

User guide for external users of remote access towards Helse Midt-Norge HF

1 General

This user guide is for access towards our IT systems over our Web-portal: <https://login3.helse-midt.no>.

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1.1 Contact information

If problem arises, please contact our Customer Service

- Phone: +47 03612, (alternative from abroad 00 47 72 83 70 69)
- Email: Hemithjelp@Hemit.no

We prefer that you use phone.

If there are other issues, contact the person in Hemit HF that is responsible for your contract with us. Such issues may for instance be change in access to servers, or change in employees with access.

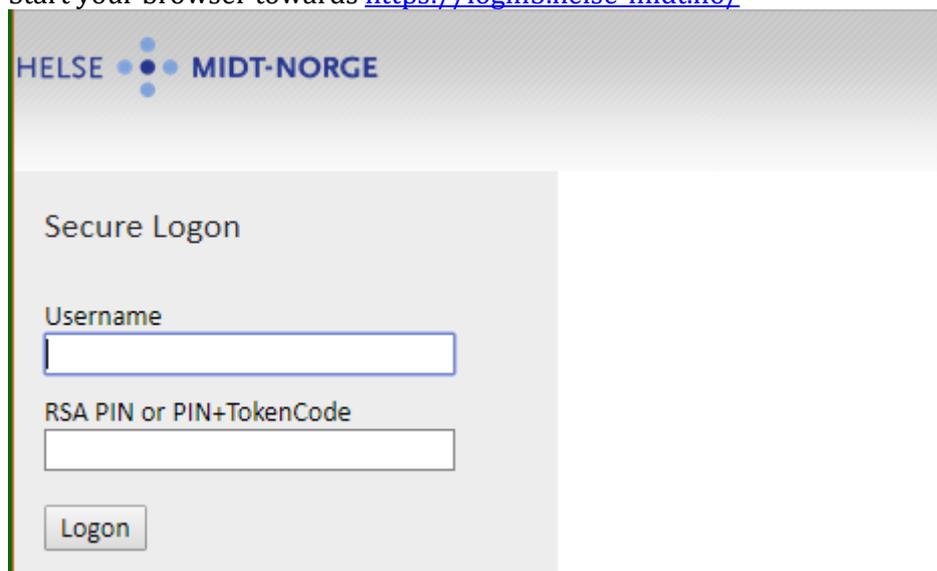
2 Connecting to the portal with SMS token.

We use two-factor authentication. First a SMS token code, on your mobile phone, then the Microsoft active directory domain authentication.

For first time users, and when you have ordered reset of your personal pin at Hemit HF, you must set your new personal pin-code. See chapter 2.1

2.1 First time logon

Start your browser towards <https://login3.helse-midt.no/>



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Secure Logon

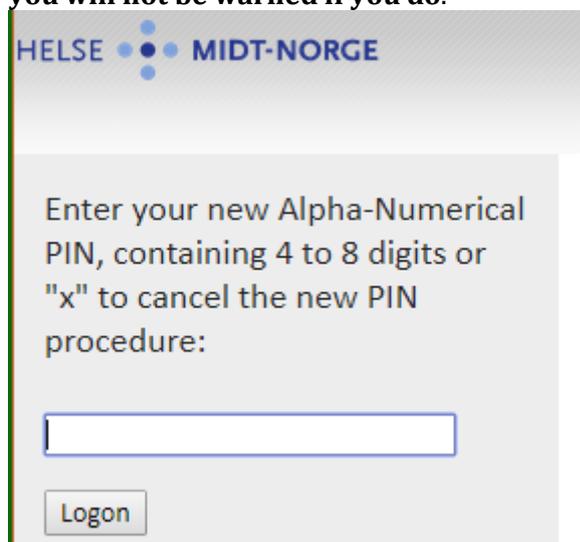
Username

RSA PIN or PIN+TokenCode

Logon

You have received your username, first time pin, and password in an E-mail. "Pin" is the pin code you have received in the email.

Press "Logon", and you will get a screen to set your new personal pin code. Choose your personal pin code. **You are not allowed to use a personal pin code that you have used before, and you will not be warned if you do.**



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Enter your new Alpha-Numerical PIN, containing 4 to 8 digits or "x" to cancel the new PIN procedure:

Logon

Enter your new personal pin code once more:

Reenter PIN:

You may also be asked to set a new password:

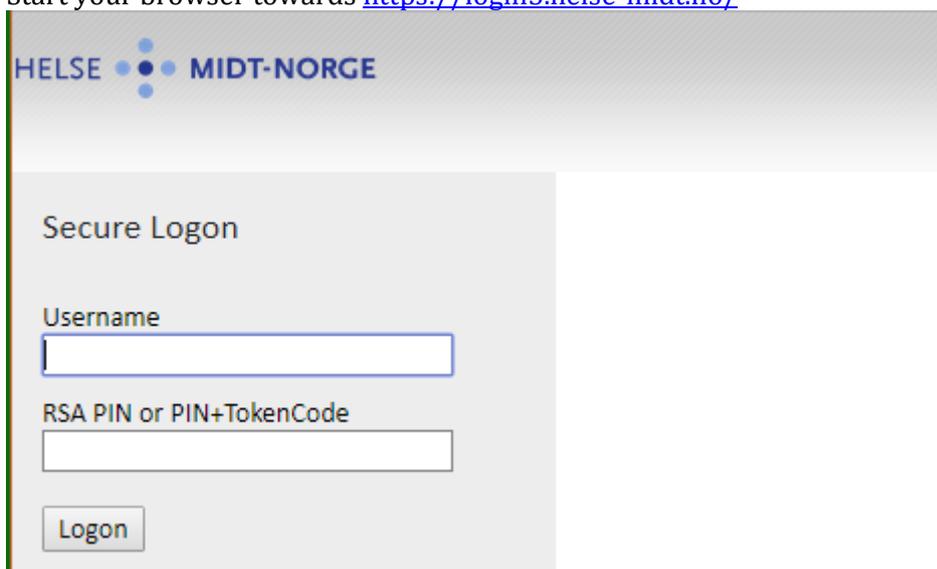
The domain password has expired. Please change the password.

New Password

Verify Password

2.2 Subsequent logons

Start your browser towards <https://login3.helse-midt.no/>



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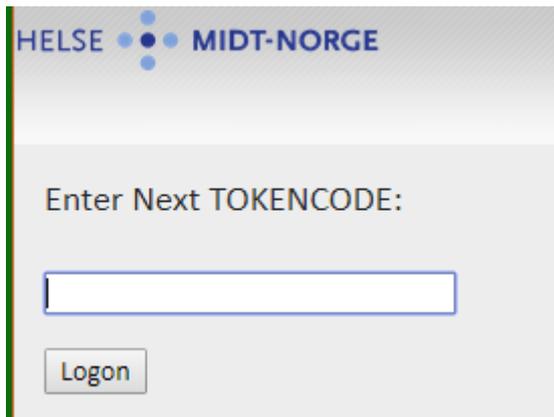
Secure Logon

Username

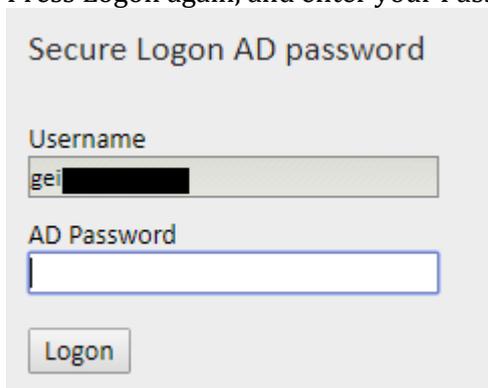
RSA PIN or PIN+TokenCode

"Pin" is the pin code you did set during your first logon attempt, (only the pin code).

Select "Logon", and insert token code received in a SMS on your mobile phone.

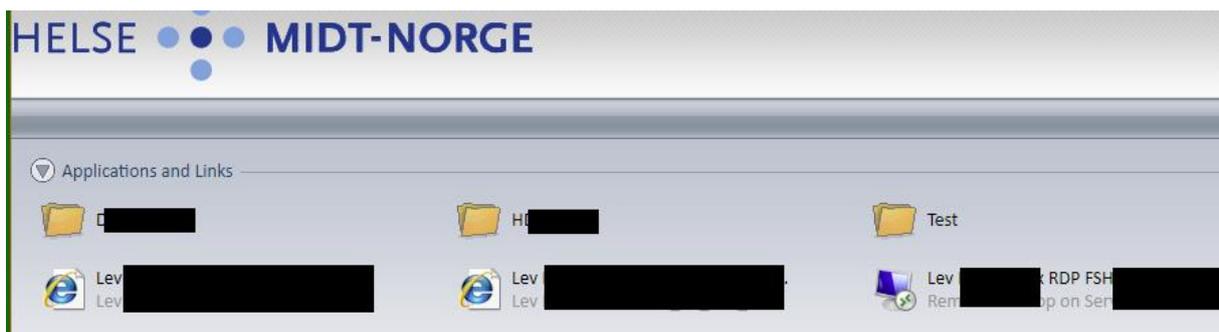


The received token code can only be used once, and is valid for 15 minutes. Press Logon again, and enter your Password:



You have received your password in the E-mail.

Available applications and server connections will be presented to you:



3 Requirements

Microsoft RDP-Client is used, and needs to be installed on your computer. There may be problems with really old RDP-clients on windows 7, try to upgrade. The newer the better, but some reports suggest at least ver. 6.3.9600

Browser and OS:

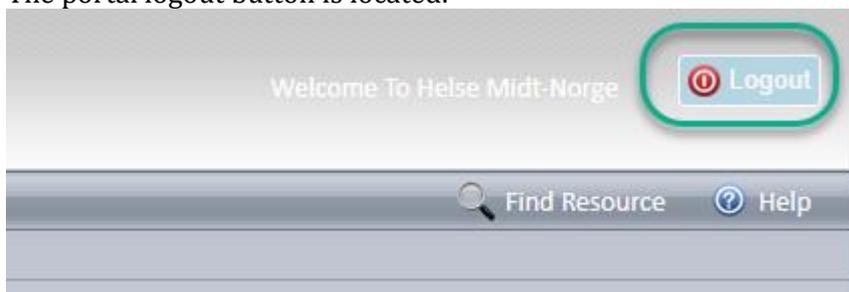
Only Windows 10 and Edge Chromium is supported, although many other browsers and operating systems will work fine.

4 Use and error situations

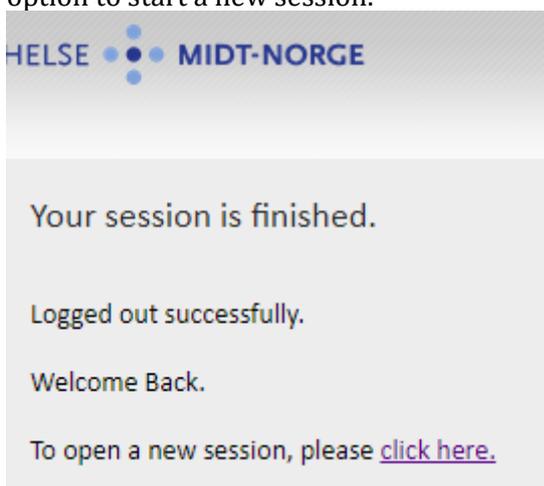
4.1 Log Out

You should log out of your applications and server connections when finishing your work in them.

The portal logout button is located:



You may also be logged out from the portal on a time-out base. At the logout form you get the option to start a new session.



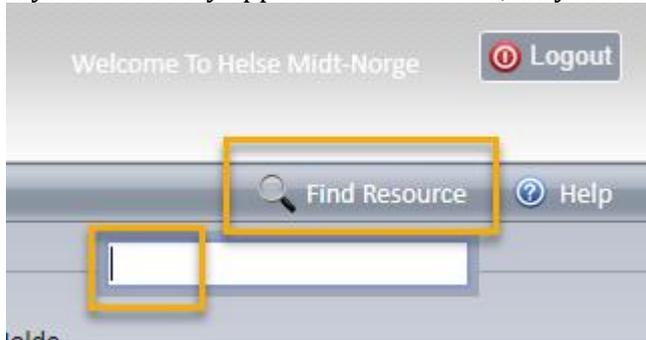
4.2 Tips and tricks

4.2.1 Portal logon and connection problems

It may be useful to delete Temporary internet files and cookies from the browser. Trying a different browser or a different PC may solve connection problems.

4.2.2 Filter your application list.

If you have many applications available, they can be filtered:

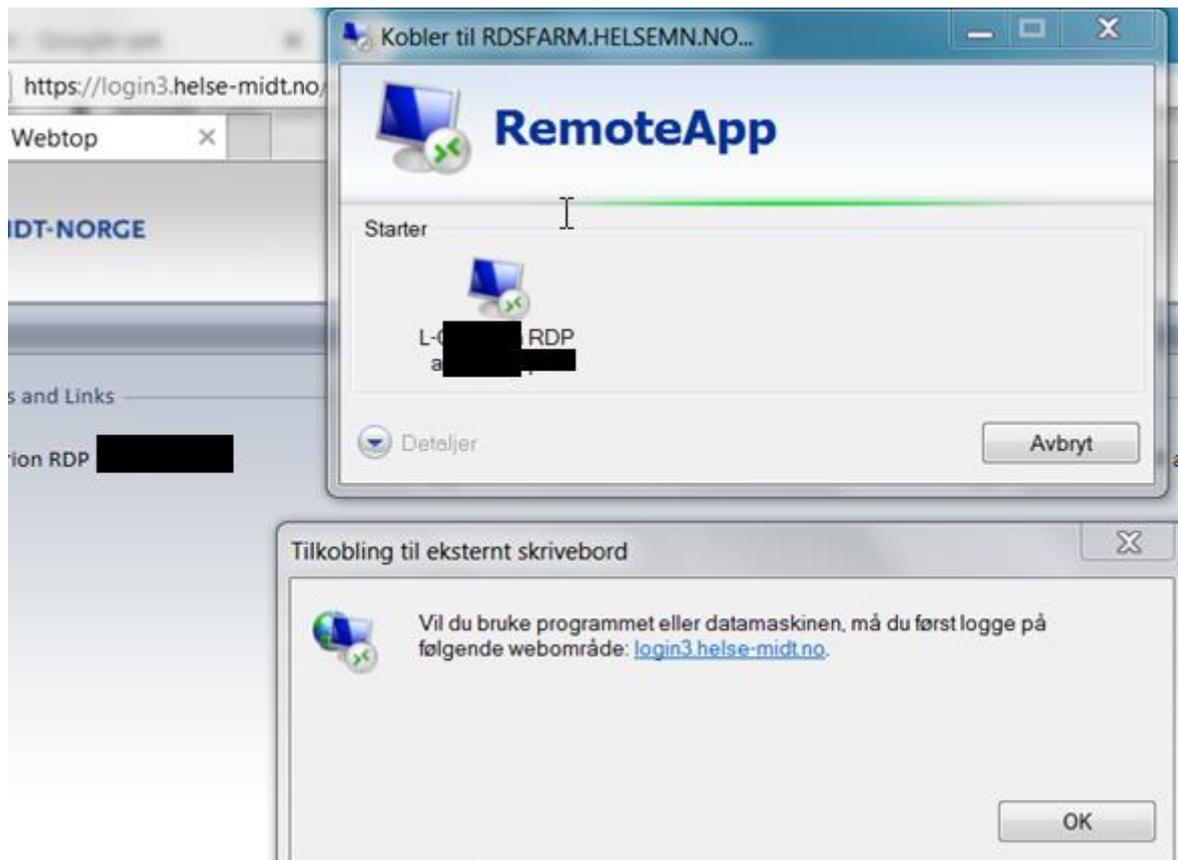


This filter does only work on top level applications, it do not search folders. Any part of the application name (for instance part of server name) can be used.

4.3 RDP-client

You will need a Microsoft RDP-client on your computer. All Microsoft Windows versions has one by default, and it is automatically updated in Microsoft patching.

There may be problems with really old RDP-clients on windows 7, try to upgrade. The newer the better, but some reports suggest at least ver. 6.3.9600. Error message at RDP-client version can be as strange as:



The RDP-client ask you to logon to login3 again.

The RDP client itself, no matter version, shall not have any configuration or reference to login3.helse-midt.no

4.4 Internet Explorer 10 and Internet Explorer 11 and compatibility mode

The login page may not show up as supposed, this can be due to compatibility problems in the web page.

You may try one of these actions:

- Try a different internet browser
- Set IE 10 or IE 11, to IE9 compatibility mode, sometimes called browser mode.

How to set compatibility view mode in IE:

1. Look for the compatibility view mode icon in the address field.  (if it is not there this is not the problem)
2. Press the icon  to show the page in compatibility mode.

There are also other methods for setting compatibility mode (browser mode) in IE, you may try these:

- Under Tools-menu, selecting "Compatibility view settings"

4.5 Access to your own computer

You may receive a notification asking if the application you have started shall get access to your computer. Always answer "Block access" on these requests.

