



VPN CONNECTION GUIDE

FOR

INTEGRATED CLOUD SERVICE FOR
WEB-BASED SCHOOL ADMINISTRATION AND MANAGEMENT
SYSTEM
(WEBSAMS)

Version: 4

May, 2024

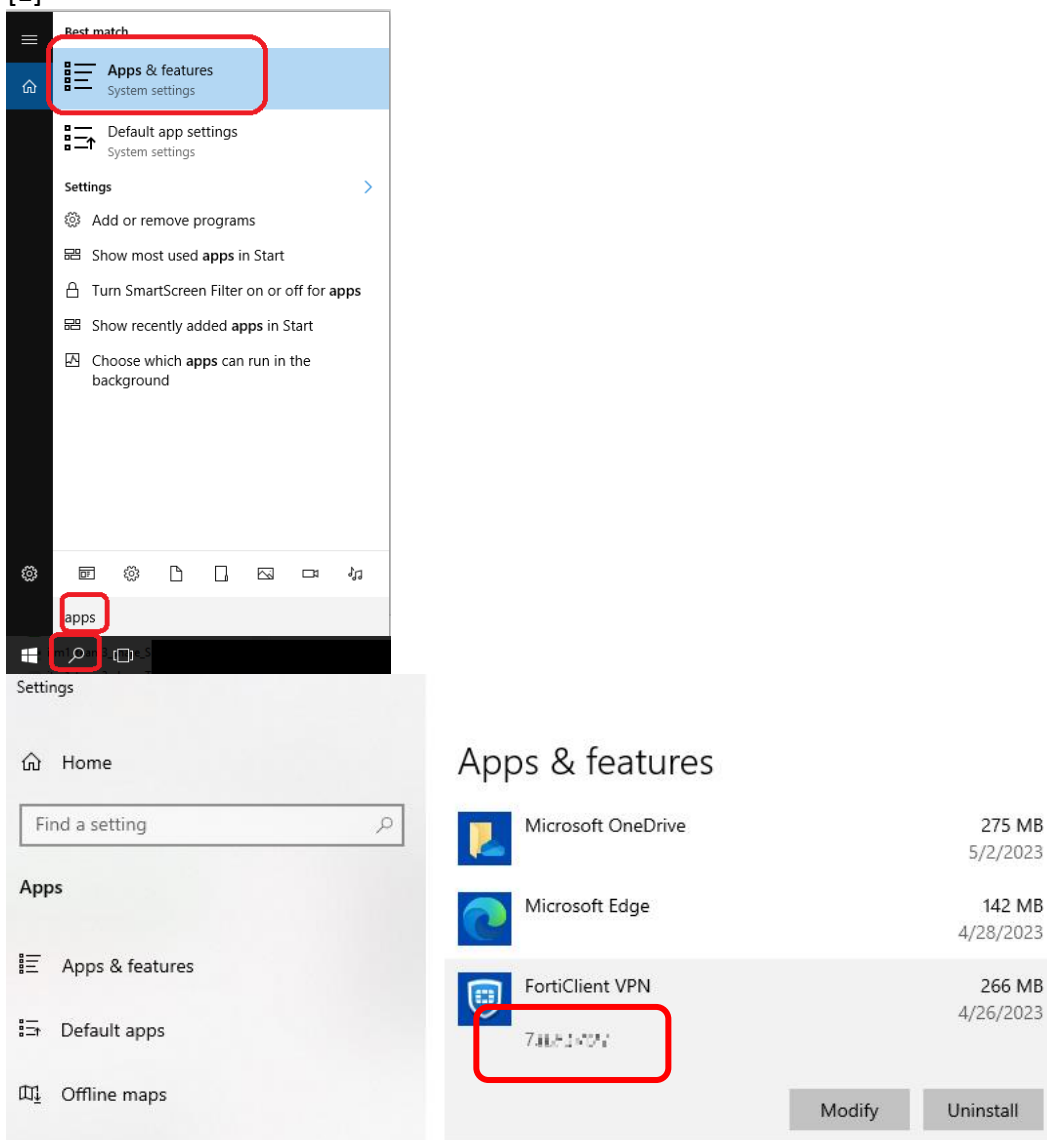
Table of Contents

1.	PREREQUISITE.....	2
2.	DOWNLOAD THE VPN CLIENT	4
3.	INSTALL THE VPN CLIENT FOR THE 1ST TIME.....	5
4.	UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION.....	7
5.	SET UP VPN CONFIGURATION	9
6.	GET THE VPN TOKEN.....	11
6.1	SOFTWARE TOKEN.....	11
6.1.1	<i>For Android Devices</i>	<i>12</i>
6.1.2	<i>For Apple iOS Devices</i>	<i>14</i>
6.1.3	<i>For Windows Devices.....</i>	<i>16</i>
7.	CONNECT VPN TO THE CLOUD	18
7.1	NORMAL CONNECTION PROCEDURE.....	18
7.2	BASIC TROUBLESHOOTING FOR CONNECTIVITY ISSUE.....	21
8.	CHANGE VPN PASSWORD (WHEN YOU STILL HAS THE ORIGINAL PASSWORD)	22
9.	RESET VPN PASSWORD (WHEN YOU LOST THE ORIGINAL PASSWORD)	24
10.	TRANSFER OF SOFTWARE TOKEN FROM OLD TO NEW DEVICE (AVAILABLE FOR ANDROID AND APPLE IOS DEVICE ONLY)	26
10.1	FOR ANDROID DEVICES	26
10.2	FOR APPLE IOS DEVICES.....	29

1. PREREQUISITE

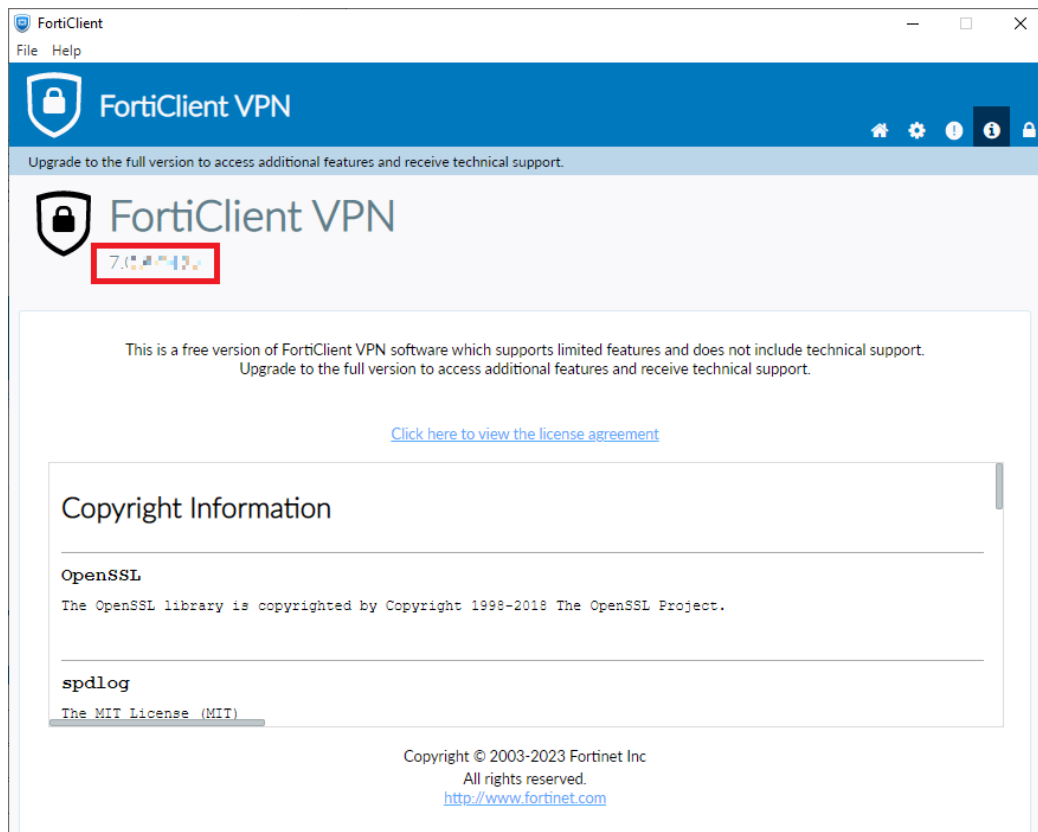
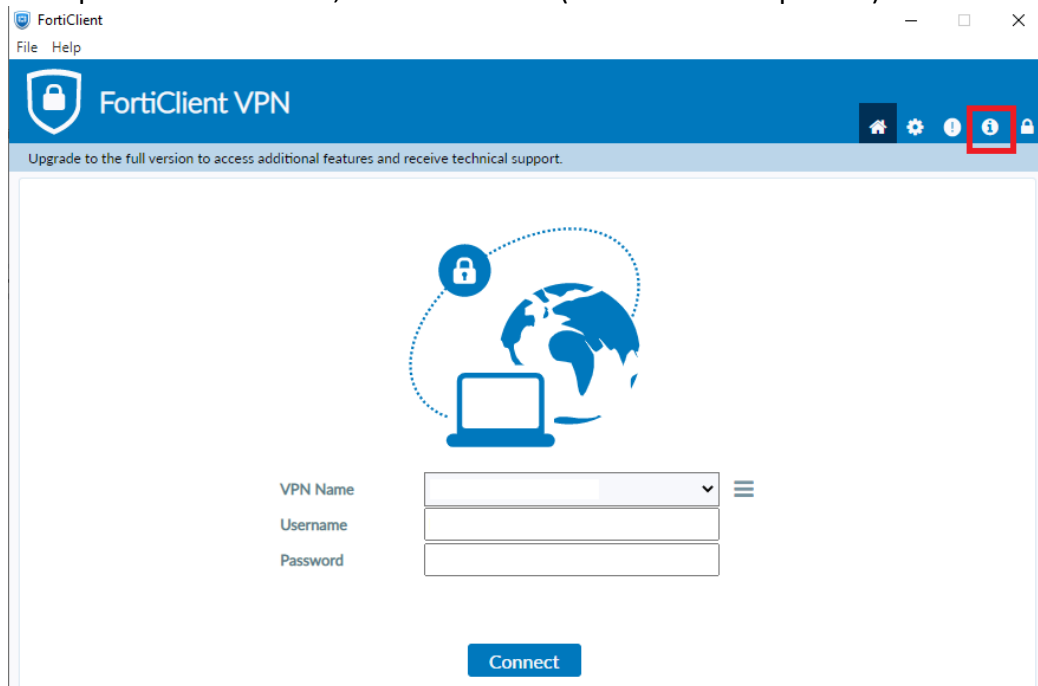
- Please install latest version of VPN client software – FortiClient. If you have installed it before, and are still using FortiClient 6.X or older version, please reinstall 7.X or above.
- Please always update the VPN client software – FortiClient to the latest version once available for the best security protection.
- FortiClient 7.X supports PC Operating Systems with Microsoft Windows 10 or above only.
- You can check the version of your installed FortiClient under Apps and Features on your Windows PC [1].
- Alternatively, you can open FortiClient software to check the installed version [2].
- The PC Operating Systems must have Internet access during the installation.

[1]



[2]

- Open FortiClient VPN, click the button (as shown in the picture).



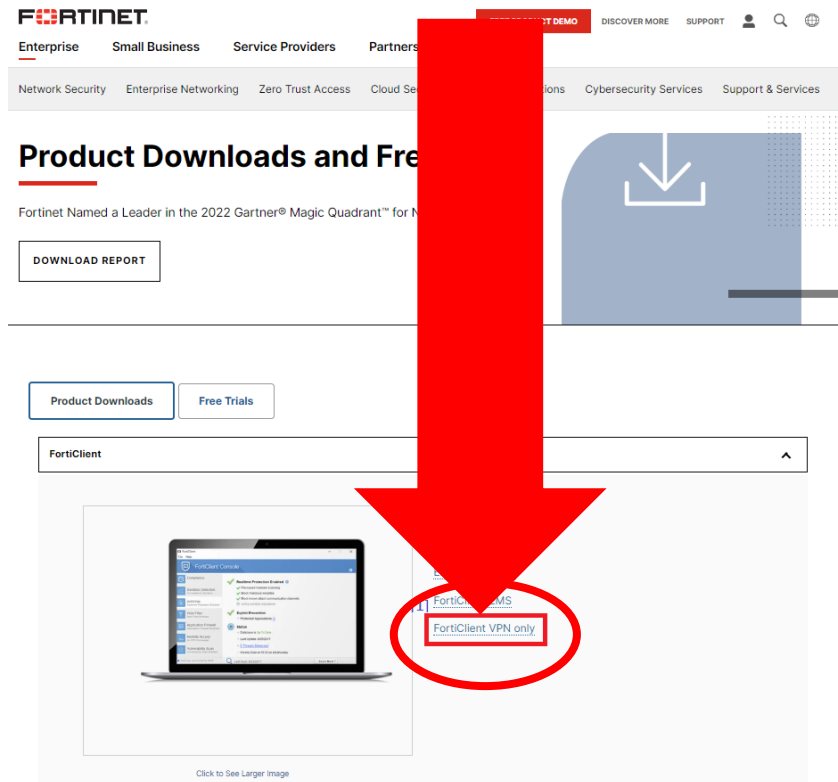
Note: If school has difficulty in finding the software version, school can seek help from Cloud Helpdesk.

<https://cdr.websams.edb.gov.hk/cloud/cloudcontact/>

2. DOWNLOAD THE VPN CLIENT

1. On the Windows PC if you wish to connect VPN, download the VPN Client installation program at <https://www.fortinet.com/support/product-downloads>

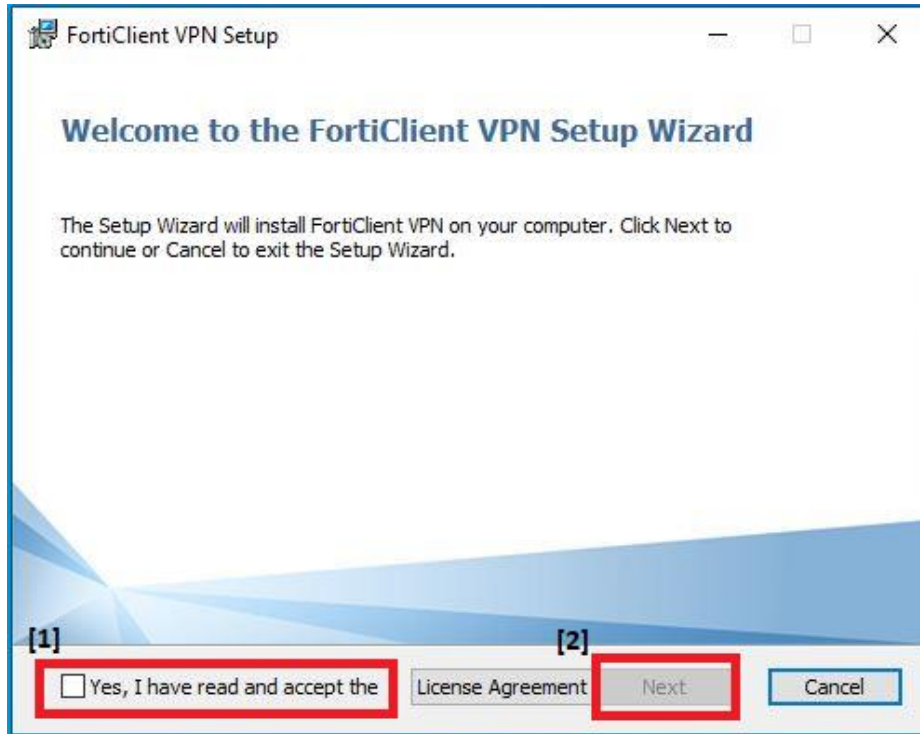
Choose **[FortiClient VPN only]**.



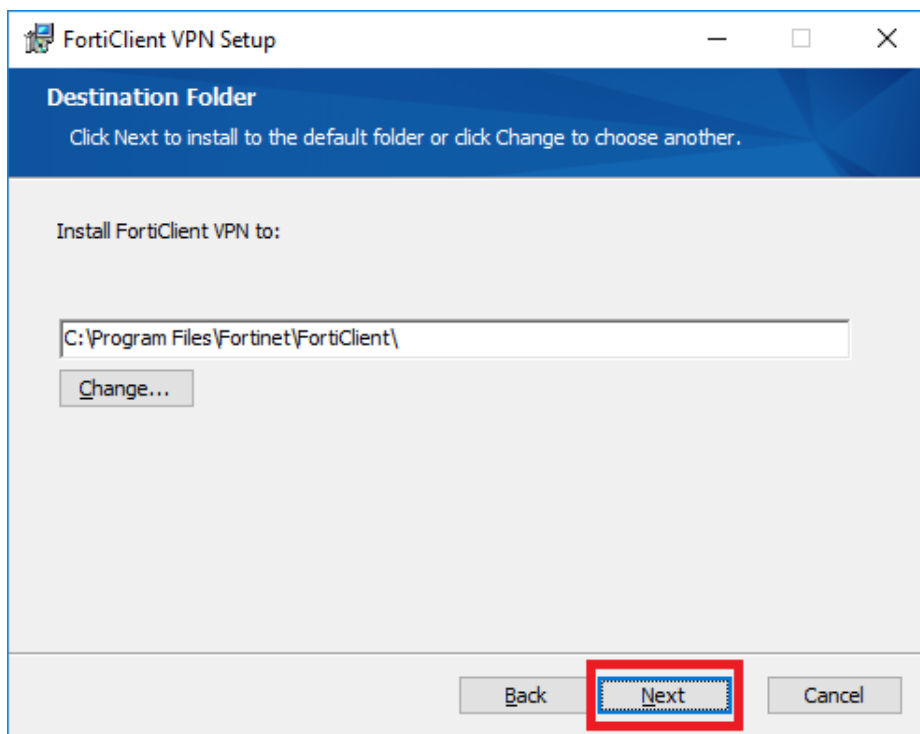
2. After download is completed, go to the next sections to continue installing or upgrading the VPN client.

3. INSTALL THE VPN CLIENT FOR THE 1ST TIME

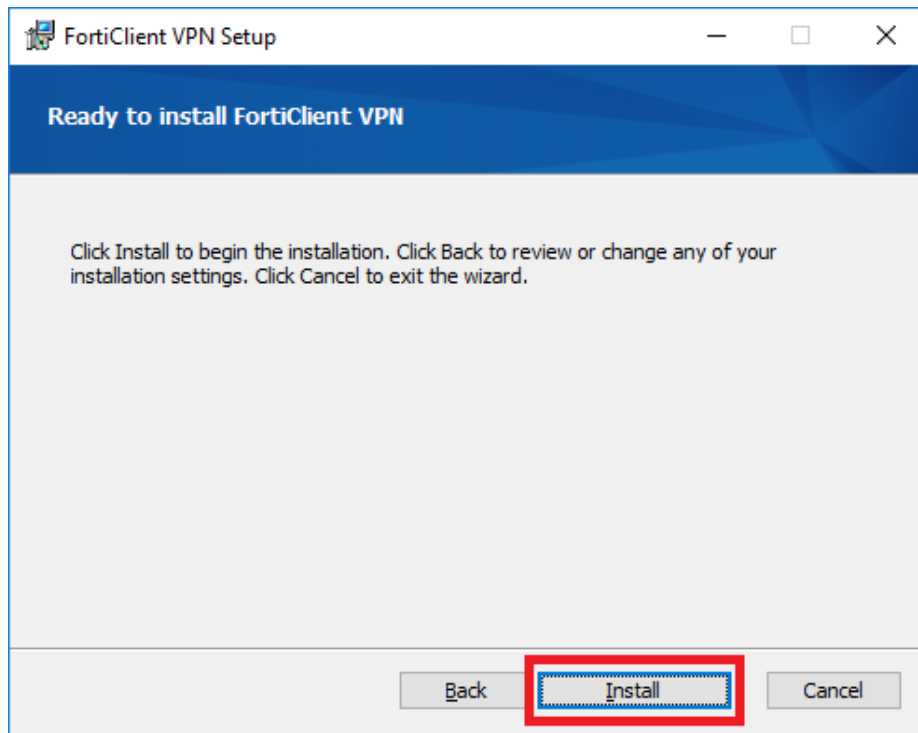
1. Double click the installation program to execute it.
2. Check the checkbox if you accept the license agreement and click **Next**.



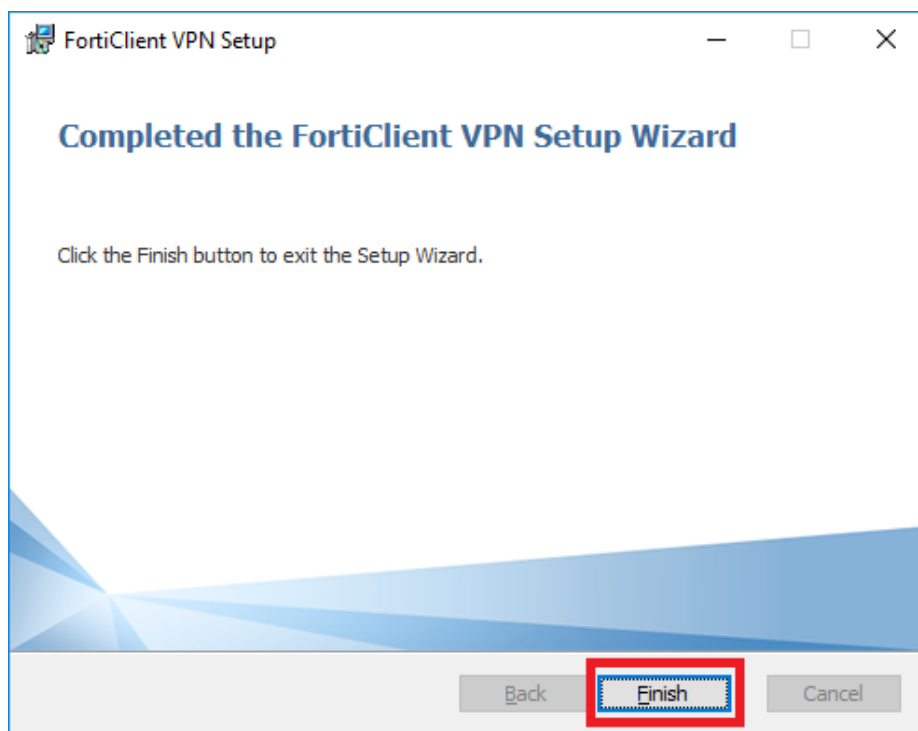
3. Set the destination folder, and click **Next**.



4. Click **Install**.

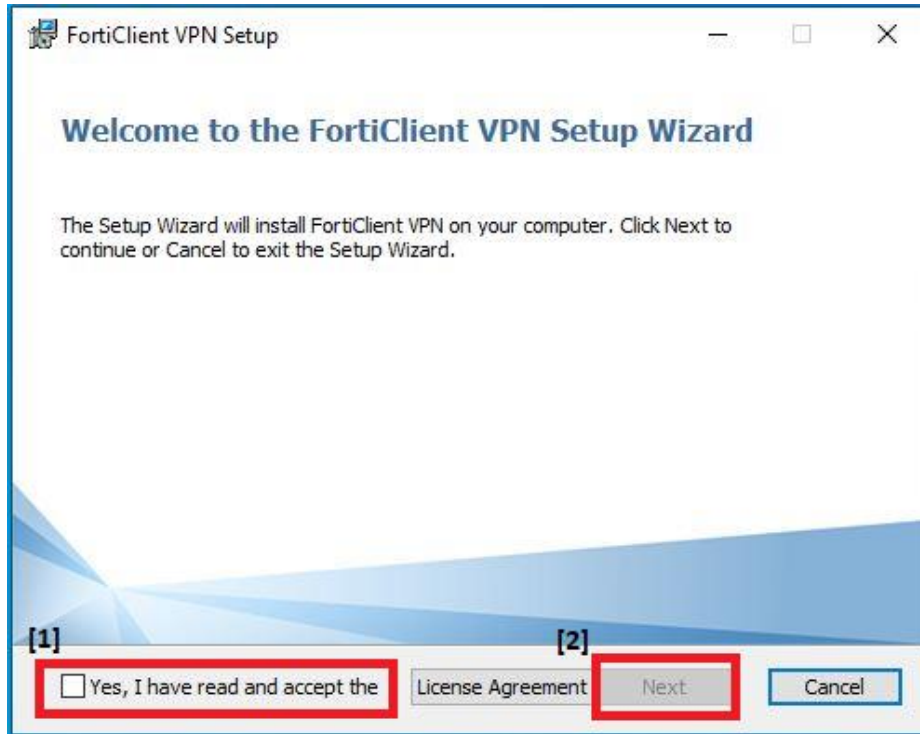


5. Click **Finish**.

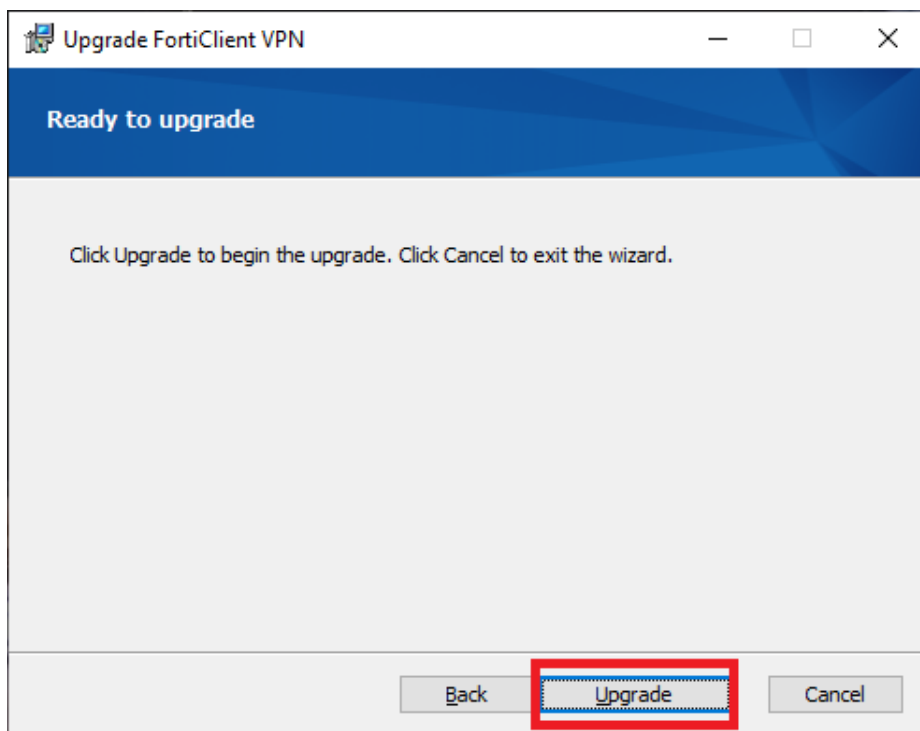


4. UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION

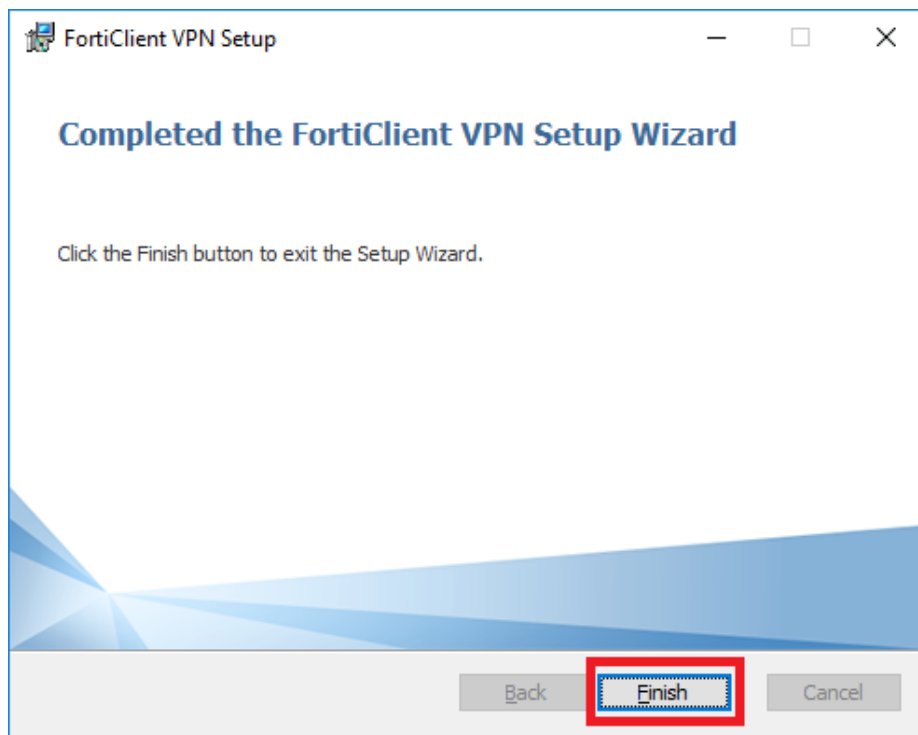
1. Double click the installation program to execute it.
2. Check the checkbox if you accept the license agreement and click **Next**.



3. Click **Upgrade**.



4. Click **Finish**.



Note:

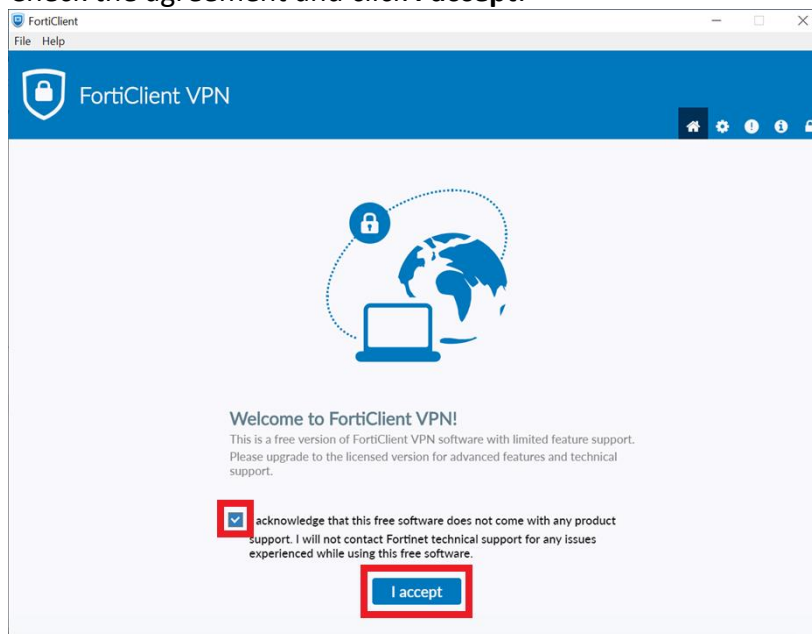
- The program for installation and upgrade is the same program.
- No need to uninstall the older version before executing the installation program.
- Restart Windows is recommended after the upgrade.

5. SET UP VPN CONFIGURATION

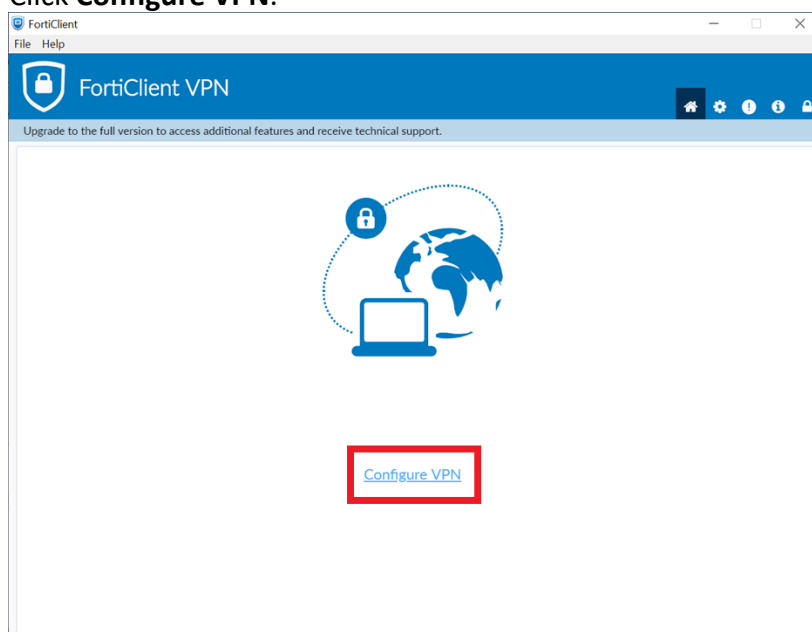
No matter you are installing the VPN Client for the 1st time, or upgrading the version, you have to configure/reconfigure the VPN connection settings.

This is a one-time only procedure after each installation or upgrade. You do not need to do this every time when connecting VPN.

1. Launch the VPN Client.
2. Check the agreement and click **I accept**.



3. Click **Configure VPN**.



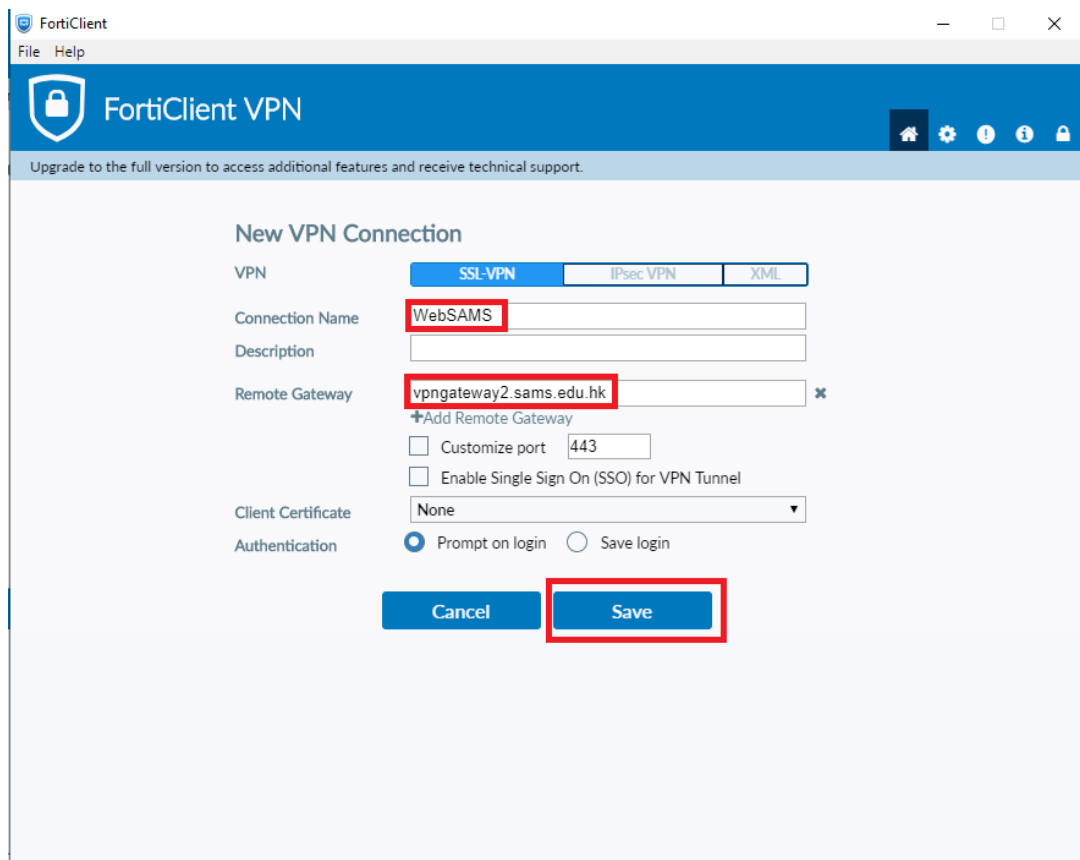
4. Choose **SSL-VPN** to set up the new VPN connection.
 - **Connection Name** can be any name you prefer.
 - **Remote Gateway:**

vpngateway1.sams.edu.hk
or
vpngateway2.sams.edu.hk

Note:

- If you are not sure which gateway you should use, you can try them one by one. Eventually, only one of them (when VPN is connected) will allow you to open your school's WebSAMS.
- If any problem is encountered during configuration, school can seek help from Cloud Helpdesk.

<https://cdr.websams.edb.gov.hk/cloud/cloudcontact/>



5. Click **Save**.

6. GET THE VPN TOKEN

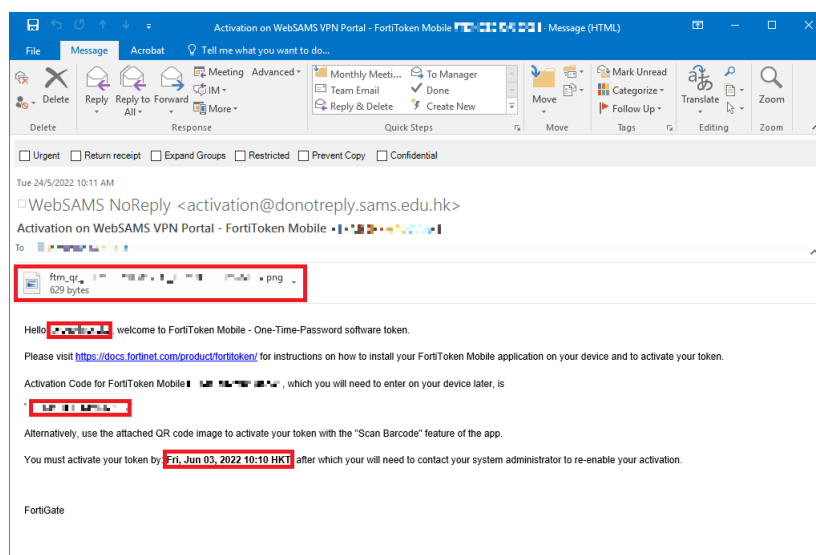
To connect to the cloud, each school is assigned with two software tokens, which are mobile application for 2-factor-authentication during VPN login process to strengthen the security. It is necessary during login of VPN connection.

6.1 SOFTWARE TOKEN

Software token requires several steps to set up. Please follow the procedures to install Mobile App (FortiToken Mobile) for registering the token on your mobile device. You can download the Apps from

- Google Play Store (for Android)
- App Store (for Apple iOS device)
- Microsoft Store (for Windows device)

10 calendar days before the cloud migration date of your school, your **school principal** should receive an activation email from <activation@donotreply.sams.edu.hk>, which contains a QR code for software token activation. You should follow the instructions below to activate the token within 10 days before the QR code expires. You may refer to procedures in later sections.



You may need to contact the [Cloud Helpdesk](#) 雲端服務平台整合計劃 if


- the activation code is expired; or
- your activated device is lost/ stolen; or
- transfer of token is required but you do not have access to the original activated device.

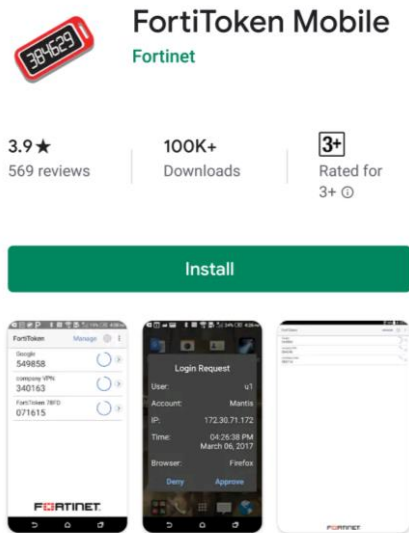
Note: For (iii), if you wish to transfer token between devices and you still have access to the original device, you may refer to the later section [**Transfer of software token from old to new device**].


6.1.1 For Android Devices

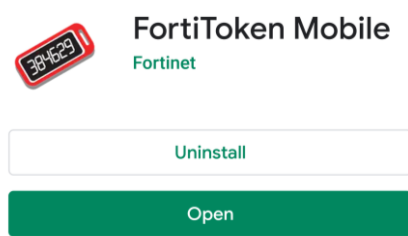
Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of Android only. Please observe the compatible versions specified in Google Play Store.
- Beware of the end of support date of the Android version your devices are using. For security reason, you should not use an Android version that had passed its end of support date.
- The devices must have Internet access during the token activation process.

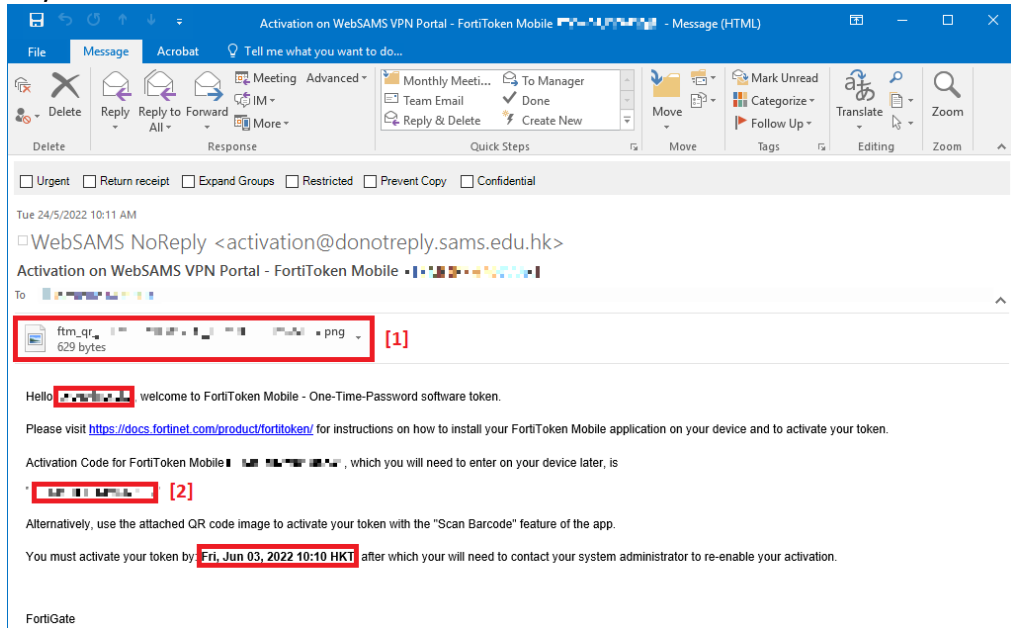
1. Go to **Google Play Store** and search for **FortiToken Mobile**. Tap .



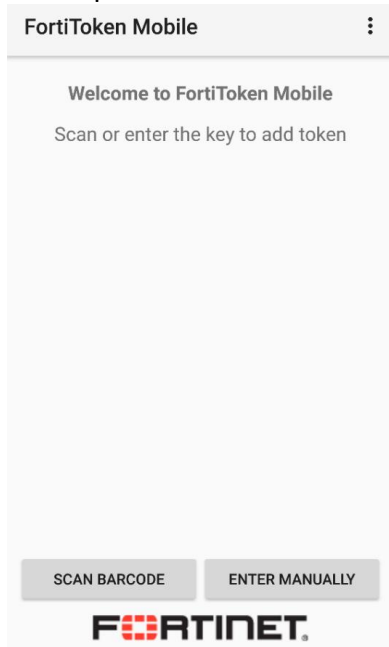
2. Tap  to launch the application.



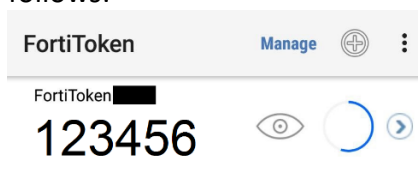
- Open the activation email. Please note that the activation code will expire in 10 days.



- Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in the same email.



- Once the token is activated, the VPN token will be displayed on the App as follows:



6.1.2 For Apple iOS Devices

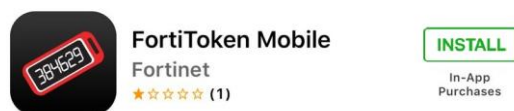
Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of iOS only. Please observe the compatible versions specified in App Store.
- Beware of the end of support date of the iOS version your devices are using. For security reason, you should not use an iOS version that had passed its end of support date.
- The devices must have Internet access during the token activation process.

1. Go to **App Store** and search for **FortiToken Mobile**. Tap **GET**.



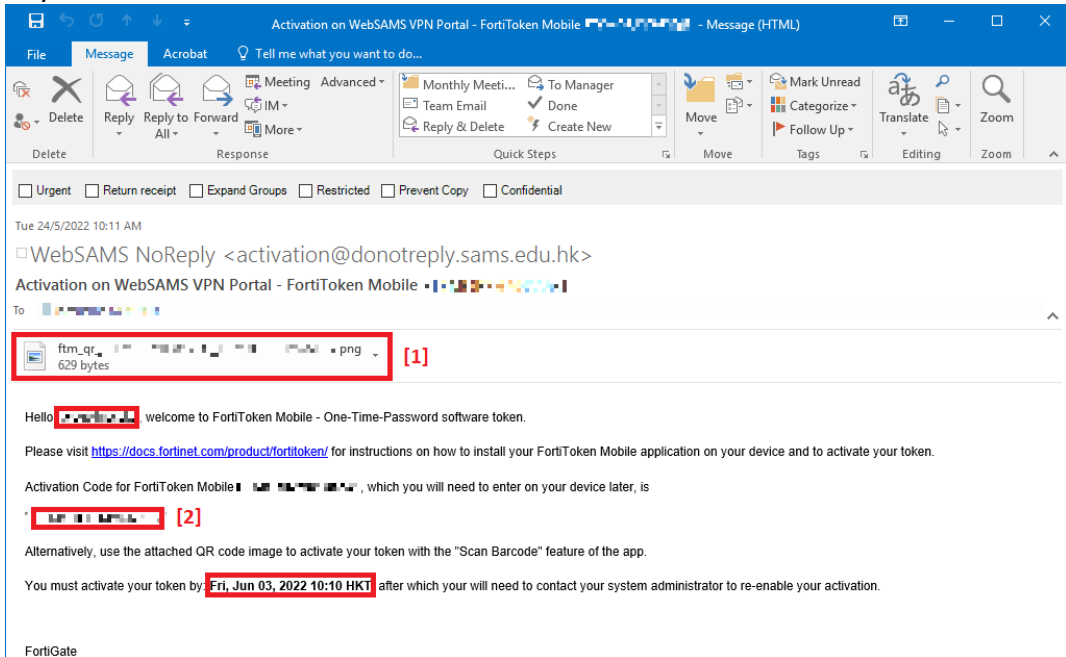
2. Tap **INSTALL** to start the installation.



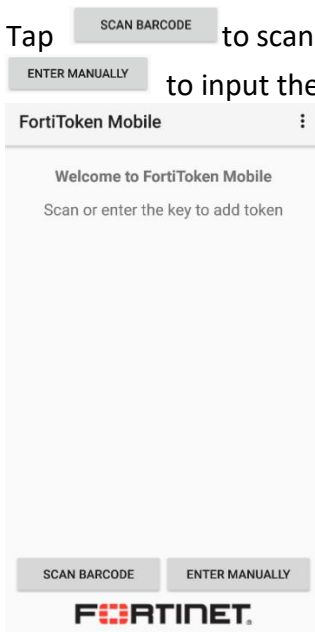
3. Tap **OPEN** to launch the application.



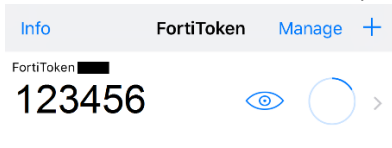
- Open the activation email. Please note that the activation code will expire in 10 days.



- Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in the same email.



- Once the token is activated, it will be displayed on the App as follows:

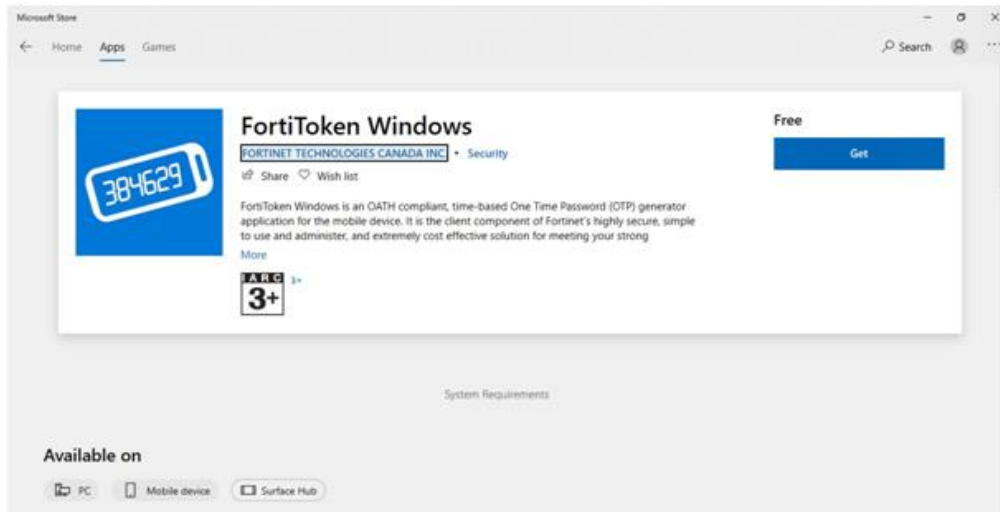


6.1.3 For Windows Devices

Prerequisite

- FortiToken Mobile is compatible with devices running Windows 10. For security reason, you should always install latest Windows Updates.
- The devices must have Internet access during the token activation process.

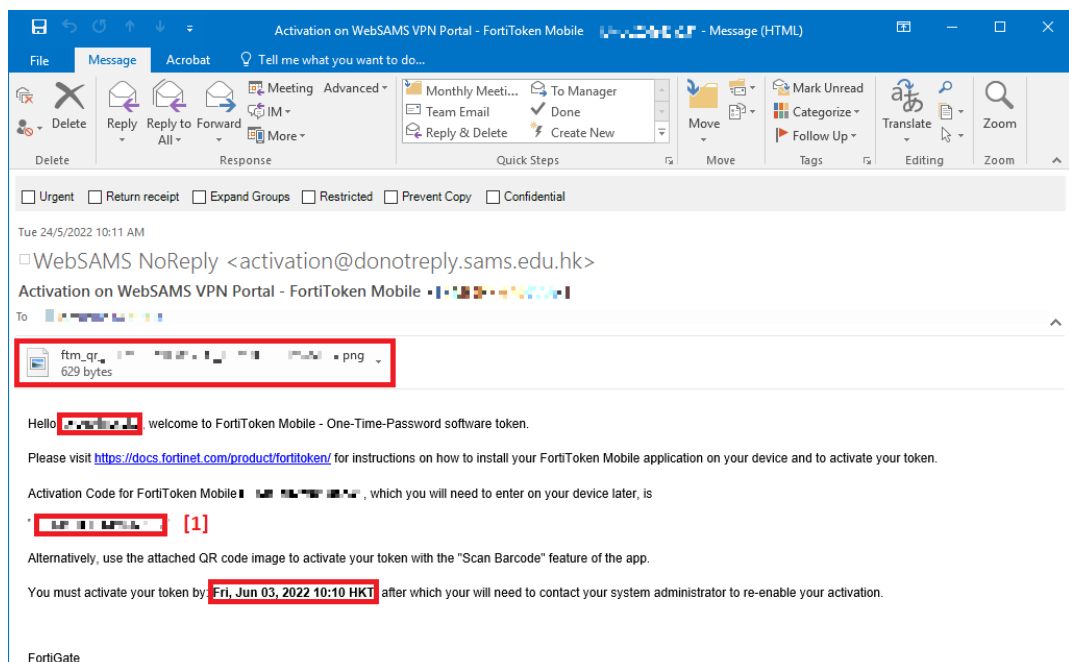
1. Go to **Microsoft Store** and search for **FortiToken Mobile**.




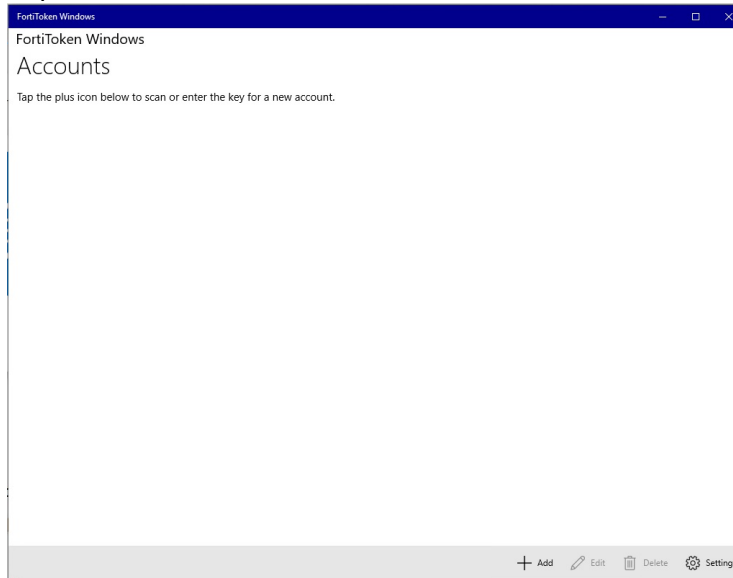
2. Tap to start the installation.

3. Tap **FortiToken Mobile** to launch the application.

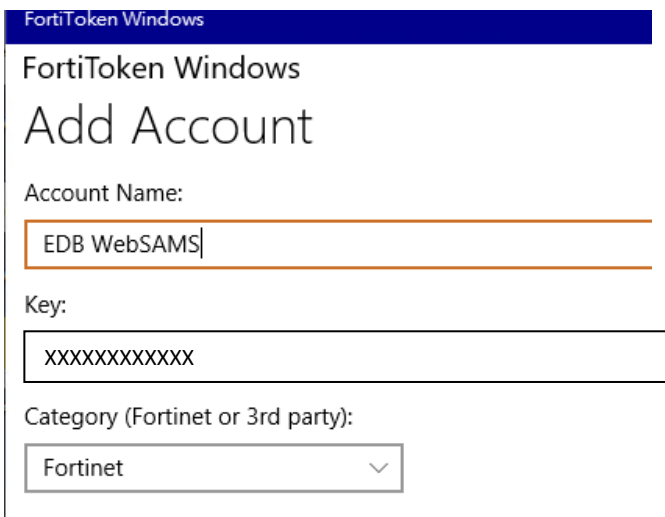
4. Open the activation email. Please note that the activation code will expire in 10 days.

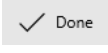


5. Tap  to add account.

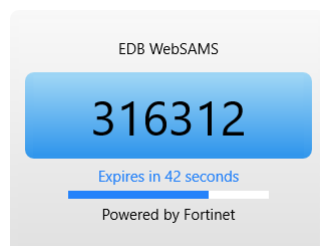


6. Enter the profile to set up the token.
- **Account Name** can be any name you prefer.
 - **Key** refers to activation code sent in step 4 [1]
 - Select **Fortinet** in Category



7. Click  to proceed.

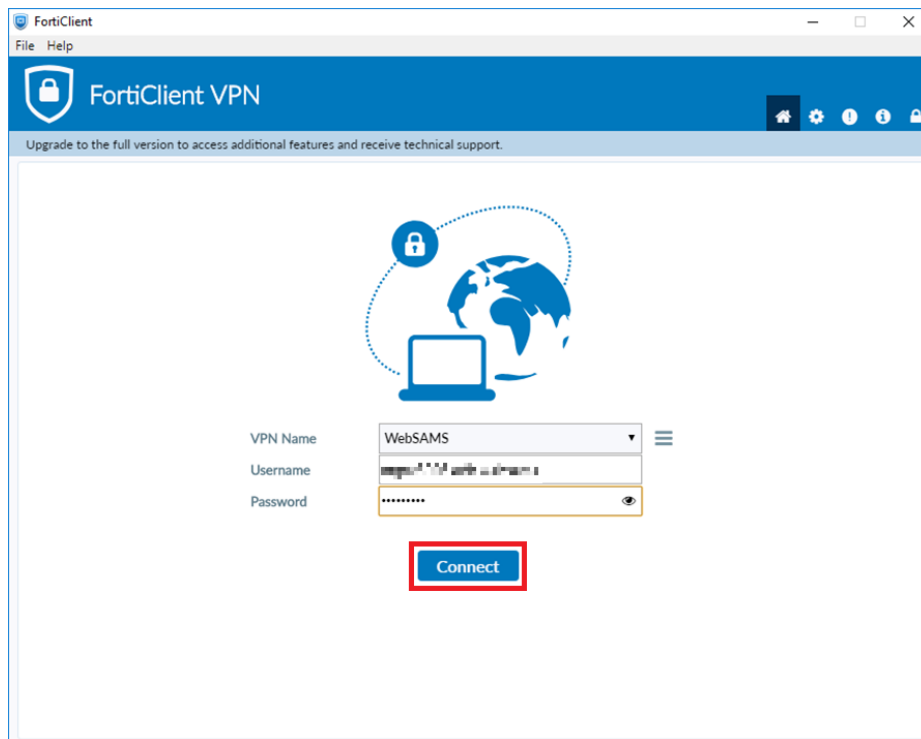
8. Once the token is activated, the VPN token will be displayed on the App as follows:



7. CONNECT VPN TO THE CLOUD

7.1 NORMAL CONNECTION PROCEDURE

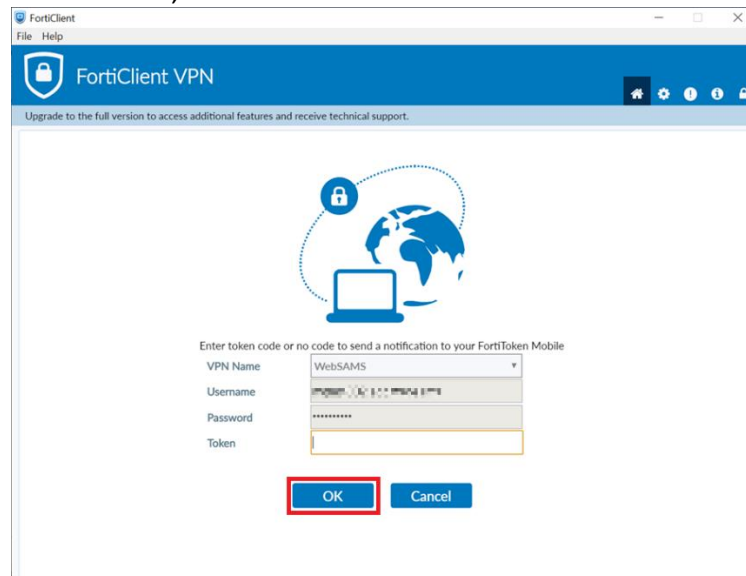
1. Launch the VPN Client.
2. Choose the configured VPN Connection Name, input the VPN Username and Password and click **Connect**.



3. You can either use method (i) or (ii) below.
 - (i) Retrieve token code from your mobile device.
Note that each token code is valid for 1 minute only.

Software Token		
On Android device	On Apple iOS device	On Windows device
Open the Apps to get the token code		
		
		

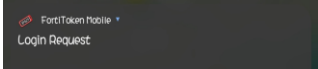

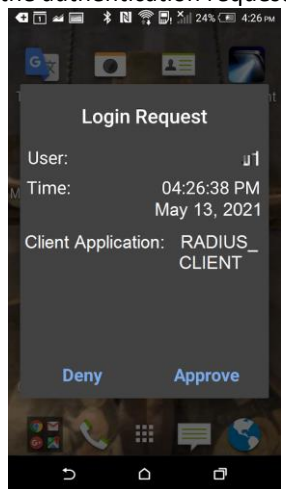
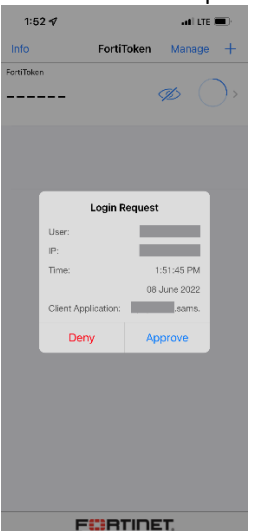
On your PC, enter the code generated by the VPN token from your mobile and click **OK**;

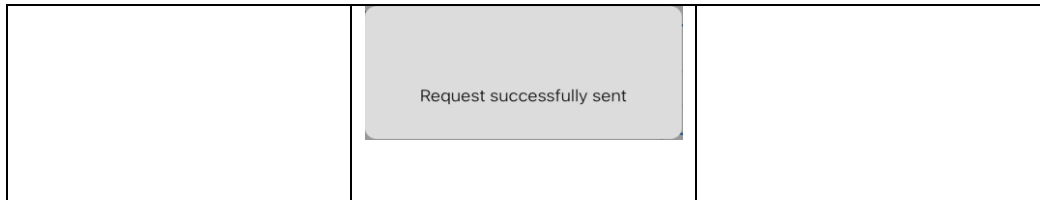


Or,

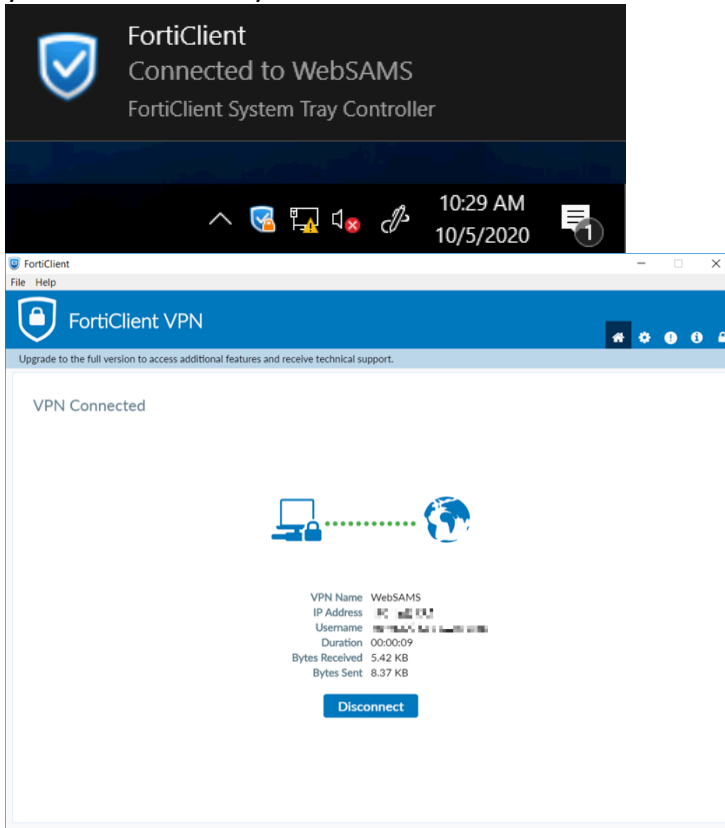
- (ii) Click **Approve** in your mobile device with FortiToken Mobile (available for Apple iOS and Android only) when you receive a notification.

*The devices must have Internet access during the approval process.

Software Token		
On Android device	On Apple iOS device	On Windows device
<p>Step 1: Tap the notification</p>  <p>*with notification enabled for FortiToken Mobile Apps</p>	<p>Step 1: Tap the notification</p>  <p>*with notification enabled for FortiToken Mobile Apps</p>	
<p>Step 2: Tap approve to allow the authentication request</p> 	<p>Step 2: Tap approve to allow the authentication request</p> 	<p>Not available</p>



After performing either (i) or (ii) in previous step, VPN should be connected in your PC successfully.



7.2 BASIC TROUBLESHOOTING FOR CONNECTIVITY ISSUE

If error message occurs when connecting to the VPN even after entering the correct password, we recommend following the steps below to troubleshoot the issue first:

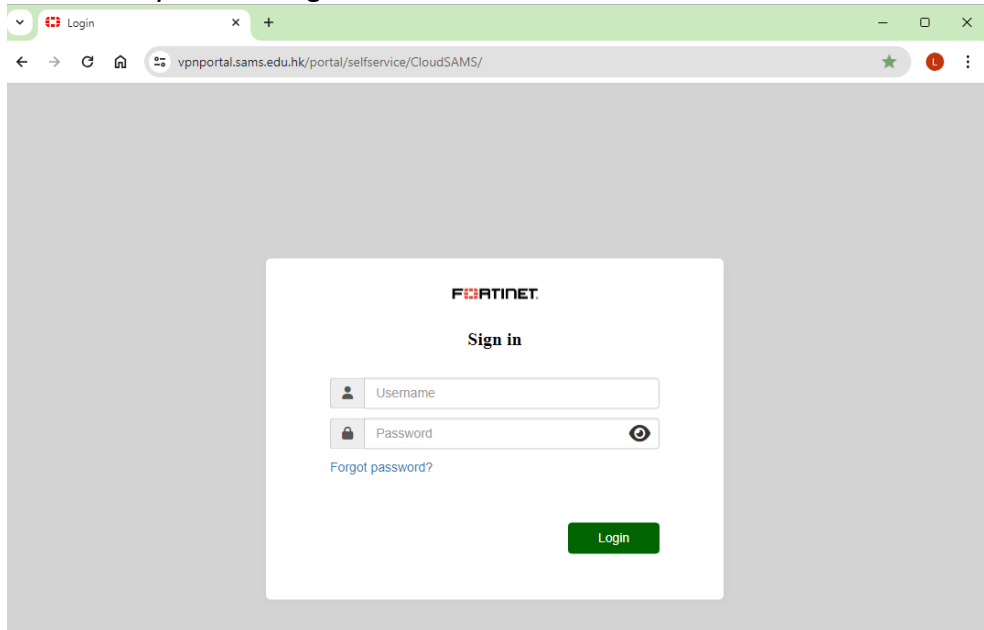
1. Verify the VPN configuration of FortiClient software, especially the **Remote Gateway**. Please refer to section 5 step [4]
2. Restart Windows of the PC you are trying to connect VPN; and
3. Restart the software token application.

By performing these actions and retrying the connection, you can usually resolve common connectivity issues.

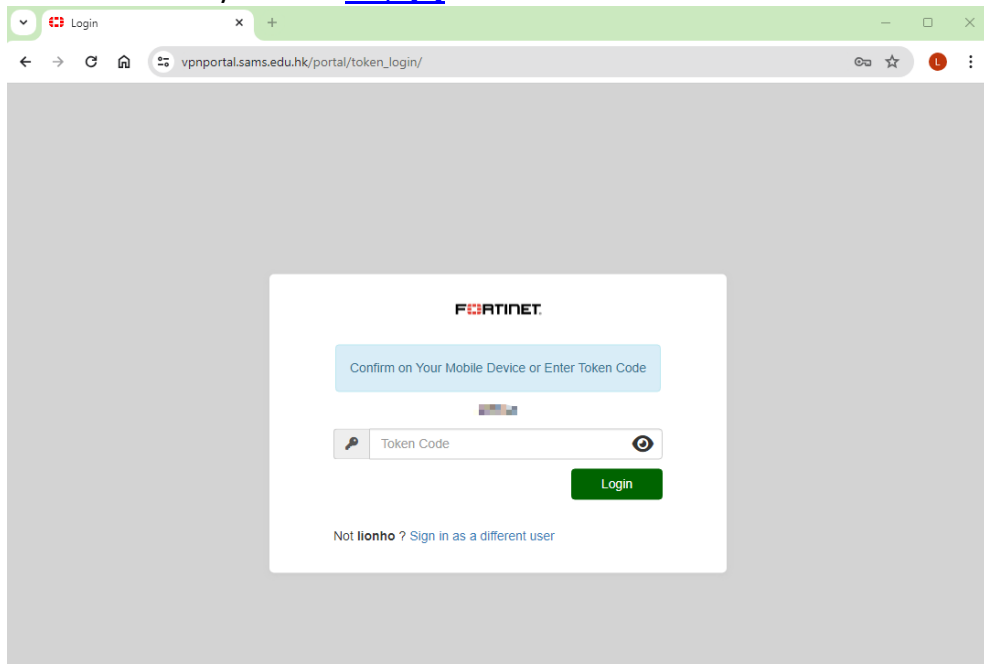
If you continue to experience problems, especially for technical matters related to VPN connection, please contact the [Cloud Helpdesk](#) 雲端服務平台整合計劃 at 2802 0218. For other questions, please contact your [School Liaison Officer of WebSAMS Team](#).

8. CHANGE VPN PASSWORD (WHEN YOU STILL HAS THE ORIGINAL PASSWORD)

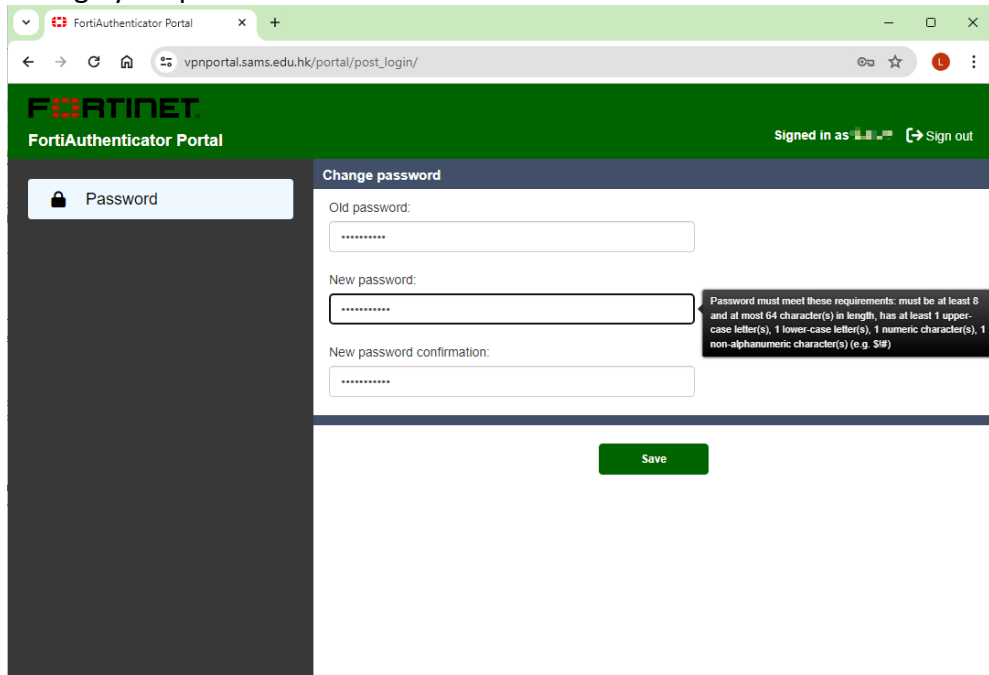
1. Open web browser, go to Self Service Portal at <https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS> then enter your VPN login.



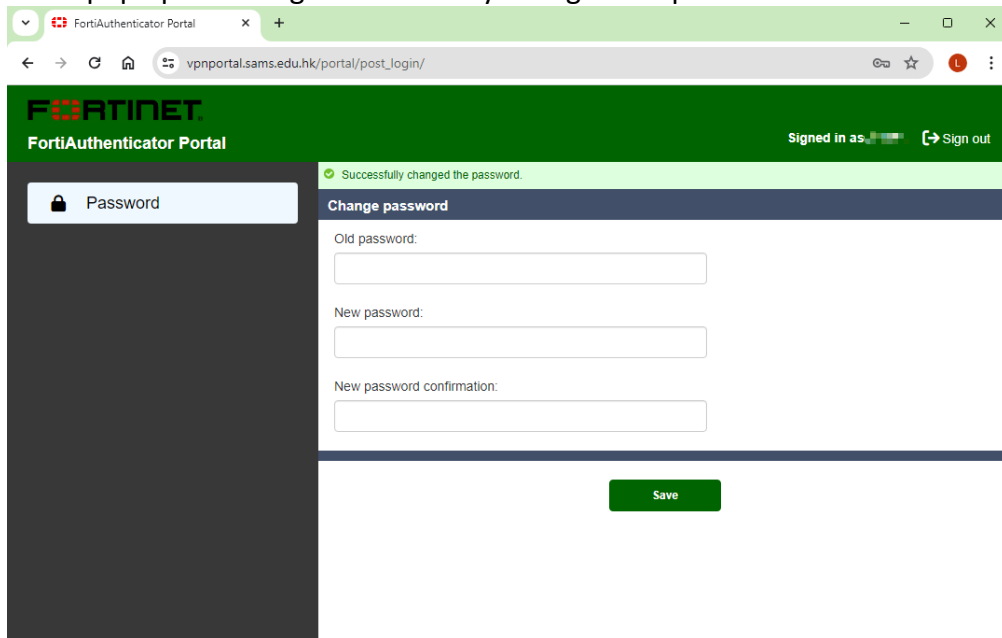
2. Enter your passcode generated by the VPN token or click **Approve** in supported devices. You may refer to [step \[3\]](#) in section 7.1.



3. Change your password as follows.



4. It will pop up a message "Successfully changed the password".

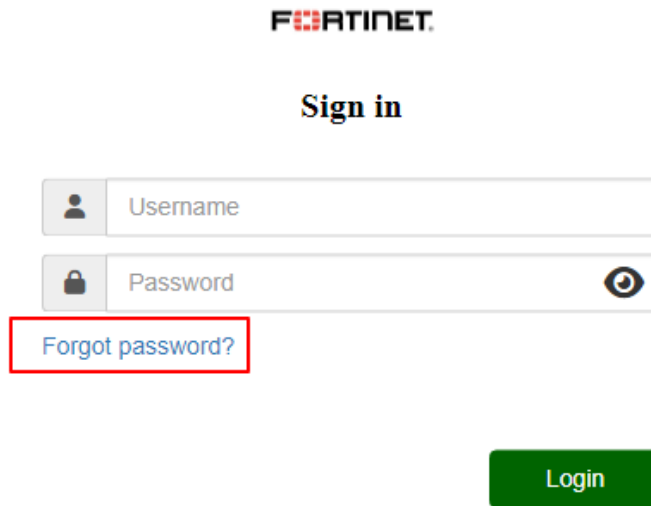


5. You may login again with your new password for testing.

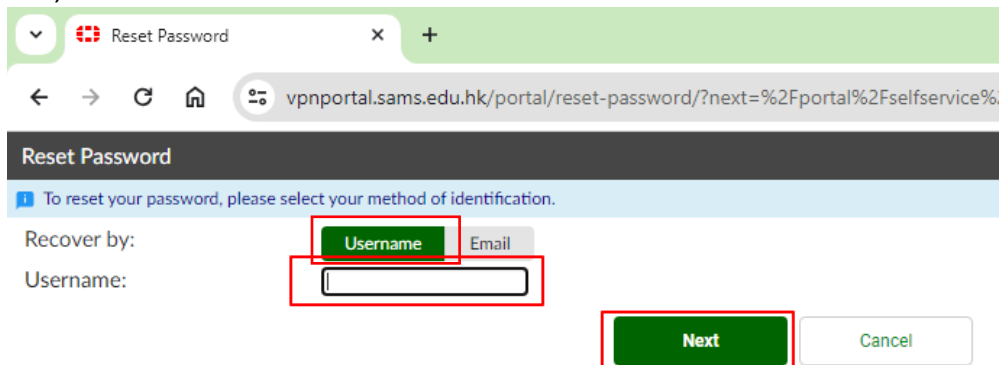
6. Click Logout after conducted your test in step [5].

9. RESET VPN PASSWORD (WHEN YOU LOST THE ORIGINAL PASSWORD)

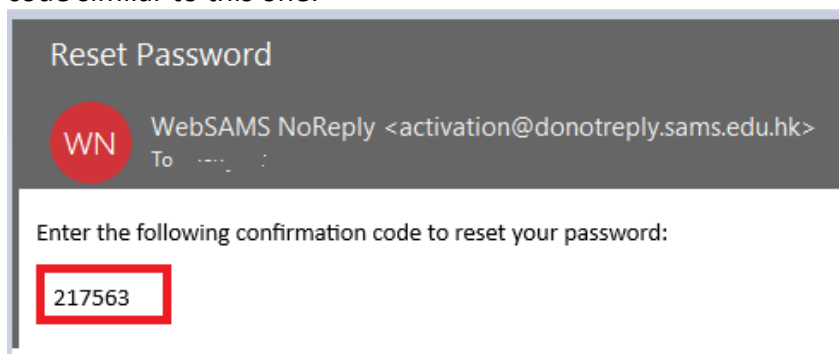
1. Open web browser, go to Self Service Portal at <https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS> then click "Forget password?".



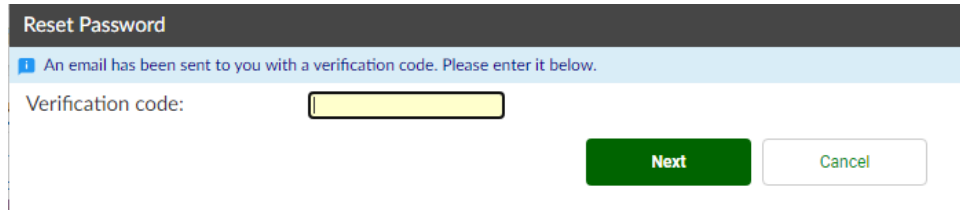
2. Enter the Username (not Email Address) of your VPN account into Username box, then click Next.



3. Your **school principal** will receive an email containing a one-time verification code similar to this one.

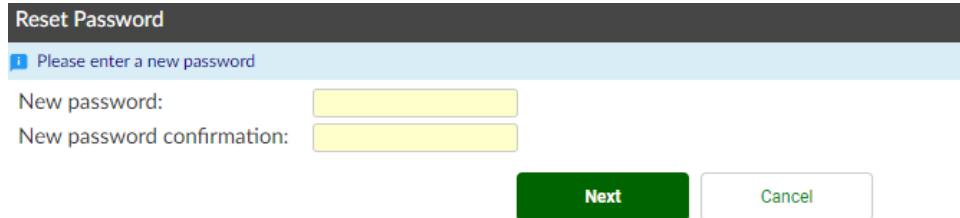


4. Get the verification code **from your school principal**, then enter the verification code into Verification code box and click Next.



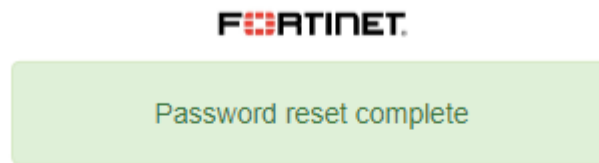
The screenshot shows a 'Reset Password' interface. At the top, a dark grey header contains the text 'Reset Password'. Below the header, a light blue banner displays a message: 'An email has been sent to you with a verification code. Please enter it below.' Underneath this banner, the text 'Verification code:' is followed by a yellow rectangular input field. To the right of the input field are two buttons: a green 'Next' button and a white 'Cancel' button with a grey border.

5. Enter your new password twice and click Next.



The screenshot shows a 'Reset Password' interface. At the top, a dark grey header contains the text 'Reset Password'. Below the header, a light blue banner displays a message: 'Please enter a new password'. Underneath this banner, the text 'New password:' is followed by a yellow rectangular input field. Below that, the text 'New password confirmation:' is followed by another yellow rectangular input field. To the right of the second input field are two buttons: a green 'Next' button and a white 'Cancel' button with a grey border.

6. Your VPN password had been successfully changed if you see this screen.



Your password has been set. You may go ahead and log in
now


[Return to login page](#)

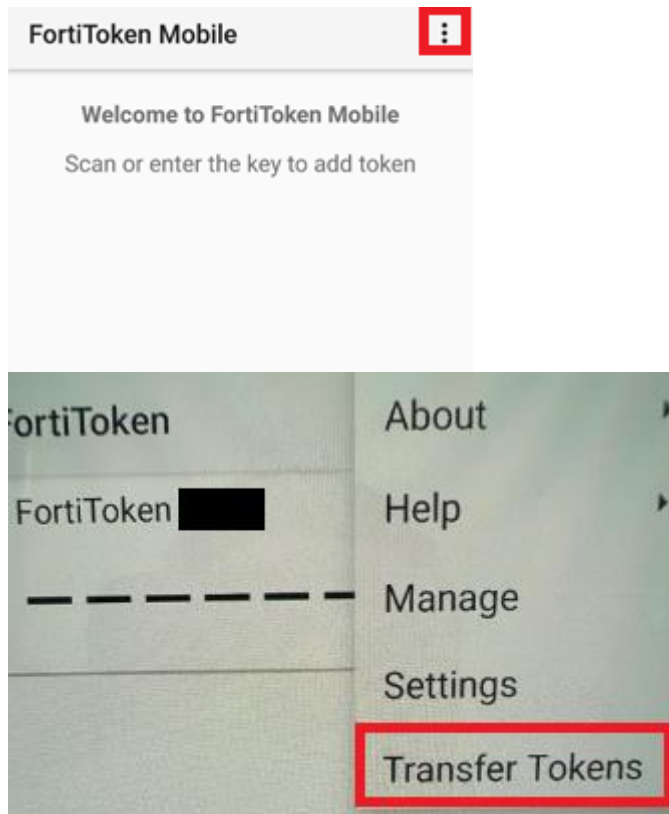
10. TRANSFER OF SOFTWARE TOKEN FROM OLD TO NEW DEVICE (AVAILABLE FOR ANDROID AND APPLE IOS DEVICE ONLY)

In case transfer of software token is required due to a change in mobile device, you can either contact [Cloud Helpdesk](#) 雲端服務平台整合計劃 or **initiate Transfer Tokens** by yourself. Either case, **help from your school principal will be required.**

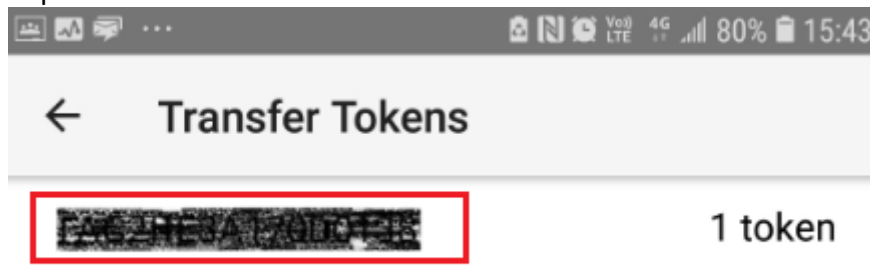
Below procedures illustrate how to **initiate Transfer Tokens** by yourself.

10.1 FOR ANDROID DEVICES

1. Click  then choose **Transfer Tokens**.



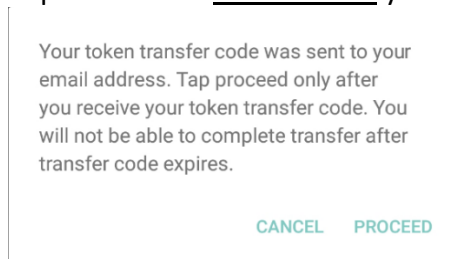
2. Tap the token.



3. Tap **YES** , then an email with a token transfer code will be sent to the email address of your **school principal**.



4. Tap **PROCEED** **ONLY AFTER** you receive the token transfer code email.



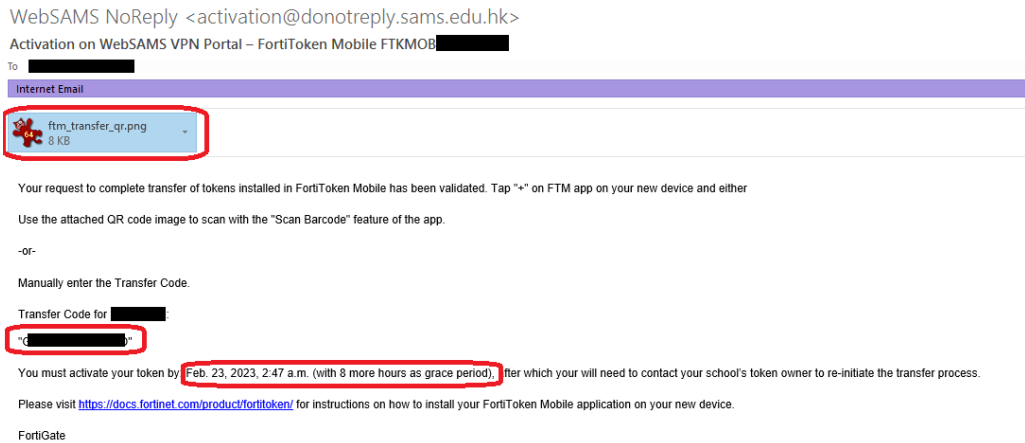
5. Tap **OK** .

Tokens successfully uploaded to the server and removed from this device. Please check your email for activation code to complete transfer of the tokens on new device.

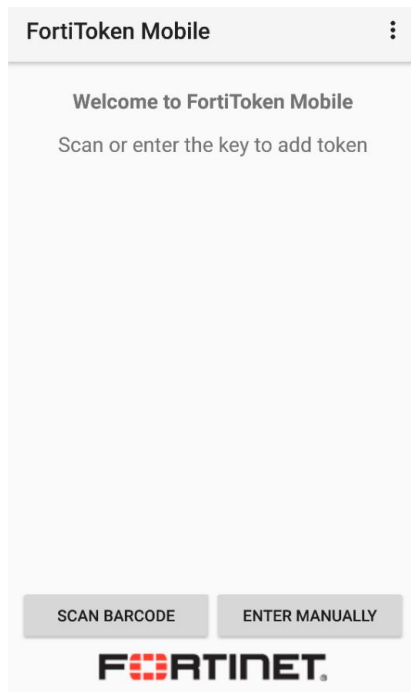
OK

6. The token is removed from FortiToken Mobile Apps of your old device.

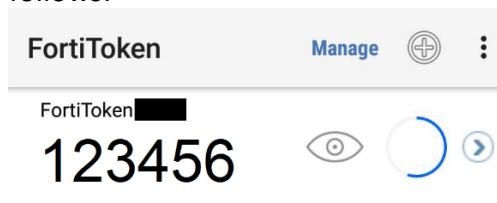
- Open the token activation email. Please note that the activation code will expire in 24+8 = 32 hours.



- Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in preceding sample mail.



- Once the token is activated, the VPN token will be displayed on the App as follows:

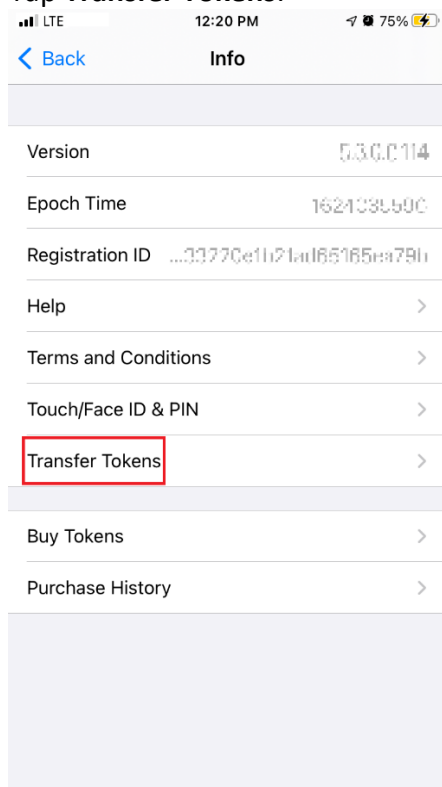


10.2 FOR APPLE IOS DEVICES

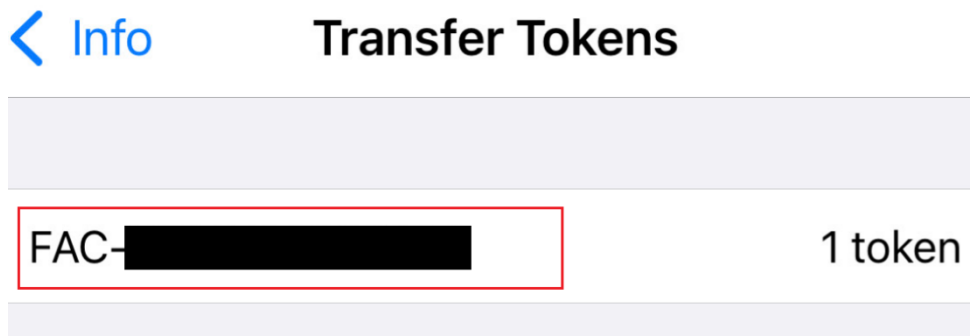
1. Tap Info



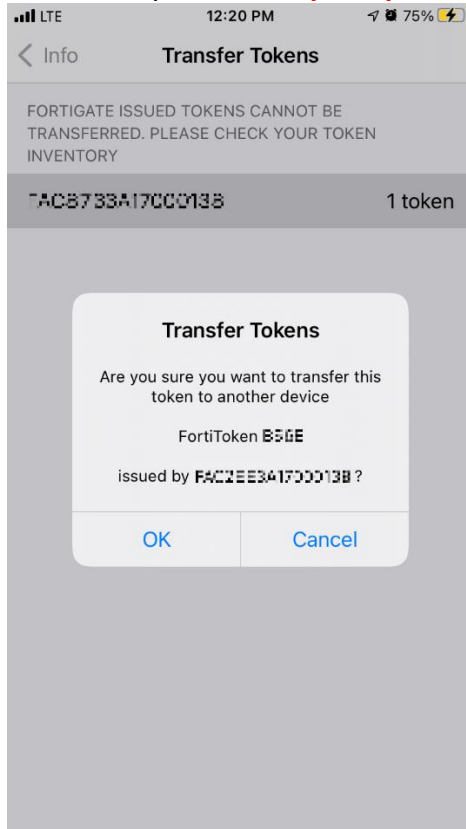
2. Tap Transfer Tokens.



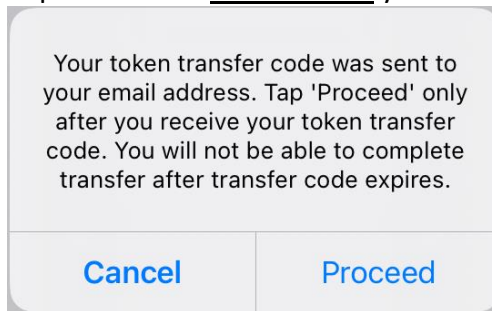
3. Tap the token.



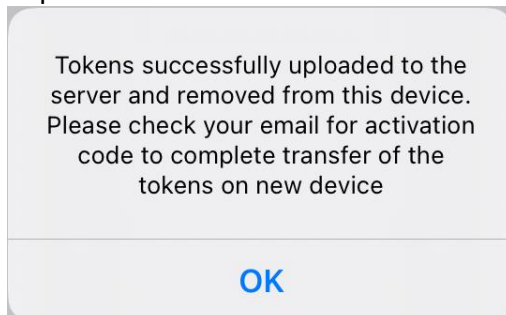
4. Tap **OK**, then an email with a token transfer code will be sent to the email address of your **school principal**.



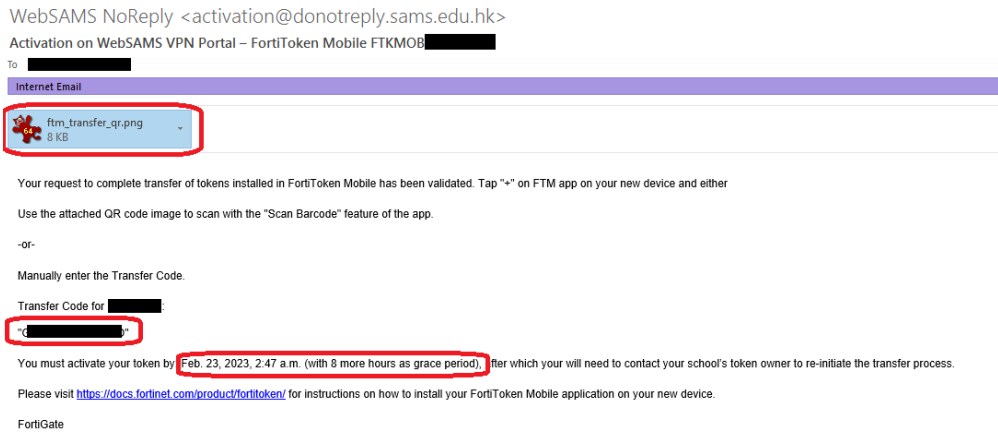
5. Tap **Proceed** **ONLY AFTER** you receive the token transfer code email.



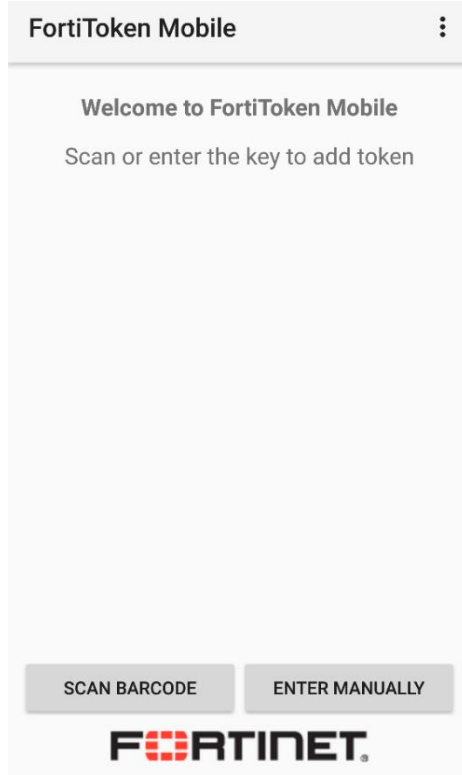
6. Tap **OK**.



- The token is removed from FortiToken Mobile Apps of your old device.
- Open the activation email. Please note that the activation code will expire in 24+8=32 hours.



- Tap **SCAN BARCODE** to scan the QR code [1] in the activation email. You can also tap **ENTER MANUALLY** to input the activation code [2] in preceding sample mail.



- Once the token is activated, it will be displayed on the App as follows:

