VPN CONNECTION TO THE UNIVERSITY OF OSTRAVA NETWORK

What is it good for?

With a VPN, you can connect to the University of Ostrava network. This gives you access to OU services that may not be available directly from the internet.

Who is the service available for?

The service is available for all students and staff of the University of Ostrava and for external users who need to access the University of Ostrava network.

For users who want to access OU services via mobile phone, there are separate manuals for mobile phones with **mobile phones with OS ANDROID** and for **Apple mobile phones** with **OS IOS**.

How can I connect?

Users can use a VPN connection using the SSL-VPN client FortiClient. After installing the FortiClient client on your device, your device will be assigned with the IP address of the OU network and continues to behave as such towards the OU network and the rest of the Internet.

Previously, it was also possible to connect to the VPN server via the web interface without installing a VPN client on the user's computer. Unfortunately, some services did not work with this method of connection, so this method of connection was abandoned. The web interface has been blocked, and a VPN client must be installed..

Link to download?

To download the latest version of the FortiClient VPN client, please visit https://www.fortinet.com/support/product-downloads and it is necessary select the **FortiClient VPN only** option.

Which operating systems are supported?

FortiClient VPN only client is available for MS Windows, MacOS, iOS, Android and also for Linux as a DEB or RPM package..

What information will I need to connect?

There are the details:

- VPN: SSL-VPN

- Connection name: whatever your connection name is, e.g. VPN OU

- Remote gateway: vpn.osu.cz

When connecting:

- VPN name: your connection naming you set above

- User name: the name of your student or employee account or other username
  assigned to you

- Password: your student or employee account password or other assigned password

Can I save my access data?

It is only allowed to save the user's name, the password must be remembered or stored securely in a password manager, e.g. KeepassXC. Select Edit selected connection, Authentication -> Save login, User name -> your username.

What is the security of this service?

All your network traffic when connected to a VPN is encrypted to protect against eavesdropping or integrity breaches, which is especially important when connecting over an open WiFi network. However, today most applications communicate encrypted anyway. However, if your computer is infected or hacked, you may put other computers on the OU network at risk, so it is essential that all security updates are installed on your computer and that it is also secured with antivirus software at a minimum.

Where can I find technical support?

The VPN client is usually pre-installed on a university laptop or can be installed by IT technicians in individual OU buildings (OU Helpdesk technici@helpdesk.osu.cz). Otherwise, the user has to install it himself, it is a trivial matter, but you must have administrator rights on the computer. In case of technical problems, it is possible to contact the network administration (OU Helpdesk site@helpdesk.osu.cz). Or by phone or in person to the VPN administrator.

I need to connect an external user

If an external user (e.g. a service technician under a service contract) needs access to the OU network and has not yet obtained an account via the Card Centre, an employee of the University of Ostrava may request VPN access for the external user.

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The applicant must provide the following information:

- Name and surname of the external user

- The company for which the user works

- Valid e-mail address of the user

- Mobile phone number of the user

- Applications and servers to which the user will connect

- Account expiration date, maximum 1 year from account creation

Once the VPN account has been created, a notification will be sent to the email address and login details will be sent to the mobile phone. Please provide contact details directly for the user who will be working directly with the VPN, not their colleagues, their managers, etc.

The user of the account created in this way must be familiar with the Directive of the Rector of the University of Ostrava No.151/2010. The OU employee requesting the account becomes responsible for familiarising the external user with the Directive and for any misuse of the account.

Sharing of VPN accounts is not allowed; if more users are to have access, the appropriate number of VPN accounts must be set up.

Do not forget to cancel a VPN account once the reasons for having it are no longer valid. This applies if the user stops working for the company or the service contract is terminated.

Send requests to the OU Helpdesk at site@helpdesk.osu.cz.
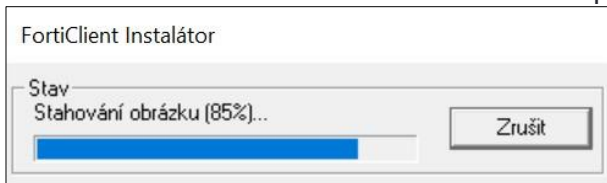
Is there a simple pictorial guide?
The actual look and feel of the installation and configuration process may differ from the screenshots shown, depending on the type of operating system, browser or VPN client version.

Download the appropriate version of the VPN client from the Internet - the VPN only version!
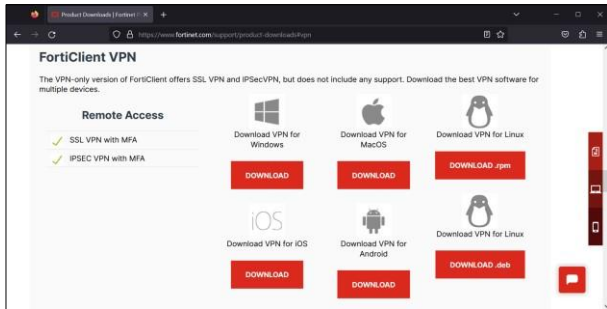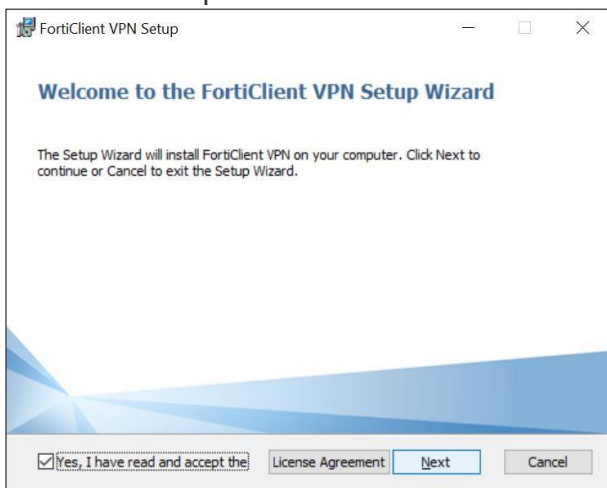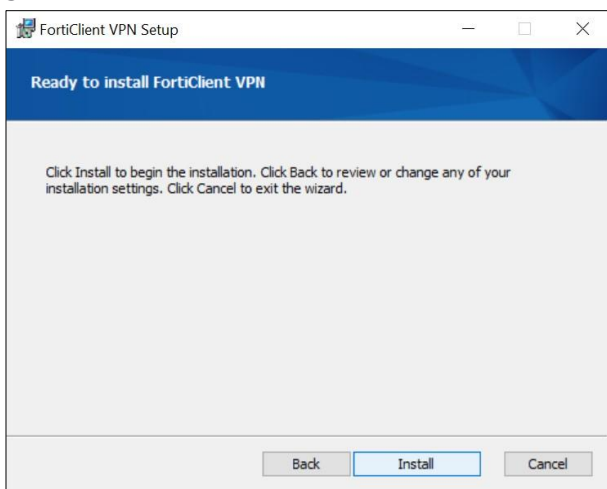
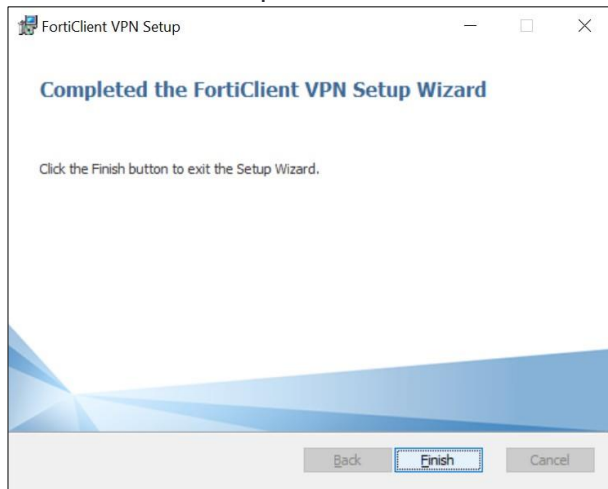the current version is downloaded after startup.

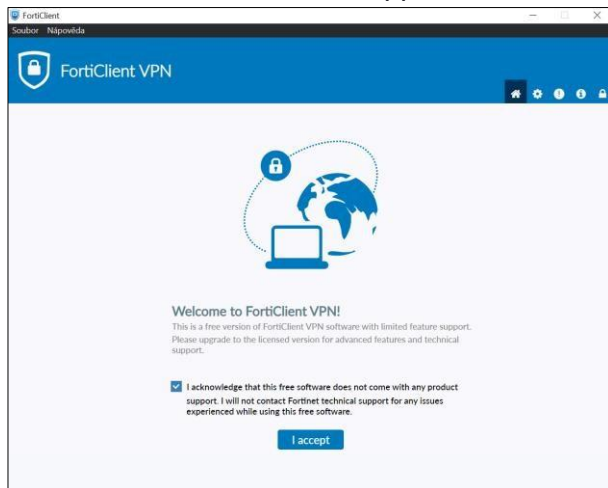Check the acceptance of the license terms and continue by pressing the Next button.

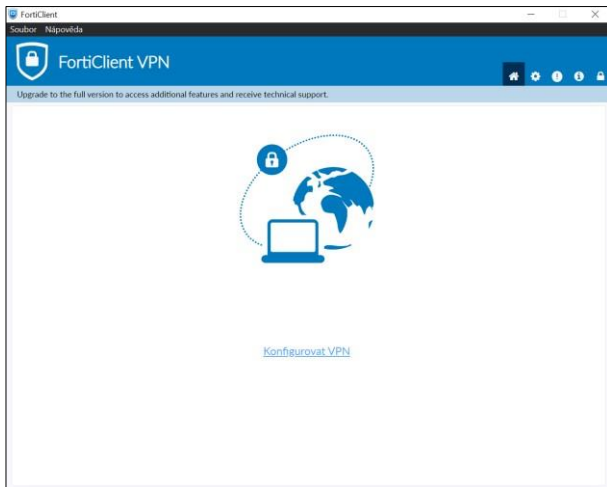Click Install to start the VPN client installation.
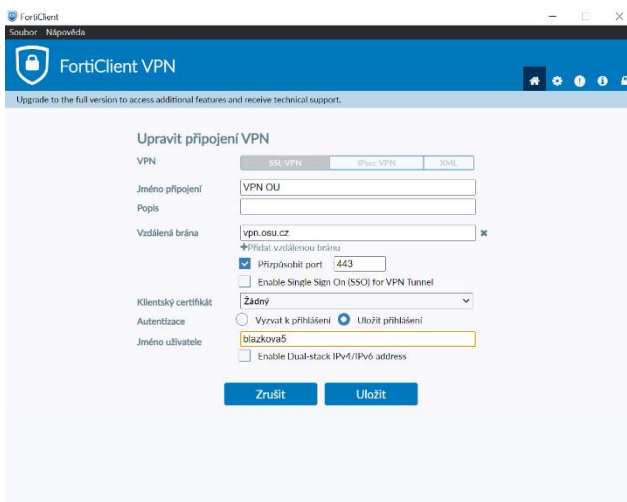
Press Finish to complete the installation.

Launch the FortiClient VPN application, check the I Accept button and continue.

Continue by clicking Configure VPN..

Set VPN type: SSL-VPN, Connection name: your choice, Remote gateway: vpn.osu.cz, Save login, User name: your username. Continue with the Save button.

Fill in Password: your password and continue with the Connect button.

After that, you're connected. You can close the window, the connection remains connected. You can reopen a FortiClient window by launching FortiClient VPN or by using the icon in the status bar.