

User guide for EXT-users

Important! When logging into BeyondTrust, **do not use your password in step 2!**

- In step 2, log in using your username and **PIN + code from the SecurID app**.
 - You choose your PIN during first-time login.
- You will only use your password in **step 5**, when logging into the Jump server.

Step 1 – Access the login page

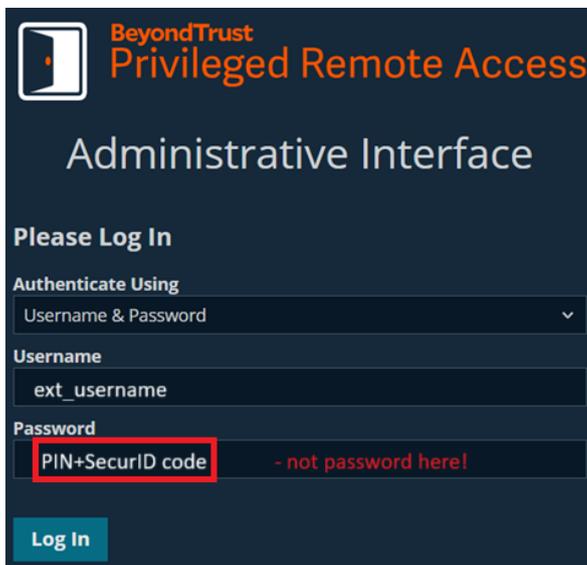
- Go to: <https://remote-access.ihelse.net/login>
- Read the terms and click “ACCEPT” to proceed.

Note: All sessions are recorded for security and auditing purposes.

Step 2 – Login

- Enter your username: ext_username
- In the password field, enter your **PIN + code from the SecurID app** – *do not use your password!*

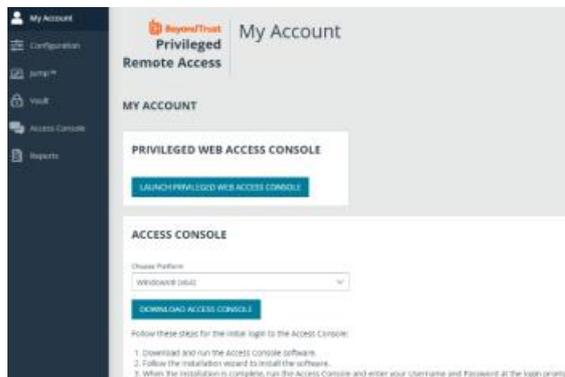
Example: PIN = 1234 and SecurID code is 999999, then write 1234999999



The screenshot shows the login page for BeyondTrust Privileged Remote Access. The page has a dark blue background with white and orange text. At the top left is the BeyondTrust logo. The main heading is "Administrative Interface". Below that, it says "Please Log In". There is a dropdown menu labeled "Authenticate Using" with "Username & Password" selected. Below that is a "Username" field containing "ext_username". The "Password" field contains "PIN+SecurID code" and has a red box around it with a red note "- not password here!". At the bottom left is a "Log In" button.

Step 3 – Launch BeyondTrust

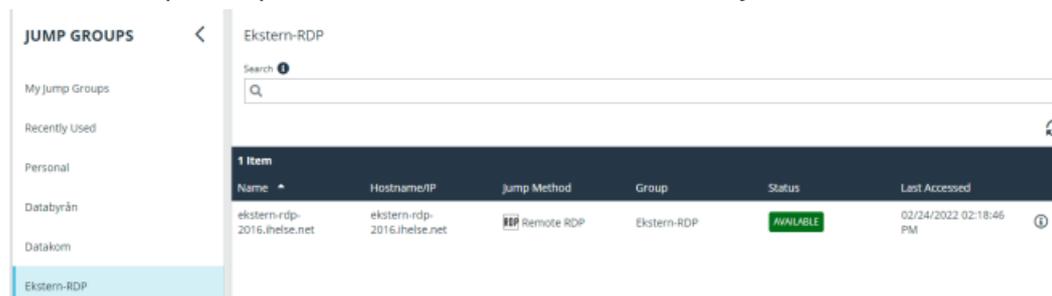
- Once logged in, click “Launch Privileged Web Access Console”



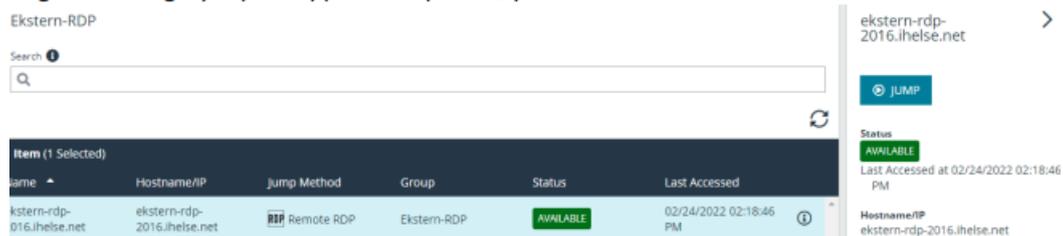
Tip: You can download the desktop version by selecting your platform and clicking “Download Access Console”

Step 4 – Connect to the Jump server

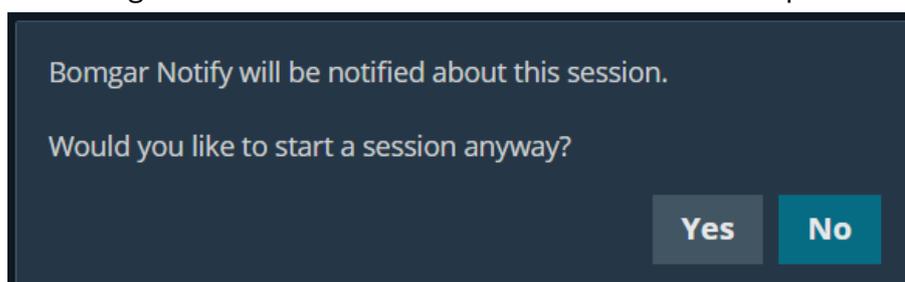
- In the “Jump Groups” tab on the left, find the servers you have access to



Velg enheten og trykk på knappen «Jump» til høyre.

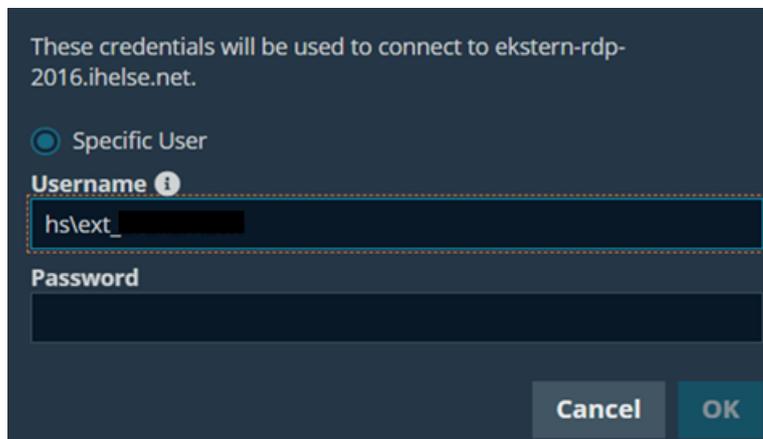


- Select the server (e.g. ekstern-rdp.ihelse.net) and click “Jump”
- A message will be sent to Helse Vest IKT – click “YES” to proceed



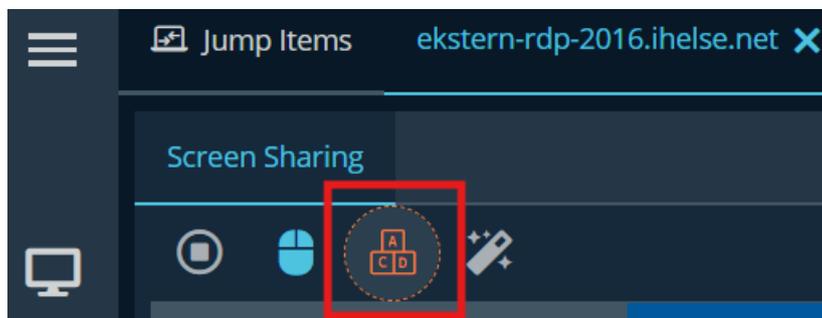
Step 5 – Log in to ekstern-rdp

- Username: hs\ext_yourusername
- Password: Use the password you received via SMS
 - Remember to include hs\ before your username!



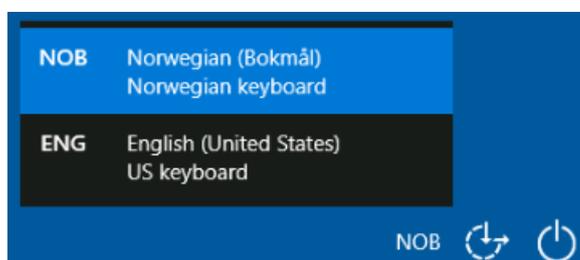
Set your own password

- Once logged in, you can set a password by clicking:



And then “Change a password”

The keyboard may be set to English – you can change this in the bottom right corner:



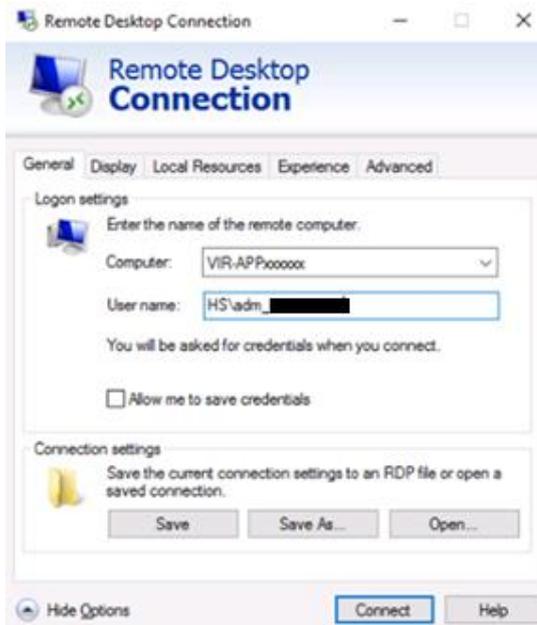
- Your new password must be at least **16 characters long**
 - For adm-accounts, it must include **uppercase and lowercase letters and numbers**

Logging into other servers

- Start Windows RDP from the desktop or start menu on ekstern-rdp



- Click **“Show options”** and use the **server name (VIR-APPxxxxxx)** – *do not use the IP address!*



- Use your admin account: `hs\adm_yourusername`
 - *Remember to include `hs\` before your username!*
- Enter the password for your admin account
 - *This is different from your EXT account password!*

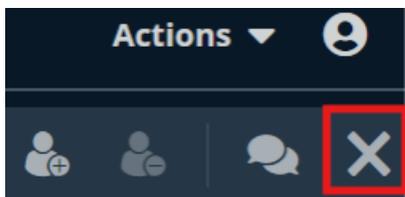


If you haven't received your admin password, contact your contact person.

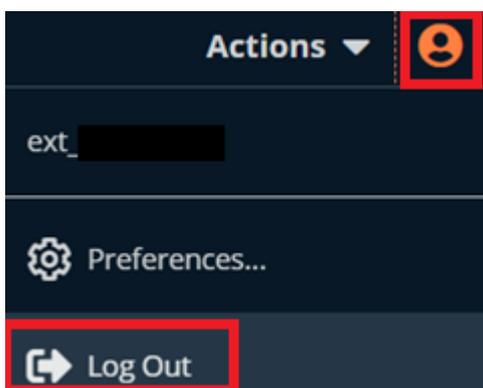
Logging out

All sessions are recorded for security and auditing purposes – log out properly!

- Click the **X** in the top-right corner to end the session:



- Log out of BeyondTrust by clicking your profile icon and selecting “Log Out”



Common issues

Cannot log into BeyondTrust:

- Make sure you use PIN + code from the app, not password, in step 2

Cannot log into ekstern-rdp:

- Use your EXT account and password, with hs\ before your username in step 5

Cannot log into a VIR-xxxx server:

- Use the server name, not the IP address.
- Use your admin account with it's own password (different from EXT password)

Contact info:

If you are experiencing issues, please contact your designated contact person and specify which step you are having trouble with.