"PERSONNEL VPN" USER: "HOW TO" GUIDE

1 How to apply for the "Personnel VPN" Service

1.   **Log a Support Portal** call with the following information:

- VPN access

- Your manager's name and university number.

- Your name and university number.

2.   Campus IT will make contact and notify you whether the application was successful or not. If approved, IT Campus will provide the details of the where to get the software.

2 VPN requirements

2.1 Five Requirements for access:

1.   Internet access via an external ISP (or the pcn network) must already be in place. The VPN makes a connection on top of the current Internet Connection.

2.   A Support Portal must have been logged and attach approval to the ticket created.

3.   The VPN-Installer software must be loaded. (If the pc is not connected to the LAN then copy the installer provided by Campus IT to a flash/external drive (it is also available here: https://intranet.nwu.ac.za/fortinet-vpn (via the internet)).

4.   The pc must be up to date regarding Microsoft Windows Security Updates. Make sure your Windows Update service is running and that you are updated regularly. Installation of the "Personnel VPN" Software: FortiClientSetup_64bit.exe

The installer has been built to configure all the settings required for access.

Save the executable, "FortiClientSetup_64bit.exe", to the pc's hard drive that will be used to make a VPN connection. (if not provided, get it from: **https://intranet.nwu.ac.za/fortinet-vpn**). Execute the installer. The installation is a silent install and will not prompt for anything. When its finished you will see the following icon appear on the desktop.

3 How to access the NWU network from outside the campus

1. To remotely connect to the NWU network please use the FortiClient software.

   Note: if your machine does not have this icon on the desktop:

   You can install the software from our self-service tool:

   https://intranet.nwu.ac.za/fortinet-vpn

2. If you double-click on the shield icon the remote access screen loads by default. Simply type in your Personnel number and Network password, then click connect.
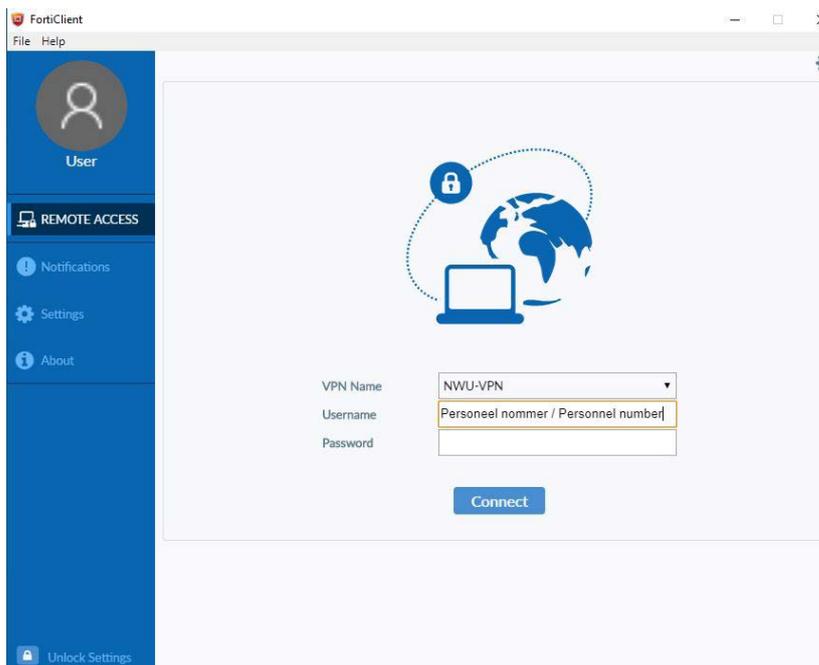
3. When connected a green icon is placed in the system tray:

4. You can disconnect by simply double-click on the shield icon and pressing disconnect on the remote access screen or you can right-click on the green system tray icon and select disconnect.
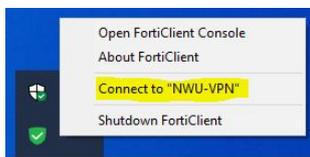
Take note: You also may need to give up to 30 seconds "set-up" time after the icon turns active for the full connection and access to be established.

5. All network related applications will be available e.g. Oracle etc.

4   Using MC4OES on VPN.

1. First right click on the MC4OES icon depicted in the screen shot below.

2. Click on OES Login

3. **First** fill in your **personnel number** and then click on "**Advanced**"
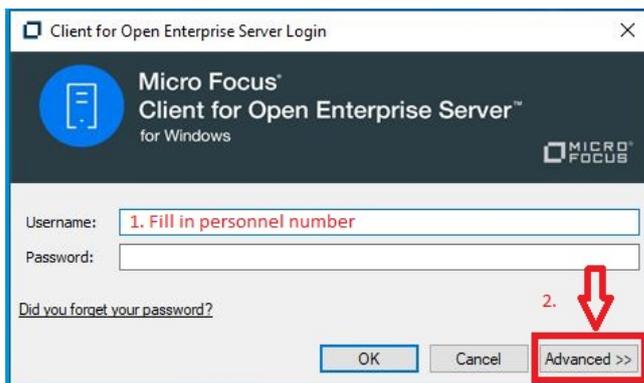
4. Under **Server** please full in **slp.p.nwu.ac.za**, after that you can carry on as normal.
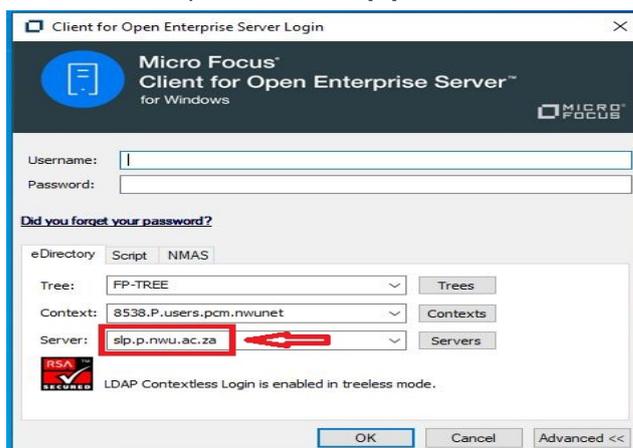
5. This change only needs to be done once, the program will remember the changes for future connections.

5   What if things go wrong?

Unfortunately, no after hour support is provided. Please contact the Campus IT during office hours and also log a Support Portal request for follow up by all relevant parties to resolve the is