



VPN Name	MNHC VPN	▼	☰
Username	To edit settings - Click Here		
Password	Same as computer		

[Connect](#)

### To Log Into FortiClient

Enter your Windows computer credentials and have your DUO app open.

VPN credentials are EXACTLY the same as your computer login

If there are connection issues, follow the troubleshooting steps.

If this device has no settings configured yet, you will need to edit the settings first which are below.

## Enter this information as listed below.

Edit the settings first, Copy and paste the information below into the settings screen.

MNHC VPN

MNHC VPN

mnhc.asp.itelagen.com

Enter 443 and Check the box (red circle) for “Customize Port”

Username: Enter Your Windows Login and select “Save Login”

Click Save to save the information and try to connect.

**Edit VPN Connection**

VPN: **SSL-VPN** | IPsec VPN | XML

Connection Name: MNHC VPN

Description: MNHC VPN

Remote Gateway: mnhc.asp.itelagen.com ✕  
+ Add Remote Gateway

Customize port: 443

Enable Single Sign On (SSO) for VPN Tunnel

Client Certificate: None ▼

Authentication:  Prompt on login  Save login

Username: same as computer login - FirstnameLastInitial

Enable Dual-stack IPv4/IPv6 address

**Cancel** **Save**

## Register with DUO:

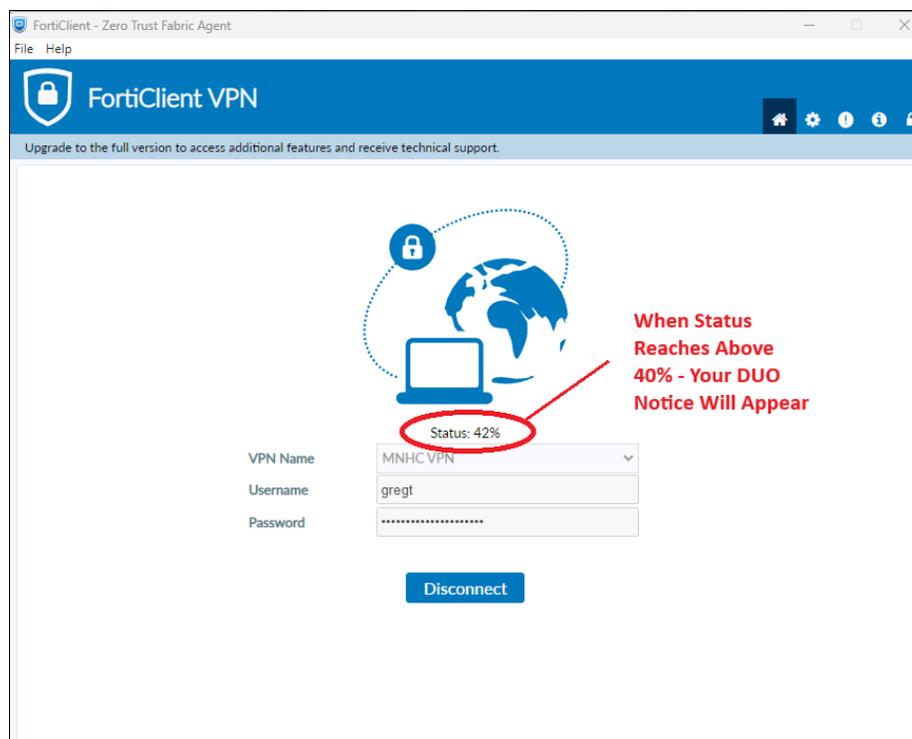
You will receive an email from **DUO**, (it looks like Junk, but it is real - see below)

- You need to **register and download** the DUO app from your phone's app store.

## FortiClient Usage:

Open up FortiClient on the desktop to launch the login screen.

- The username and password are the same as your Windows login when logging into the **FortiClient VPN** software.
- When logging into the VPN, when the progress bar reaches 40%, the **DUO prompt** will ask you to accept. View the above troubleshooting tips if needed.



## DUO TROUBLESHOOTING

### 1) Not getting the **DUO Prompt**?

- Have the DUO phone app **Open** – the Notice does NOT always pop up automatically.

### 2) Not **reaching 40%** on the progress bar?

- Your Wi-Fi is too weak and needs a stronger signal. Try a hot spot or another wireless location.