

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

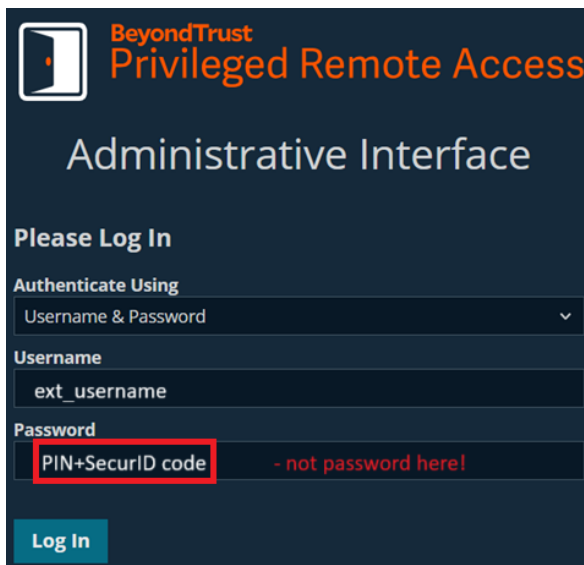
- Go to: <https://remote-access.ihelse.net/login>
- Read the terms and click “ACCEPT” to proceed.

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!*

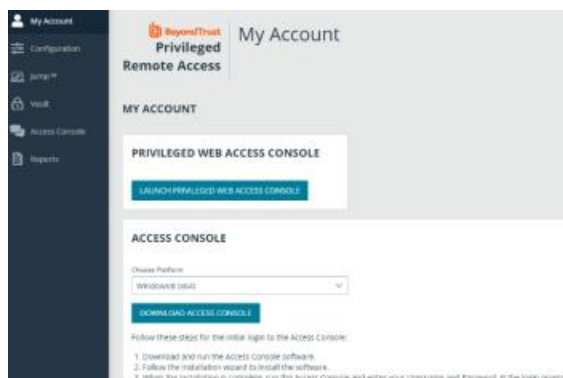
Example: PIN = 1234 and SecurID code is 999999, then write 1234999999



The screenshot shows the login interface for BeyondTrust Privileged Remote Access. At the top, there is a logo and the text "BeyondTrust Privileged Remote Access". Below this is the heading "Administrative Interface". The main section is titled "Please Log In". Underneath, there is a dropdown menu labeled "Authenticate Using" with "Username & Password" selected. Below the dropdown are two input fields: "Username" containing "ext_username" and "Password" containing "PIN+SecurID code". A red box highlights the "PIN+SecurID code" text in the password field, and a red note "- not password here!" is displayed to the right. At the bottom left is a "Log In" button.

Step 3 – Launch BeyondTrust

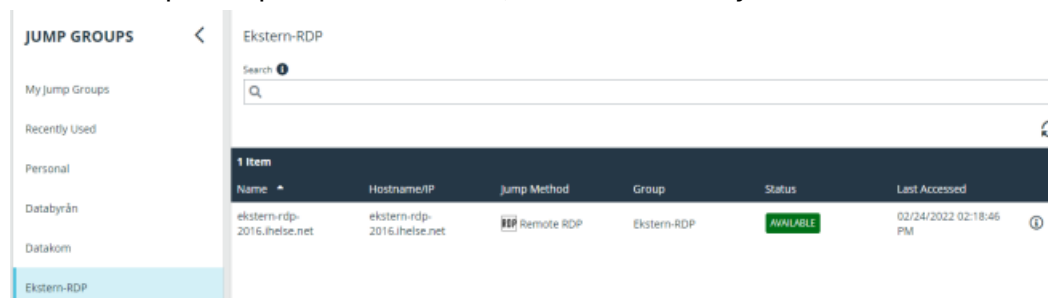
- Once logged in, click “Launch Privileged Web Access Console”



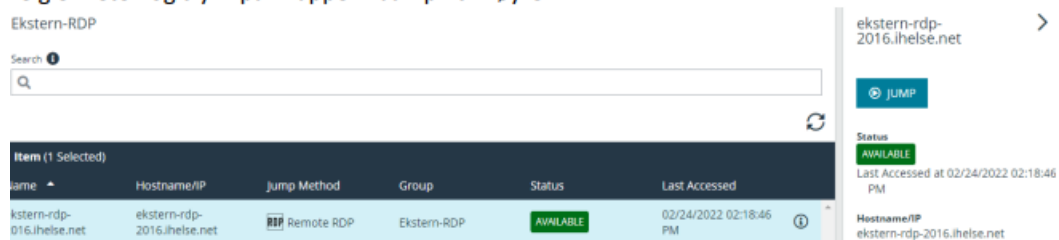
Tip: You can download the desktop version by selecting your platform and clicking “Download Access Console”

Step 4 – Connect to the Jump server

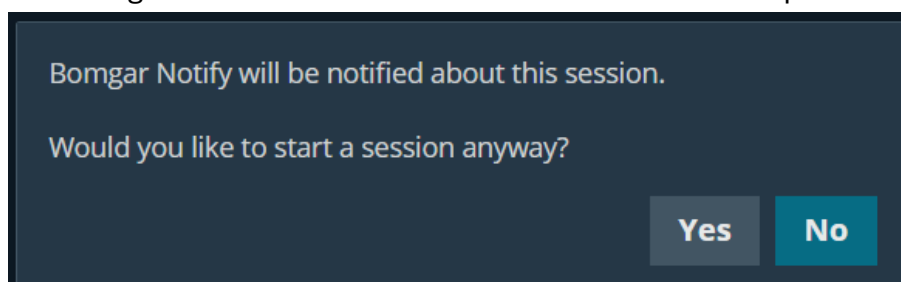
- In the “Jump Groups” tab on the left, find the servers you have access to



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

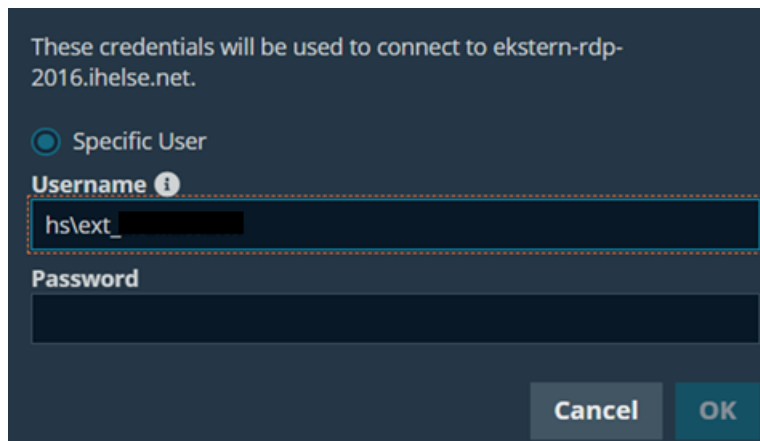


- Select the server (e.g. ekstern-rdp-2016.ihelse.net) and click “Jump”
- A message will be sent to Helse Vest IKT – click “YES” to proceed



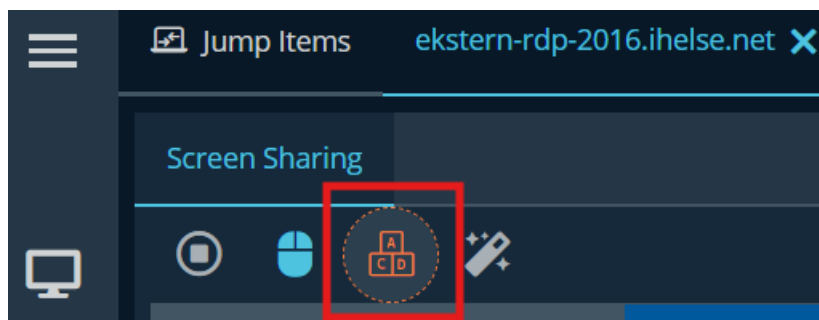
Step 5 – Log in to ekstern-rdp-2016

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



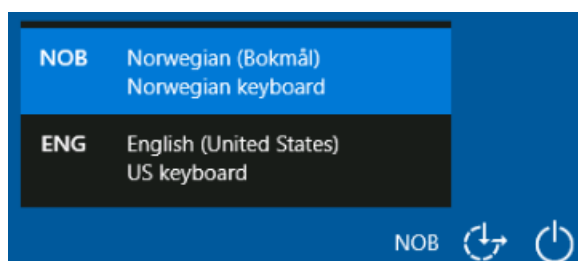
Set your own password

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



And then “Change a password”

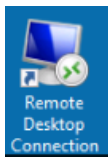
The keyboard may be set to English – you can change this in the bottom right corner:



- 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-2016



- 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!*

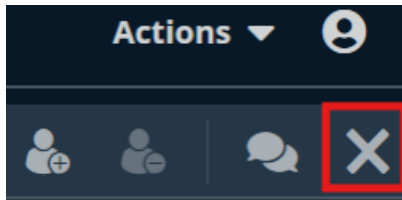


If you haven't received your admin password, contact your contact person.

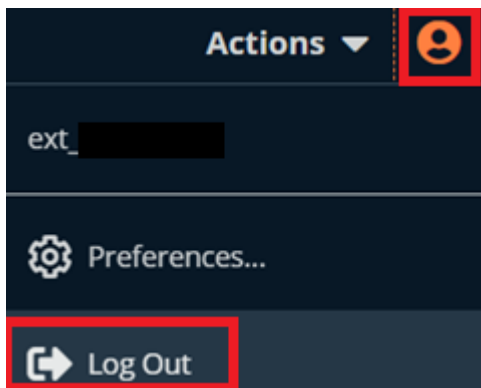
Logging out

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-2016:

- 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.