

## VPN Changes

### Introduction

The Diocese has updated its VPN Fortigate equipment and you will therefore be required to update the software on your computer to access the new system.

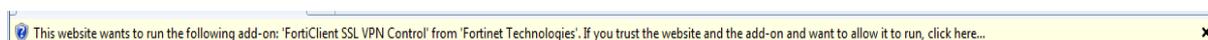
Unfortunately the process will vary slightly depending on which version of Internet Explorer (your web browser software) you are using.

Please note this guide is for Microsoft Internet Explorer ONLY but should be compatible with other browsers.

### Installation

- 1) On connection to the [vpn.bishops-house.co.uk](http://vpn.bishops-house.co.uk) address, Internet Explorer will prompt you to install an Add-on on from Fortinet.

*Users having versions of Internet Explorer prior to Version 9 will see a yellow bar pop up at the top of the screen;*



- 2) Click on the yellow bar and choose **"Run Add-on"**

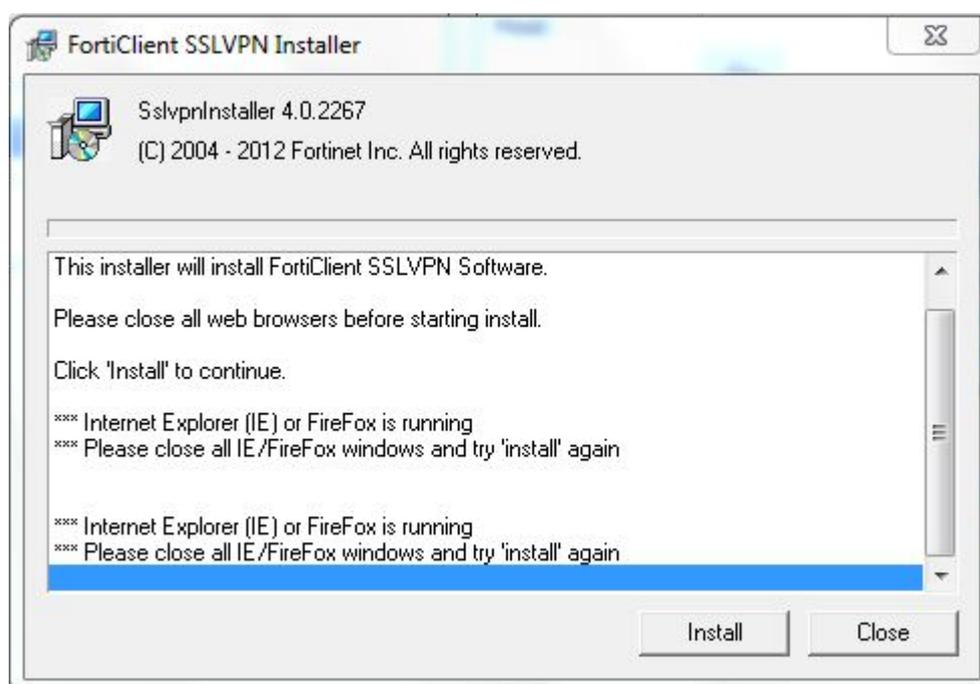
*If you are using Internet Explorer 9 (only available on Windows Vista and Windows 7) the popup will appear at the bottom of the browser:*



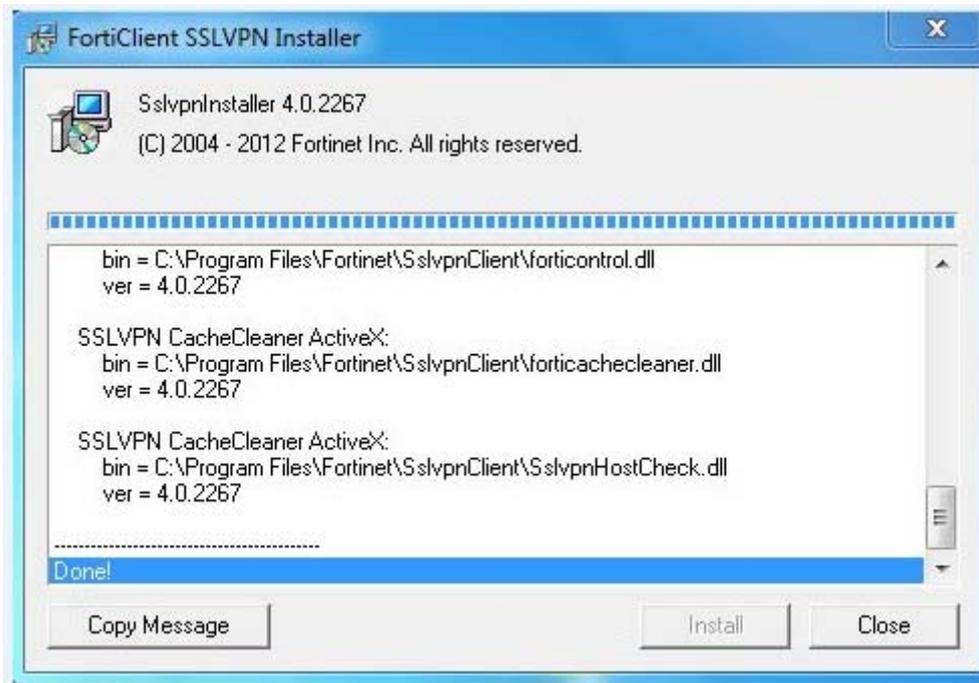
- 3) Click on the **"Allow"** button

*The system will now attempt to install some new software on your machine and will ask you to run or save the software;*

- 4) Click **"Run"** and you should see the following box on your screen:

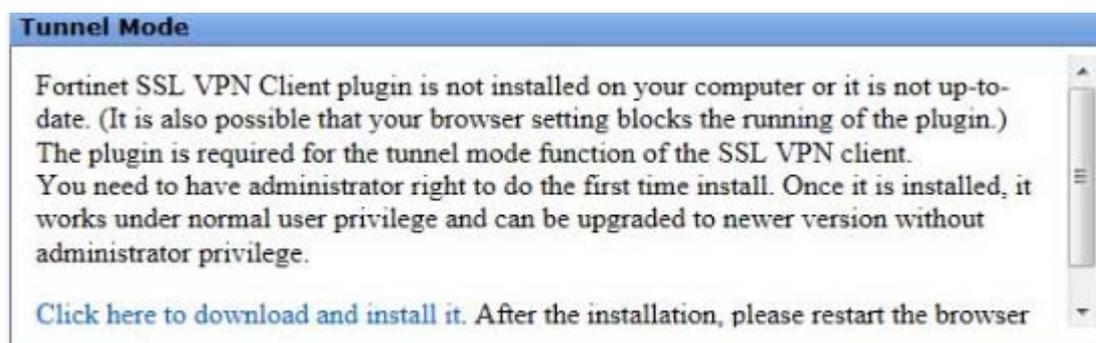


- 5) You need to close your internet browser to complete the software installation so please close your internet browser window and then click on the **“Install”** button
- 6) Once the installer has finished, click on the **“Close”** button to close this window:



### What Happens if I Didn't Get The Prompt for the Installation?

**PLEASE NOTE: If you don't get the prompt to run the installation software please click on the link shown on the page in the Tunnel Mode box:**



Then proceed to run the software and install it as above.

## After You Have Performed The Installation / Update:

Open Internet Explorer and navigate to the [vpn.bishops-house.co.uk](http://vpn.bishops-house.co.uk) address and log in using your existing username and password.

Then look at the **Tunnel Mode** box on the right hand side:

**Tunnel Mode**  
    
Link status: Down  
Bytes sent: 0  
Bytes received: 0  

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FortiClient SSLVPN offline

This shows that the **FortiClient SSLVPN is offline**. This is because this newer software requires you to **click the "Connect" button** in order for it to perform the connection to the Diocese VPN

Once you click on the **"Connect"** button, the software will perform the necessary operation to connect to the Diocese.

Once this has completed and you see **"FortiClient SSLVPN connected to server"** you can work as normal.

**Tunnel Mode**  
    
Link status: Up  
Bytes sent: 2594  
Bytes received: 327  

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FortiClient SSLVPN connected to server

**If you have any problems updating the software on your machine in order to use the new SSL VPN connection please call the P@vIT helpdesk on 01273 834433.**