

# VPN-DII

December 2025 - versione 2.2

<b>1. Prerequisites</b>	<b>1</b>
<b>1.1. Supported operating systems</b>	<b>1</b>
<b>1.2. Available Information Technology Services</b>	<b>2</b>
<b>2. Download</b>	<b>2</b>
<b>3. Client configuration</b>	<b>2</b>
<b>4. Connection to office pc.</b>	<b>6</b>
<b>4.1 Windows</b>	<b>6</b>
<b>4.2 MacOS</b>	<b>8</b>
<b>5. Password change</b>	<b>13</b>
<b>6 HELPDESK</b>	<b>14</b>

## 1. Prerequisites

The operating system and all software components (drivers/antivirus) of your device must be updated.

### 1.1. Supported operating systems

- Windows 11 (not earlier versions)
- macOS 14, macOS 13, macOS 12 (not earlier versions)
- Linux<sup>1</sup>

Please note that the Information Technology Services Department does not provide support on personal PCs and devices, but only on Departmental ones.

---

<sup>1</sup> It is possible to install a linux version from the [official](#) usansite using [Remmina](#) as the RDP client

## 1.2. Available Information Technology Services

1. Once the connection to the VPN is made, all IT services offered by the Department will be available:
2. 1. Direct access via Remote Desktop Connection/SSH to their computing workstations (Windows/Linux)
3. 2. Access to shared folders (Scanners, Groups, Areas)
4. 3. Access to all network software licenses

### PLEASE NOTE.

**The VPN should not be used for file transfer; refer to the use of filesender or Cloud storage (e.g., WeTransfer, Filesender Garr, Dropbox, Gdrive, etc.) for this type of service.**

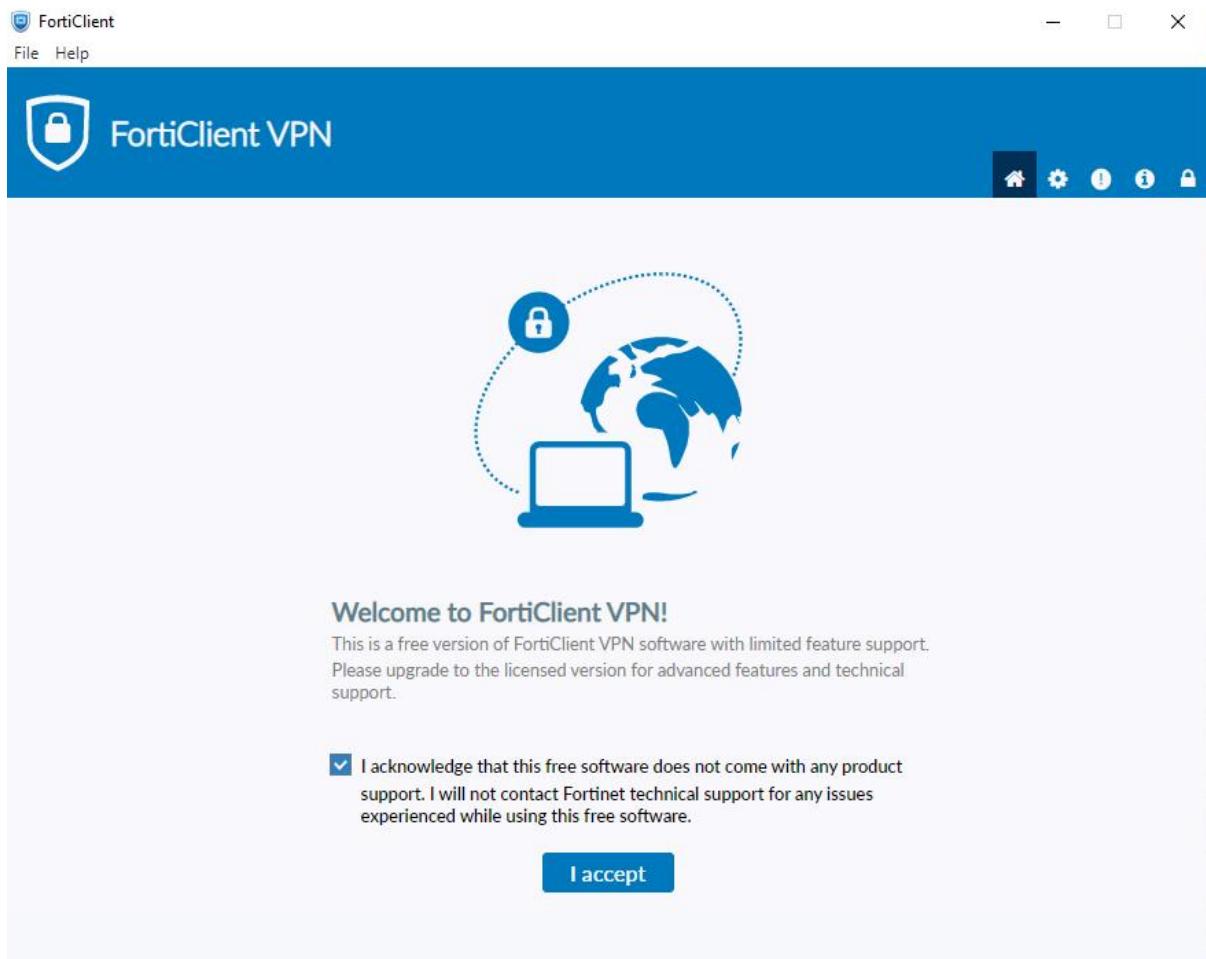
## 2. Download

Open a browser at the following address (<https://www.fortinet.com/it/support/product-downloads#vpn>), download and install the version of FortiClient VPN according to your device

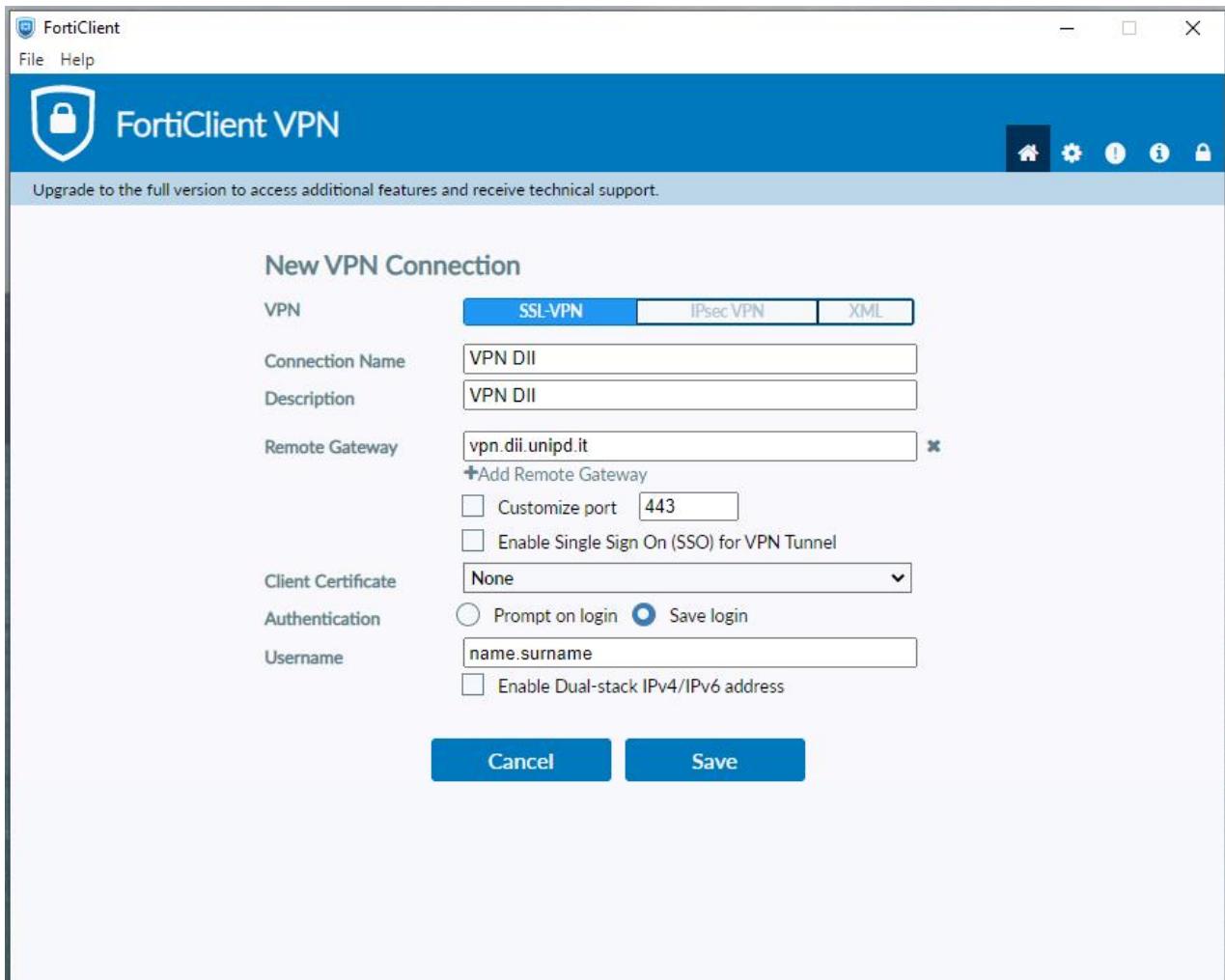


## 3. Client configuration

Start the "FortiClient VPN" program and proceed with the configuration:



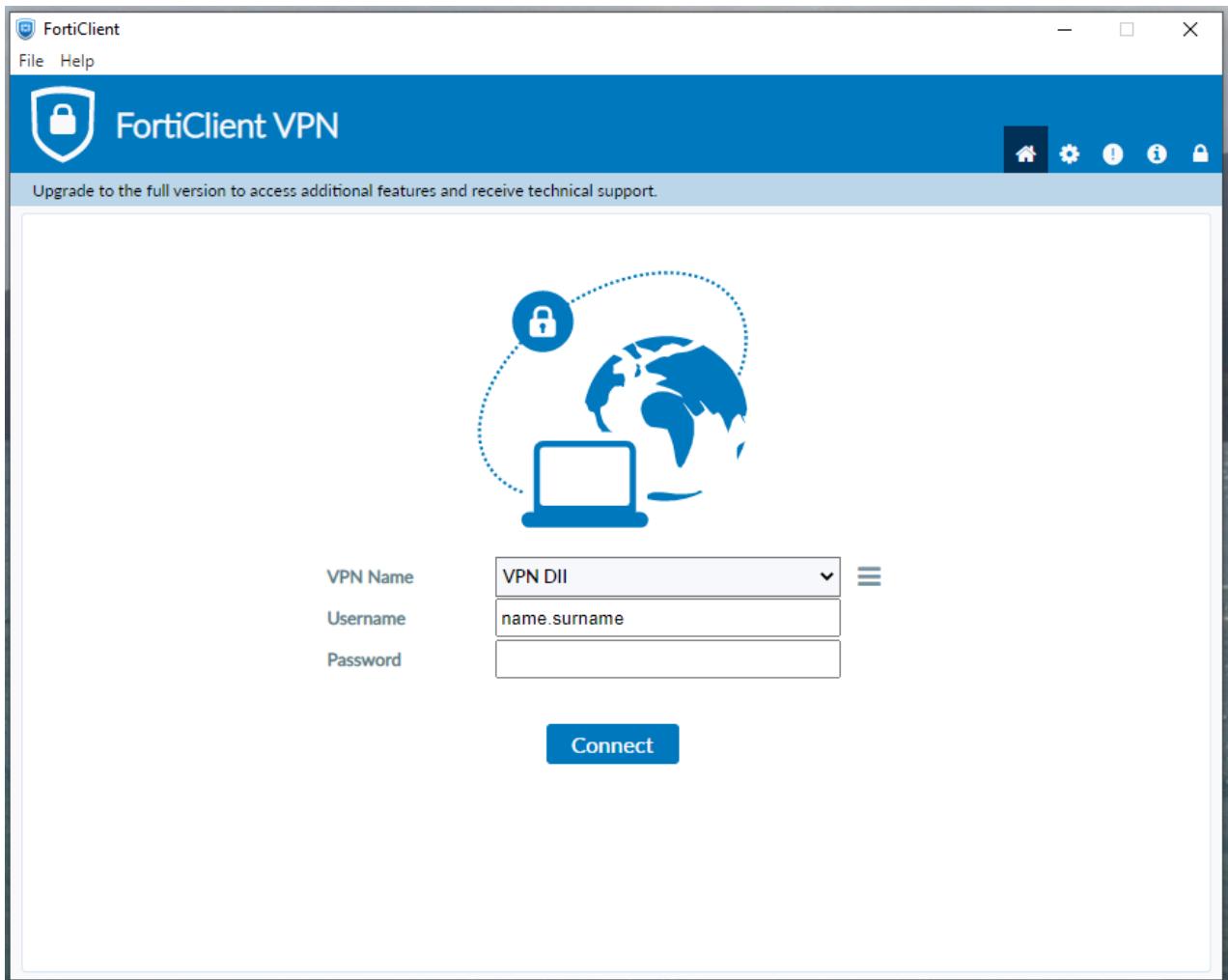
click on: "I accept"



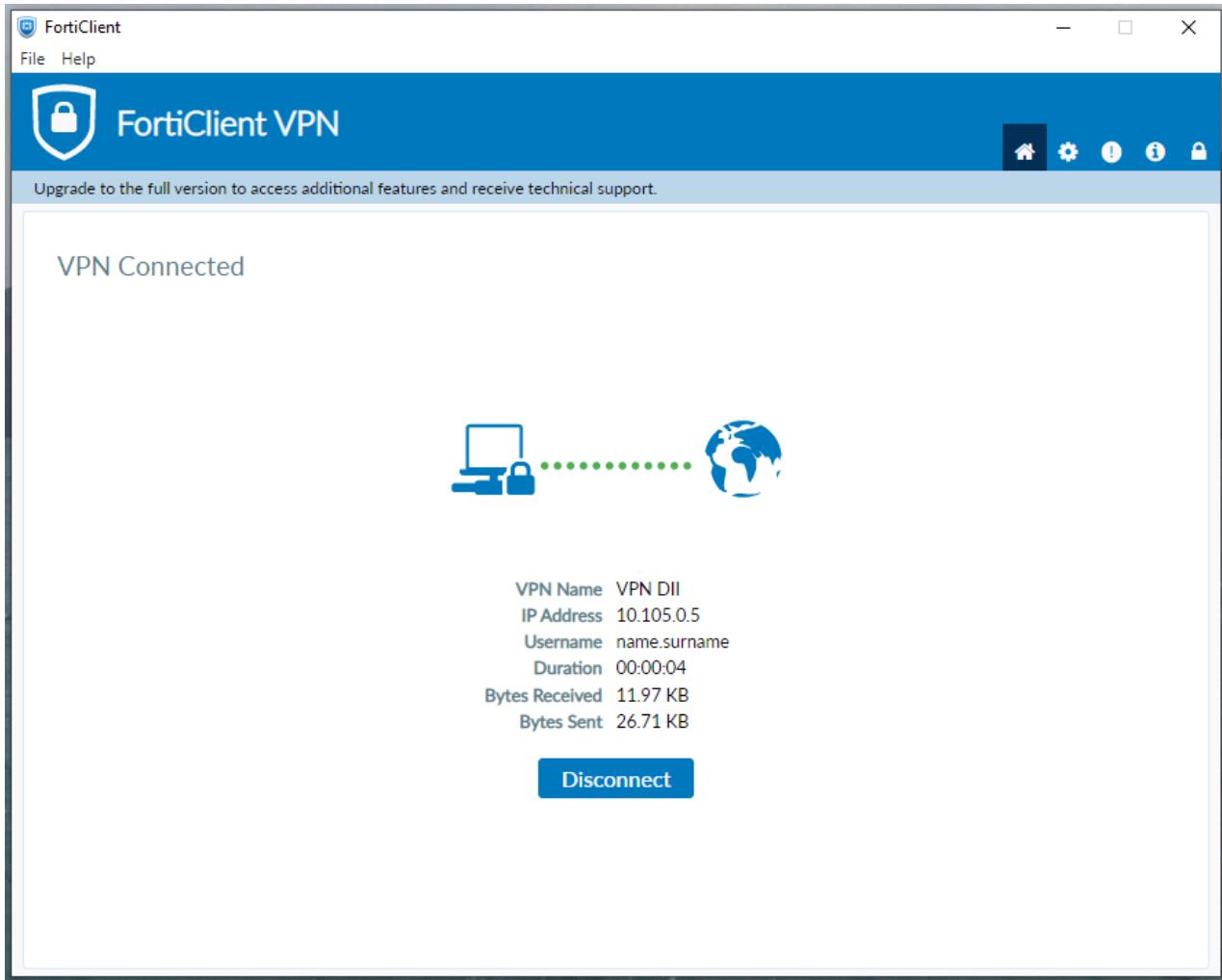
enter the username provided and click Save.

Successivamente:

1. Enter the password that arrived via email
2. Press "Connect"



If everything was successful, the following screen will appear:

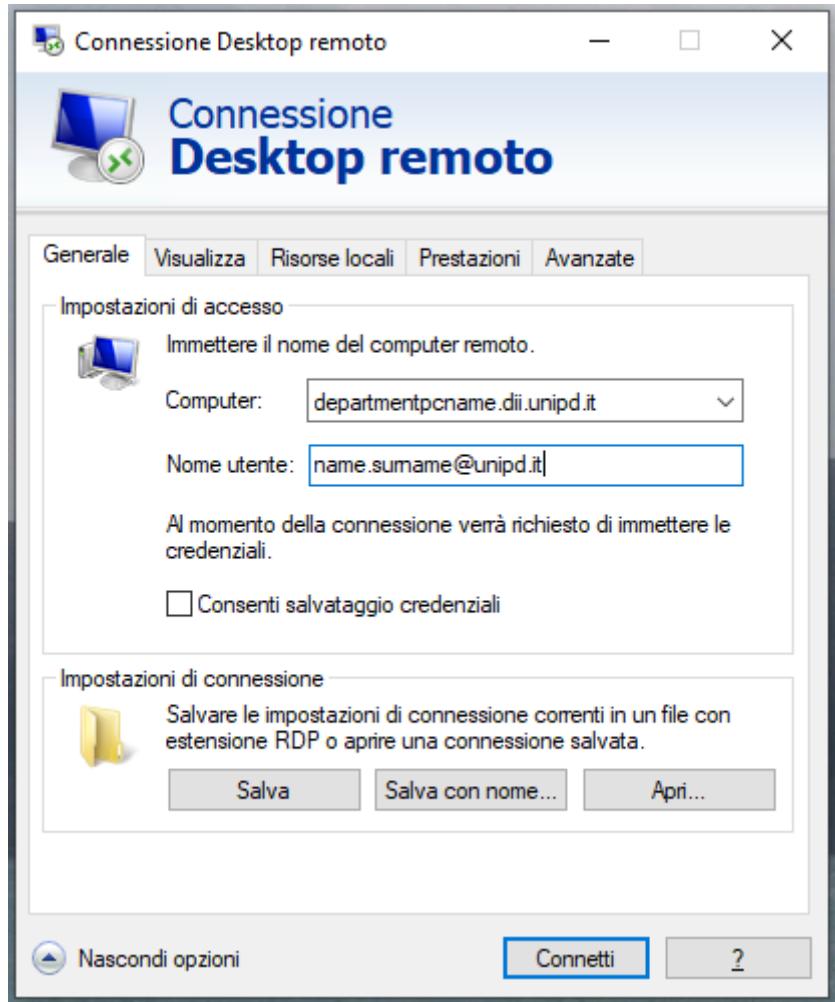


## 4. Connection to office pc.

### 4.1 Windows

To access one's workstation from a Windows-based computer/office PC, it is necessary to use the "Remote Desktop Connection" app **always** available in Windows-based PCs..

Go to: "Start," search for and run the app: "Remote Desktop Connection."  
And configure it as follows:



The "**departmentpcname.dii.unipd.it**" is the "**Device Name**" found by right-clicking on: start menu > Settings > System **and must be followed by .dii.unipd.it**.

For future reference, you can save this configuration by clicking "Save as/Save as" and save it to your desktop, for example.

Once you press the **Connect** button simply enter your **SSO password**. (N.B. Credentials are not saved so there is no point in putting a check mark on them).

When the session is over, close the Remote Desktop Connection application and click on Disconnect in the Forticlient application.

## 4.2 MacOS

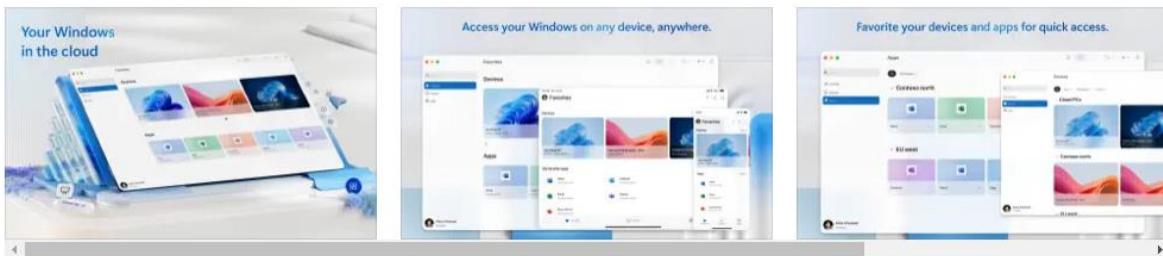
### Step 1. Download Windows APP

To connect to the office PC download from the Apple Store the app: Windows App found at the following link:

<https://apps.apple.com/it/app/microsoft-remote-desktop/id1295203466?mt=12>



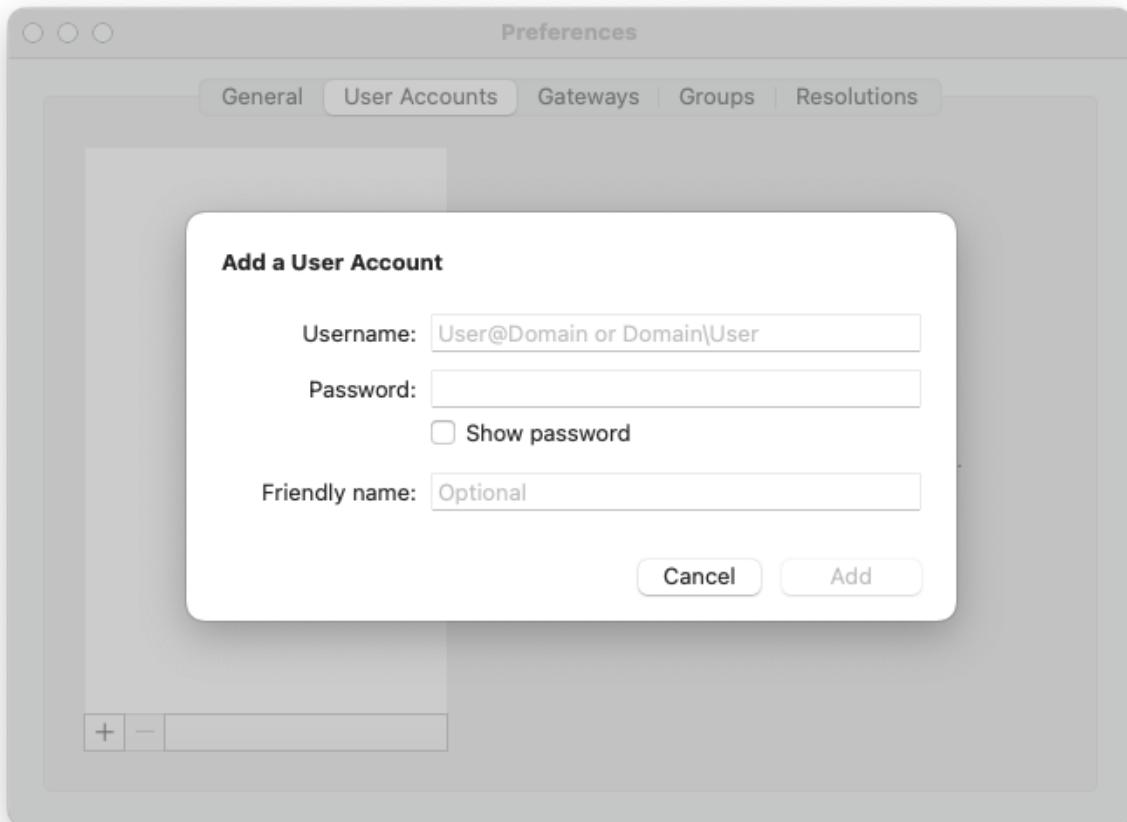
#### Screenshot



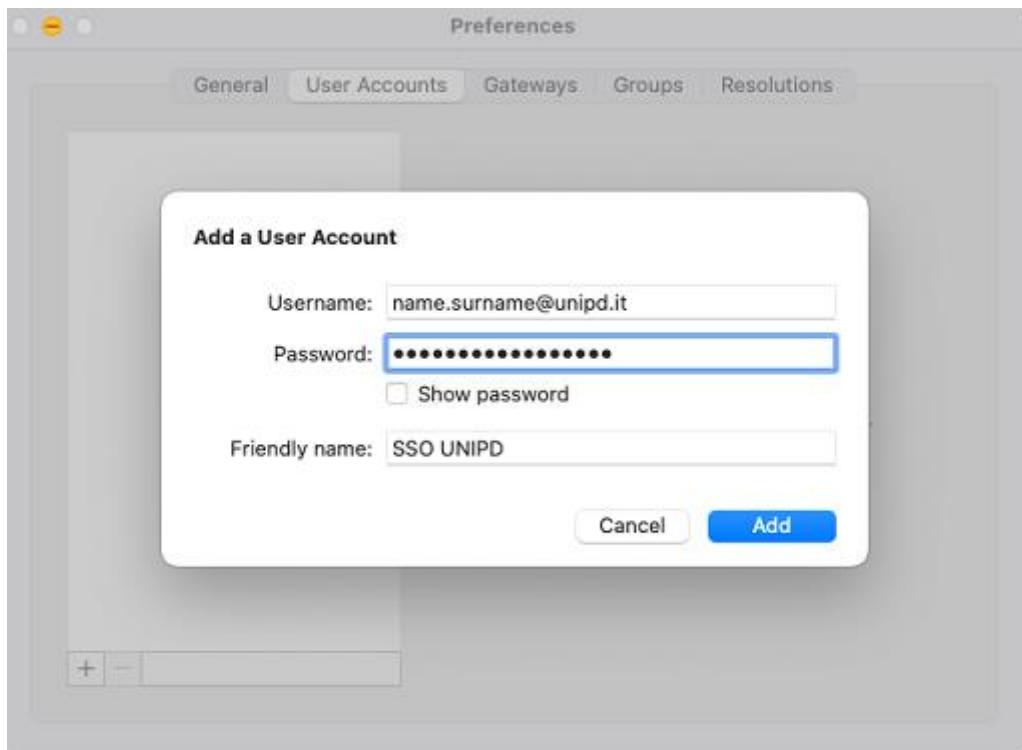
and start it up.

### Step 2. SSO/DII Credentials save

In the top bar, select Microsoft Remote Desktop -> Preferences and select the "User Accounts" tab and finally on the +.



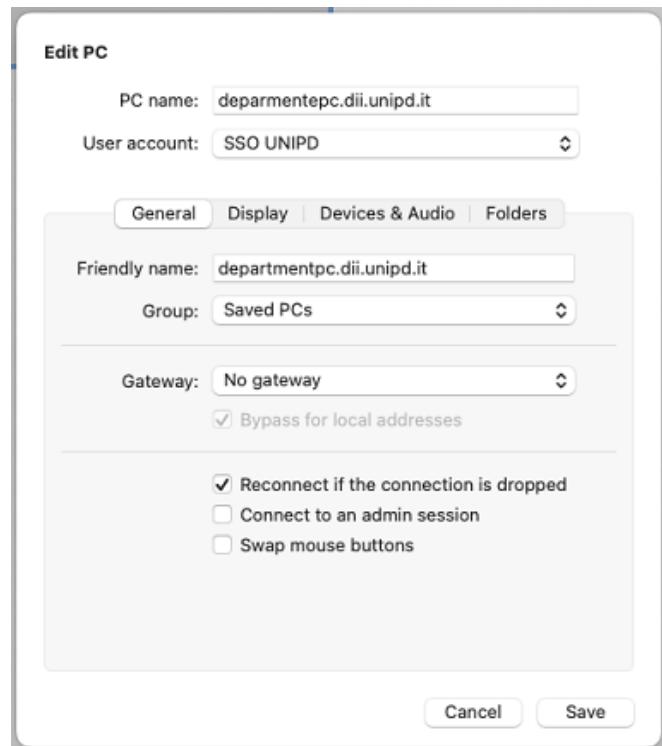
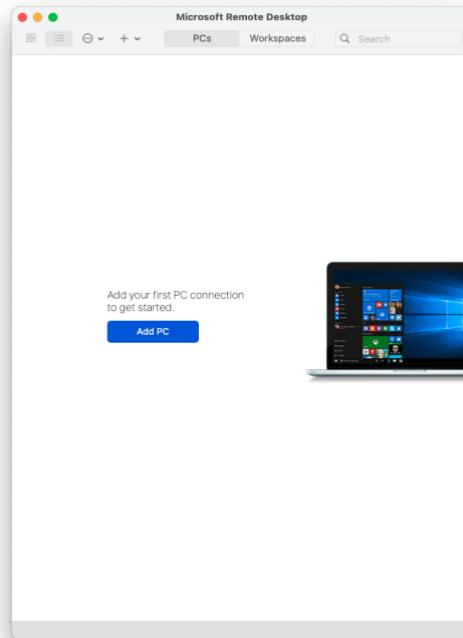
and configure it as in the picture.



and finally click on Add.

Step 3. RDP connection.

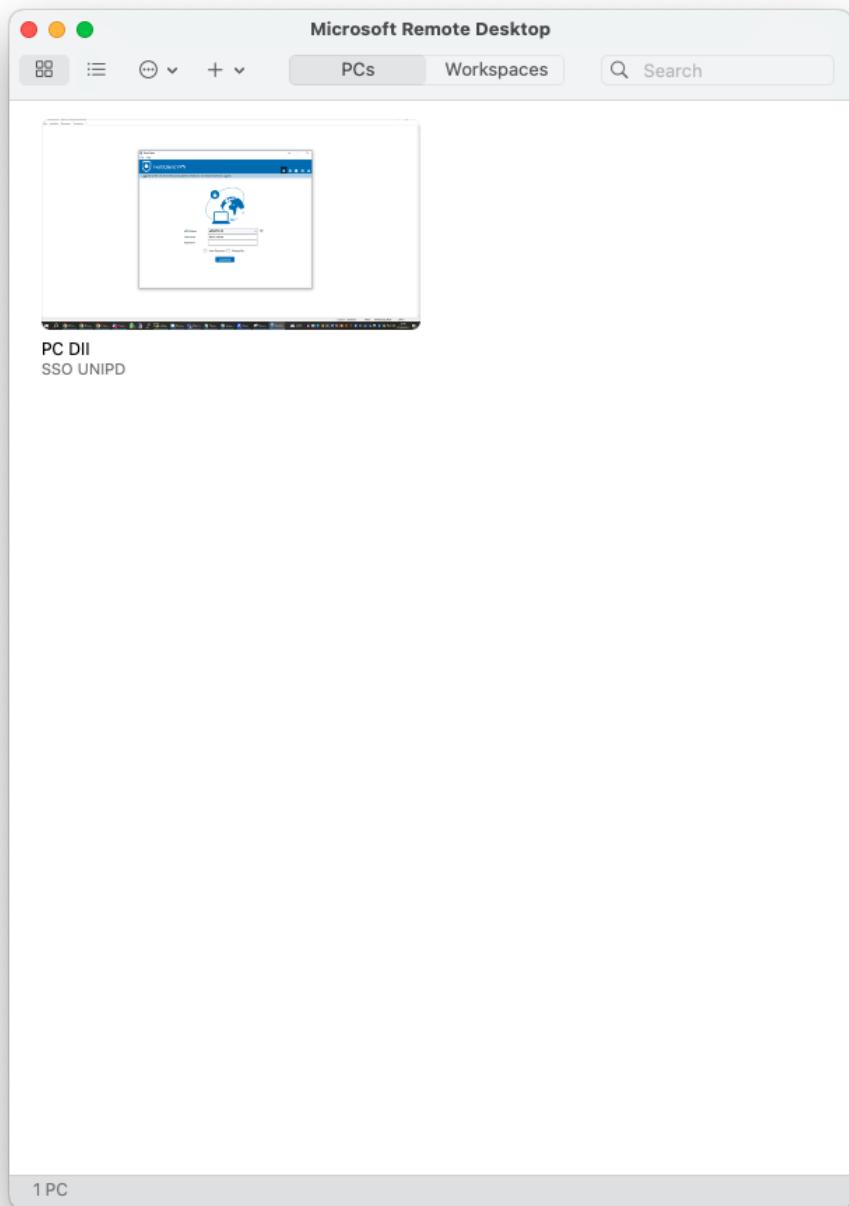
Now go back into the app and click on the blue "Add PC" button:



and click on Add.

The "**departmentpcname.dii.unipd.it**" is the "**Device Name**" found by right-clicking on: start menu > Settings > System **and must be followed by .dii.unipd.it**.

Si visualizza un'icona come in foto:

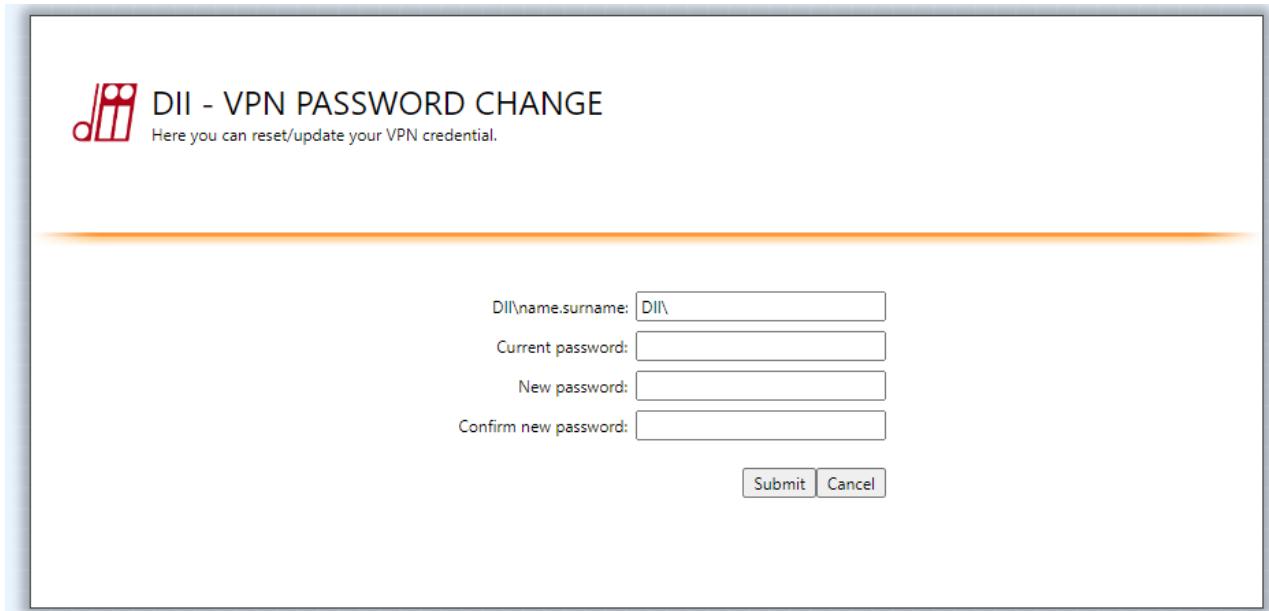


## 5. Password change

Credentials for VPN access for security reasons must be changed strictly every 180 days. Warning emails are sent for the expiring password.

**WARNING: Before proceeding with Step 1, make sure you are connected to the VPN, otherwise the page will not be accessible.**

Step 1. Connect to the vpn and then open any browser and connect to the web page: <https://usrpwd.dii.unipd.it/>. The following web interface will be displayed:



DII - VPN PASSWORD CHANGE  
Here you can reset/update your VPN credential.

DII\name.surname:   
Current password:   
New password:   
Confirm new password:

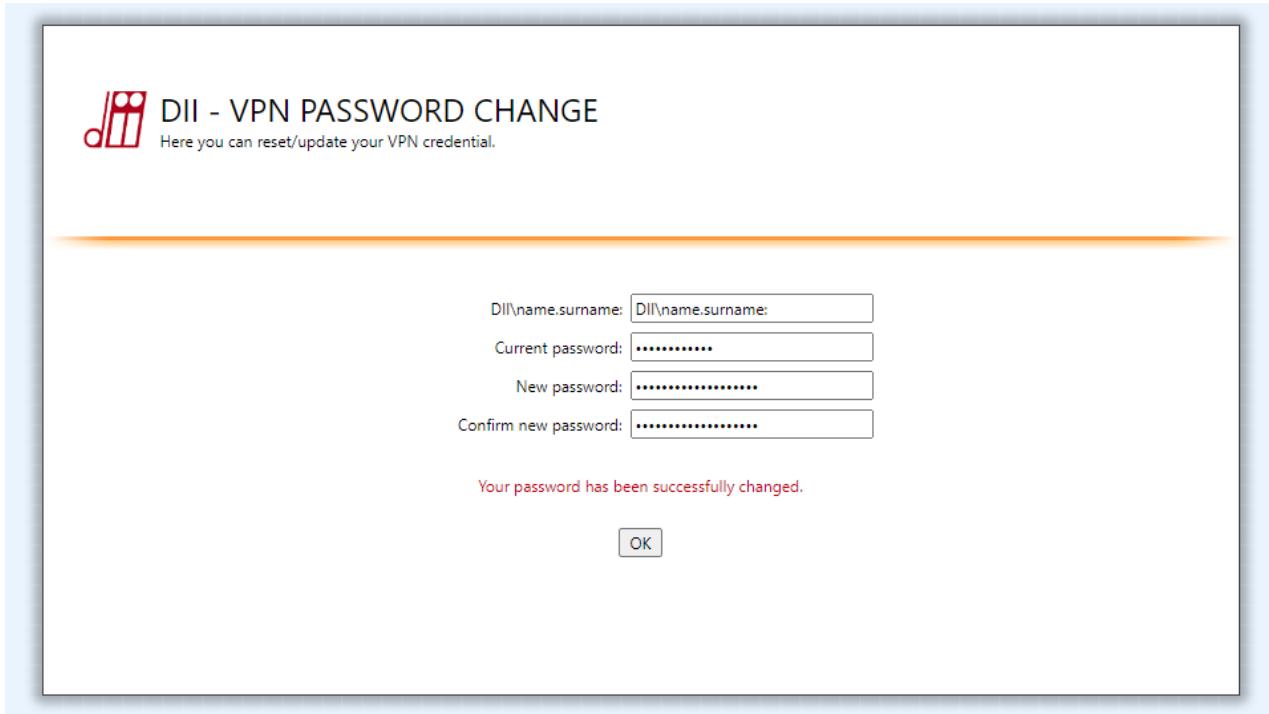
At this point it is necessary to fill in the fields like this::

- DII\name.surname
- the current password<sup>2</sup>
- New password and Confirm new password: enter the new password twice<sup>3</sup>

<sup>2</sup> In case of lost password, request a new password via helpdesk

<sup>3</sup> The password must contain uppercase and lowercase letters, at least one number, and at least one symbol. It must be at least 12 characters long and must not be the same as the previous password.

and finally click on the "Submit" button. If the operation was successful you will get a message like.



The screenshot shows a web page titled "DII - VPN PASSWORD CHANGE" with the sub-instruction "Here you can reset/update your VPN credential." Below the title is a red logo consisting of the letters "dii". The page contains four input fields for password change: "DII\name.surname:" (with the value "DII\name.surname:"), "Current password:" (with the value "....."), "New password:" (with the value "....."), and "Confirm new password:" (with the value "....."). Below these fields is a message "Your password has been successfully changed." and an "OK" button.

At this point you can proceed with the connection with your new credentials.

## 6 HELPDESK

For assistance open a ticket <https://www.dii.unipd.it/helpdesk> on the SERVIZI INFORMATICI::1 Account e servizi di rete.