

# Network and Remote Access

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# WiFi Troubleshooting

Having trouble connecting to the school WiFi? This guide covers the most common issues and fixes.

## Connecting to WiFi

### Windows

1. Click the **WiFi icon** in the taskbar (bottom-right corner)
2. Select your school's WiFi network
3. Click **Connect**
4. Enter your credentials if prompted

### Chromebook

1. Click the **clock/battery area** in the bottom-right corner
2. Click the **WiFi icon**
3. Make sure WiFi is turned **on**
4. Select your school's WiFi network

## Mobile Devices (Phones, Tablets)

1. Go to **Settings > WiFi**
2. Select your school's WiFi network
3. Enter your credentials if prompted

## Common WiFi Problems

### WiFi Won't Connect

1. Make sure WiFi is **turned on** on your device
2. Make sure you're selecting the correct network

3. Restart your device and try again
4. Move closer to a wireless access point — thick walls and distance can weaken the signal
5. If other people nearby are connected fine, the issue is likely with your device — restart it

## Connected but No Internet

1. Try opening a different website — the site you're visiting may be down
2. Restart your device
3. Disconnect from WiFi and reconnect
4. If multiple people are experiencing the same issue, it may be a network-wide problem — contact IT

## WiFi Keeps Disconnecting

1. Check if the issue happens in a specific location — you may be at the edge of the WiFi range
2. Restart your device
3. If the problem continues, contact IT — there may be an issue with the access point in your area

## Device Says "Unable to Connect" or "Authentication Failed"

- Double-check that you're entering the correct password or credentials
- Your account may need to be re-authenticated — try "forgetting" the network and reconnecting:
  - **Windows:** Click the WiFi icon > right-click the network > **Forget** > reconnect
  - **Chromebook:** Click WiFi icon > click the network name > **Forget** > reconnect

## Personal Devices

Personal devices may have limited or no access to the school network depending on your school's configuration. If you need to connect a personal device for work purposes, contact IT.

## Contact IT

If you've tried the steps above and still can't connect:

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **school and room/area**
- The **type of device** you're trying to connect
- What's happening (error messages, symptoms)
- Whether the issue affects just you or multiple people

# How to Connect to the FVSD VPN (FortiClient)

The FVSD VPN allows you to securely access school division resources when you're working remotely. This guide walks you through installing and connecting with FortiClient.

## Who Needs the VPN?

You only need the VPN if you're accessing FVSD network resources **from outside a school building** — for example, working from home or travelling. If you're at a school connected to the school WiFi, you don't need the VPN.

## Step 1: Download FortiClient

1. Go to the Fortinet product downloads page and download **FortiClient VPN**
2. Run the installer and follow the prompts to install

If you're unsure which version to download, contact IT.

## Step 2: Set Up the VPN Connection

1. Open **FortiClient**
2. Go to **Remote Access** or **VPN Connections**
3. Click **Add** or **Configure VPN** to create a new connection
4. Enter the following settings:

| Setting | Value |
|---------|-------|
|---------|-------|

|       |       |
|-------|-------|
| ----- | ----- |
|-------|-------|

|                 |         |
|-----------------|---------|
| <b>VPN Type</b> | SSL-VPN |
|-----------------|---------|

|                        |      |
|------------------------|------|
| <b>Connection Name</b> | FVSD |
|------------------------|------|

| **Remote Gateway** | <https://vpn.fvsd.ab.ca> |

| **Custom Port** | 10443 |

| **Enable Single Sign-On for VPN Tunnel** | Checked |

| All other boxes | Leave unchecked |

1. Click **Save**

## Step 3: Connect

1. Open **FortiClient**
2. Select the **FVSD** connection
3. Click **Connect**
4. Sign in with your FVSD Microsoft account when prompted (Single Sign-On)
5. Once connected, you'll see a confirmation in FortiClient

## Disconnecting

When you're done working remotely:

1. Open **FortiClient**
2. Click **Disconnect**

## Troubleshooting

### "Unable to Connect" or Connection Times Out

- Make sure you have an active **internet connection** — the VPN requires internet to connect to FVSD's network
- Double-check the connection settings match the table above (especially the gateway and port)
- Restart FortiClient and try again
- If you're on a hotel or public WiFi, the network may be blocking VPN traffic — try a different network or use a mobile hotspot

# "Authentication Failed"

- Make sure you're signing in with your **FVSD Microsoft account**
- Your password may have changed — try your current FVSD password
- If your account is locked, reset your password first (see the [Password Reset](#) article)

## VPN Connects but Can't Access Resources

- Try disconnecting and reconnecting
- Restart your computer and try again
- If the issue persists, contact IT

## Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** [helpdesk@fvsd.ab.ca](mailto:helpdesk@fvsd.ab.ca)