User Guide - Bomgar Privileged Access

(support access for suppliers)
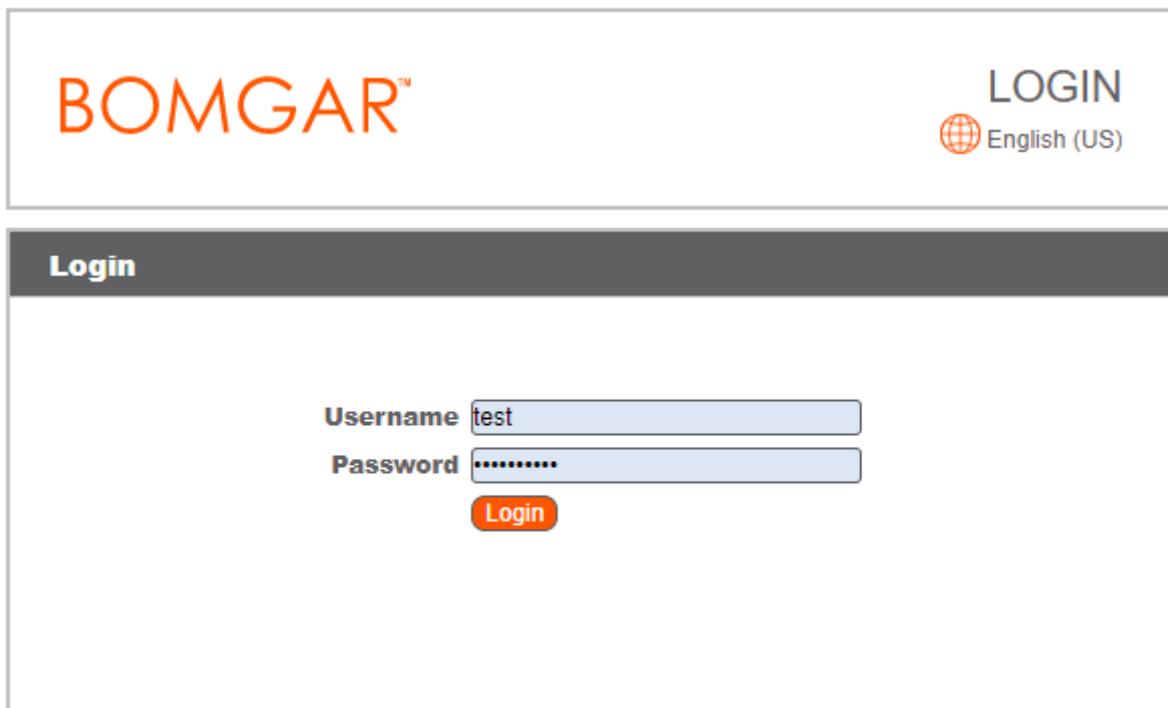
1. Navigate to: https://remote-access.ihelse.net/login/login
2. Log in by typing your user name in the «Username»-field, and pin + RSA token* in the «Password»-field**

    Example: Username: test - pin: 1234 - RSA-token-code:567 890 makes the following input:
   Username: test
    Password: 1234567890

*For more information on RSA 2-factor authentication and how to get it visit this page: https://helse-vest-ikt.no/avdelinger/ikt-fagsenter/kundesenter/2-faktor#sharepointområder-som-benytter-seg-av-2-faktorløsning

**For users with usernames that starts with «bom_»: use the password provided for your user, in the «Password»-field. At the first login, you will be prompted to activate a 2-factor authentication method for your account. Examples of supported methods are: bomgar verify (app for smartphone) and Google Authenticator (app for smartphone). Both can be found in "Google play" and "Appstore".
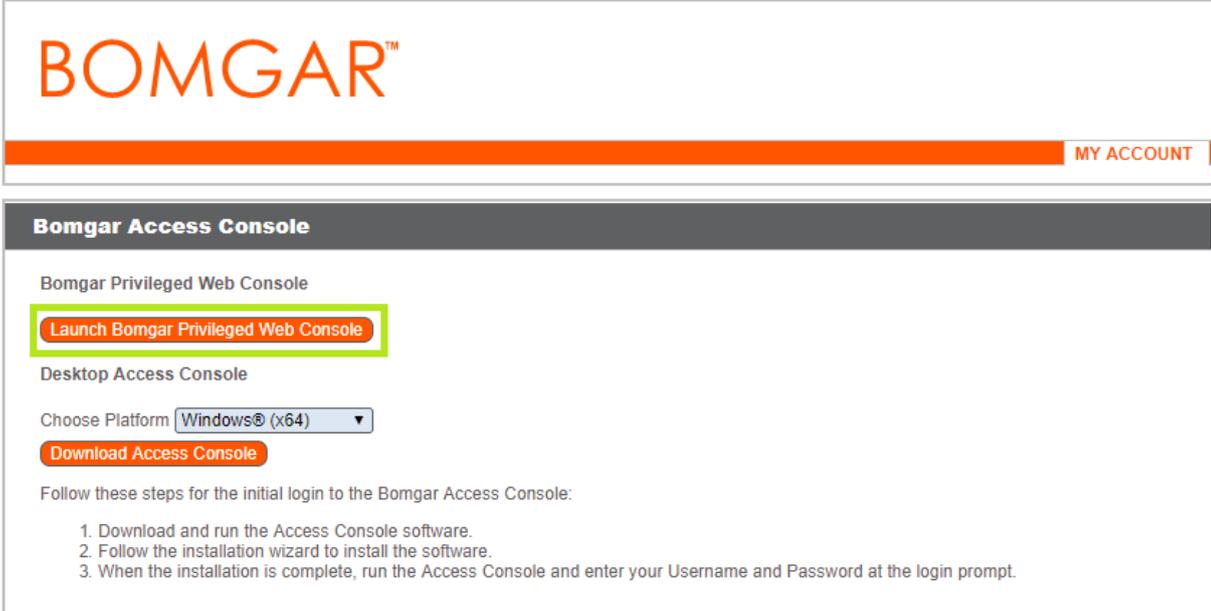
3. Press «launch bomgar Privileged Web Console» at the top of the screen after successful login.

   If you use Bomgar Access frequently, you can download Desktop-version by choosing the platform/operational system for your computer from the drop down menu (choose platform) and press «Download Access Console»
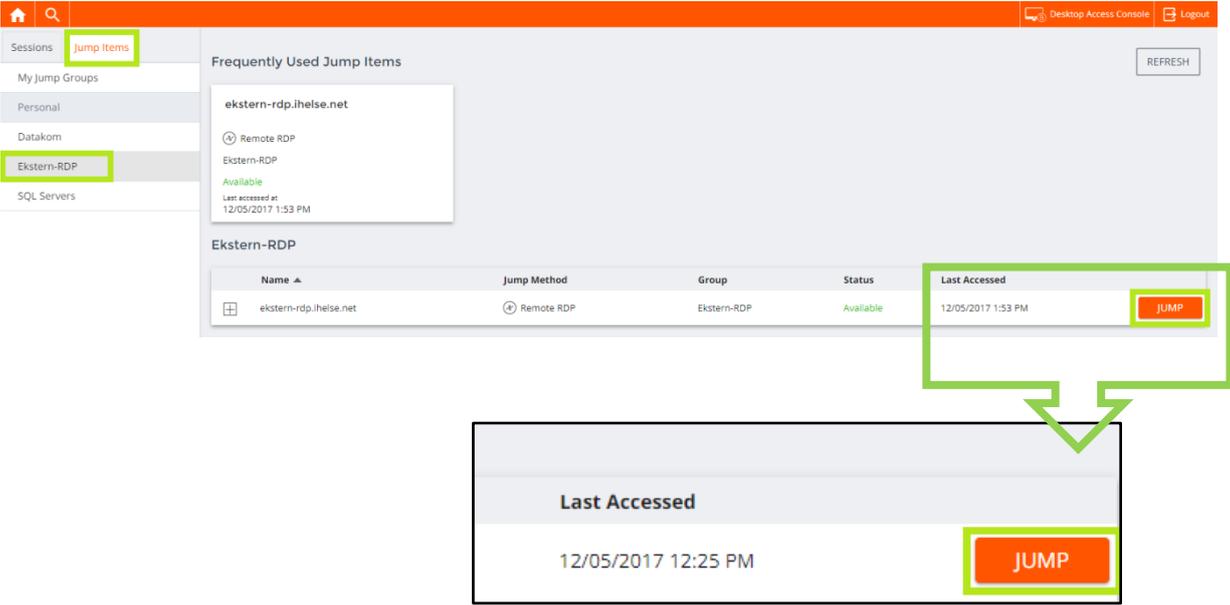

4. In the «Jump-items»- tab, under "Ekstern-RDP" you will be presented with a list of the endpoints you can access within the network of Helse Vest. Press the Jump-button at the right side of the line for the endpoint you need access to. The internal contact person will be notified about your request for access.
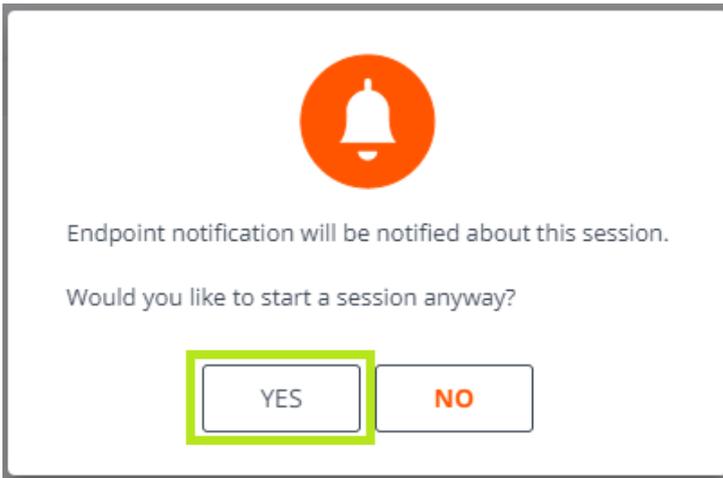
5. A window will appear on screen informing you about the notification of the internal contact. Press «YES».
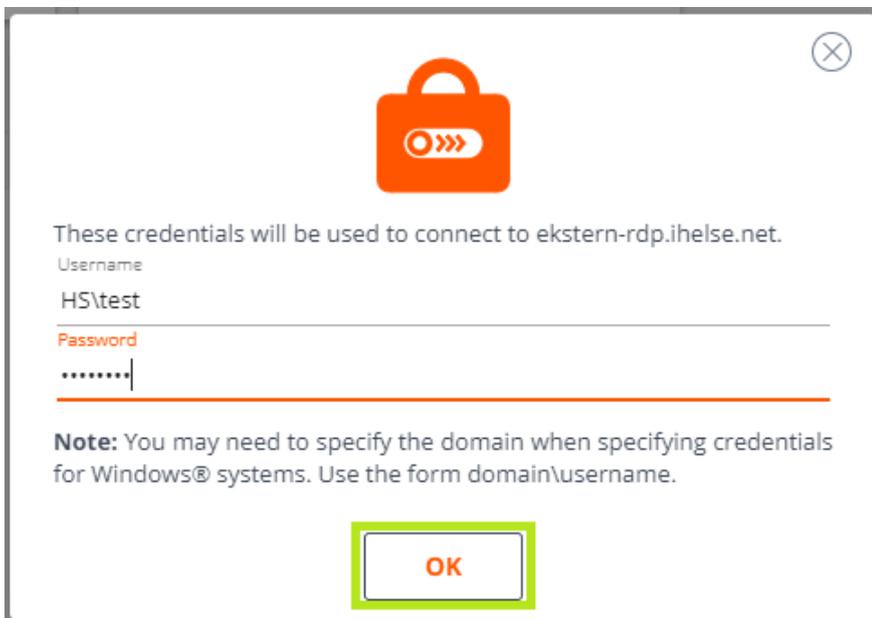
6. Enter your username and password if prompted and press «OK»
7. When your access request is approved by the internal contact person you will be forwarded to the endpoint.
8. During a session you can copy and paste files like you would in a regular login.
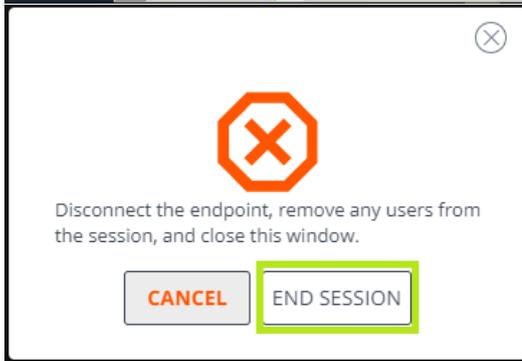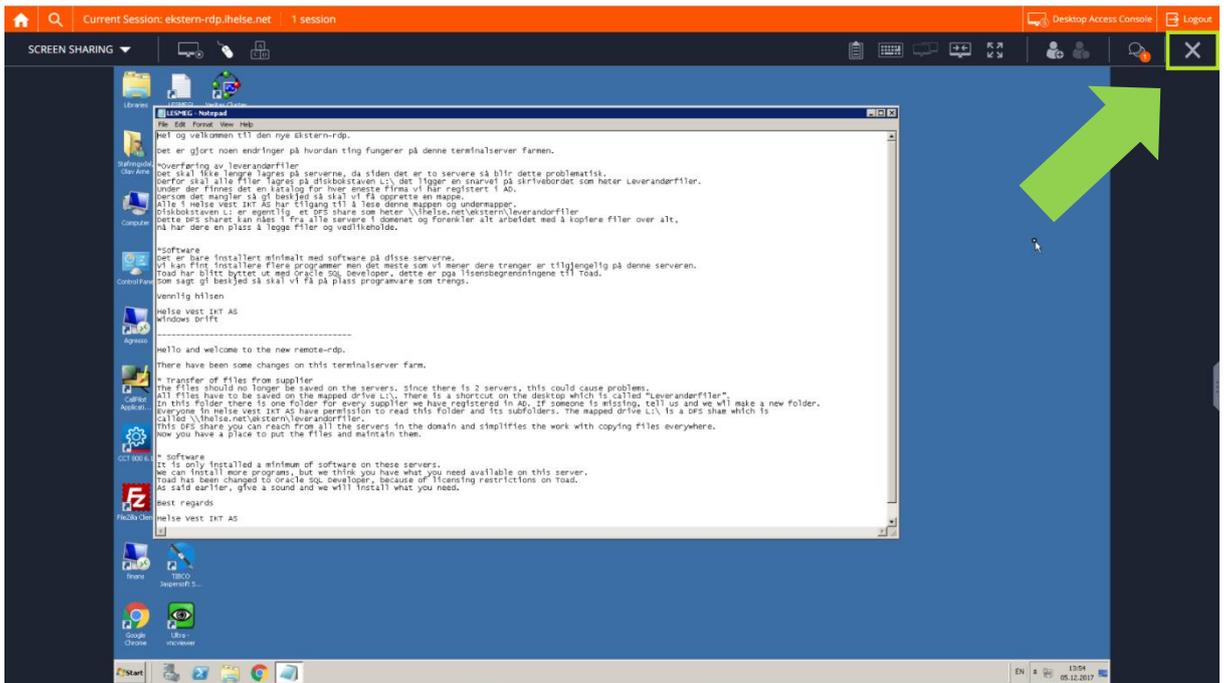
9. When your work is finished, you can close the session by pressing the «X» in the top right corner of the screen. Press «end session». In the notification window press «End session» to confirm that you want to end the session.
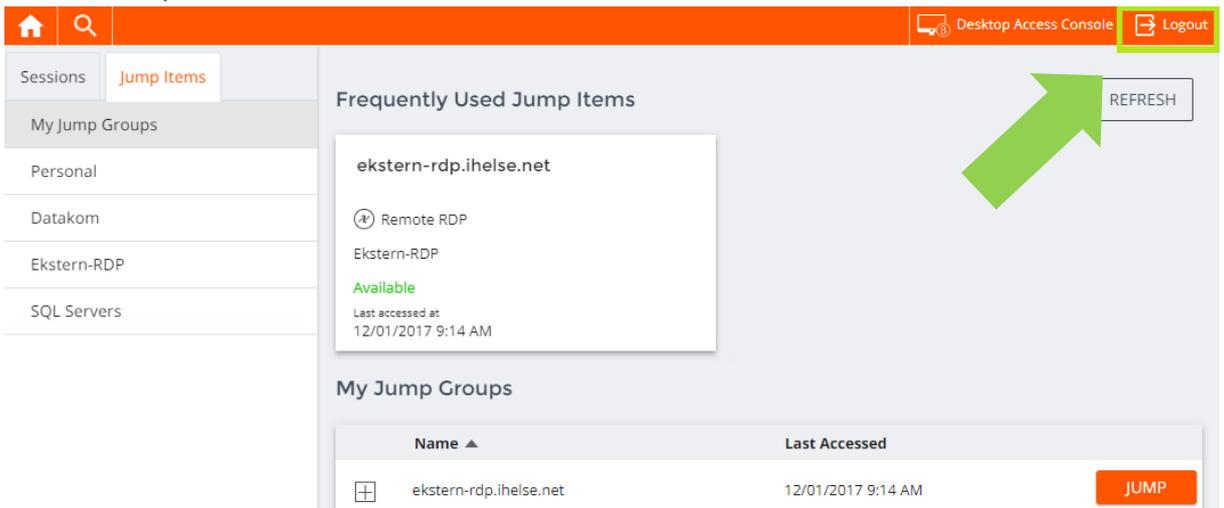
10. To log out from Bomgar press the «Logout»-button at the top right corner of the screen.

We record all sessions for security audit purposes.