User manual HAG for use by consultants and external suppliers

By using this manual it is possible to connect with Region Norrbottens internal network from the internet, through an encrypted connection. This encrypted connection ensures that one can safely interact with the Regions internal resources.

Requirements

To be able to use HAG you need to have the necessary permissions to install HAG Access Client, on your computer, if not already installed.

Access via MacOS is available with HAG, but this functionality must be set separately in the AD since there exists a specific AD group that controls the Desktop icons that work on a Mac. Additionally to the previously mentioned permissions, the following applications must be downloaded from the App Store: Microsoft Remote Desk-top 10 - Microsoft Corporation Access Client - Technology Nexus AB

Support

Direct support (technicians on site) is not available for computers outside the regions network. MacOS support is also limited since it is not part of the Regions current support policy.

All support questions are handled exclusively by Teknikakuten which is available 07:00-16:00, telephone +46 920-71010

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Login at HAG-portal

ATTENTION: If you are logging in for the first time through HAG or you need to change your password, see section "Password" first.

Start by opening you browser and at this address https://portal.norrbotten.se the following page should appear:

Thera are three different login methods:

- Mobile telephone
- SITHS-kort
- SITHS-kort E.ID

Choose your login method

Hybrid Access Gateway

Select Authentication Method

Mobile Text
SITHS
SITHS E-ID

Login with mobile telephone

To login using mobile telephone enter your username and password from Region Norrbotten for domain NLLNET and click **Submit**

REGION NORRBOTTEN

Hybrid Access Gateway

Mobile Text

User Name

Password

Submit

Login problem?

ABOUT   CONTACT

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The following dialog should appear. Enter the OTP - One Time Password you have received in you mobile telephone and press **Submit**
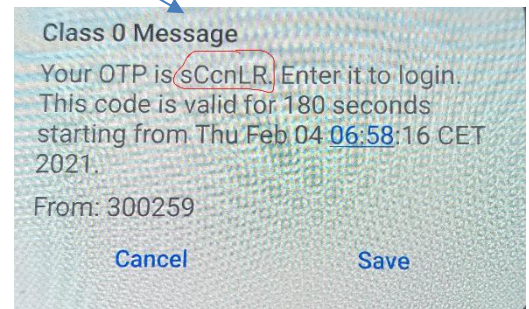

You are now logged in at HAG and you can see the following options

Access to RDAPPS in Terminal server

For consultants and suppliers there is the icon named RDAPPS is used for logging in to NLLNET. Login process requires HAG Access Client software to be installed, so an encrypted connection can be established between your computer and Regions network. Access Client is also used in part by other resources that need to use such a connection. This software **MUST** be installed at your computer.

You can install it by clicking **here** on the top of the page "Please install Access Client…….."

The following dialog should appear. Click **Run or Kör**

(This dialog can be different depending on your computers operating system, language settings and version)
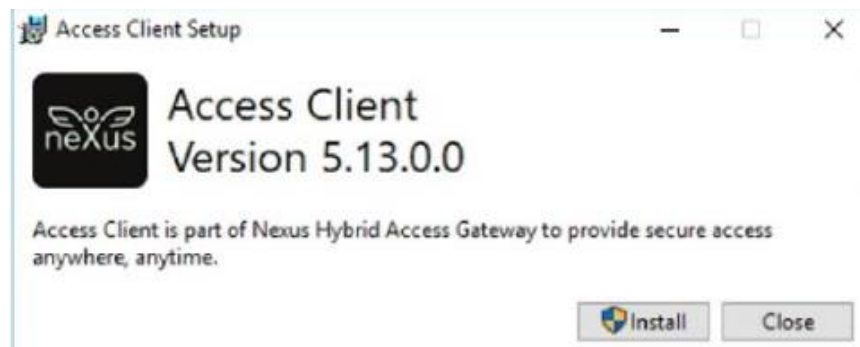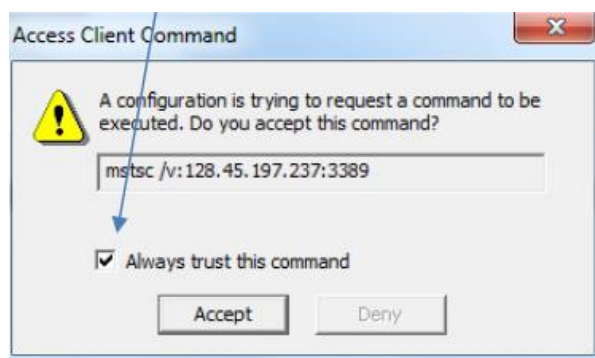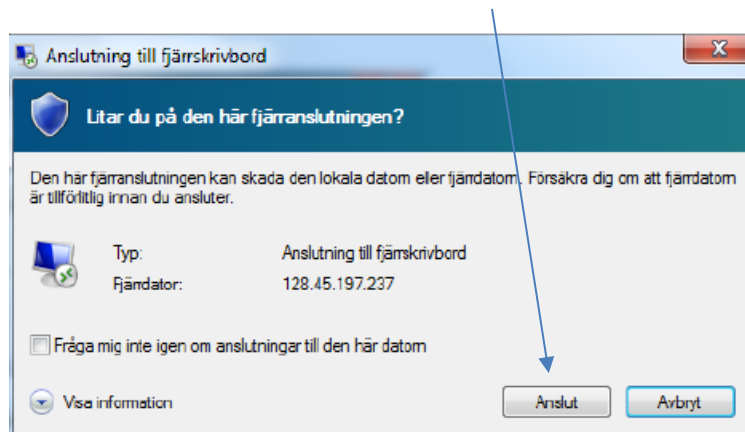
Example 1

Example 2
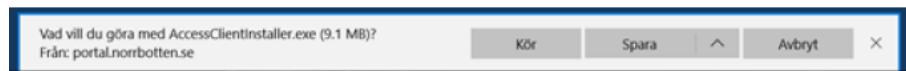
The following dialog should appear:

Security settings can vary in personal computers. It is possible that the following window appears. Please enable it by clicking the "*Always trust this command*" checkbox and then press **Accept**


When this step is completed a session with Regions Terminal Server will start and a logon dialog should appear. In some cases the following window may appear to initiate a remote connection. Click **Anslut** or **Connect**

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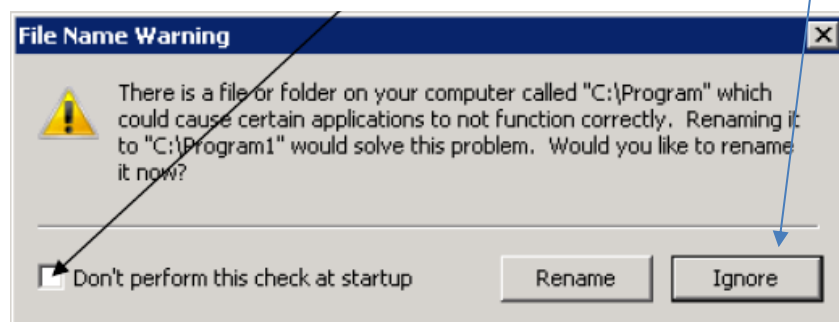4.0
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Certificate warnings

If you log in from a personal computer it is possible that a certificate warning message can pop up. You must click **Ja** or **Yes** to be able to logon
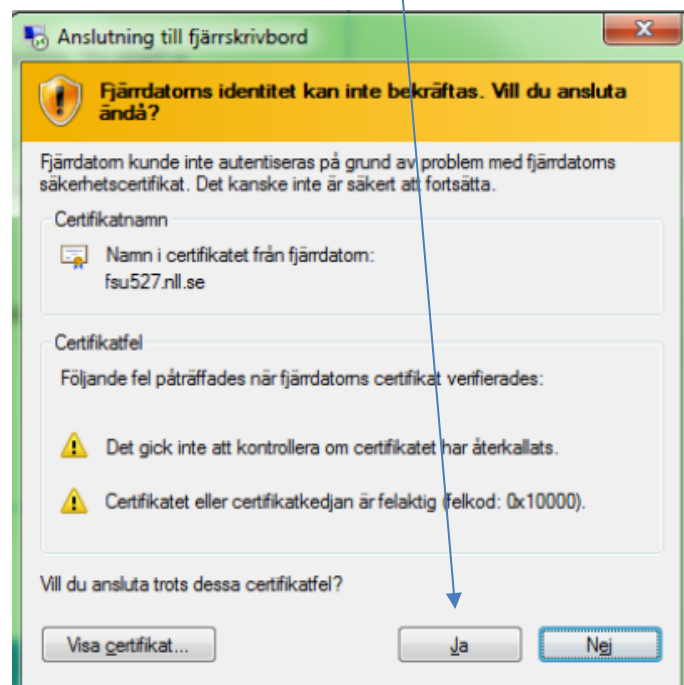
During the logging process the following warning windows may appear. Click the checkbox "Don't perform this check at startup" and press **Ignore**

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Access Client software is also available for Mac computers and together with Microsoft's native MacOS version of Remote Desktop that can be found in the App Store offer the possibility for remote access using a Mac.

RDAPPS is a so called "jumphost" for consultants or suppliers so they can have access to a server that operates in Regions internal network.
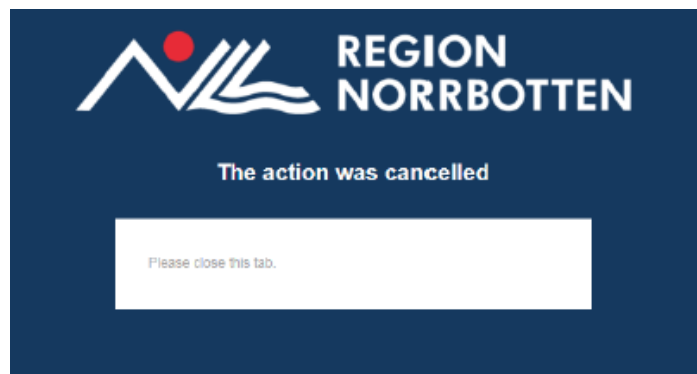
Logging out

It is important that the Logout process is done correctly since otherwise the left over "rogue" sessions that stay active may limit the number of concurrent users that can access RDAPPS, due to licensing, or block your access next time you try to logon.

Please logout the following way:

1. To log out click this icon and choose "Sign Out"
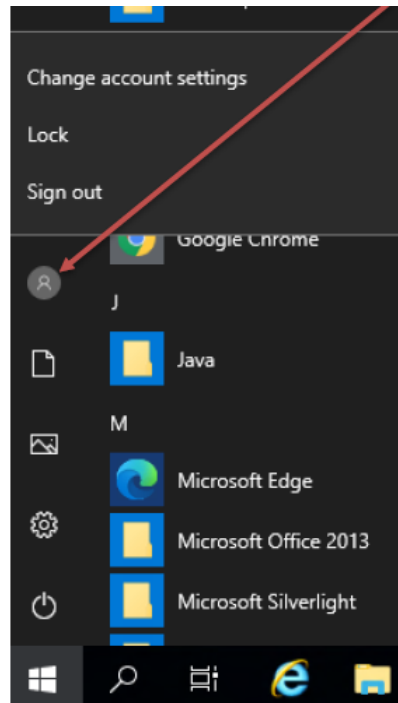
2. Close the window

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3. Open the window Hybrid Access Gateway and click **Log Out** on the upper right side of the page.
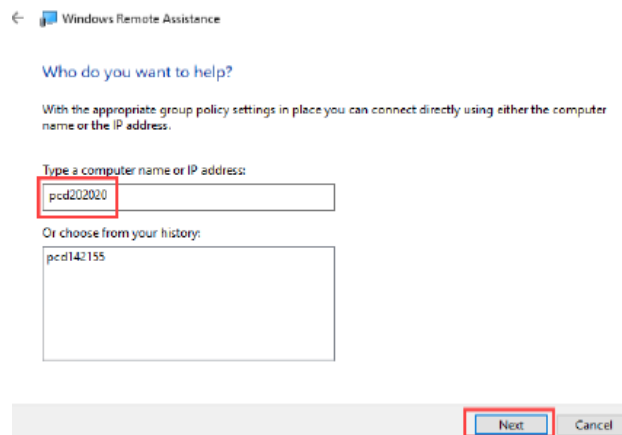

Provide remote support

Now you are logged in at RDAPPS

1. Click on the Windows menu, on the lower left side of the screen
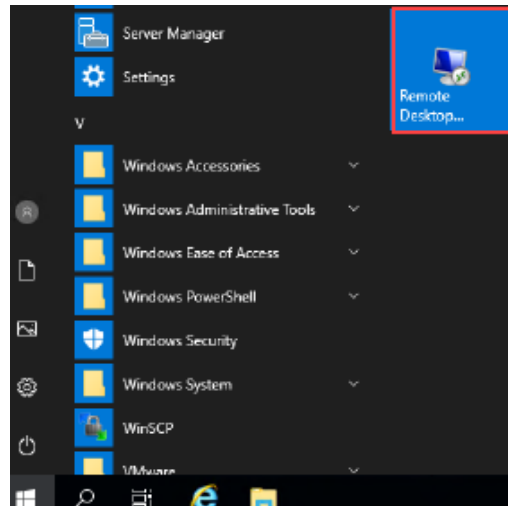
2. Type in *msra /offerra*
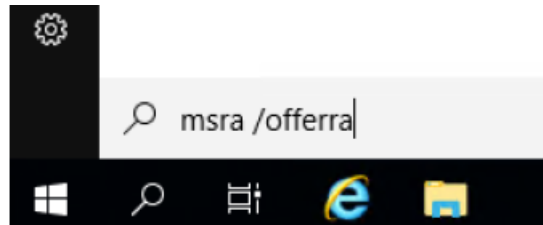
3. Type in the computer name, at which you want to send a remote support request, and press **Next**

Connect to the computer with Remote Desktop Protocol (RDP)

Now you are logged in at **RDAPPS**

1. Click on the windows menu, on the lower left side of the screen

2. Choose Remote Desktop and type in the name of the computer you want to connect to

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Password

When you login to HAG for the first time, you must change the password you were initially issued from Region Norrbotten, and you can choose a password of your choice. This password you must change after 365 days.

Password Specifications

- Minimum password length is 10 characters

- Use both upper and lowercase characters as well as numbers

- Password should be complex and should contain special characters

- The password cannot contain your username or your full name (first and last name)

- The password must be different from the last 10 passwords you have already used

- The password must be changed after 365 days

Logging in for the first time

Before you login for the first time, you must register you mobile number through a cloud service, and change the temporary password you have been issued from Region Norrbotten. You can do so, by using the following link https://aka.ms/ssprsetup

ATTENTION: If you are logged in on O365 within you own organization you must first log out from O365 before registration or password change.

1. When registering you are presented with a **Logga in** dialog, there you must enter you email address, mobile telephone number or skype. In case you have an email address with Region Norrbotten, you can use this username@norrbotten.se to login.

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2. Fill in the temporary password you have been issued form Region Norrbotten.

3. Now you must update your password and choose a new one

4. Do be able to change your password you must first configure at least one authentication alternative. Choose a mobile number and click **Verifiera**

5. Fill in you mobile number, to receive a verification code, and choose **skicka sms** or **ring mig**

6. When you receive the verification code, type it in to verify

7. You can also choose an email address, BUT this address cannot be a Region Norrbotten email address, it must be a private email address

8. You can now go back and login at HAG https://portal.norrbotten.se

How to change or recover you password

If you need to change or recover your password, you can do so by clicking at the Change Password button that you can find on the lower side of the HAG logon page https://portal.norrbotten.se or through this link https://aka.ms/sspr
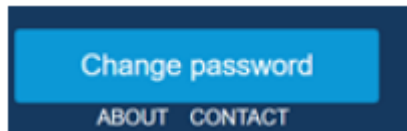
1. When changing your password, the following dialog should appear, and you must use a Region Norrbotten username@norrbotten.se as **Användar-ID**

Attention: This page may appear in English or any other language depending on the location you access it from. Please observe the English version below

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Next   Cancel

2. If you have forgotten your password, you want to change it or it has expired you can choose "Jag har glömt mitt lösenord"

Gå tillbaka till ditt konto

Varför har du problem med att logga in?

⦿ Jag har glömt mitt lösenord

Oroa dig inte. Vi hjälper dig att återställa ditt lösenord med hjälp av den säkerhetsinformation som du har registrerat hos oss.

○ Jag vet mitt lösenord, men jag kan ändå inte logga in

Nästa   Avbryt

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Get back into your account

Why are you having trouble signing in?

⦿ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next   Cancel

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3. Fill in the mobile number that you have registered in the cloud service, an choose if you want to receive an sms or a verification phone call

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4. Type in the verification code that you have received

Attention: *This page may appear in English or any other language de-*
pending on the location you access it from. Please observe the English
version below

5. Choose a new password and click **Slutför**