



CITO VPN Secure Connection Manual

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Version Control Log

Version	Date	Changes Included	Company	Author	V&V	Approved by
1.0	15 August 2024	Previous versions of this document can be referenced in: ISMS04-0030_V1.6_CITO VPN Secure Connection Manual	CITO	CITO	Delsie Ku	IS Committee
1.1	20 January 2025	Revised manual procedures and documentation to include VPN MFA Configuration.	CITO	CITO	Ernesto Thimbrel	IS Committee
1.2	25 July 2025	CITO transitioned from Ivanti Pulse Secure to FortiClient as its VPN software. The manual was updated to reflect the installation and connection procedures for the new VPN client.	CITO	CITO	Delsie Ku	IS Committee

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CITO FortiClient VPN Instruction

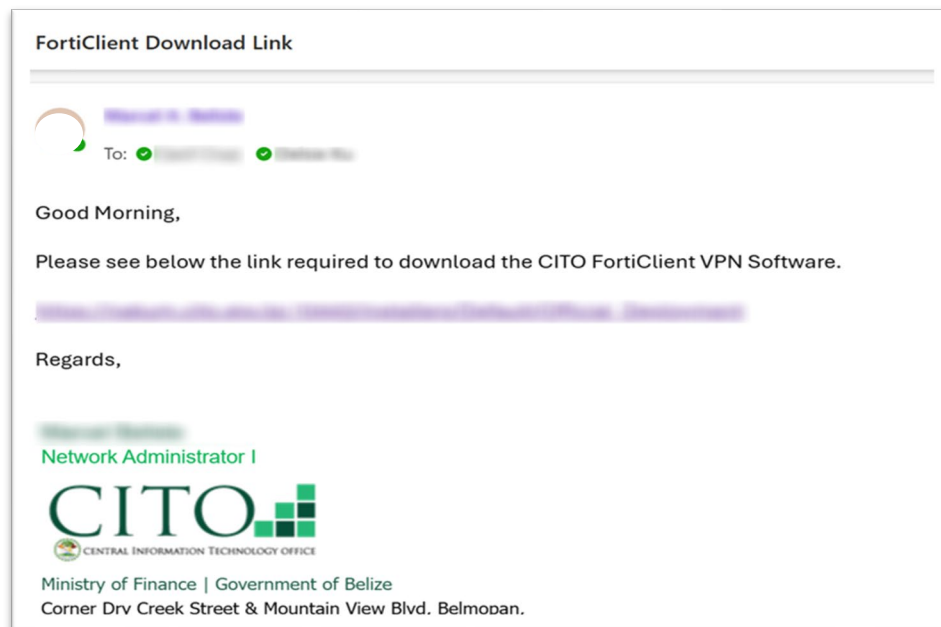
Here is how you can download and set up FortiClient VPN for secure remote access to the CITO internal network.

Please follow the instructions carefully to complete your setup.

Note: We highly recommend that you uninstall **Ivanti** and any other **FortiClient** applications that may be installed on your device before proceeding with the following setup. These applications can interfere with the successful setup and VPN connection.








Downloading FortiClient VPN

1. You will get an email to the address provided in the Teleworking form or email request, with the link to download the FortiClient VPN software.



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- To download the right software, choose the option that matches your computer's operating system.

	Name	Last modified	Size
	 Parent Directory		-
 Windows	 FortiClientSetup_7.4.3_x64.exe	2025-06-23 15:33	284M
 Linux	 FortiClient_7.4.3.deb	2025-06-23 15:32	231M
 Mac OS	 FortiClient_7.4.3.dmg	2025-06-23 15:31	405M

Note: The following instructions are specific to Windows installations. If you are using Linux or MacOS, the installation process may differ. For assistance, please contact network.support@cito.gov.bz.

- Wait for the installation file to complete downloading.

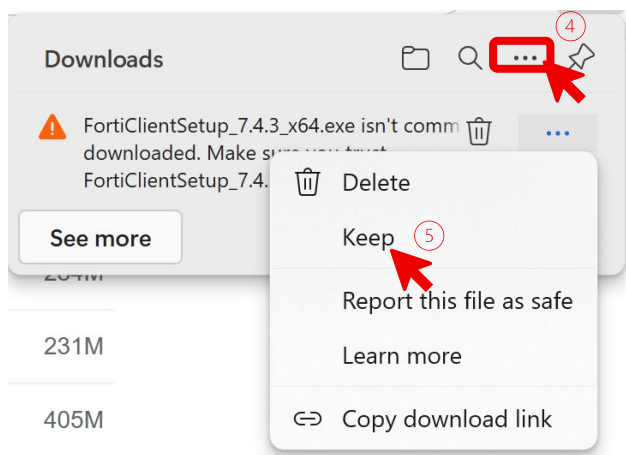


Important: You may encounter a download error when attempting to install the FortiClient VPN application, depending on your web browser and its security settings. If this is NOT the case, you can skip to [Installation of the Application](#).

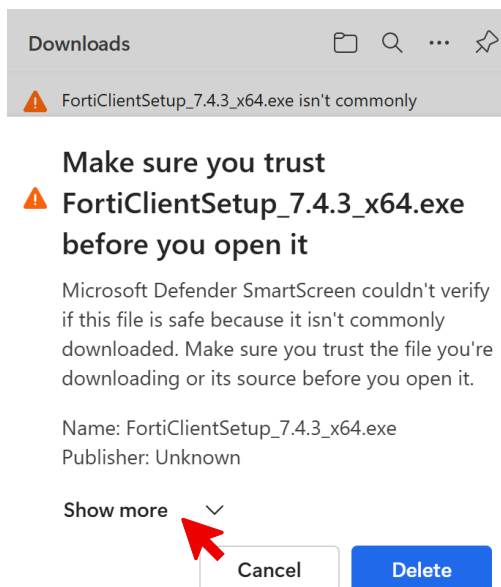
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In case of a download error, complete the following steps:

4. Click the three dots (...) on the right-hand side of the error message to expand the menu.
5. Click on **Keep**.



6. When prompted again, click **Show More** to expand the details.



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7. With the additional details visible, click **Keep Anyway** to confirm the download. The download will begin on its own.

FortiClientSetup_7.4.3_x64.exe
before you open it

Microsoft Defender SmartScreen couldn't verify if this file is safe because it isn't commonly downloaded. Make sure you trust the file you're downloading or its source before you open it.

Name: FortiClientSetup_7.4.3_x64.exe
Publisher: Unknown

Show less ^

[Keep anyway](#)

[Report this app as safe](#)

[Learn more](#)

Cancel

Delete

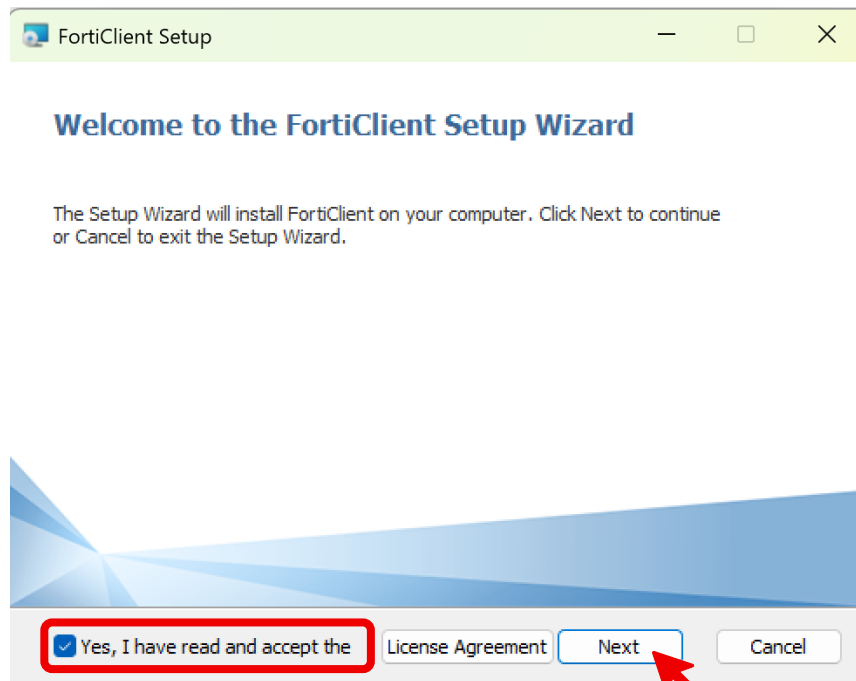
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Installing and Launching FortiClient VPN

8. Run the installer by double-clicking the file you just downloaded.

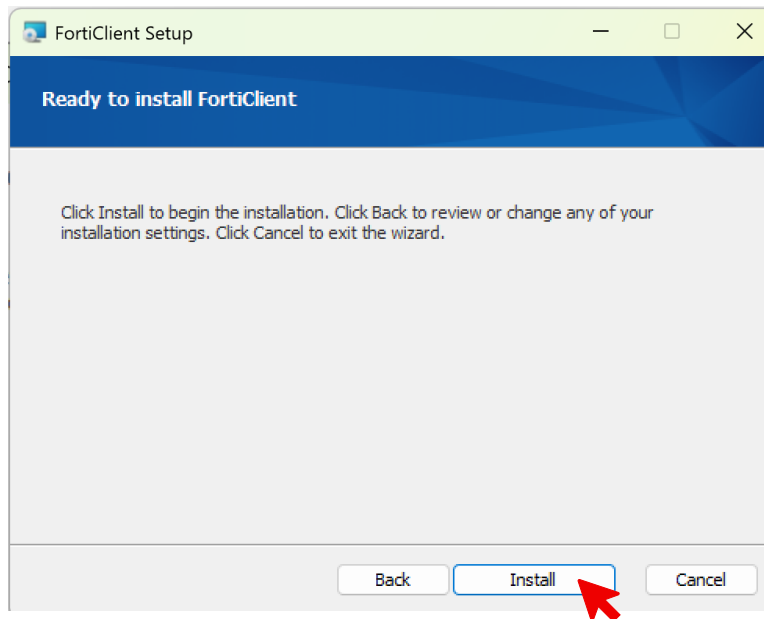


9. Choose **Yes, I accept**, then click **Next** to begin installing the software.

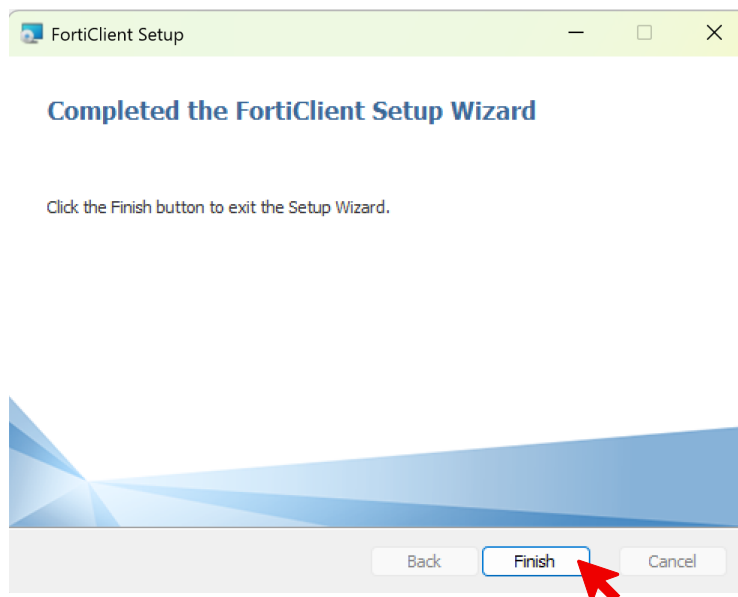


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10. Follow the prompts to install the software.

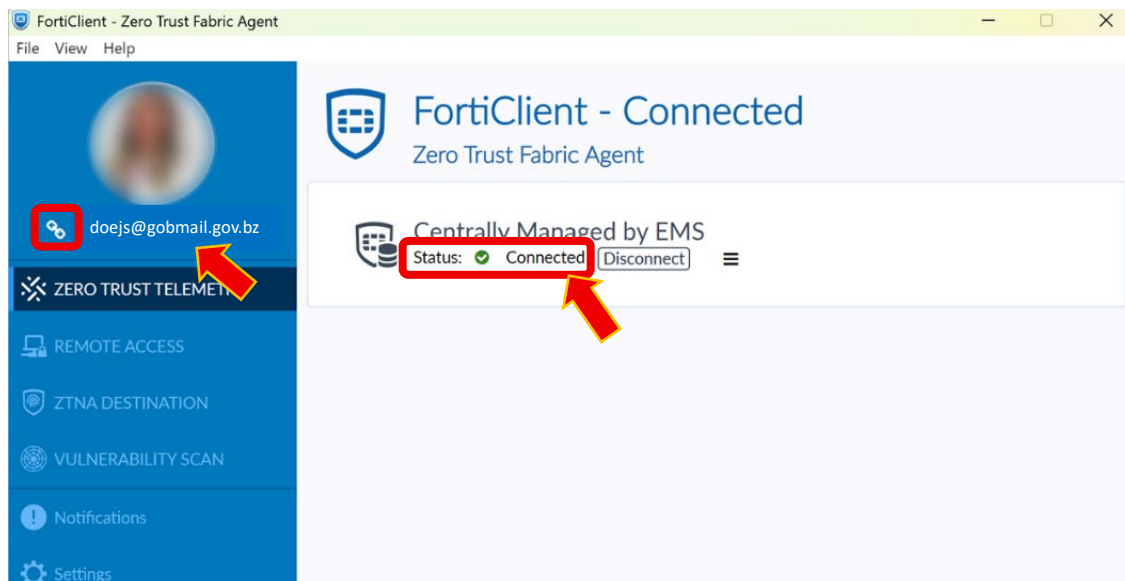


11. When the installation finishes, click **Finish** to complete the setup.



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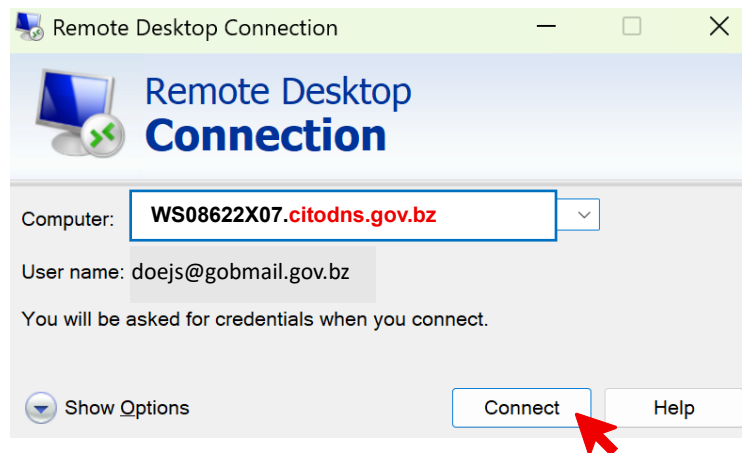
12. To launch the newly installed software, in the search bar, type the name of the software **FortiClient**, then click on it to open.
13. After opening the software, you will arrive at the homepage.
14. Confirm successful connection by looking for the following indicators:
 - i. A link icon will appear next to your account information.
 - ii. The status will have **Connected**.



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Launching Remote Desktop Connection

15. Open the *Remote Desktop Connection* application to proceed.
16. In the **Computer Name** field, enter your workstation number followed by **citodns.gov.bz** – as shown in the image below.
17. Click **Connect** to proceed with the remote connection.

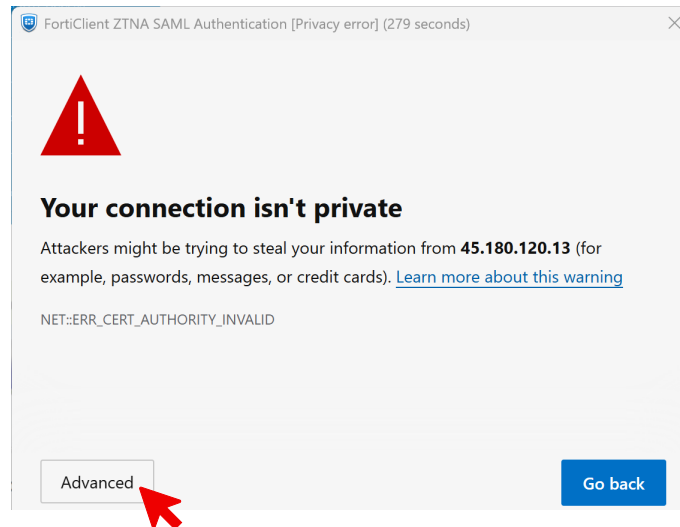


*Note: If the workstation number isn't working, you can also connect using your workstation's **IP address**. You will find this displayed on your desktop background, as shown below.*

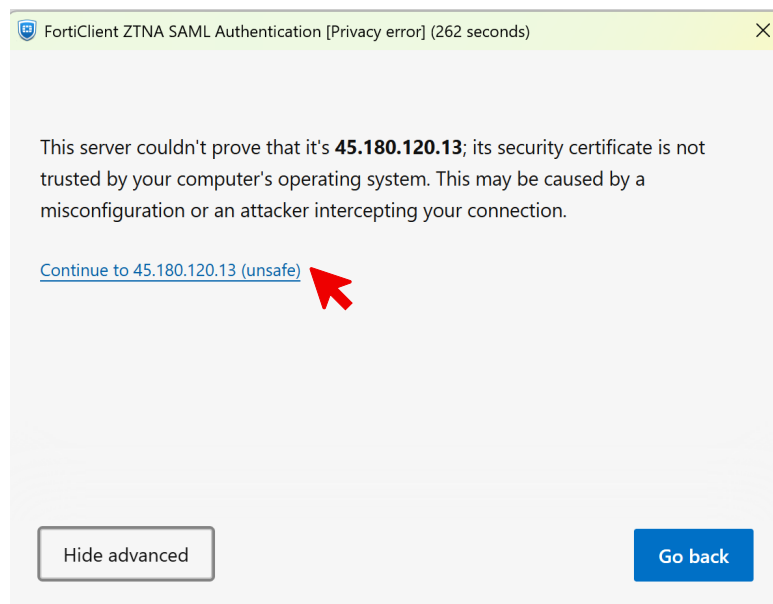


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18. When the authentication alert appears, click **Advanced** to move forward.



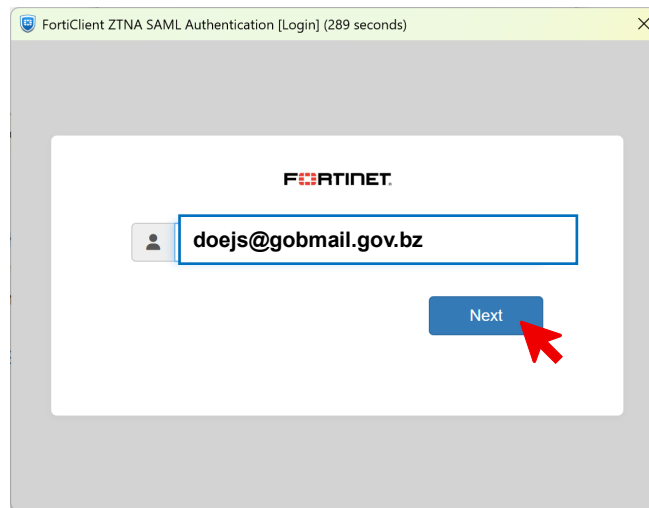
19. Click **Continue to 45.180.120.13...** to complete the authentication and proceed with the connection.



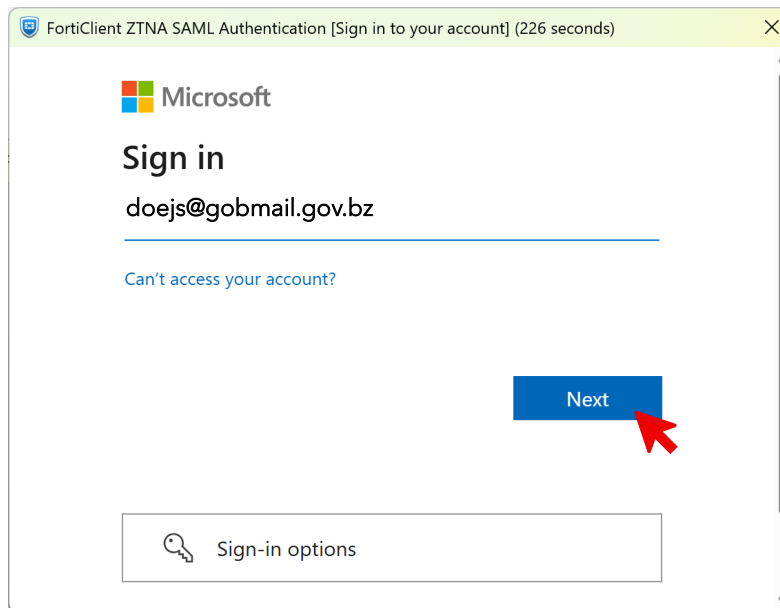
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20. The FortiClient Authentication Login page will be displayed.

21. Type in your *Microsoft username* and click **Next**.

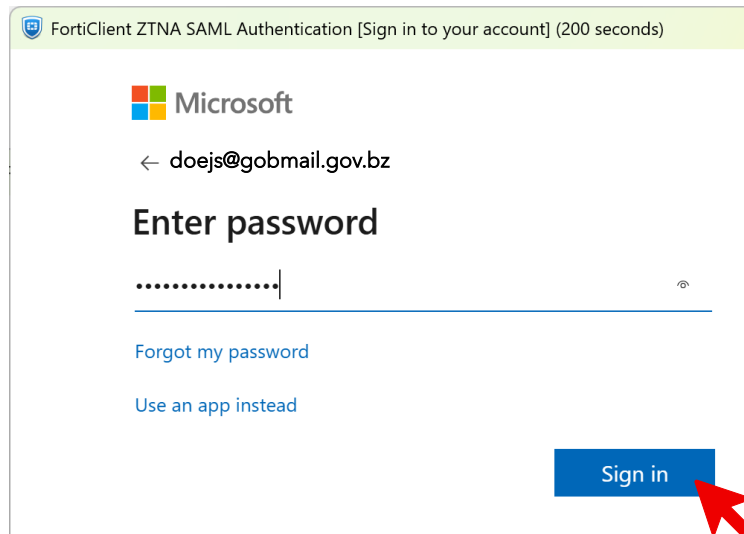


22. The Microsoft Login page will be displayed. Once again, type in your *Microsoft username* and click **Next**.

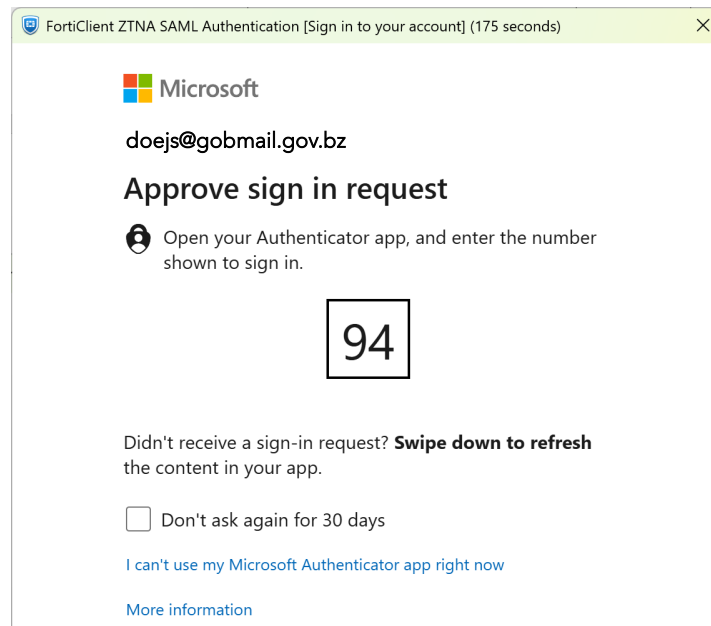


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23. Enter your Microsoft *password* and click **Sign In**.

A screenshot of a web browser window titled "FortiClient ZTNA SAML Authentication [Sign in to your account] (200 seconds)". The page displays the Microsoft logo at the top. Below it, the email address "doejs@gobmail.gov.bz" is shown with a back arrow. The main heading is "Enter password". There is a password input field with dots and a toggle icon. Below the field are two links: "Forgot my password" and "Use an app instead". At the bottom right, there is a blue "Sign in" button with a red arrow pointing to it.


24. When prompted use the *Microsoft Authenticator app* to verify your identity.

A screenshot of a web browser window titled "FortiClient ZTNA SAML Authentication [Sign in to your account] (175 seconds)". The page displays the Microsoft logo at the top. Below it, the email address "doejs@gobmail.gov.bz" is shown. The main heading is "Approve sign in request". Below the heading, there is a prompt: "Open your Authenticator app, and enter the number shown to sign in." followed by a large box containing the number "94". Below this, there is a text: "Didn't receive a sign-in request? **Swipe down to refresh** the content in your app." followed by a checkbox labeled "Don't ask again for 30 days". At the bottom, there are two links: "I can't use my Microsoft Authenticator app right now" and "More information".

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25. Once authenticated, click **Yes** when asked if you want to stay signed in.

FortiClient ZTNA SAML Authentication [Sign in to your account] (153 seconds)

 **Microsoft**

doejs@gobmail.gov.bz

Stay signed in?

Do this to reduce the number of times you are asked to sign in.


☐ Don't show this again

No

Yes

26. When the SAML login portal appears, click **Login** to proceed.

FortiClient ZTNA SAML Authentication [SAML Login portal] (133 seconds) X

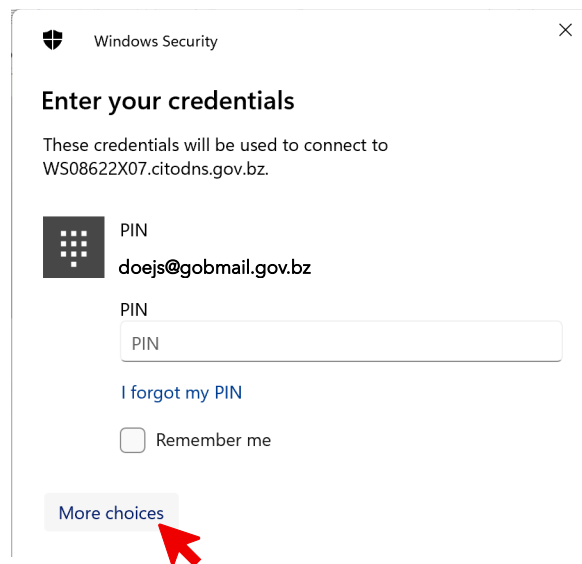


SAML login portal

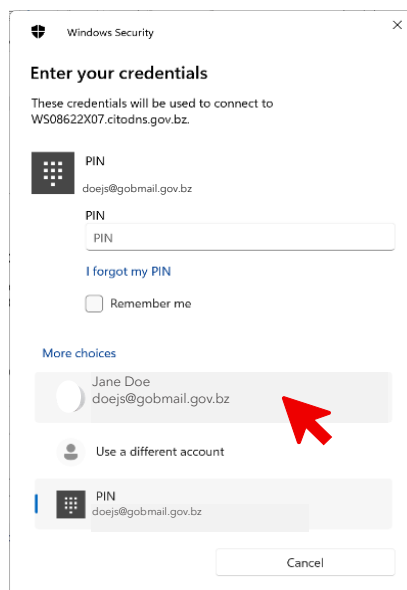
Login

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27. When the Windows Credential dialog box appears, click **More choices** to display additional login options.

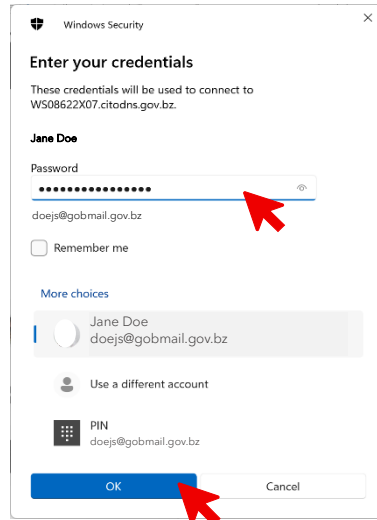


28. Under *More Choices*, select **your** username.

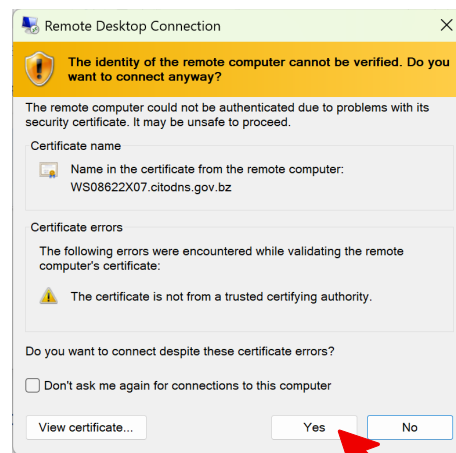


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29. When prompted, type in your Microsoft *password*. Then click **OK**.



30. When the *Remote Desktop Connection* security alert appears, click **Yes** to continue.



31. Once the Remote Desktop session launches successfully, you are now connected to your remote workstation.

If you encounter any issues or need further assistance, please contact our Network Administrators at network.support@cito.gov.bz.