



## FortiToken Ordering Process

FortiToken is used for two-factor authentication (2FA), providing an additional layer of security by generating one-time passwords (OTPs) for secure access to systems and applications.

When FortiToken is purchased through Telesystem, our service delivery team will collaborate with you to secure the necessary licensing, integrate the tokens into your FortiGate VPN system, and assign them to the designated users for secure access.

## Client VPN Authentication Credentials

As part of the onboarding process, Telesystem will provide credentials for all identified Client VPN users. We will require the following user details:

- Full Name
- Email Address
- Password

*Please Note: Many deployments include RADIUS or Active Directory (AD) integration, allowing Telesystem to automatically populate user accounts rather than manually adding local users to the system.*

Once users are added, they will receive an email with instructions to accept the token. This step is time-sensitive, as users have only 2 hours to complete the process. Telesystem will coordinate closely with your team to ensure a smooth, timely execution to avoid any token expiration.

## Mobile Application Download and Setup

Client VPN users are required to download the FortiToken mobile application from either the iOS App Store or the Google Play Store.

After installation, users should enable notifications and input the key received via email following token acceptance from the previous step.

## Adding More Users Post-Install

To add additional users, please contact our team at [MACD@trusttelesystem.com](mailto:MACD@trusttelesystem.com) or your dedicated Account Manager to place the order. Once Telesystem receives the necessary licensing, we will collaborate with you to gather the required user information and complete the additional setup process.

