CLOUD GATEWAY

REMOTE ACCESS

Windows User Guide

V1.3

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Commercial In Confidence

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Introduction

This guide has been produced for our customers using the Remote Access service. The document covers the steps required to install and configure the client application on devices running Windows to connect to the service using credentials provided by us.

Step by Step Guide

Step 1: User account creation

Your Service contact will confirm via email that the Remote Access users have been set up successfully and these user accounts can be viewed via My Cloud Gateway if you have a portal account set up with us. If you don't have access to My Cloud Gateway yet, but would like to create an account, please ask your Service Owner to request this via our Service Desk.

Step 2: Setting your password

After we have created an account for you on My Cloud Gateway, you will be able login to access the Remote Access page. This page entitles you to send yourself or other users the initial password for logging in to the Remote Access service. The portal can also be used to reset existing passwords.

Note: password reset emails will expire 1 hour after being sent. If the link isn't followed the password will not be changed and the above process should be repeated.

The password reset email should arrive from a Cloud Gateway address. You should also check your junk or spam folders for this email.

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Step 3: Installing the Client

Now that you have your login credentials for Remote Access, you can use these to download the client application onto your device by following the steps below.

Note: this step only needs to be followed on your initial log in to the client.

- Open a browser and navigate to the Remote Access login page.
- The address for the login page will take the format <Your_Business_Name>.vpn.cloudgateway.co.uk - if you need to check this address, please contact Service Desk.
- Use your username and password credentials to log in - this will be using the password that you set in Step 2.
- Select the device you are working from - in this case, choose 'Windows'.

Note: you will need to have local administrator rights for your device in order to download and install the client.

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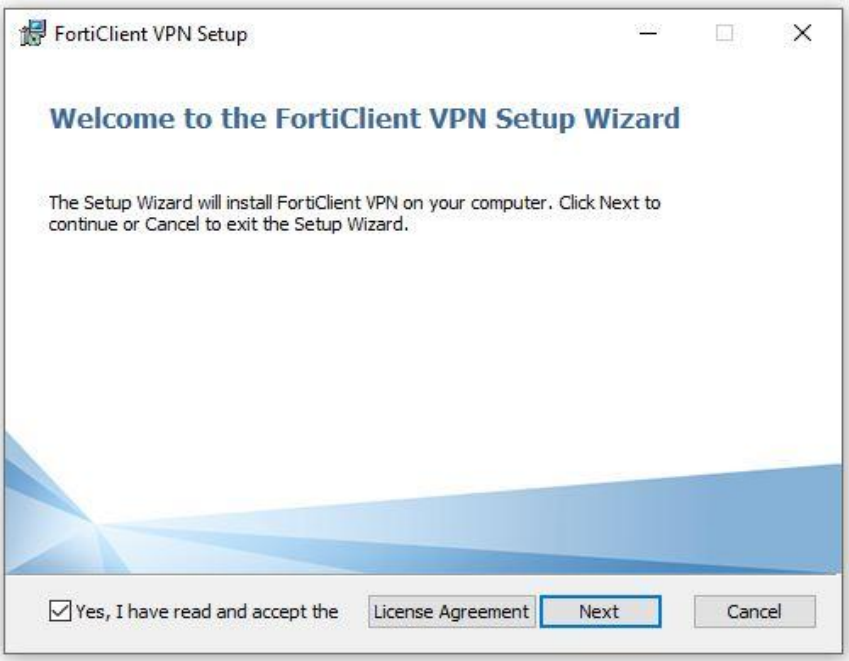
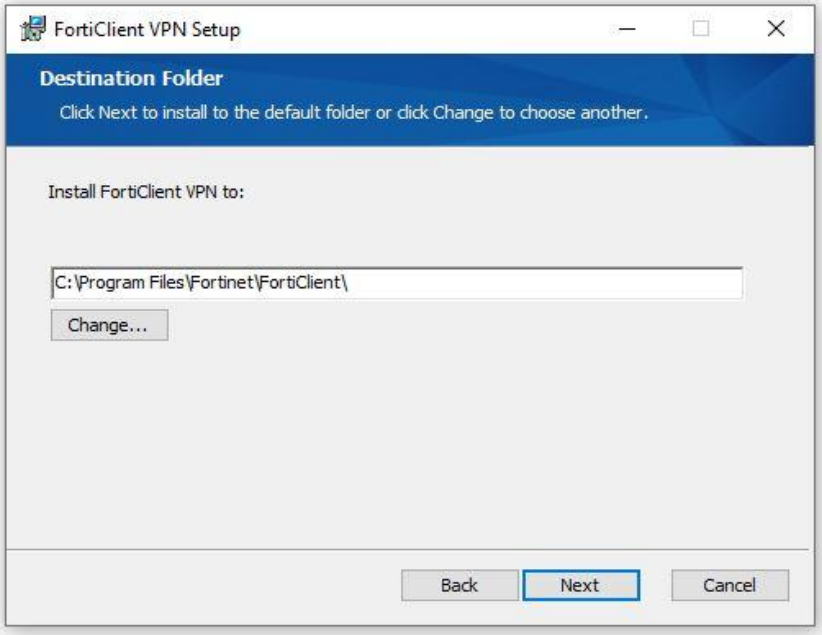
- Run the downloaded application from the previous step, read and accept the Licence Agreement, then click 'Next' on the initial prompt:



- The installation wizard will prompt you with a default installation folder. If you wish to choose an alternative installation folder, navigate to your preferred location, then click 'Next':



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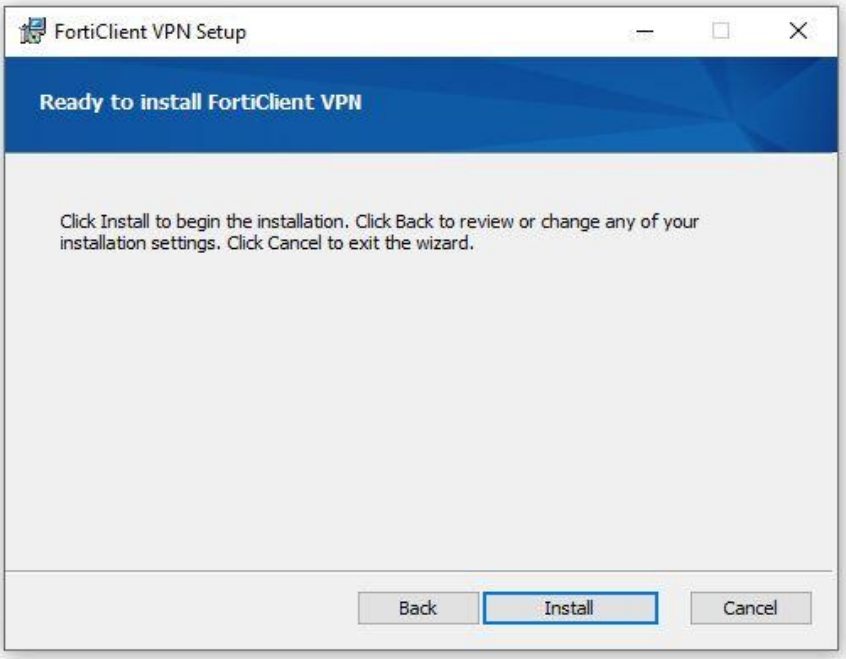
- Click ‘Install’ to begin the installation:



If you are unable to proceed with or complete the installation, this will most likely be due to you not having the necessary rights on your computer. If this is the case, you will need to have your permissions changed, at which point you can then try to reinstall the client application.

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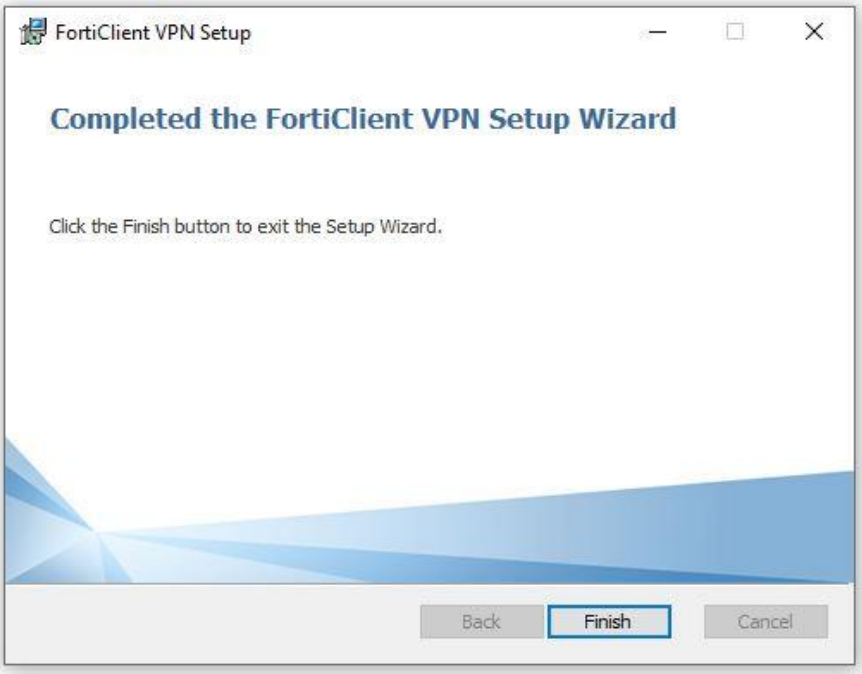
- Click ‘Finish’ once installation is complete:



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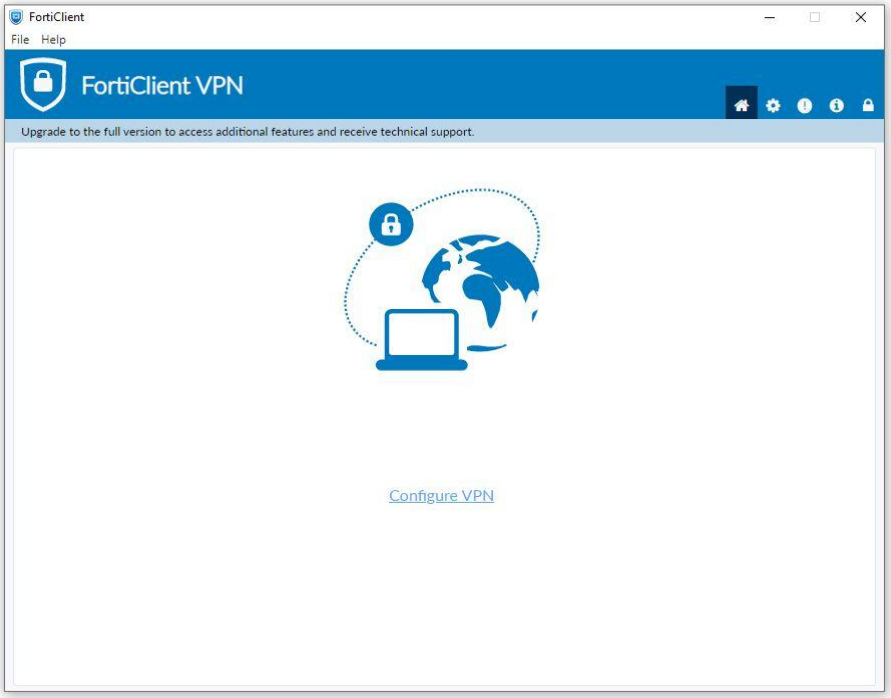
Step 4: Connecting to the VPN

Now that the installation has been completed, you are ready to connect to the service - note this step will only need to be completed once on initial connection.

- Open the FortiClient downloaded in the previous step and click the 'Configure VPN' link:



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- You will then be presented with the 'New VPN Connection' page. You need to configure the client with the settings shown and click 'Save':

    - Connection Name: Cloud Gateway

    - Description: Cloud Gateway

    - Remote Gateway: this will take the format <Your_Business_Name>.vpn.cloudgateway.co.uk

- Once you have saved the settings, you will be taken to the login page - note this step will need to be repeated each time you want to connect to the VPN.

- Enter your Username and Password credentials and click 'Connect':

- Providing everything has been set up and tested correctly, you should now be connected to the service. If, however, you don't connect successfully, there are some suggestions below to get things up and running:

    - If you are presented with an error message specifically regarding your Password, or you have simply forgotten it, you should reset your Password via My Cloud Gateway or by calling the Service Desk, then attempting to log in again. Note that your Password is case sensitive, so take care when entering your credentials.

    - You should always be using the most recent version of the client to access the service. If you have correctly entered your Username and Password, but the client looks like it is unable to connect, you may be using an outdated version - you will need to uninstall the client, then download and install the latest version.

    - Likewise, if you receive an error message which states 'Username or Password may not be configured for this connection (-12)' or 'Access Forbidden', this means that your account has not been created. In this case, please contact the Service Desk with the username that you are trying to use as there may be a mismatch between our system and the Username that you are using.

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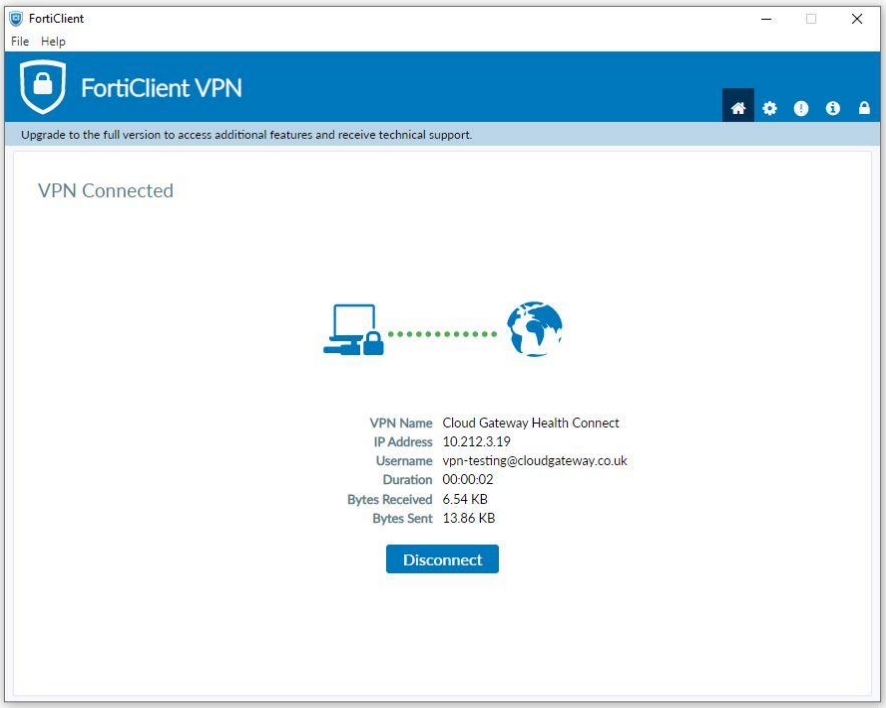
- If the error message shows 'Credential or SSL VPN configuration is wrong', this means that either the details in Step 4 are wrong or your Password has been entered incorrectly. To fix this, check if the Remote Gateway address is correct then, if necessary, reset your Password via My Cloud Gateway or ask your Admin Contact to do this on your behalf.

Note that if you unsuccessfully enter your Username and Password credentials on five consecutive occasions, you will be locked out of your account for 30 minutes. After this period has passed, your account will be unlocked for you to try logging in again.

- When you are successfully logged in, you will be presented with the following screen confirming that you are connected to the VPN client:



Step 5: Using the VPN

If you are unable to access your application after you have successfully connected to the service, there may need to be a change to the firewall rules put in place. This will need a ticket to be raised with the Service Desk and the ticket should contain details of the service or IP address that you are trying to connect to. Note that, whilst initial service testing should be used to confirm that you can access your application, if this firewall rules change is required after go-live, then the change may be chargeable.

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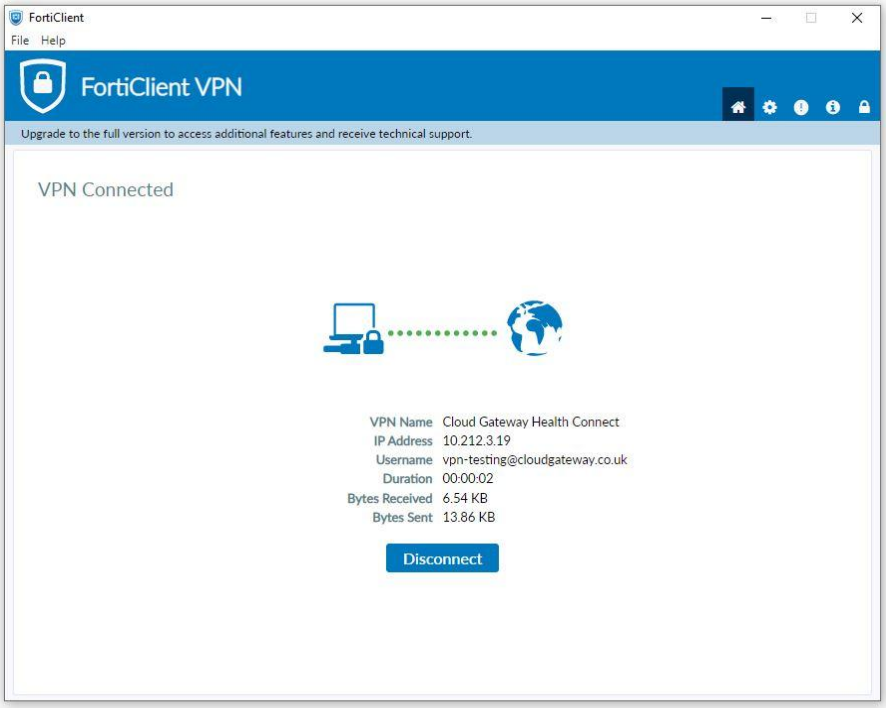
Note that we will not automatically log you out of the service if your computer remains in an idle state, however you will be required to log in again after 8 hours.

Step 6: Disconnecting from the VPN

Once you have finished using the service you can use the following steps to disconnect:

- Navigate to the VPN client from the previous step - this will confirm that you are connected:



- This screen will also show how long you have been connected to the service for and the amount of traffic sent/received.

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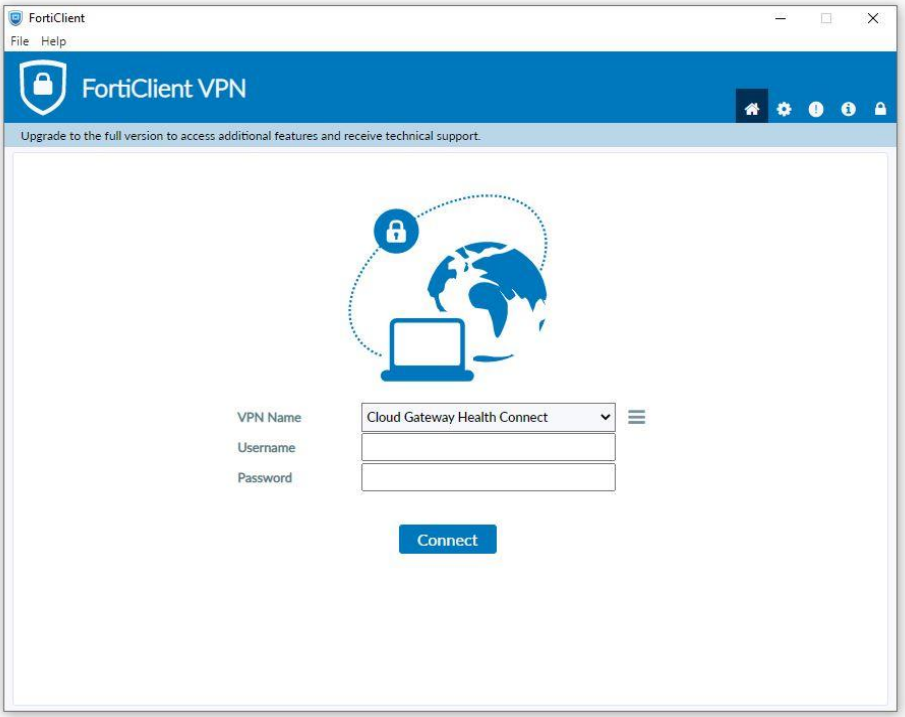
- Click ‘Disconnect’ and you will be taken back to the login page which prompt for Username and Password:



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