

# User Guide

BeyondTrust Privileged Remote Access

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# First-time setup

Two-factor authentication (2FA) – Android

1

## Install the app

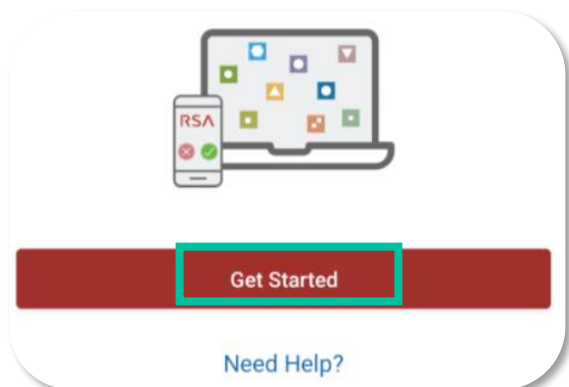
Install the **RSA Authenticator (SecurID)** app on your mobile phone.



2

## Start the app

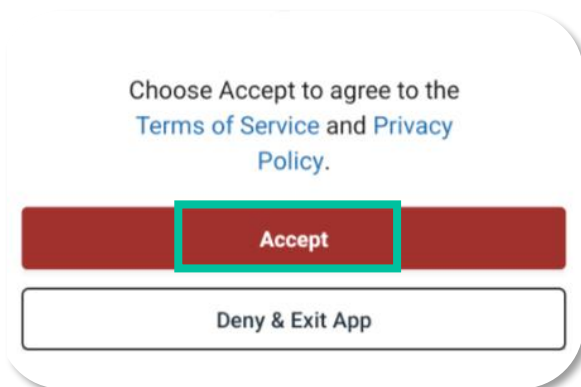
Open the app and press **Get Started** to continue.



3

## Accept the terms

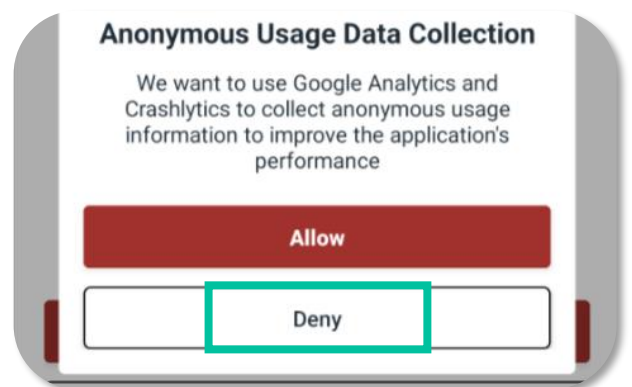
Read through them and press **Accept** to accept the license terms.



4

## Decline sharing of usage data

When the app asks about anonymous usage data, select **Deny**.



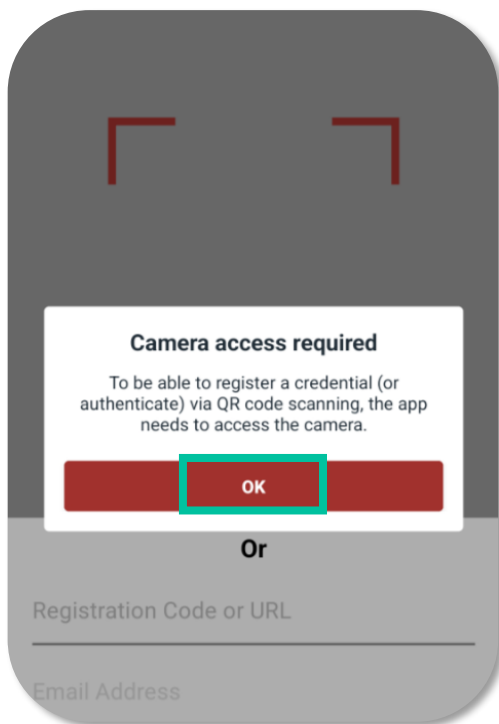
# First-time setup

Two-factor authentication (2FA) – Android

5

## Allow camera access

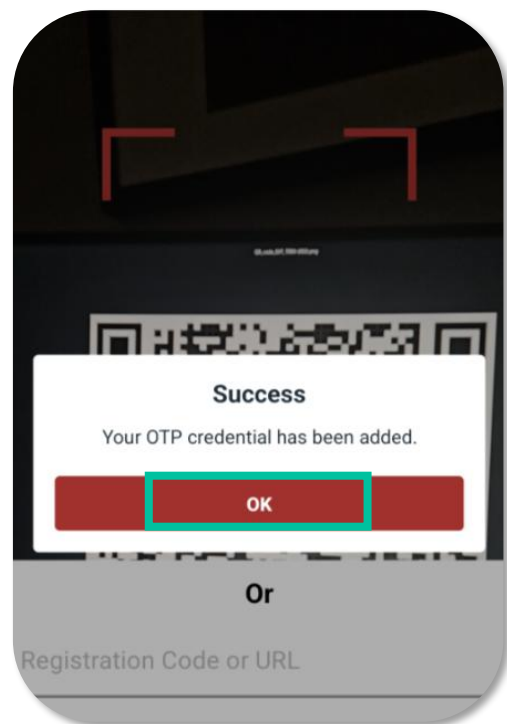
Press **Allow** so that the app can scan the QR code.



6

## Scan and confirm

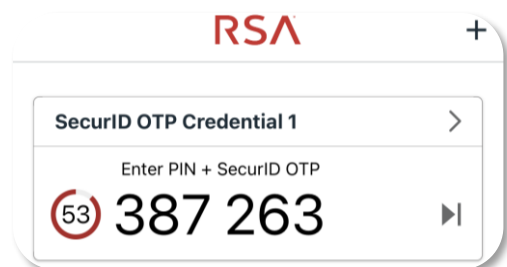
Scan the QR code and press **OK** when the registration is complete.



7

## The code is ready

When the one-time code appears in the app, the setup is complete.



[Continue on page 7](#)

# First-time setup

Two-factor authentication (2FA) – iOS

1

## Install the app

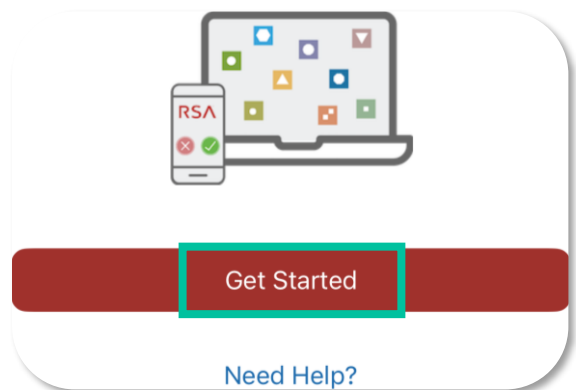
Install the **RSA Authenticator (SecurID)** app on your mobile phone.



2

## Start the app

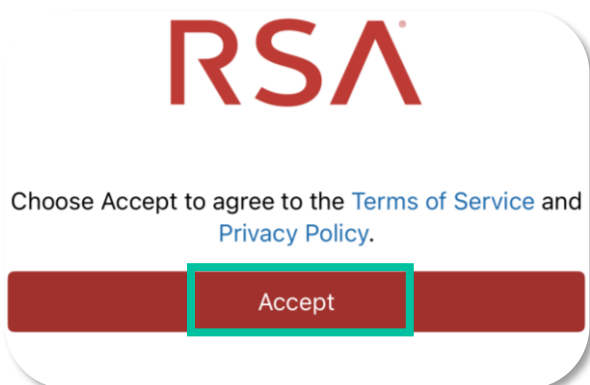
Open the app and press **Get Started** to continue.



3

## Accept the terms

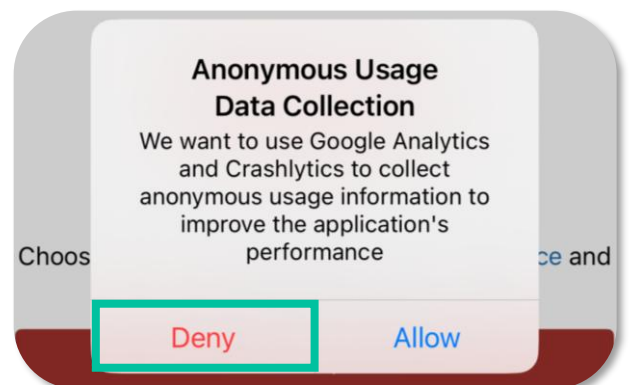
Read through them and press **Accept** to accept the license terms.



4

## Decline sharing of usage data

When the app asks about anonymous usage data, select **Deny**.



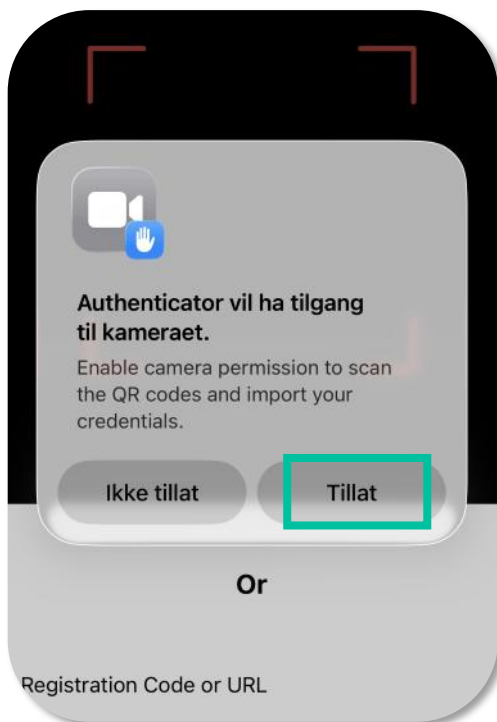
# First-time setup

Two-factor authentication (2FA) – iOS

5

## Allow camera access

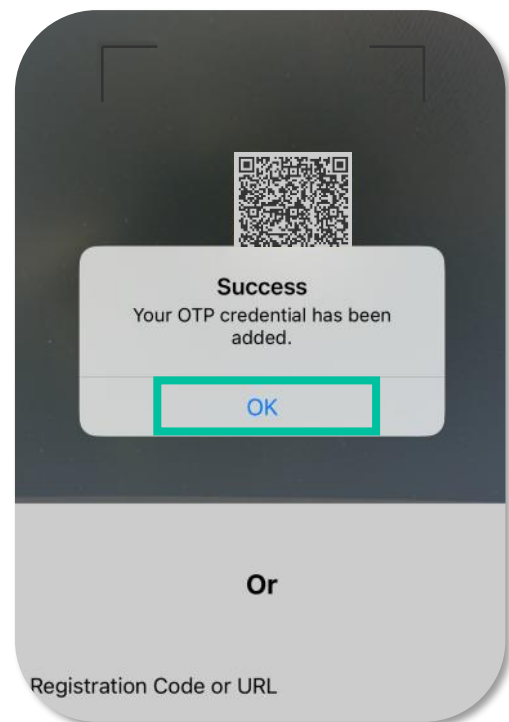
Press **Allow** so that the app can scan the QR code.



6

## Scan and confirm

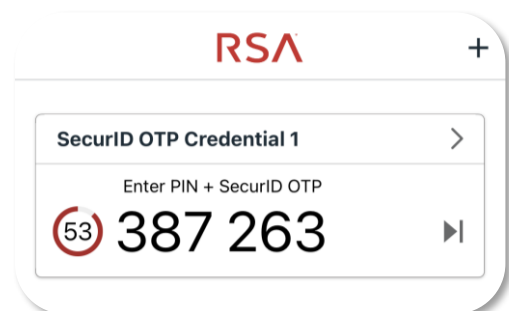
Scan the QR code and press **OK** when the registration is complete.



7

## The code is ready

When the one-time code appears in the app, the setup is complete.



# First-time setup

Register a PIN code

1

### Start the Privileged Remote Access process

Navigate to <https://remote-access.ihelse.net/login>

2

### Accept the terms

Read through them and press **Accept** to accept the license terms.



### Administrative Interface

#### Login Agreement

You agree not to misuse this system and that you are a valid user of the system.  
All sessions are recorded.

**Accept**

3

### Fill out the form – Username

Enter your ext\_username



### Administrative Interface

#### Please Log In

Authenticate Using

Username & Password

Username

ext\_brnavn

Password

4

### Fill out the form – Password

Open the **RSA Authenticator (SecurID) app** and enter the code in the password field.  
Then press **Log In**.

Authenticate Using

Username & Password

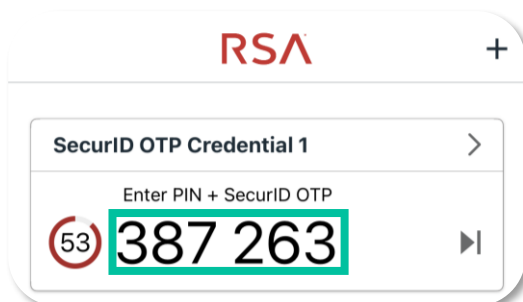
Username

ext\_brnavn

Password

.....

**Log In**



# First-time setup

Register a PIN code

**5**

**Create a PIN code**

---

Enter a new PIN code. **4–8 digits**.  
Then press **Log In**.

Password  
\*\*\*\*\*

Enter a new PIN having from 4 to 8 digits:  
1234

**Log In**

**6**

**Repeat PIN code**

---

Enter the selected PIN code again.  
Then press **Log In**.

Password  
\*\*\*\*\*

Please re-enter new PIN:  
1234

**Log In**

**7**

**Log In after the PIN code has been accepted**

---

Open the **RSA Authenticator (SecurID) app** and wait until the code changes.

Enter the PIN code you just created, followed by the code from the app.

Then press **Log In**

**Administrative Interface**

**Two Factor Authentication**

Username  
ext\_jusko

Password  
\*\*\*\*\*

PIN Accepted.  
Wait for the token code to change,  
then enter the new passcode:  
1234674067  
PIN RSA-kode

**Log In**

**Continue on page 10**

# Log ins after first-time setup

1

Start the Privileged Remote Access process

Navigate to <https://remote-access.ihelse.net/login>

Read through and press Accept to accept the license terms.



## Administrative Interface

### Login Agreement

You agree not to misuse this system and that you are a valid user of the system.  
All sessions are recorded.

Accept

2

Fill out the form – Username

Enter your `ext_brukernavn`.



## Administrative Interface

### Please Log In

Authenticate Using

Username & Password

Username

ext\_brukernavn

3

Fill out the form – Password

Enter your **PIN code**.

Username

ext\_brukernavn

Password

1234

Open the **RSA Authenticator (SecurID) app** and enter the code from the **app** directly after the **PIN code**.



Authenticate Using

Username & Password

Username

ext\_brukernavn

Password

1234674067

PIN RSA-kode

Log In

Press **Log In**.

# BeyondTrust to jumpserver

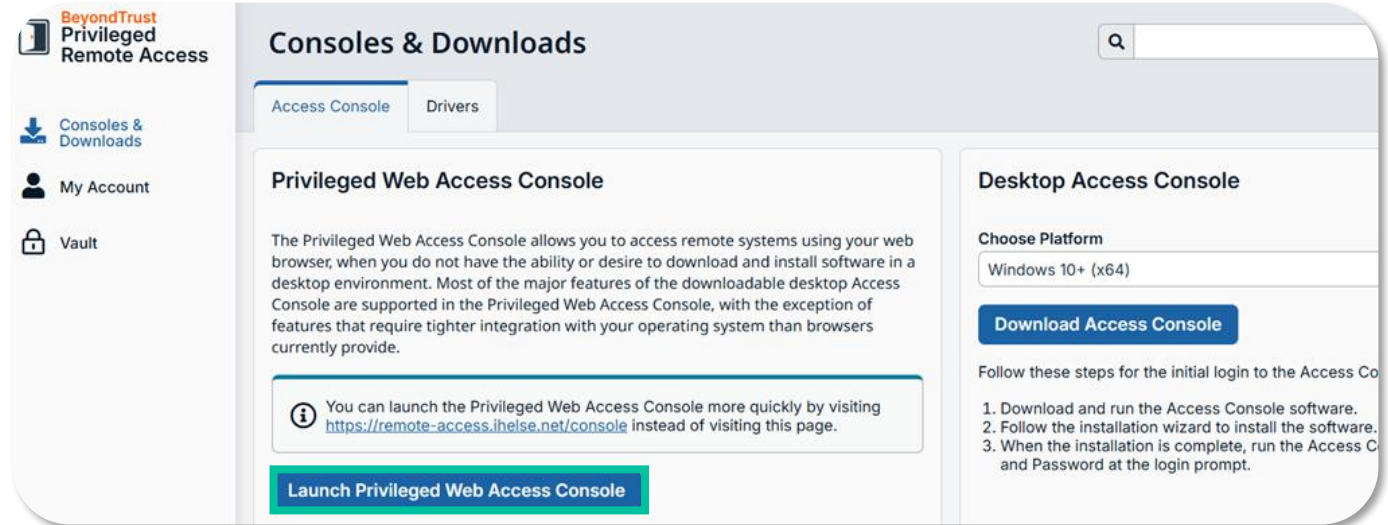
## Web Access Console

1

### Start the Privileged Web Access Console

Press **Privileged Web Access Console**.

*You are free to download Access Console.  
The steps in the app are the same as on the Web.*

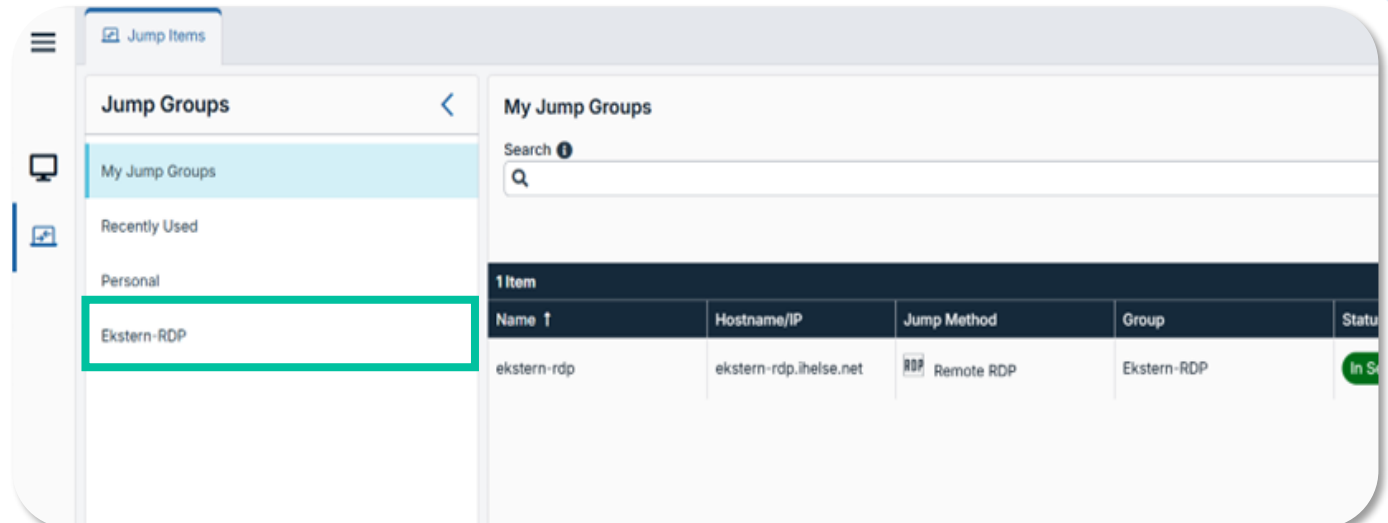


The screenshot shows the 'BeyondTrust Privileged Remote Access' web interface. The main heading is 'Consoles & Downloads'. On the left sidebar, there are icons for 'Consoles & Downloads', 'My Account', and 'Vault'. The main content area has two tabs: 'Access Console' (selected) and 'Drivers'. Under 'Access Console', there is a section for 'Privileged Web Access Console' with a descriptive paragraph and a 'Launch Privileged Web Access Console' button. To the right, there is a 'Desktop Access Console' section with a 'Choose Platform' dropdown set to 'Windows 10+ (x64)' and a 'Download Access Console' button. Below this, there are instructions for initial login.

2

### Jump Groups

Here you will find the servers you have access to.  
Select **Ekstern-RDP**.



The screenshot shows the 'Jump Items' section of the interface. On the left, there is a list of 'Jump Groups' including 'My Jump Groups', 'Recently Used', 'Personal', and 'Ekstern-RDP' (which is highlighted with a green border). On the right, the 'My Jump Groups' section shows a search bar and a table with one item. The table has columns for Name, Hostname/IP, Jump Method, Group, and Status.

Name ↑	Hostname/IP	Jump Method	Group	Status
ekstern-rdp	ekstern-rdp.ihelse.net	RDP Remote RDP	Ekstern-RDP	In S

# BeyondTrust to jumpserver

Web Access Console

3

Select the server, e.g. *ekstern-rdp*, and press **Jump**.

The screenshot shows the Web Access Console interface. At the top, there is a search bar with a 'Search' button. Below the search bar is a table with columns: Status, Last Accessed, and Credential. A row is highlighted with a green 'In Session' status and a timestamp of '03/30/2026 01:18:57 PM'. To the right of the table is a sidebar for the selected server 'ekstern-rdp'. The sidebar contains a 'Jump' button, a status indicator 'In Session', and details such as 'Last Accessed at 03/30/2026 01:18:57 PM', 'My Default Credential: None', 'Jump Method: RDP Remote RDP', 'Jump Group: Ekstern-RDP', 'Hostname/IP: ekstern-rdp.ihelse.net', and 'Jumpoint'.

4

Pop-up

Press **Yes** on the message.

The screenshot shows the Web Access Console interface with a table of server details. The table has columns: Jump Method, Group, Status, and Last Accessed. A row is highlighted with a green 'In Session' status and a timestamp of '03/30/2026 01:18:57 PM'. A pop-up message is displayed in the foreground, asking 'Bomgar Notify will be notified about this session. Would you like to start a session anyway?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a green border.

# BeyondTrust to jumpserver

Web Access Console

5

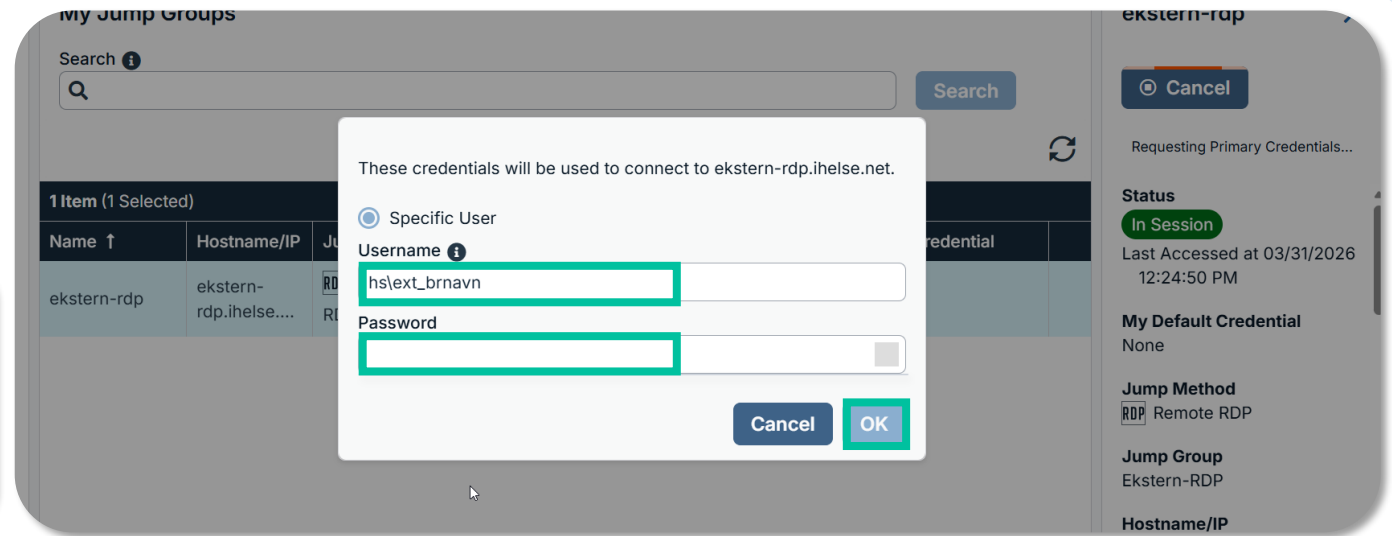
## Username & Password

Enter your **ext\_username**.  
Open the SMS you received from Helse Vest  
and use the password for **user/bruker**.

Press **OK**.

Hei NAVN , Ditt nye passord  
til bruker er:  
ARyyRfx2QZAgN

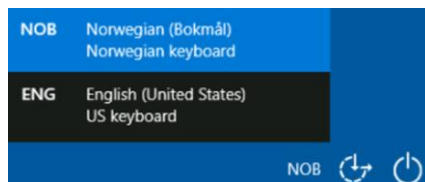
Hei NAVN , Ditt nye passord  
til adminbrukeren er:  
yrpR5yeGsKxdRF



6

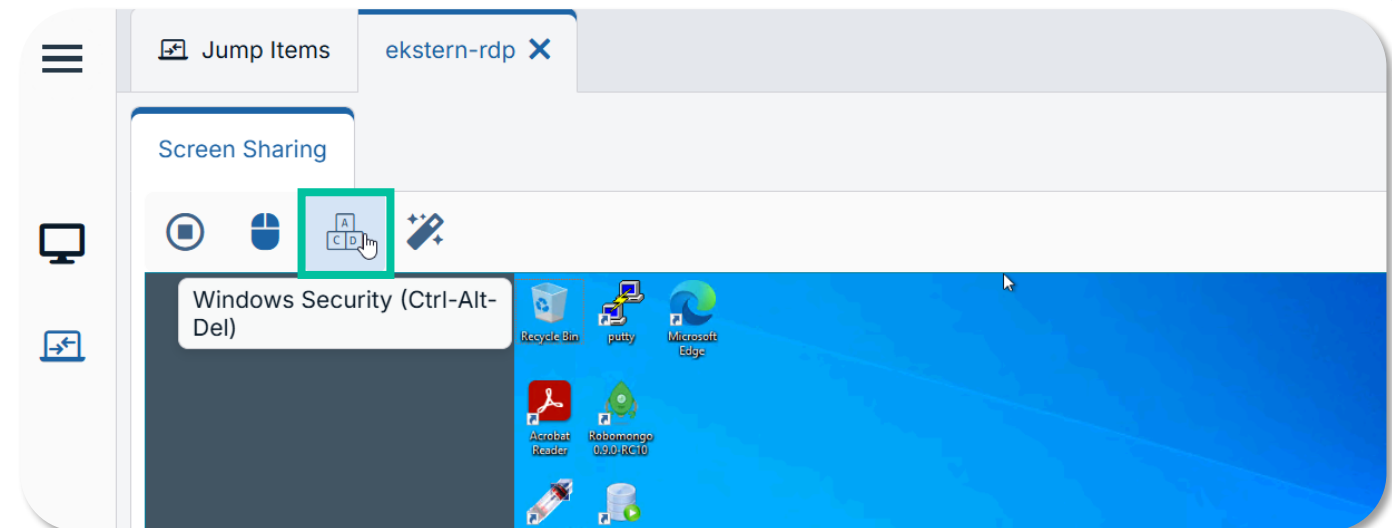
## Create a new password (at least 16 characters)

Note that the keyboard may be set to English –  
change this in the lower right corner:



Press  and select **Change a password**.

*More about passwords on page 15*



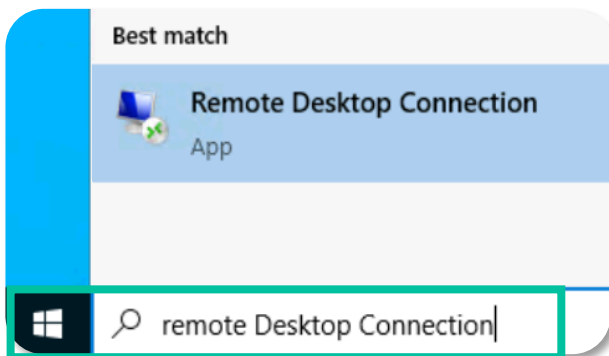
# Jumpserver to work server

## Remote Desktop Connection

1

### Remote Desktop Connection

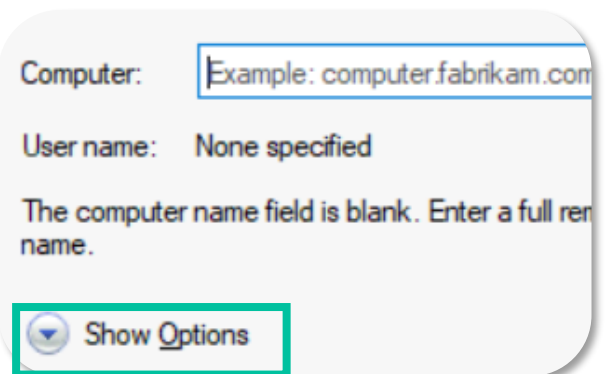
Start Windows Remote Desktop Connection from the Start menu on ekstern-rdp.



2

### Remote Desktop Connection

Press **Show Options**.



3

### Remote Desktop Connection

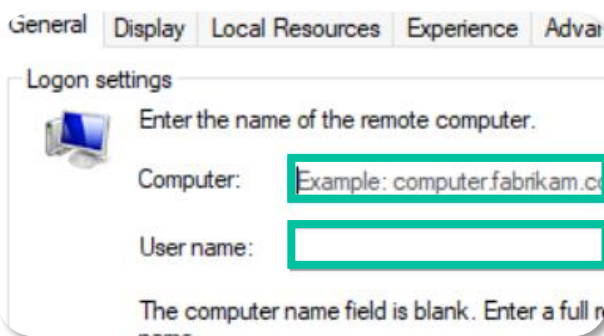
**Computer:** Use **server name**, not IP address.

Example: **VIR-APP12345**

**User name:** Use adm account

Example: **hs\adm\_brnavn**

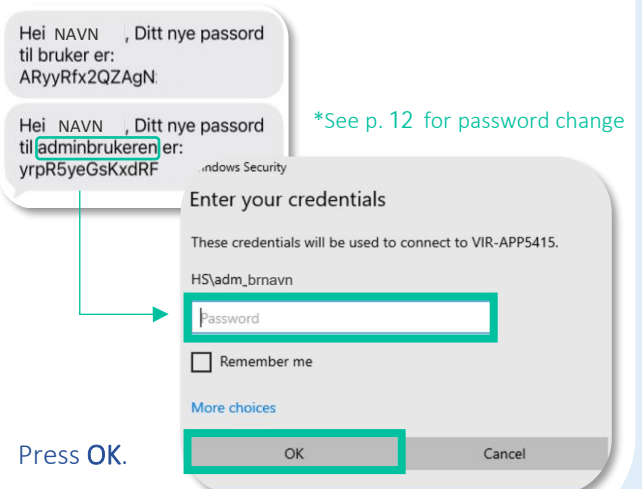
Press **Connect**.



4

### Remote Desktop Connection

Open the SMS you received from Helse Vest and use the password for the **admin user**\*

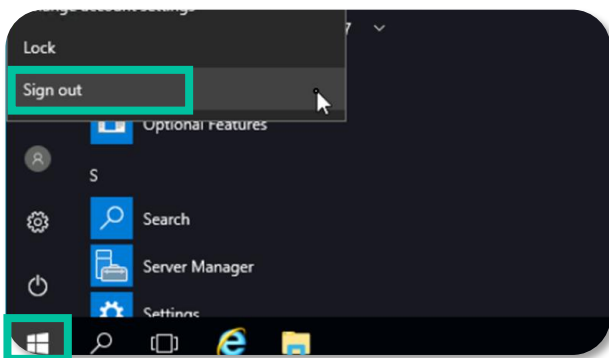


# Logout

1

## Sign out from the work server

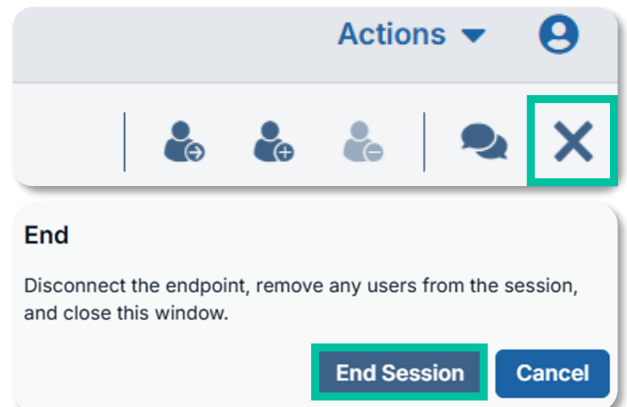
Remember to **sign out** from the work server when you are finished with your session.



2

## End the session

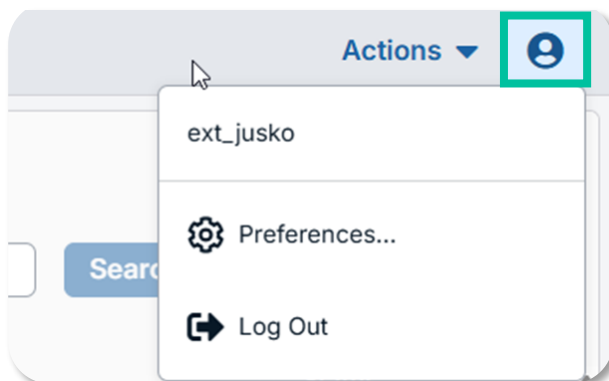
Press the X in the upper right corner. Press **End Session**.



3

## Log out from Web Access Console

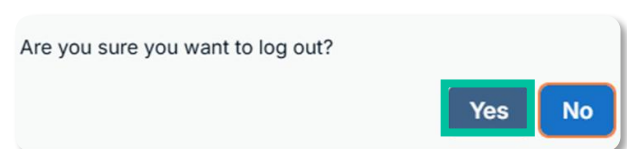
Press the user icon in the upper right corner and select **Log Out**.



4

## Log out from Web Access Console

Confirm the selection by pressing **Yes**



# Other

**1****PIN reset**

---

It is not possible to reuse a previous PIN

**2****Server name**

---

You must know which server(s) (VIR-APP12345) you will be working on.

**3****VPN opening**

---

VPN is opened for 72 hours. A 30-day opening can be ordered via your contact person if needed.

**4****New RSA token**

---

Your token has expired or you have a new mobile phone – contact your contact person.

**5****Changing password while logged in**

---

See page 12 for changing the password for your **ext user**.

If you are going to change the password for your **adm user**, do this from a **work server** in the same way.

**6****Forgotten password**

---

If you have forgotten the password for one or both of your accounts, ask your contact person to send new ones by SMS.

**7****Outside of opening hours**

---

Call our customer center + 47 55 97 65 40 for immediate help.