



Frequently asked questions about FortiClient VPN use and troubleshooting

Important instructions when contacting IT support

- **Include your username and project number:** Be sure to include your username and project number when contacting IT support. This will help us identify and resolve your problem faster.
- **Use '@it' in the subject field:** Add '@it' to the subject field of your email to ensure that your message is addressed to IT support and is noticed quickly.
- **Please send screenshots along with your email:** If you are having a problem with a specific error message or situation, please send screenshots along with your e-mail. This can help us better understand the problem and help you faster.





1. After loading the configuration file in FortiClient, it asks for a password. What should I do if I did not receive the requested password or it does not work?

The password that FortiClient requests is normally in the "Privacy Awareness Questionnaire" email. Check this email and use the password provided in it to connect. If you cannot find the password, contact IT support for further assistance.

2. FortiClient asks for an SMS code but I do not receive an SMS. What should I do?

When FortiClient asks for an SMS code and displays an 'Answer' field, wait for the 'token code' on the screen to change to a new code. Then enter this new code. No SMS is sent.

3. What does it mean if I get the message 'Wrong credentials' when setting up the VPN connection and what should I do in that case?

If you get the message 'Wrong credentials' when setting up the VPN connection, it means that incorrect username or password has been entered. After 5 failed login attempts, your account may be blocked. In this case, contact IT support for further assistance.



4. What should I do if I cannot access the awareness questionnaire even though I have an active VPN connection?

1. Shut down other VPN applications. Shut down all background processes of other VPN applications through the Task Manager. On a Mac, you can use activity manager.
2. Launch any browser.
3. Connect to the VPN.
4. Go to the browser, which should still be open, and then manually enter the link from the awareness questionnaire.
5. If you are still experiencing problems, please try on another computer.

5. I get a message "IPSec VPN connection is down" after entering my username and password. What should I do?

You can perform the following steps:

1. In FortiClient, next to RA-VPN, you will see 3 dashes. Click on these.
2. Then select "Edit the selected connection".
3. At the bottom, expand "Advanced settings".
4. Next, select "Phase 2".
5. Scroll down until you see "DH Group" listed.
6. Unfold the menu and select "14".
7. Click on "Save".
8. Try logging in again.
9. If you continue to receive this message, the VPN may be blocked by the business network. In this case, try connecting your computer to your smartphone's hotspot and try again.
10. Shut down other VPN applications. Shut down all background processes of other VPN applications through the Task Manager. On a Mac, you can use activity manager.
11. If this does not work, perform a reinstallation of FortiClient. The guide for the installation process is available on our website: <https://www.cbs.nl/en-gb/our-services/customised-services-microdata/microdata-conducting-your-own-research/log-in-to-ra>



6. I have been working on installing FortiClient to access the Remote Access environment. The installation was successful, but I get stuck logging in for the first time. What should I do if I get the message "Wrong Credentials" after entering my username and the 8-digit code from the RSA app?

If you get the message 'Wrong Credentials' after entering your username and the 8-digit code from the RSA app, follow these steps:

1. Make sure you are using the correct username associated with your account.
2. Leave the PIN field in the RSA app blank, press Submit, and then enter the 8-digit code in the FortiClient password field.
3. After entering the 8-digit code in FortiClient, you should be prompted to set a PIN between 4 and 8 digits.
4. After you set the PIN in FortiClient, then use this PIN in the RSA app on your phone to generate the 8-digit code.
5. Use the generated 8-digit code to establish a VPN connection in FortiClient.
6. If you are still experiencing problems, contact IT support for further assistance.

7. Where can I find the RSA app?

There are two types of RSA apps: RSA Authenticator from RSA Security and RSA. For this process, you must have the RSA Authenticator. This app can be downloaded from the relevant app store on your mobile device. Please also refer to the instructions we provided by email when you received a software token from us. If you no longer have this mail, please contact us for further assistance.