

User manual HAG for use by consultants and external suppliers

Overview

With the help of **HAG (Hybrid Access Gateway)** you can connect from the Internet to the Region network via an encrypted connection. This encrypted connection is required to securely access resources within the Region network.

Prerequisites

To use HAG, you must have permission to approve the installation of the HAG client if required.

Note: If the computer you are connecting from has multiple VPN clients installed, this may cause the computer to crash (blue screen) when logging in to RN Desktop Consultant.

Access via macOS is supported in HAG. However, this functionality must be requested, as separate Active Directory groups control whether you receive desktop icons that work on Mac.

In addition to permissions, the following applications from the App Store are required:

- Microsoft Remote Desktop 10 – Microsoft Corporation
- Access Client – Technology Nexus AB

RN Desktop Consultant (RN Skrivbord Konsult)

RN Desktop Consultant is a so-called *jump host* that allows consultants to connect onward to other servers or computers.

If you need to temporarily store files on the consultant desktop, there is a disk **E: (FILE AREA)** available for temporary storage. This disk is **not backed up** and may be cleared if necessary.

Support

We are not able to provide direct support (on-site technicians) for computers outside the Region network.

Support for macOS is limited, as these devices are not included in the Region's computer policy.

All support requests are handled exclusively by **Teknikakuten**, available **07:00–16:00**, phone **+46 920-710 10**.

Logging in to the HAG Portal

Important! If this is your first time logging in to HAG or if you need to change your password, first see the section Passwords.

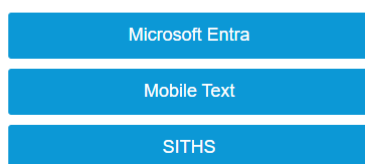
1. Open a web browser and go to <https://portal.norrbotten.se>
2. The following login methods are available:
 - Microsoft Entra
 - Mobile Text (you receive a flash OTP)
 - SITHS card

Select your preferred login method.



Hybrid Access Gateway

Select Authentication Method



Login via Microsoft Entra

If you cannot receive a flash OTP, you must select this login method. You first need to add Microsoft Authenticator as a login method.

Step 1: Sign in to Office

1. Open an InPrivate/Private browser window.
2. Go to office.com.
3. Sign in using your account:
 - If you do not have a Region email address: username@norrbotten.se
 - Use the password you have set.

Step 2: Add Microsoft Authenticator

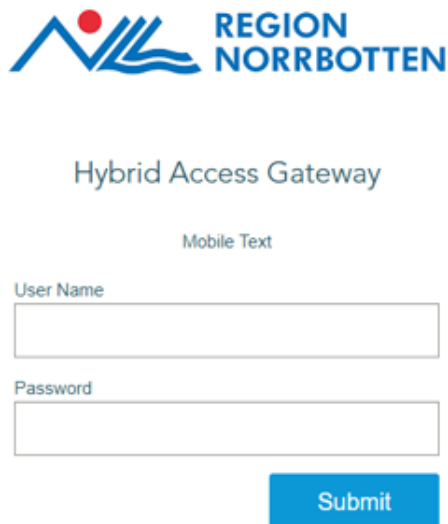
1. Go to Security Information.
2. Select Add sign-in method.
3. Choose Microsoft Authenticator and follow the on-screen instructions.

Step 3: Install Microsoft Authenticator

Download and install the **Microsoft Authenticator** app on your mobile phone. The app can be installed in advance before registration.

Login via Mobile Phone (Mobile Text)

1. Enter your Region Norrbotten username and your NLLNET network password.



REGION
NORRBOTTEN

Hybrid Access Gateway

Mobile Text

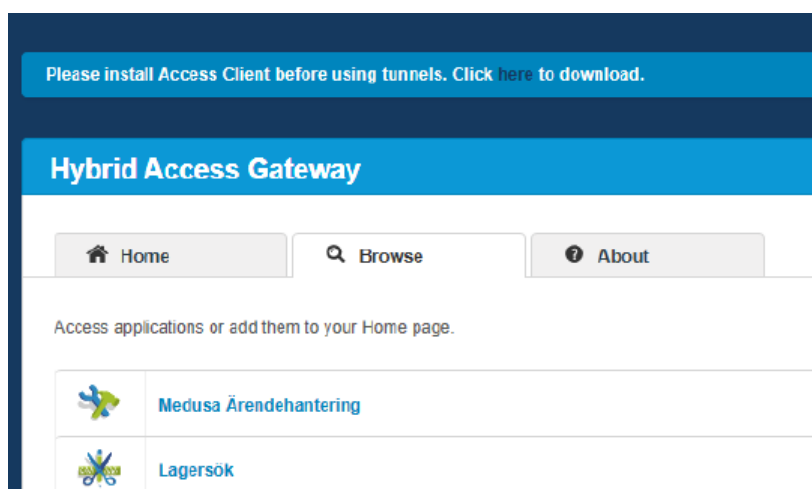
User Name

Password

Submit

2. Click Submit.
3. Enter the one-time password (OTP) you receive on your mobile phone and click Submit.

You are now logged in to HAG.



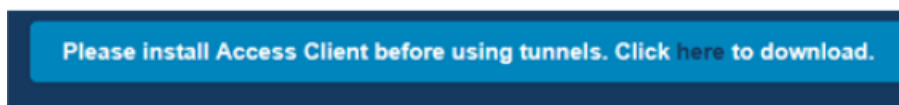
Accessing RN Desktop Consultant (Terminal Server)

Consultants and suppliers have access to an icon called **RN Desktop Consultant**, which is used to log in to **NLLNET**.

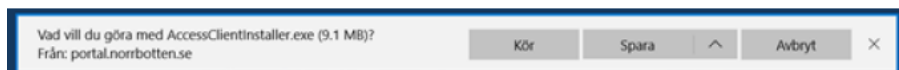
When logging in, the **HAG Access Client** software is used to establish an encrypted connection between your computer and the Region network. This software must be installed on the computer you are using.

Installing the Access Client

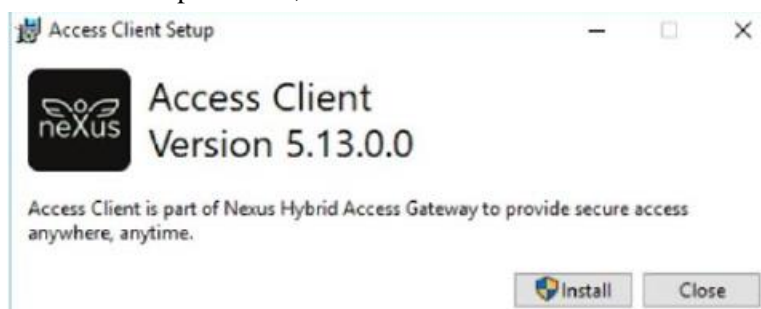
1. Click “**here**” in the text “Please install Access Client before using tunnels”.



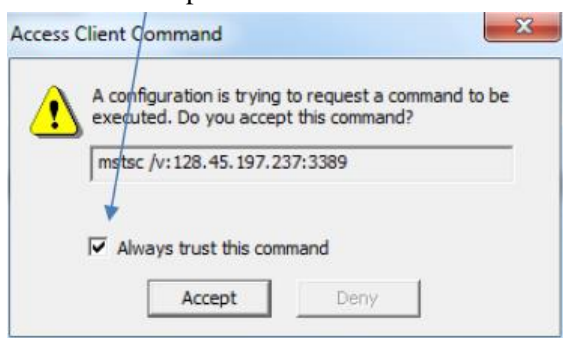
2. When prompted, click **Run** (Kör)



3. In the setup window, click **Install**.



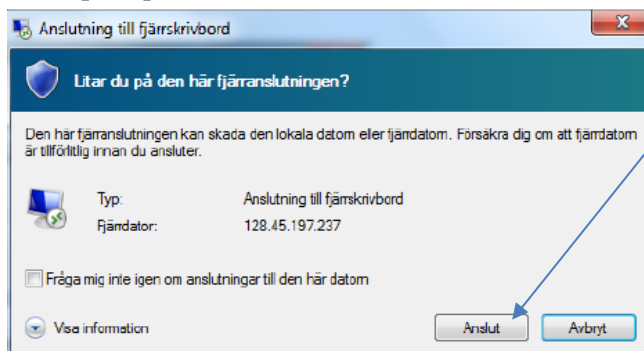
4. Security prompts may vary on private computers. If prompted:
 - Check Always trust this command
 - Click Accept



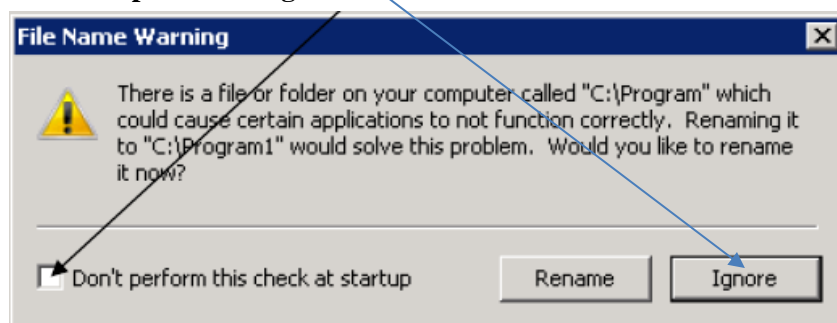
A session to the Region’s terminal server environment will then be established.

Remote Desktop Prompts

- If prompted to allow remote connection, click **Connect** (Anslut)



- If logging in from a private computer, you may see a **certificate warning**. Click **Yes** to continue.
- If a file name warning appears, check **Don't perform this check at startup** and click **Ignore**.



The Access Client is also available for **Mac computers**. Together with Microsoft's Remote Desktop app from the App Store, you can connect to remote desktops.

Logging Out

It is very important to log out correctly. If not done properly, multiple sessions may start the next time you log in.

⚠ Do not log out by clicking the close (X) button.

Correct Log-out Procedure

1. Click the Windows icon and select **Sign out**.
2. Close the tab that opens (*"The action was cancelled – Please close this tab"*).
3. Return to the **Hybrid Access Gateway** tab and click **Log out** in the upper-right corner.

Providing Remote Assistance

While logged in to RN Desktop Consultant:

1. Click the Windows button.
2. Type `msra /offerra` and run the command.
3. Enter the computer name you want to assist and click **Next**.

Connecting via Remote Desktop Protocol (RDP)

While logged in to RN Desktop Consultant:

1. Click the Windows button.
2. Select **Remote Desktop**.
3. Enter the computer you want to connect to.

Passwords

The first time you log in to HAG, you must change the temporary password assigned by **Region Norrbotten** and create your own password.

Passwords must be changed every **365 days** and comply with the Region's password policy.

Password Requirements

- Minimum length: **10 characters**
- Must include **uppercase and lowercase letters** and **numbers**
- Should include **special characters**
- Must not contain your username, first name, or last name
- Must not be the same as or similar to the last **10 passwords**
- Must be changed every **365 days**

First-Time Login

Before logging in to HAG for the first time, you must register a mobile number using the cloud service and change your temporary password.

1. Go to <https://aka.ms/ssprsetup>
2. If you are logged in to **Microsoft 365** in your own organization, you must log out before registering or changing your password.
3. Log in using username@norrbotten.se (since you do not have a Region email address).
4. Enter the temporary password you received.
5. Create a new personal password.
6. Configure at least one authentication method:
 - Preferably a **mobile phone number** (SMS or call verification)
 - Alternatively, a **private email address** (not a Region Norrbotten email address)

Changing or Resetting Your Password

If you need to change or reset your password:

- Click **Change Password** at the bottom of the HAG login page:
<https://portal.norrbotten.se>
- Use <https://aka.ms/sspr>
- Log in using username@norrbotten.se.

If you have forgotten your password, select **“I have forgotten my password”**, verify using your registered mobile number, and follow the instructions.