Ekstern Sprint

User Guide

ekstern Sprint is Hemit's home-office solution for private PCs.

You must be given access to ekstern Sprint before you start.
If you are unsure whether access has been requested, please check with your manager.

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Short version



1. On your private device, open the website:
   https://portal.helse-midt.no

2. Log in via ID-porten using BankID.
   The ekstern-Sprint-website will open automatically.

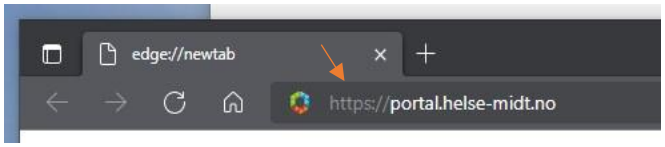
3. Before you can use ekstern Sprint, you must install a small program:
   - At the top of the page, click *Hemit*.
     Select *Last ned og installer klient for Windows* if you are using a Windows PC, or Mac if you are using a Mac, etc.
   - Download and start the program, confirm any prompts, and restart the PC when requested.
   - After restarting, open https://portal.helse-midt.no again and log in via ID-porten once more.
4. This time, click *Apps*.
5. Click **Puls Sprint** to start the home-office solution.

Puls Sprint will now start, and you can work almost as if you were using a normal work PC. See the next page for detailed instructions and tips at the bottom.

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User Guide Windows PC (Detailed)

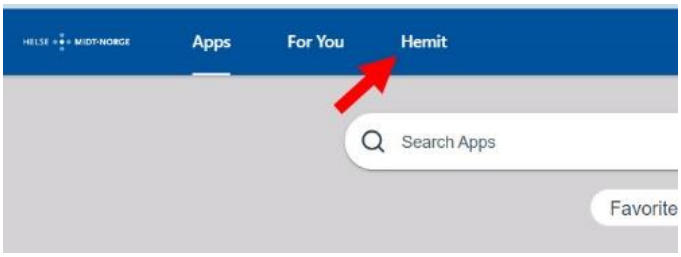
1. On your private device, start a web browser, for example Edge, Safari, Firefox, or Google Chrome.
   Examples.

2. In the address bar, type: https://portal.helse-midt.no and press Enter.
   Example:
   

3. Log in via ID-porten.
   Help with ID-porten login can be found here: (https://eid.difi.no/nb/id-porten/hjelp-og-brukerstotte)

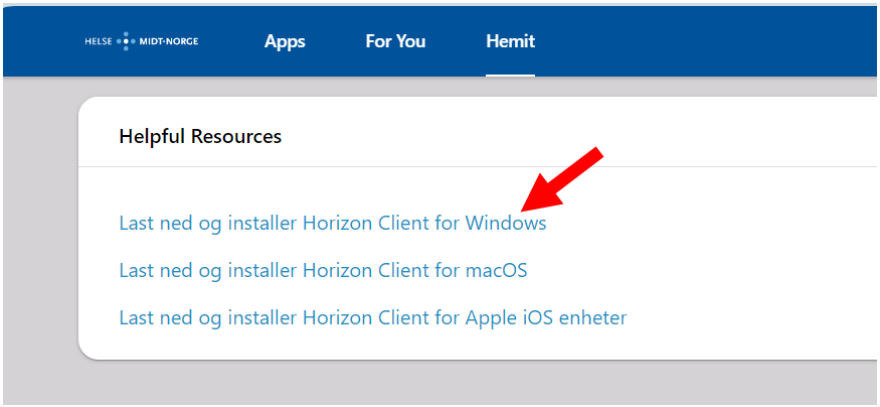
4. After successful login, the ekstern Sprint webpage will appear.

> Important
> The first time you use ekstern Sprint on a device, you must install a program called Omnissa Horizon Client. Skip to step 13 if this is already installed.

5. Click *Hemit*.
   

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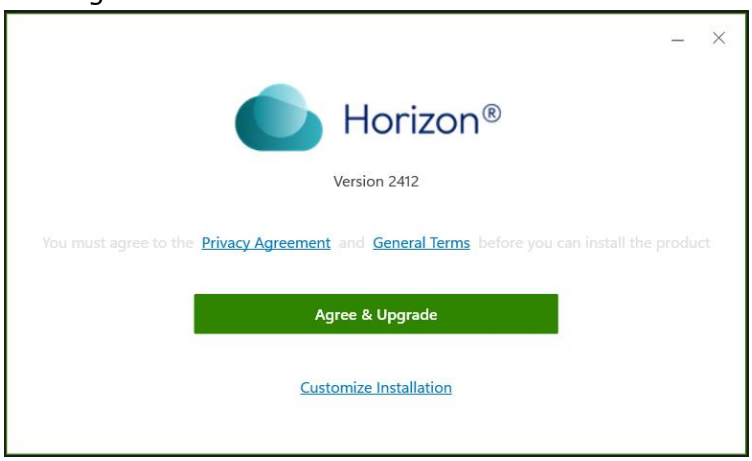
6. Click *Last ned og installer klient for Windows*.



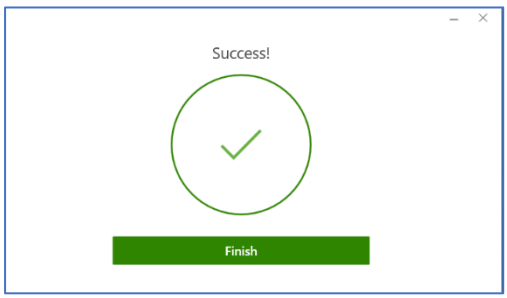
7. Click the file to start the program once the download is complete. The exact method may vary slightly depending on your browser.

   Click Yes if you are asked whether to allow this app to make changes to your PC.

8. Click *Agree and Install*.



9. Click Finish when the installation is complete.

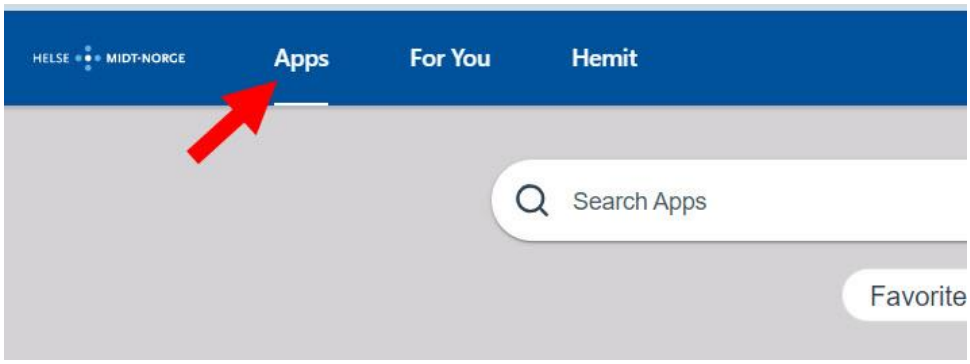


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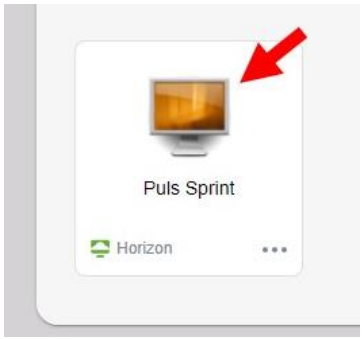
10. *Click Restart Now (if prompted).*
11. After restart, open the link again: https://portal.helse-midt.no.

12. Log in via **ID-porten**.

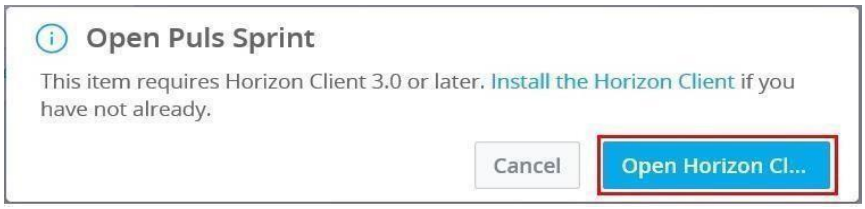
13. Click *Apps*.



14. Click Puls Sprint.



15. Click *Open Omnissa Horizon Client* if prompted.
The image may look slightly different from what you see.



16. Done!

Puls Sprint will now start, and you can work almost as if you were using a normal work PC.

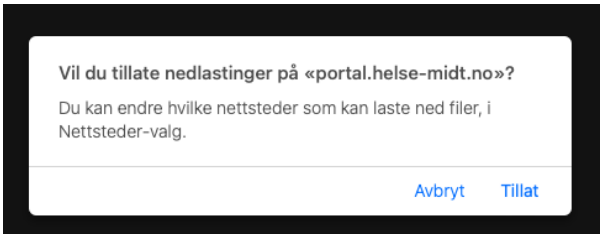
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User Guide Mac (Detailed)

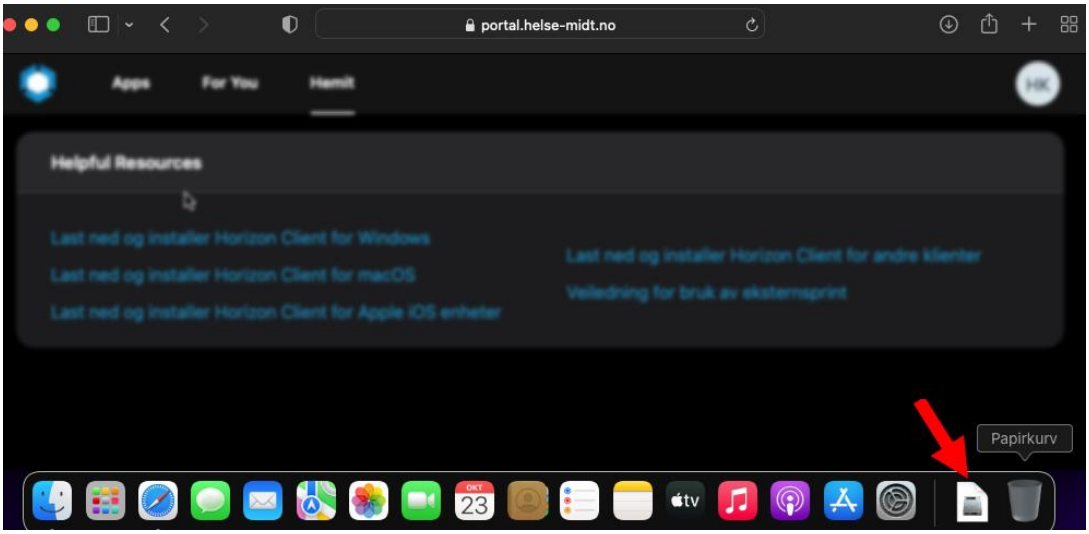
Follow the guide above: open the link, log in via ID-porten, click Hemit, and select *Last ned klient for macOS*.

Note: Some images may differ from what you see, as the software has been updated since the guide was written.

1. When downloading **Omnissa Horizon Client** for macOS, you may see a prompt. Click *tillat*.. (allow)



2. The downloaded program is usually placed near the Trash at the bottom right. Click the file to open it.



3. Select **Omnissa Horizon Client.pkg**
(Note: the software was previously called VMware).

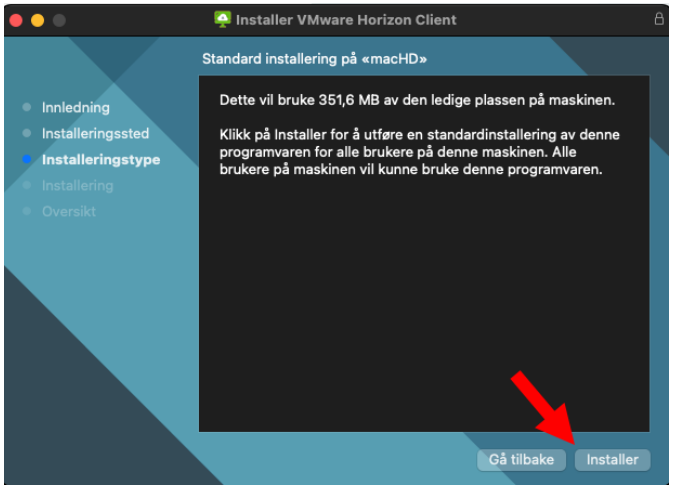


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4. *Click Fortsett. (Continue)*



5. Click *Installer*. (Install)

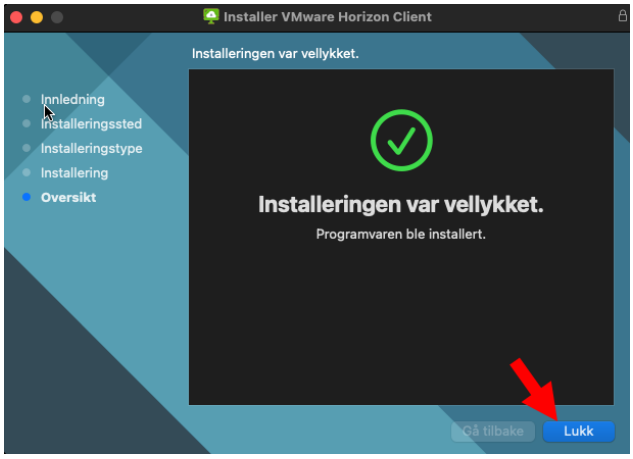


6. You will be prompted for your Mac password. Enter it and click *Installer programvare* (Install software)

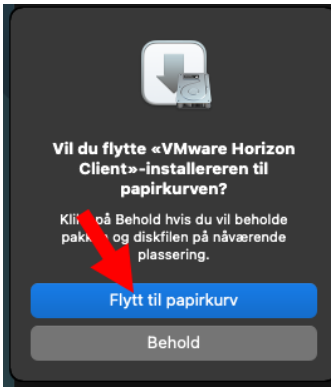


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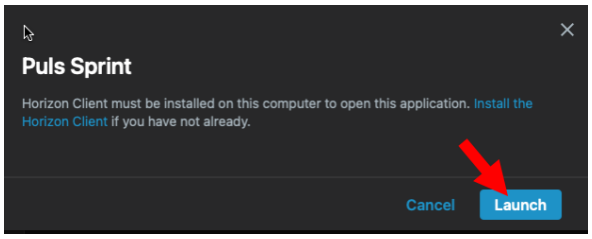
7. Click *Lukk* (Close)



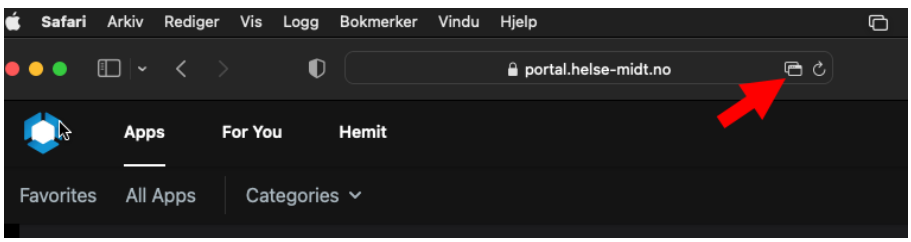
8. Then click *Flytt til papirkurv* (Move to Trash)



9. Click *Launch*.



- If **Launch** does not appear, Omnissa Horizon Client may be blocked.
  To fix this:
  Click the box to the right of **portal.helse-midt.no** and select **Allow** to remove the block.



- *Done!*

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How to End, Pause, and Resume ekstern Sprint

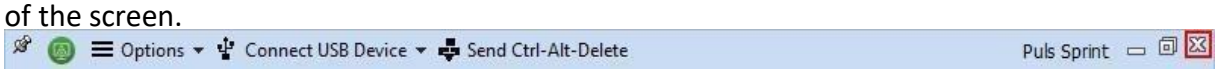
About ekstern Sprint sessions

When working in ekstern Sprint, you are using a **virtual PC**.

About disconnecting or logging out

If you **disconnect** the active session, you can continue where you left off when logging back into ekstern Sprint.

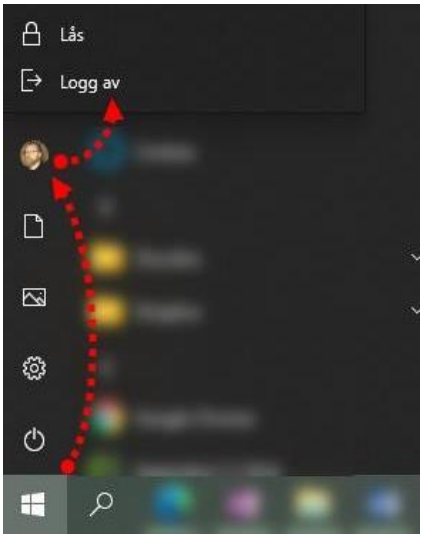
To disconnect while keeping the session active, click the X on the right side of the toolbar at the top of the screen.



If you do not see the toolbar, move the mouse pointer to the top of the screen and it will appear.

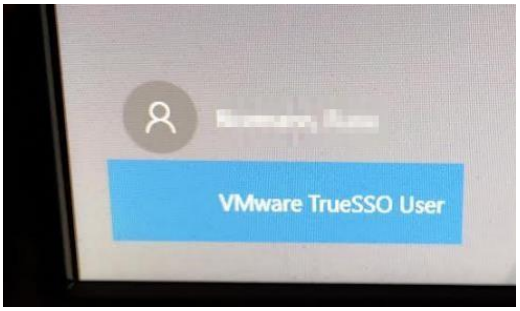
If you **log out** of the session, *or* if it is inactive for **6 hours**, your work will be ended. This is like shutting down a normal PC.

To log out: click *Start*. Then click your profile picture and lastly *log out*.



Logging back in after inactivity

If ekstern Sprint is left unused for a while, the screen will lock.
Select **Omnissa TrueSSO User** to continue the Sprint session.
(The image shows the old name of the software.)



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Troubleshooting Checklist



- Freezing when using ekstern Sprint on Mac
  Contact Hemit. We can resolve the freeze so you can log in again.

- ekstern Sprint does not work on Windows 10/11 in S-mode. Omnissa has removed support for this Windows version. ekstern Sprint cannot be used on these systems.

- Nothing happens when clicking Puls Sprint. Disable popup blocking. This especially applies to Mac and iPhone/iPad. You may need to search online if you are unsure how to do this in your browser.

- Problems starting ekstern Sprint on Chromebook. Try using the Horizon Client from Google Play instead of the Chrome Web Store version.

- Black screen when starting ekstern Sprint after being away without logging out. Contact Hemit. We can resolve this.

- Android tablet usage. Not extensively tested but should work. Find a compatible Horizon Client for your device here: https://customerconnect.omnissa.com/downloads/info/slug/desktop_end_user_computing/omnissa_horizon_clients/8 - Install it and follow the user guide above starting from step 12.

- Problems connecting via home network / Wi-Fi. Try connecting via mobile hotspot. If that works, the issue is likely with your home network.

- Problems logging in to portal.helse-midt.no (MinID/BankID). ID-porten and BankID are external providers. Check service status for ID-porten at Digitaliseringsdirektoratet Status (digdir.no). Digitaliseringsdirektoratet Status (digdir.no)

- No Sprint found in the downloaded Horizon Client. You do not need to start Omnissa Client manually. Log in to https://portal.helse-midt.no and continue from step 13 in the guide to start ekstern Sprint.

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