

Setting up ekstern Sprint

On private computer or tablet

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1. Logging on to the ekstern Sprint portal page

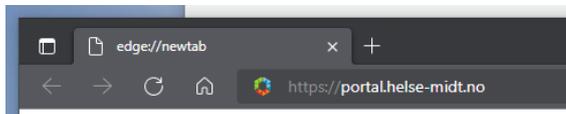
1. Start your browser*

*Edge, Firefox, Google Chrome or Safari etc.



Icons of the most used browsers

2. In the address bar, type: <https://portal.helse-midt.no> and press enter.

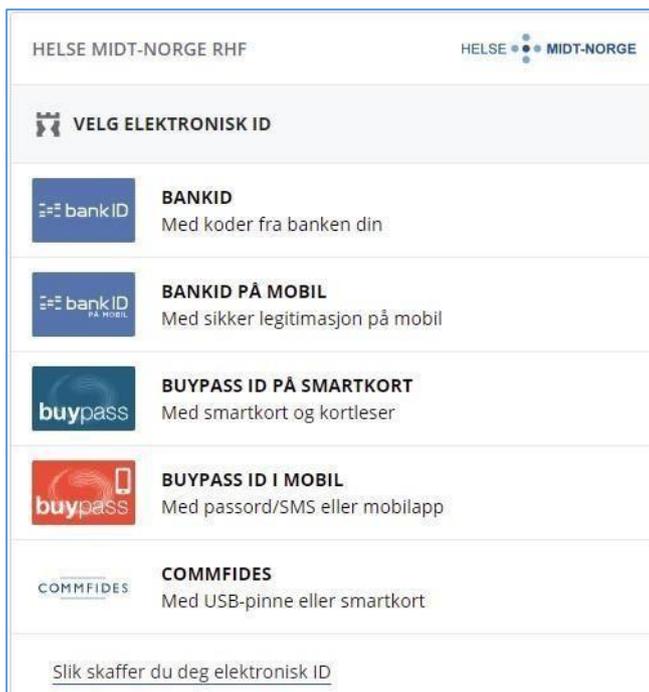


3. This opens ID-Porten.
4. Choose how you want to identify yourself and log inn.

This is identical to how you would identify yourself on other public service pages in Norway. You can find English language support for ID-porten here:

- [Help and guides – ID-porten](#)

Illustration



2. Downloading and installing «VMware Horizon Client»

You need to do this the first time you use ekstern Sprint on a computer.

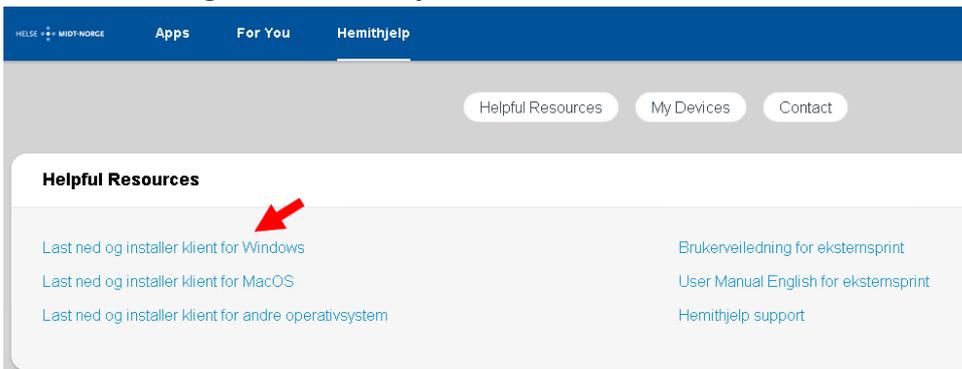
For Windows PC

*N.B. VMware does not support devices running Windows 10/11 in S-mode.
You cannot use ekstern Sprint on these.*

1. Click *Hemithjelp*.



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



3. Download the file and start it.
4. Click *Agree & Install* to start the installation.



5. When it's done Click *Finish*.



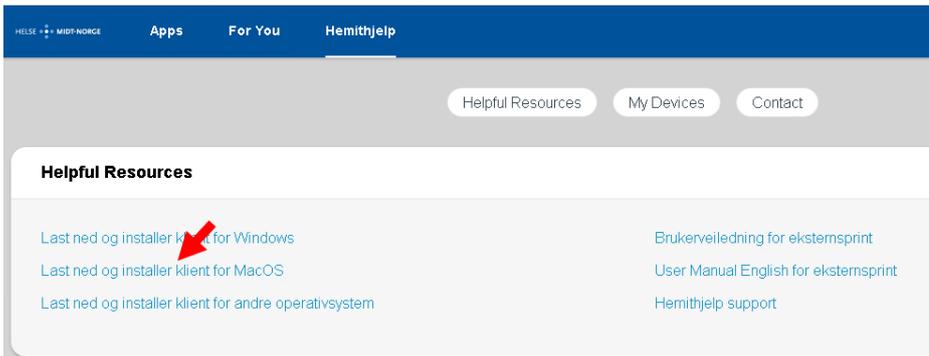
6. Your computer might need to restart, click on *Restart Now* if it asks.

For Mac (Not for iPad/iPhone)

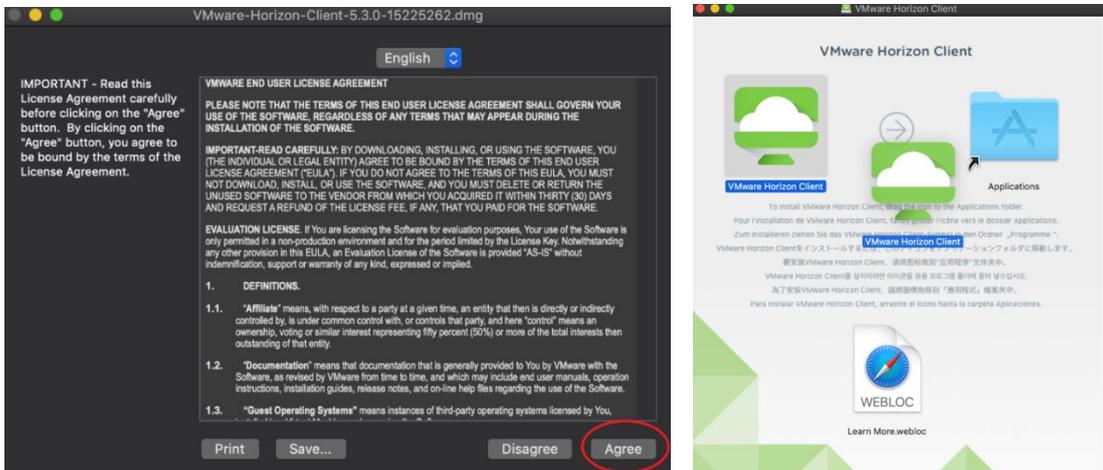
1. Click *Hemithjelp*.



2. Click *Last ned og installer klient for MacOS*.



3. Download the file and start it.
4. Click *Agree* or *Godta* in this dialog. Then click and drag the green icon (VMware Horizon Client) to the Applications (or Applikasjoner) folder.

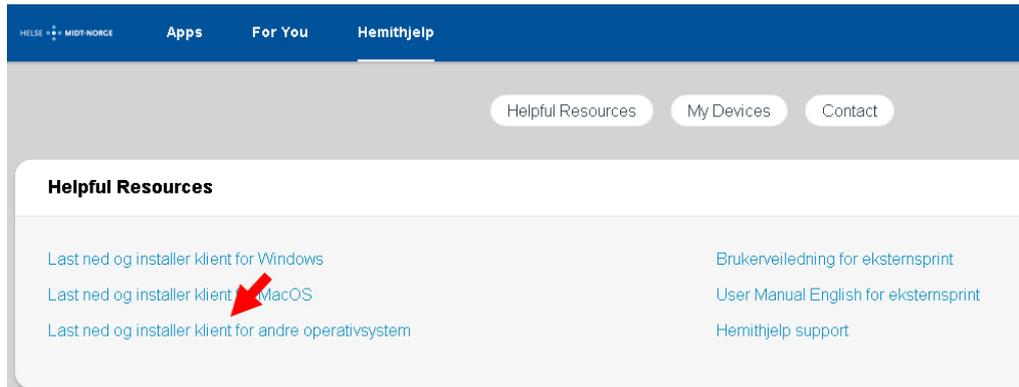


5. If you get notifications saying VMware Horizon Client wants to change something, or run at Sprint at startup, then click open, accept or allow.

For Linux, tablet or other devices

You can use ekstern Sprint on other devices and operating systems. If you want Sprint on a tablet for instance, the setup is the same as above, but you download VMware Horizon Client from a «store» (Google Play or Appstore).

For computers running Linux, Chrome etc. you can find VMware Horizon Client by clicking on *Hemithjelp* and then *Last ned og installer klient for andre operativsystem.*



Important information for all installations.

After installing VMware Horizon Client, do not run it.
Just start ekstern Sprint as shown on the next page.

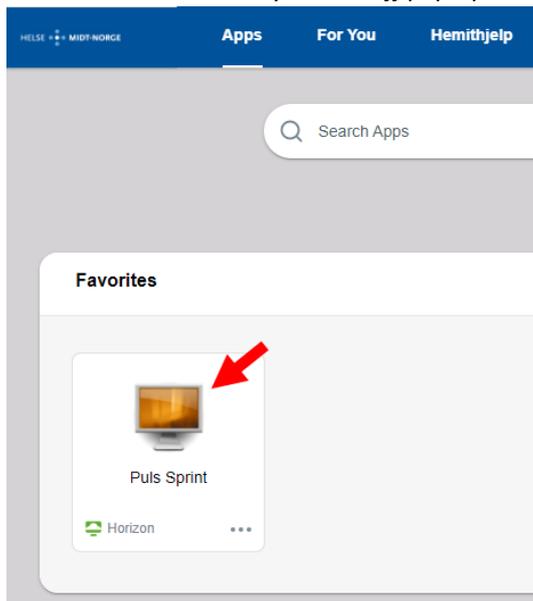
3. Starting ekstern Sprint

1. Click *Apps*.

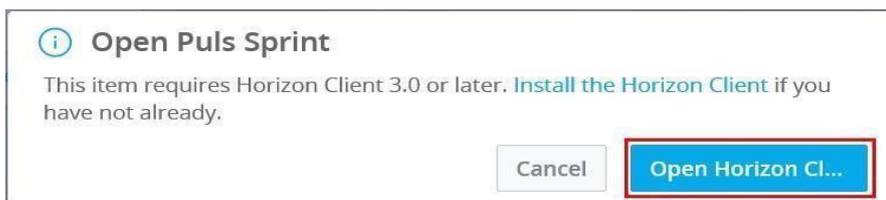


2. Click on Puls Sprint.

It is sometimes necessary to turn off pop-up blocking.



3. The first time you start ekstern Sprint via the portal, you may get the following dialog:



Click *Open Horizon Client*.

The next time you start ekstern Sprint, VMware Horizon Client will start automatically.

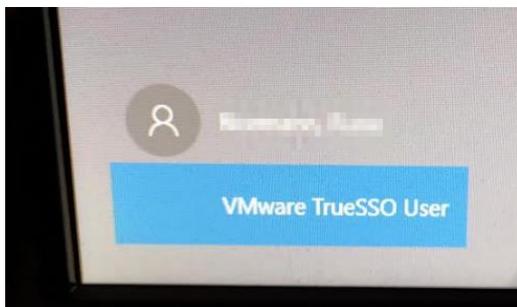
4. How to quit or continue a sprint session

How a sprint session works.

When you work in a sprint session, you use a virtual computer, if you *disconnect* from it, you can restart or work on your private computer or tablet, or even go to a different computer, and reconnect later and continue your work. If you *log off* or are away more than 6 hours you must log on, and start your programs a new.

How to log in after inactivity.

Choose *VMware TrueSSO User* to continue the sprint session.



How to disconnect but keep the session for later

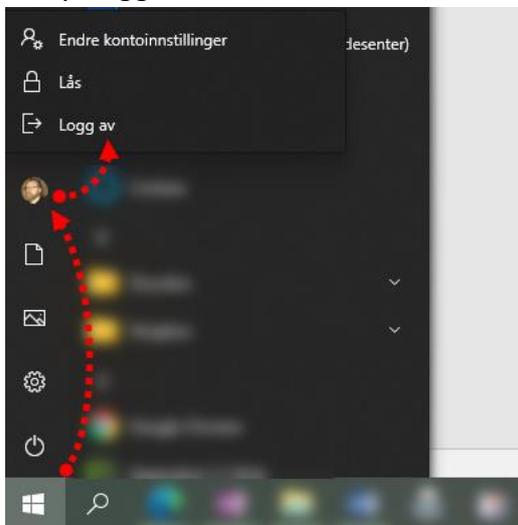
To disconnect the active session without quitting your programs; click the X on the right side of the sprint toolbar at the top of the screen:



If you cannot see the toolbar, move your mouse to the top-centre of the screen. It should appear. To reconnect you just log on normally and your programs should appear. The session will remain active for 6 hours.

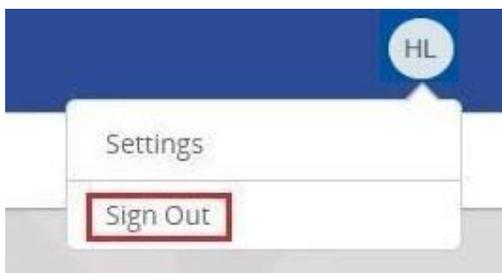
How to quit Sprint and log off the session

When you wish to quit ekstern Sprint, click Start, then click your profile picture/symbol and lastly, *Logg av*.



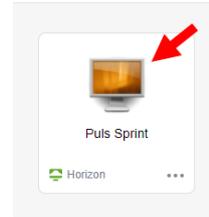
Logging off the portal

We recommend you always log out of the portal when you are done using ekstern Sprint. To log off the portal page, click your profile symbol/initials in the *top-right* corner and choose *Sign Out*.



FAQ

- Nothing happens when I click *Puls Sprint*.
 - Turn off popup blocking and try again.



- Black screen or *session timed out/the session was disconnected* message.
 - The most common solution to this is restarting your internet router. Sometimes this error happen because of a firewall setting on your private computer or router (a problem with port 4172 (UDP)).
- Problems connecting via Wifi
 - To find out whether the problem is your Wifi or the ekstern Sprint configuration, you can use your phone's mobile data to connect your computer to the internet. Sharing a connection this way is called tethering or using a hotspot. You will find this in settings on your phone. Having connected your computer to the internet via the hotspot you made, try connecting to ekstern Sprint. If it works, we can conclude that the error is with your home Wifi. Try restarting your router. You can use your hotspot as a backup, but we recommend you continue troubleshooting your home Wifi using online resources or any support available.
- Problems logging in to portal.helse-midt.no (MinID/BankID)
 - ID-porten and BankID are external vendors. Look for any mention of problems on ID-porten here: [Digitaliseringsdirektoratet Status \(digdir.no\)](https://www.digdir.no/digitaliseringsdirektoratet/status)
- Can't find Sprint in VMware Horizon Client
 - Don't run VMware Horizon Client after it is downloaded and installed. Just continue as shown on page 6 above.