

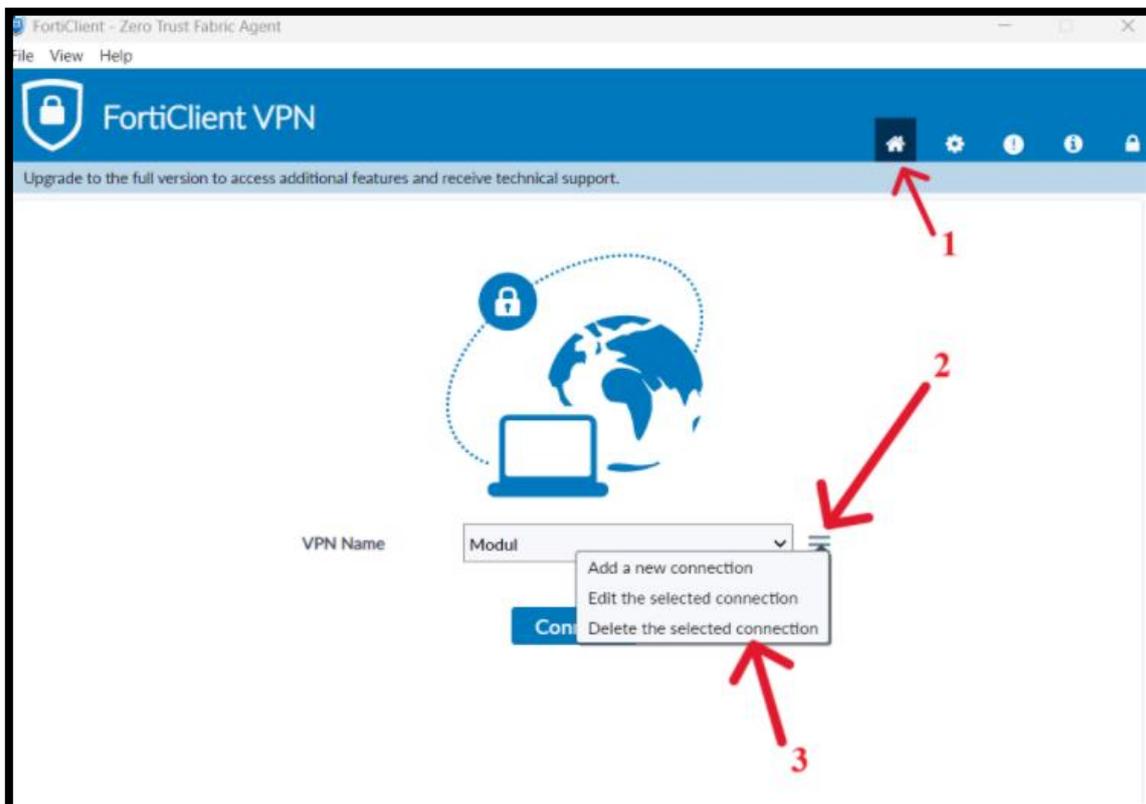
Fixing your FortiClient VPN connection

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

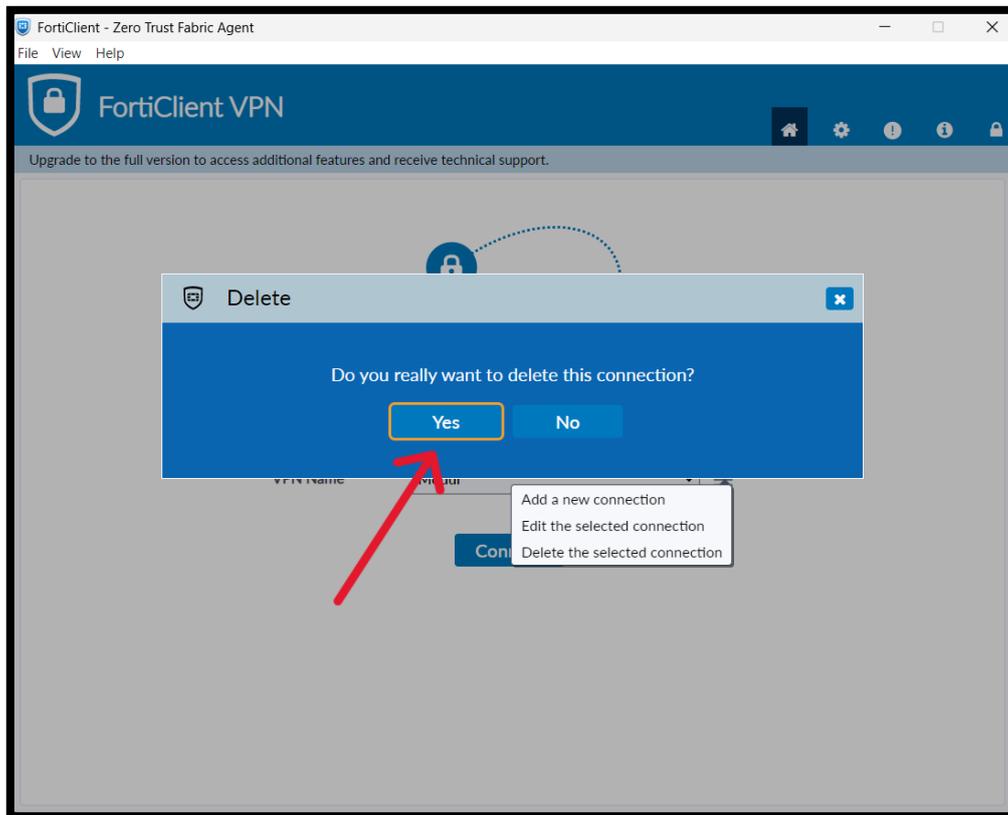
1. Double click on the FortiClient VPN icon on your desktop to launch it.



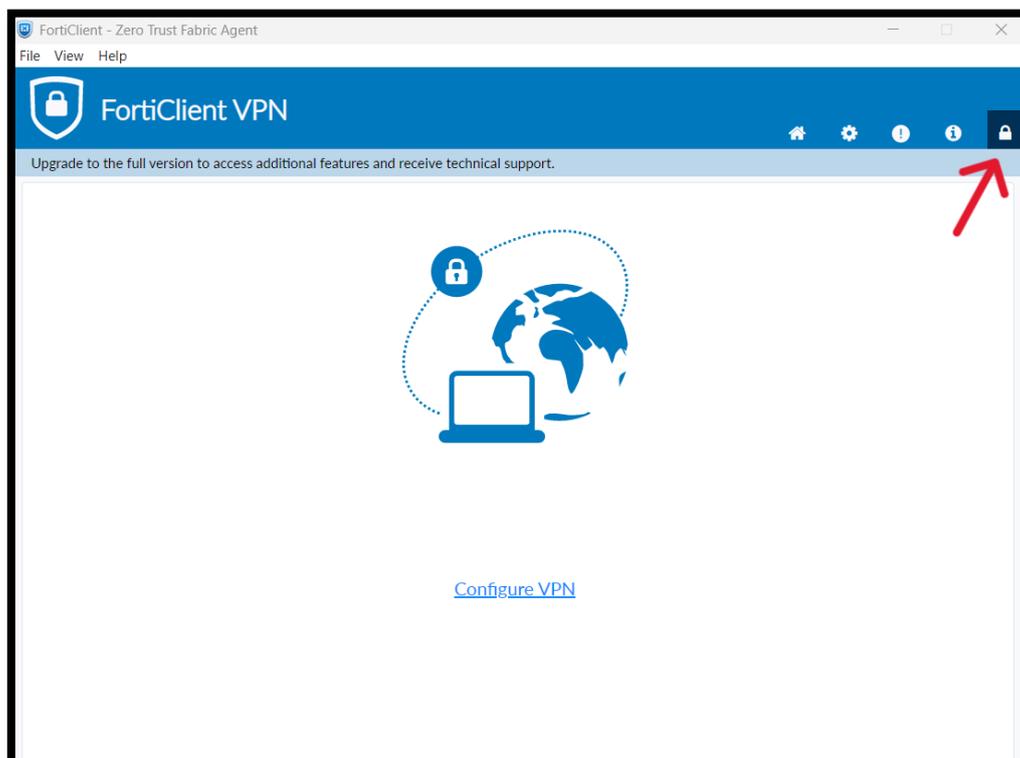
2. On your home page, click on the icon to the right of the VPN Name indicated by three small horizontal lines, and now click on 'Delete the selected connection'. This process is indicated below using arrows and their respective order.



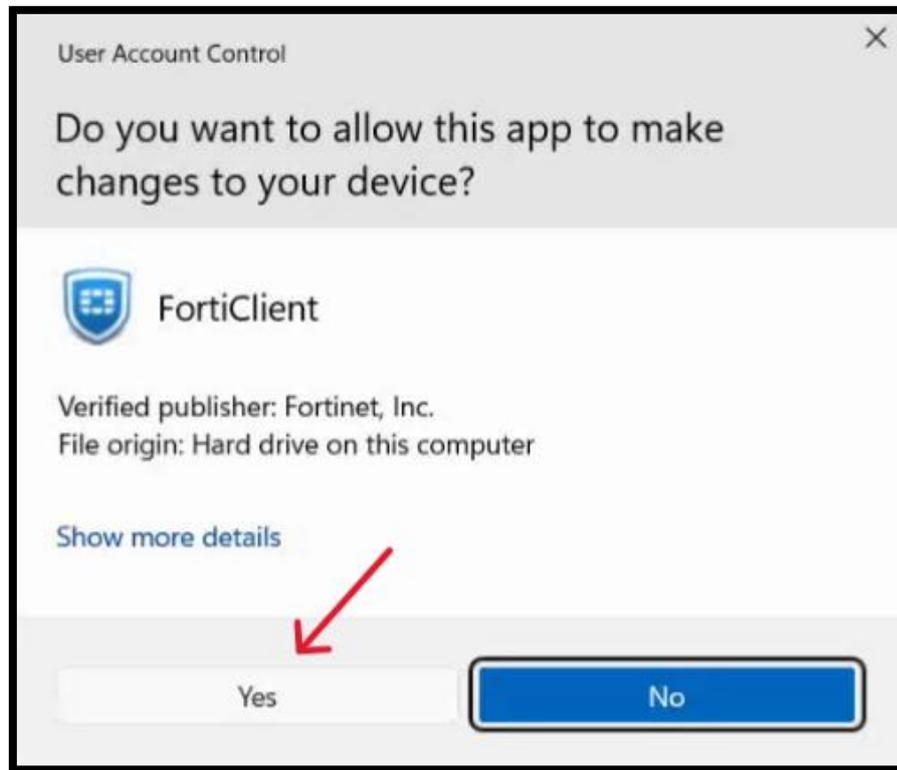
3. The below pop-up window will appear. Select the 'Yes' option.



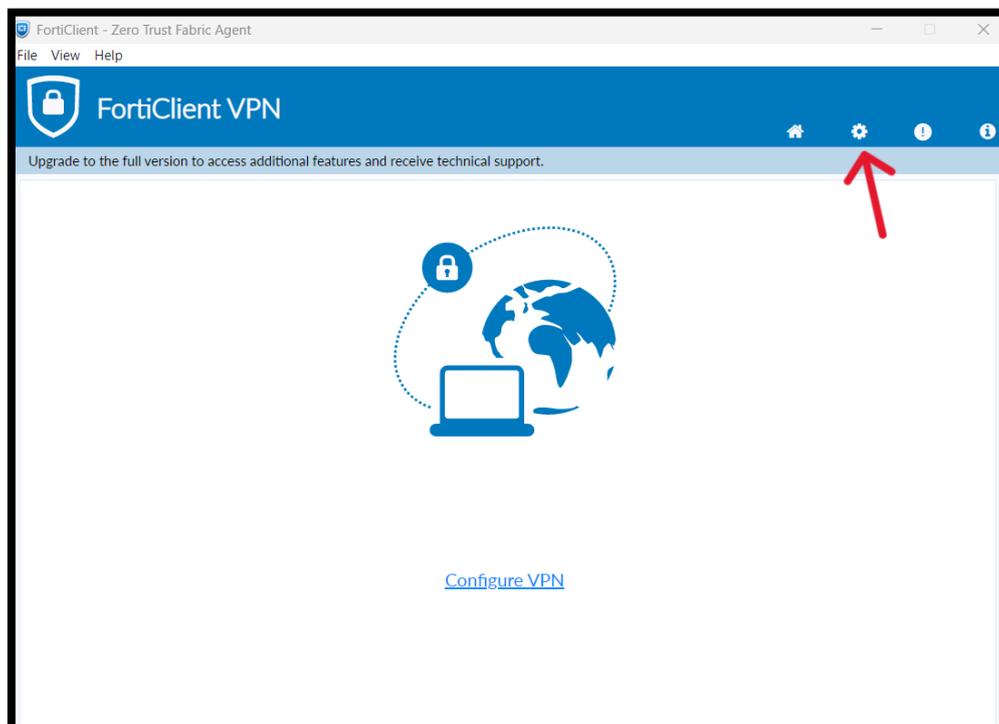
4. Now click on the little lock symbol at the top right corner of your screen.



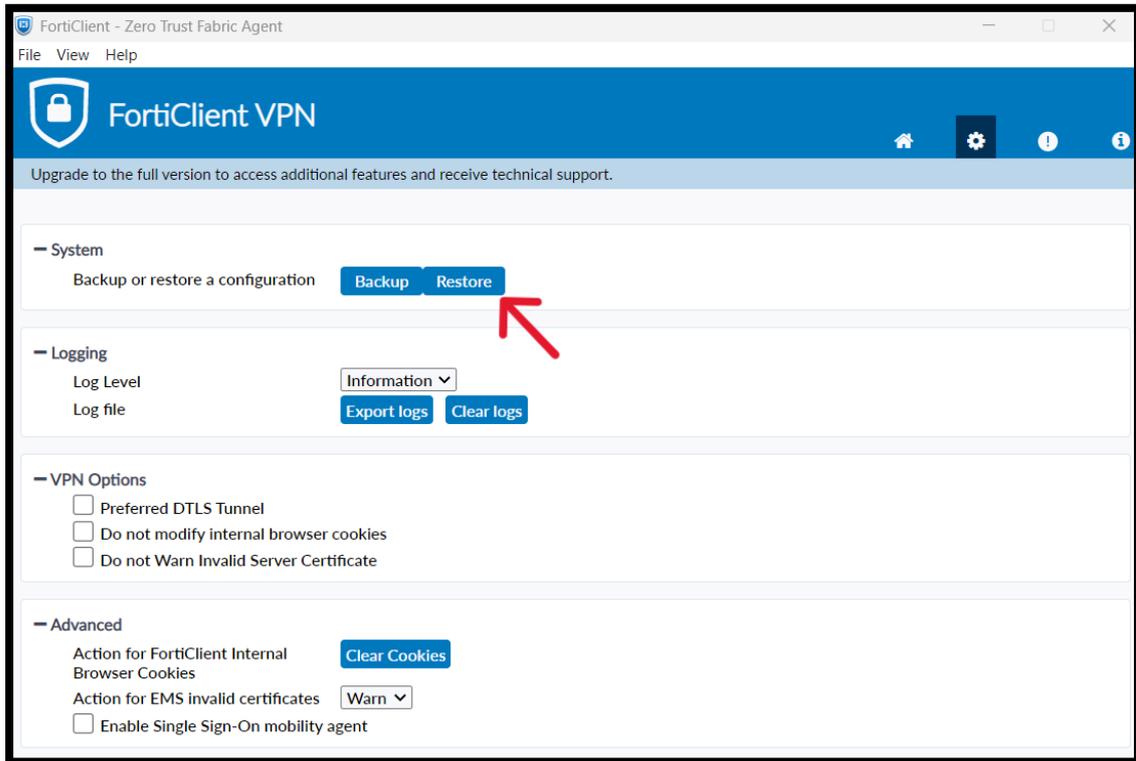
5. When the application prompts this window, click on 'Yes'.



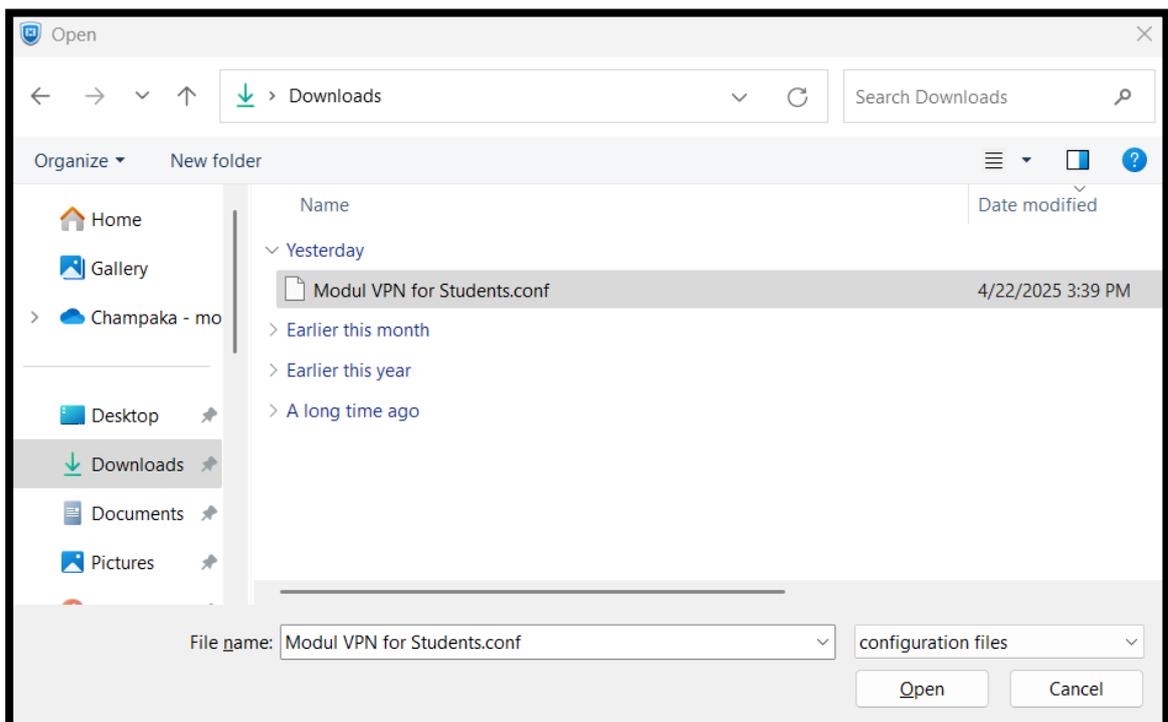
6. Now, click on the settings button provided on the top ribbon of your screen.



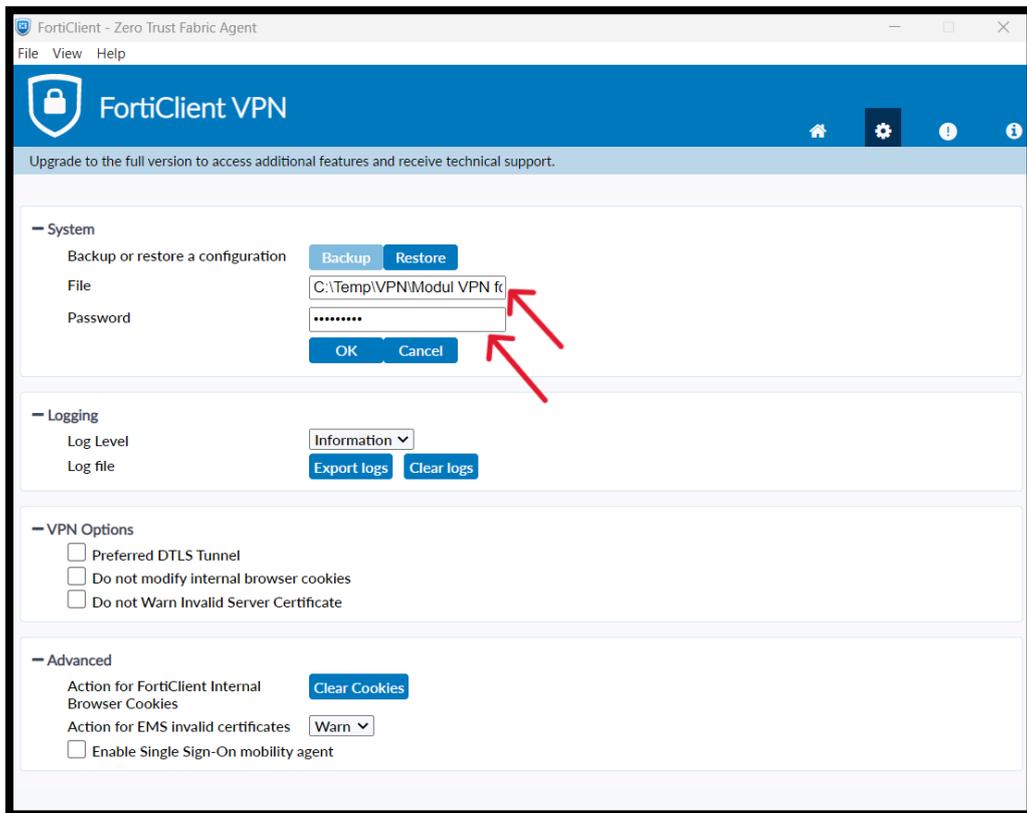
7. Here, click on 'Restore'.



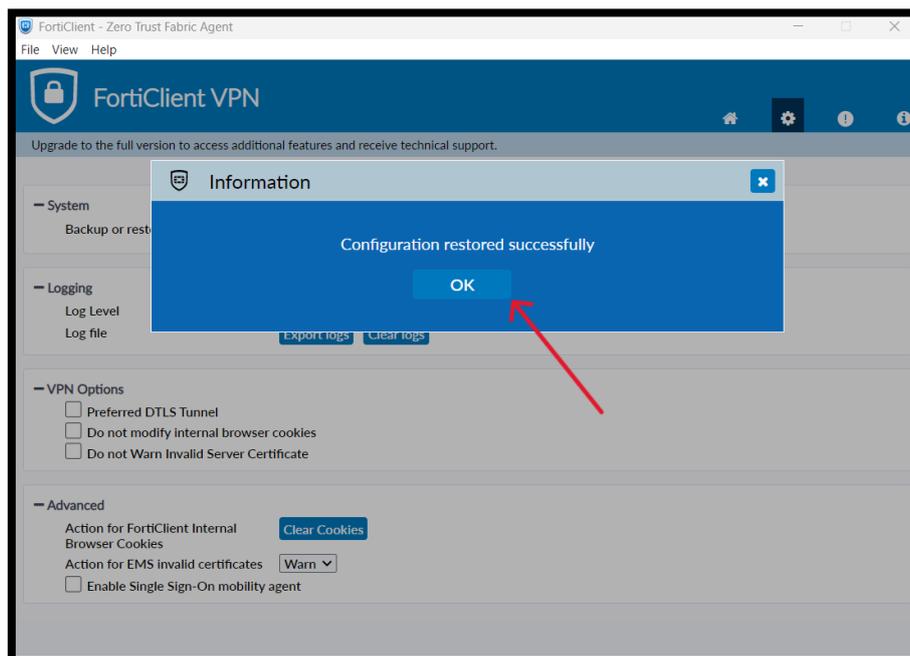
8. The window will prompt you to load the configuration file. Now, please select the downloaded configuration file attached in this email as shown below.



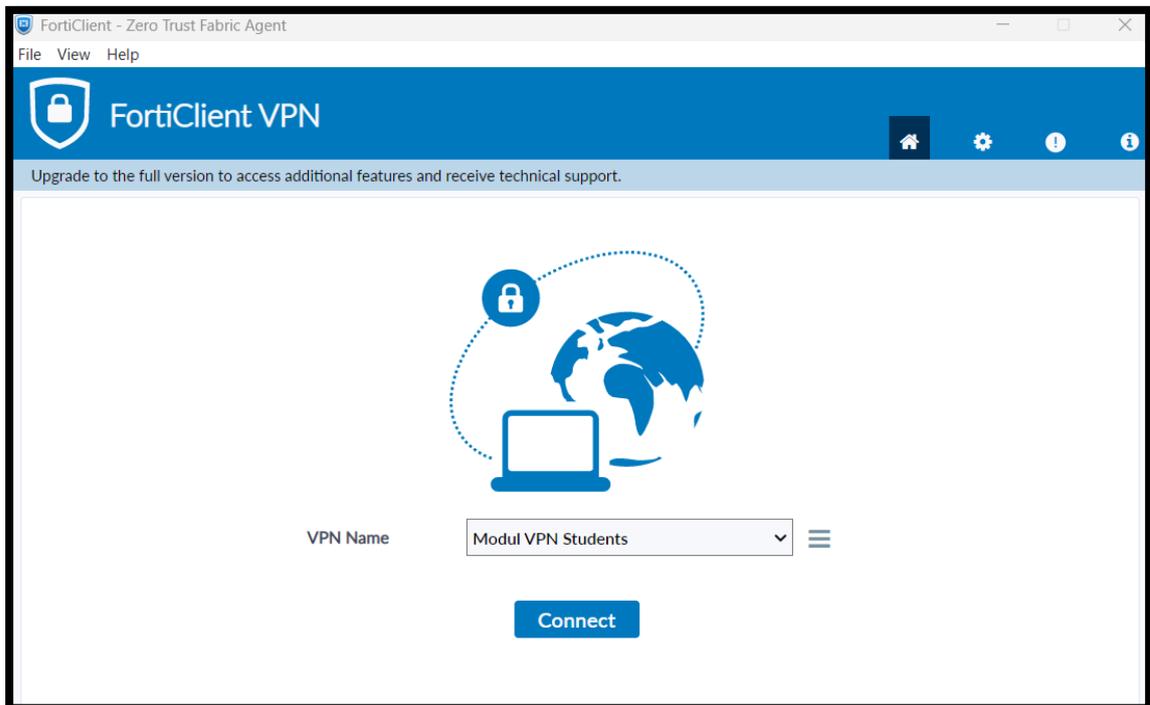
9. The file you selected in the previous step will automatically be loaded. In the password field, please type 123456789 and click on OK.



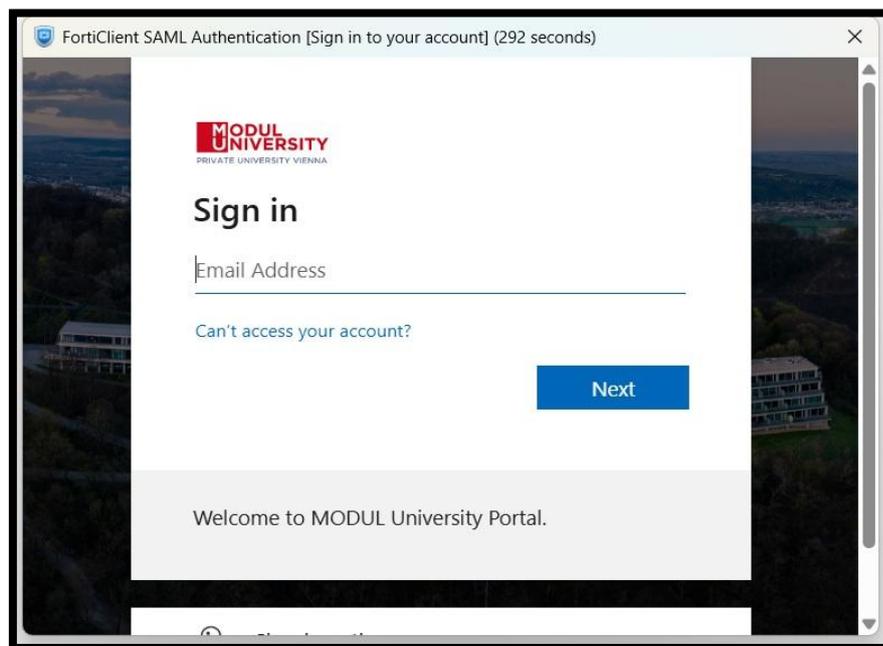
10. After about 10-15 seconds, a pop-up window as shown below will appear. Now, click on OK.

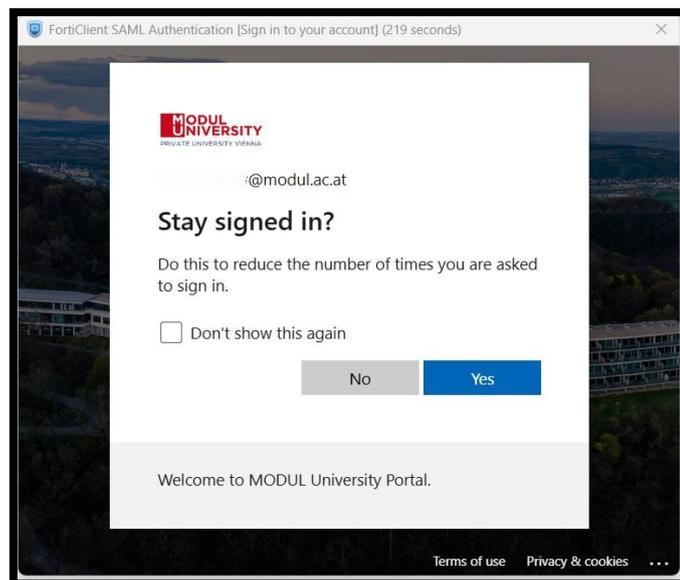
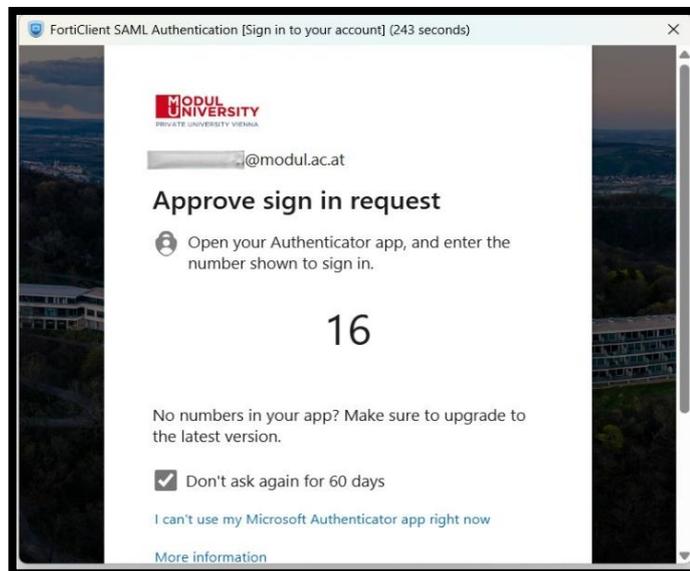
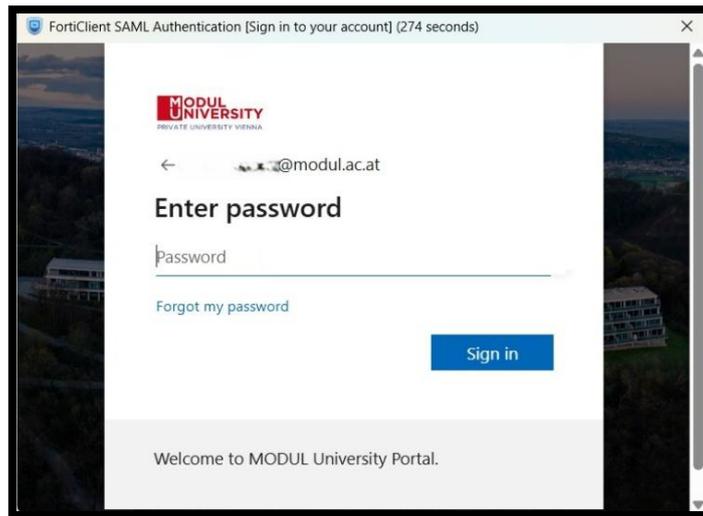


11. Your FortiClient VPN application is ready. Now, click on Connect.

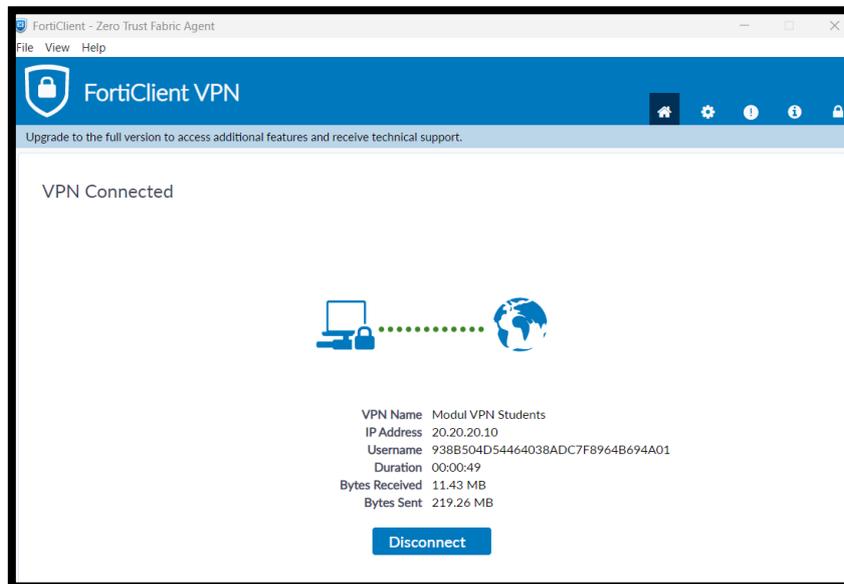


12. You will be prompted to sign in with your Modul email address and password, including multifactor authentication. Continue signing in as you normally do.

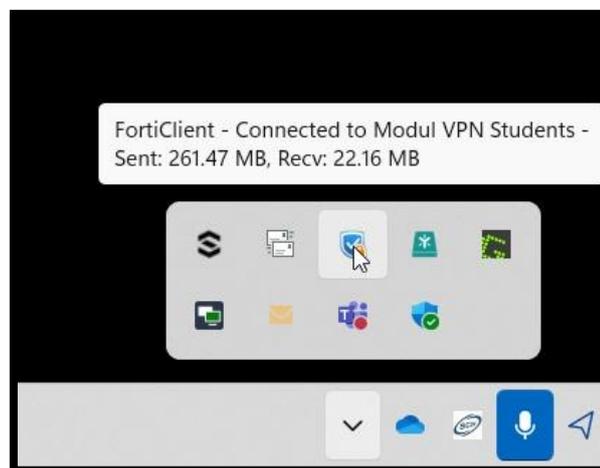




13. When connected, your screen should look like this. You are now ready to browse through your online library.



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 support@modul.ac.at and we're happy to help.
