Fixing your FortiClient VPN connection

Please follow the below steps to reset your VPN connection to access online library.

1. Double click on the FortiClient VPN icon on your desktop to launch it.



2. On your home page, click on the icon to the right of the VPN Name indicated by three small horizontal lines, and now click on 'Delete the selected connection'. This process is indicated below using arrows and their respective order.



3. The below pop-up window will appear. Select the 'Yes' option.

FortiClient - Zero Tru File View Help	ust Fabric	Agent					-		×
Fortio	Clien	t VPN			*	¢	•	•	
Upgrade to the full ve	Upgrade to the full version to access additional features and receive technical support.								
		Delete	A			×			
		VPIXIX	Do you really want to delete this connect Yes No Add a new connect Edit the selected con Con Delete the selected	on nnection connection					

4. Now click on the little lock symbol at the top right corner of your screen.



5. When the application prompts this window, click on 'Yes'.



6. Now, click on the settings button provided on the top ribbon of your screen.



7. Here, click on 'Restore'.

File View Help FortiClient VPN Upgrade to the full version to access additional features and receive technical support. - System Backup or restore a configuration Backup restore a configuration Log ging Log Level Information ▼ Log file Export logs - VPN Options □ Preferred DTLS Tunnel □ Do not modify internal browser cookies □ Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for FortiClient Internal Clear Cookies Action for FortiClient Internal Clear Cookies Action for FortiClient Internal Browser Cookies	FortiClient - Zero Trust Fabric Agent		_		\times
FortiClient VPN Upgrade to the full version to access additional features and receive technical support. - System Backup or restore a configuration Backup restore - Logging Log tile Export logs Clear logs - VPN Options Do not modify internal browser cookies Do not warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn v	File View Help				
Upgrade to the full version to access additional features and receive technical support. - System Backup or restore a configuration Backup Restore - Logging Log Level Log file Export logs Clear logsVPN Options On to modify internal browser cookies Do not Warn Invalid Server Certificate -Advanced Action for FortiClient Internal Browser Cookies Action for FortiClient Internal Browser Cookies Action for FMS invalid certificates Warn - Internal Browser Cookies Internal Browser Cookies Bro	FortiClient VPN	*	٠	!	i
 System Backup or restore a configuration Backup Restore Logging Log Level Information Log file Export logs Clear logs On ont modify internal browser cookies Do not Warn Invalid Server Certificate Advanced Action for FortiClient Internal Browser Cookies Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn Enable Single Sign-On mobility agent Action Action Action Single Sign-On mobility agent Action Action Single Sign-On mobility agent Action Acti	Upgrade to the full version to access additional features and receive technical support.				
 System Backup or restore a configuration Backup Restore Log ging Log Level Log file Export logs Clear logs On ot modify internal browser cookies Do not Warn Invalid Server Certificate Advanced Action for FortiClient Internal Browser Cookies Action for FortiClient Internal Clear Cookies Action for EMS invalid certificates Warn v Enable Single Sign-On mobility agent Action Action Action Single Sign-On mobility agent Action Action Single Sign-On mobility agent Action Single Sign-On mobility agent Action Action Action Single Sign-On mobility agent Action Actio					
Backup or restore a configuration Backup Restore Logging Log Level Log file Export logs Clear Logs - VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for FMS invalid certificates Warn v Enable Single Sign-On mobility agent	- System				
Logging Log Level Log file Export logs Clear logs - VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn v Enable Single Sign-On mobility agent	Backup or restore a configuration Backup Restore				
 Logging Log Level Information Log file Export logs Clear logs - VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn Log Example Cookies Action for EMS invalid certificates Warn Warn Clear Cookies Action for EMS invalid certificates Varn Action for EMS invalid certificates Varn Clear Cookies Action for EMS invalid certificates Varn Clear Cookies Action for EMS invalid certificates Clear Cookies Clear Cookies Action for EMS invalid certificates Clear Cookies Clear Cookies Action for EMS invalid certificates Clear Cookies Action for EMS invalid certificates Clear Cookies Clear Cookies Action for EMS invalid certificates Clear Cookies					
Log Level Information ~ Log file Export logs - VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn ~ Enable Signe Sign-On mobility agent	- Logging				
Log file Export logs - VPN Options	Log Level Information V				
 VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate Advanced Action for FortiClient Internal Browser Cookies Browser Cookies Action for EMS invalid certificates Warn v Enable Single Sign-On mobility agent 	Log file Export logs Clear logs				
 VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate Advanced Action for FortiClient Internal Browser Cookies Browser Cookies Action for EMS invalid certificates Warn v Enable Single Sign-On mobility agent 					
□ Preferred DTLS Tunnel □ Do not modify internal browser cookies □ Do not Warn Invalid Server Certificate - Advanced Action for FortiClient Internal Browser Cookies Clear Cookies Action for EMS invalid certificates Warn ▼ □ Enable Sign-On mobility agent	- VPN Options				
 □ Do not modify internal browser cookies □ Do not Warn Invalid Server Certificate □ Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates □ Warn ▼ □ Enable Single Sign-On mobility agent 	Preferred DTLS Tunnel				
Do not Warn Invalid Server Certificate Action for FortiClient Internal Clear Cookies Browser Cookies Action for EMS invalid certificates Warn ▼ Enable Single Sign-On mobility agent	Do not modify internal browser cookies				
Advanced Action for FortiClient Internal Clear Cookies Browser Cookies Action for EMS invalid certificates Warn ▼ □ Enable Single Sign-On mobility agent	Do not Warn Invalid Server Certificate				
Action for FortiClient Internal Clear Cookies Browser Cookies Action for EMS invalid certificates Warn V Enable Single Sign-On mobility agent					
Browser Cookies Action for EMS invalid certificates Warn 💙 Enable Single Sign-On mobility agent	Action for FortiClient Internal Clear Cookies				
Action for EMS invalid certificates Warn Enable Single Sign-On mobility agent	Browser Cookies				
L Enable Single Sign-On mobility agent	Action for EMS invalid certificates Warn V				
	L Enable Single Sign-On mobility agent				

8. The window will prompt you to load the configuration file. Now, please select the downloaded configuration file attached in this email as shown below.

🖲 Open					×
$\leftarrow \ \ \rightarrow \ \ \checkmark \ \ \land$	<u>↓</u> >	Downloads	\sim	C	Search Downloads
Organize 🔹 Nev	v folder				≣ • 🔲 💡
A Home	1	Name			Date modified
	~	Yesterday			
Gallery		Modul VPN for Students.conf			4/22/2025 3:39 PM
> 🥌 Champaka - r	no >	Earlier this month			
	- ' >	Earlier this year			
E Desktop	* >	A long time ago			
🛓 Downloads	*				
Documents	*				
Pictures	*				
~				_	
F	ile <u>n</u> ame:	Modul VPN for Students.conf		~	configuration files \sim
					<u>O</u> pen Cancel

9. The file you selected in the previous step will automatically be loaded. In the password field, please type 123456789 and click on OK.

FortiClient - Zero Trust Fabric Agent File View Help		—		\times
FortiClient VPN	ñ	٥	!	1
Upgrade to the full version to access additional features and receive technical support.				
- System Backup or restore a configuration File Password OK Cancel				
Logging Log Level Information → Log file Export logs Clear logs				
VPN Options Preferred DTLS Tunnel Do not modify internal browser cookies Do not Warn Invalid Server Certificate				
Advanced Action for FortiClient Internal Browser Cookies Action for EMS invalid certificates Warn ▼ Enable Single Sign-On mobility agent				

10.After about 10-15 seconds, a pop-up window as shown below will appear. Now, click on OK.

FortiClient - Zero Tru	it Fabric Agent		_		\times
File View Help	Client VPN	*	٥	0	•
Upgrade to the full ver	sion to access additional features and receive technical support.				
	Information				_
- System Backup or rest	Configuration restored successfully				
- Logging Log Level	ок				
VPN Options Preferred E Do not more Do not Was	TLS Tunnel Ify internal browser cookies n Invalid Server Certificate				
Advanced Action for Fort Browser Cooki Action for EMS D Enable Sing	Client Internal Clear Cookles s invalid certificates Warn V le Sign-On mobility agent				

11. Your FortiClient VPN application is ready. Now, click on Connect.

FortiClient - Zero Trust Fabric Agent		_	\times
File View Help			
FortiClient VPN	*	٠	i
Upgrade to the full version to access additional features and receive technical support.			
VPN Name VDN Name			

12. You will be prompted to sign in with your Modul email address and password, including multifactor authentication. Continue signing in as you normally do.



FortiClient SAM	/L Authentication [Sign in to your account] (274 seconds)	×
	Comparison of the second s	
	Welcome to MODUL University Portal.	





13. When connected, your screen should look like this. You are now ready to browse through your online library.

9 FortiClient - Zero Trust Fabric Agent				-		\times
File View Help						
FortiClient VPN		A	•	!	i	•
Upgrade to the full version to access additional features and receive technical s	upport.					
VPN Connected	🕐					
VPN Name IP Address Username Duration Bytes Received Bytes Sent Disco	Modul VPN Students 20.20.20.10 938B504D54446038ADC7F8964B694 00:00:49 11.43 MB 219.26 MB nnect	A01				

14. You can also check if your VPN connection is active by clicking on the little arrow at the bottom right hand side of your screen. When connected, your FortiClient VPN will have a little yellow lock symbol on it and says Connected.



If you have trouble navigating any of the above steps, please feel free too reach out to us at <u>support@modul.ac.at</u> and we're happy to help.