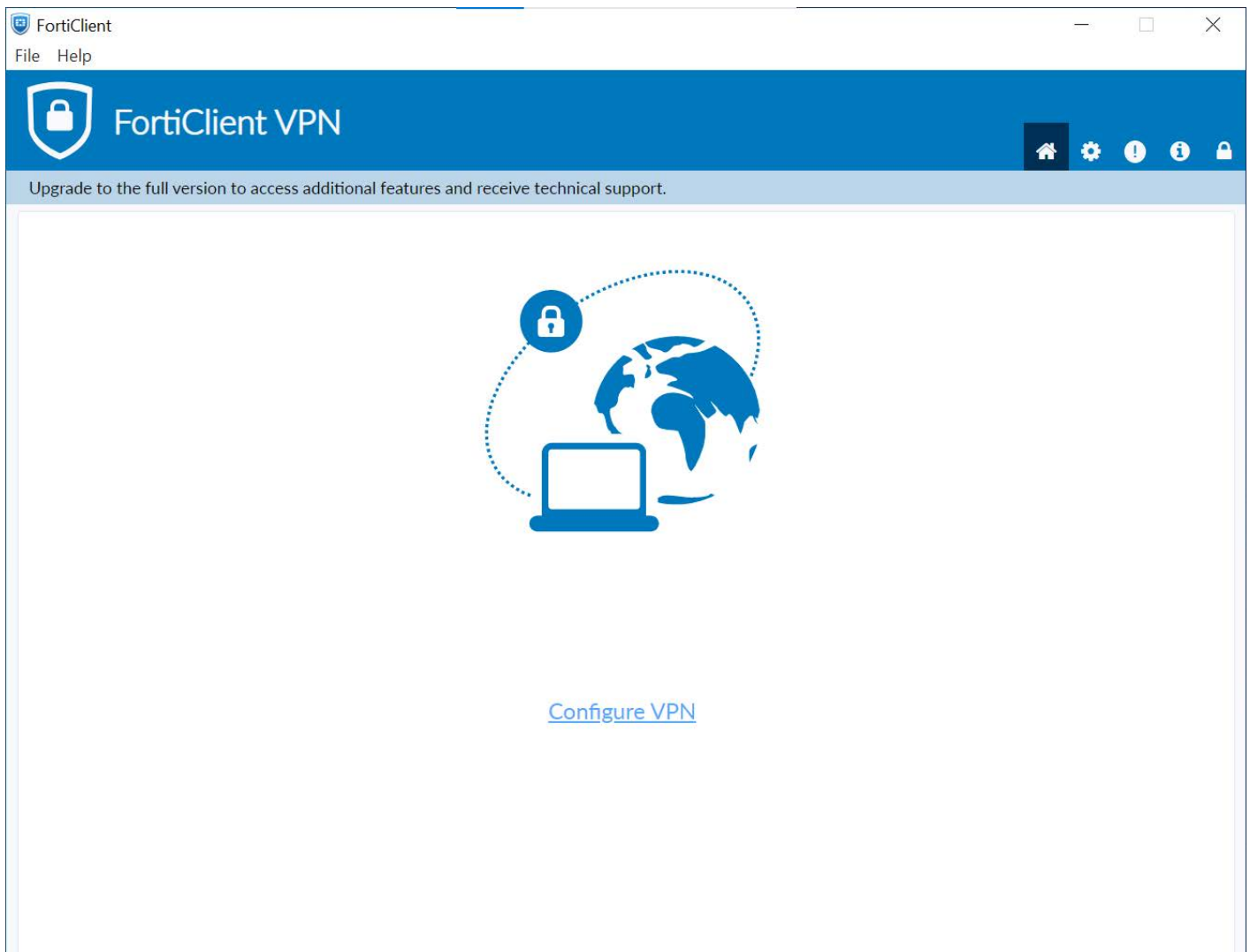
3.1

Open FortiClient.



3.2

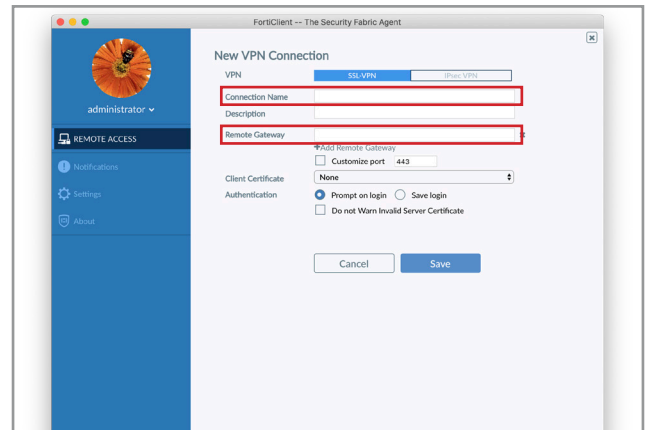
Select "Configure VPN".



3.3

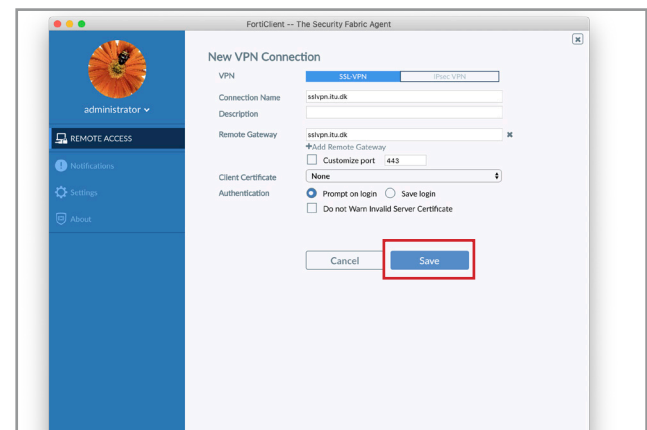
Fill out 'Connection Name' with **sslvpn.itu.dk**

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



3.4

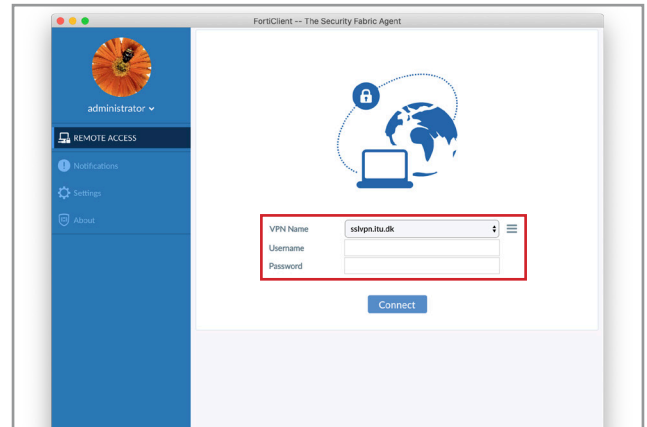
Click 'Save'.



3.5

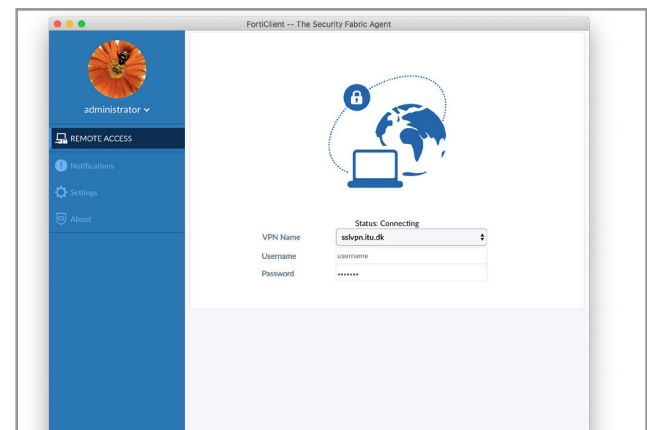
Fill out 'Username' and 'Password' with your ITU account credentials.

Note: write your username without @itu.dk



3.6

Hit enter or click 'connect to establish connection.



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

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