

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

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## 1 General

We have two Web-portals for access towards our IT systems. These are <https://login.helse-midt.no> and <https://login2.helse-midt.no>.

It may be a good idé to try both web portals if you experience problems. Likewise you should be specific on which portal you are having problems with, when you contact our helpdesk at phone +47 03612.

Some contractors are using Cisco AnyConnect for VPN connection. These contractors should use: <https://vpn1.hemit.no>.

## Content

1	General.....	1
1.1	References .....	1
1.2	Contact information.....	1
2	Connecting to the portal .....	2
2.1	Login.helse-midt.no with token code from RSA-chip .....	2
2.2	Login.helse-midt.no with on-demand token code from SMS.....	3
2.3	Login2.helse-midt.no with token code from RSA-chip.....	4
2.4	Login2.helse-midt.no with on-demand token code from SMS.....	5
2.5	SMStoken first time logon.....	6
2.6	RSA-chip first time logon, or if you have received a new RSA-chip.....	7
2.7	Vpn1.hemit.no.....	9
3	Requirements.....	10
4	Use and error situations .....	10
4.1	Tips and tricks.....	10
4.2	Setting new Password.....	10
4.3	Internet Explorer 10 and Internet Explorer 11 and compatibility mode.....	11

### 1.1 References

<http://helsedirektoratet.no/lover-regler/norm-for-informasjonsikkerhet/virksomhet/leverandor/Sider/default.aspx>

### 1.2 Contact information

If problem arises, please contact our support center at:

- Phone: +47 03612
- Email: [Kundesenter@hemit.no](mailto:Kundesenter@hemit.no)

We prefer that you use phone.

If there are other issues, not regarded as faults, you should contact the person in Helse Midt-Norge 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

When you receive a new RSA-chip you must set your personal pin-code for the RSA-chip, in your first connection attempt. See chapter 2.6.

For first time users of SMS token code, and when you have ordered reset of your personal pin at Helse-midt, you must set your new personal pin-code. See chapter 2.5.

### 2.1 Login.helse-midt.no with token code from RSA-chip

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

You have received your Brukernavn(UserID) and passord(Password) in an E-mail.

"Pin + Engangskode": your personal pincode and the 6-digits tokencode from the RSA-chip.

"Helseforetak": select "Helse Midt-Norge".

Press "Logg inn", and you should get a list with your available programs:

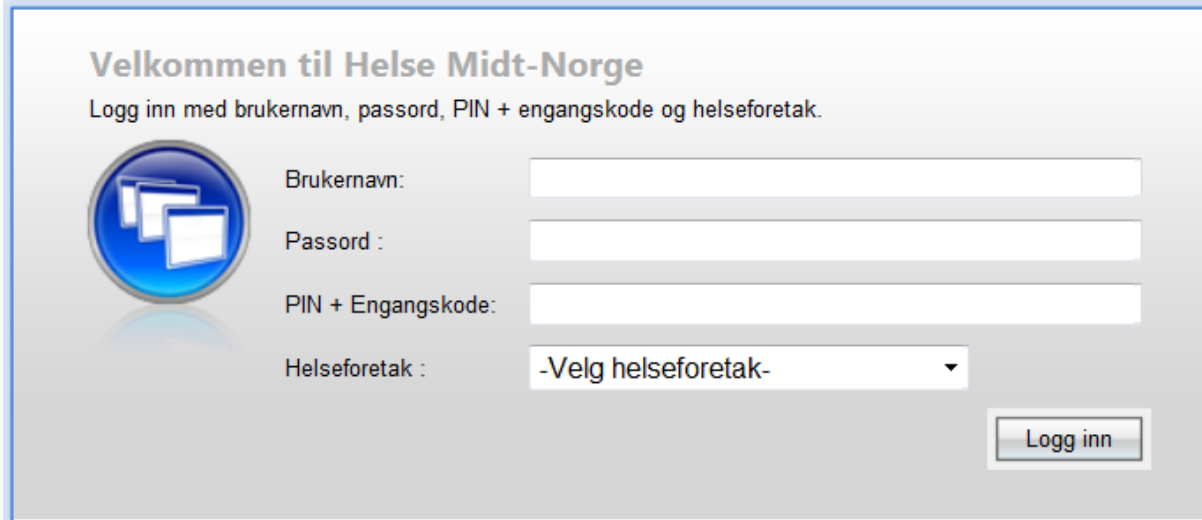
If you experience logon problems on <https://Login.helse-midt.no> the other portal:

<https://login2.helse-midt.no/>, can be used to find out if the problem relates to the RSA authentication, or to the personal authentication.


## 2.2 Login.helse-midt.no with on-demand token code from SMS

If this is your first time logon read below.

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



**Velkommen til Helse Midt-Norge**  
Logg inn med brukernavn, passord, PIN + engangskode og helseforetak.

 Brukernavn:

Passord :

PIN + Engangskode:

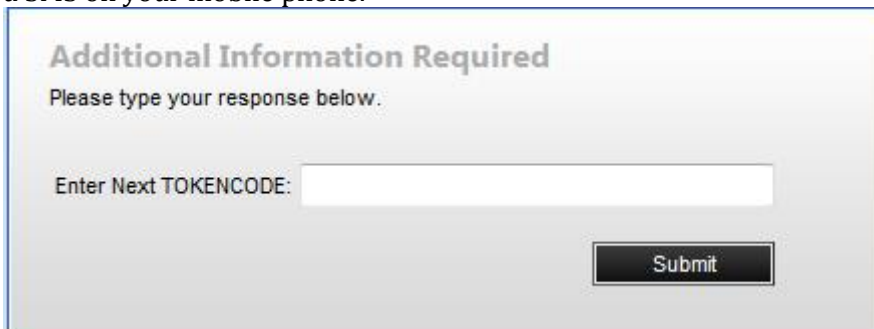
Helseforetak :

You have received your Brukernavn(UserID) and passord(Password) in an E-mail.

"Pin + Engangskode": The pin code you did set during your first logon attempt, (only the pin code).

"Helseforetak": select "Helse Midt-Norge".

Press "Logg inn", and you will get this screen, where you should insert the tokencode received in a SMS on your mobile phone.

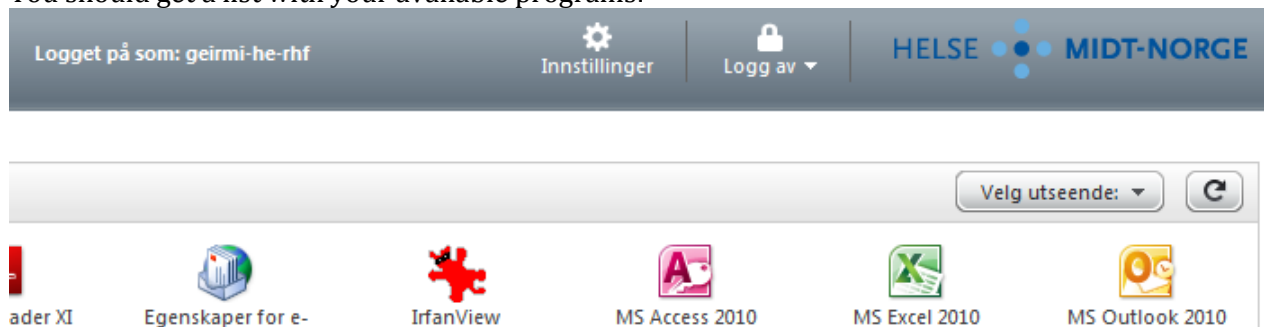


**Additional Information Required**  
Please type your response below.

Enter Next TOKENCODE:

The received token code can only be used once, and is valid for 15 minutes.

You should get a list with your available programs:



Logget på som: geirmi-he-rhf    Innstillinger    Logg av    HELSE MIDT-NORGE

Velg utseende:

ader XI    Egenskaper for e-    IrfanView    MS Access 2010    MS Excel 2010    MS Outlook 2010

If you experience logon problems on <https://Login.helse-midt.no> the other portal: <https://login2.helse-midt.no/>, can be used to find out if the problem relates to the RSA authentication, or to the personal authentication.

### 2.3 Login2.helse-midt.no with token code from RSA-chip


This is the same portal as login.helse-midt.no, with the difference that login information is given in two steps, in two subsequent login boxes.

This makes it possible for contractors to have one shared RSA-chip, and individual logons for each user with access to Helse Midt-Norge.


The first step is the RSA-chip logon.

“Brukernavn (ID)”: your firms common or shared UserID

”Passord”: the personal pin code and the 6-digits token code from the RSA-chip.



**Velkommen til Helse Midt-Norge**  
Logg inn med brukernavn, passord, PIN + engangskode og helseforetak.



Brukernavn:

Passord:

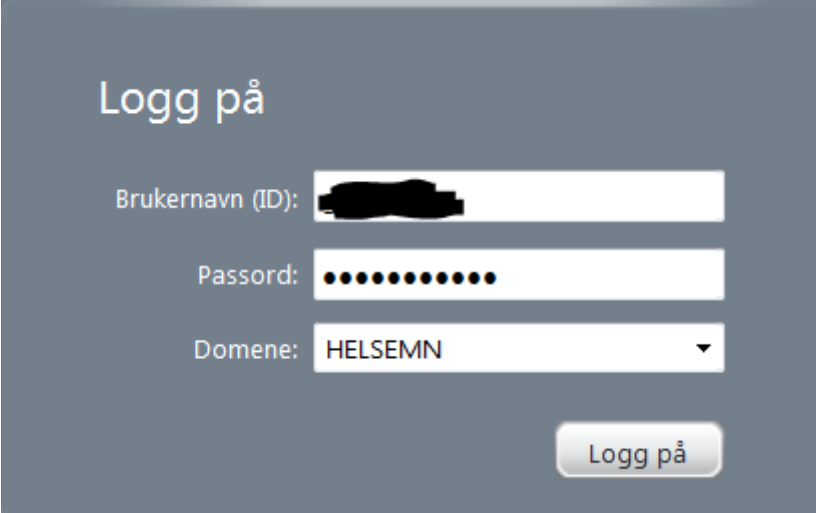
Helseforetak :

The next step is your personal authentication

“Brukernavn (ID)”: Your UserID

”Passord”: your password

“Domene”: always select helsemn



**Logg på**

Brukernavn (ID):

Passord:

Domene:


## 2.4 Login2.helse-midt.no with on-demand token code from SMS

This is the same portal as login.helse-midt.no, with the difference that login information is given in two steps, in two subsequent login boxes.

The first step is the SMS token code logon.

“Brukernavn (ID)”: your firms common or shared UserID

”Passord”: your personal pin code code.



**Velkommen til Helse Midt-Norge**  
Logg inn med brukernavn, passord, PIN + engangskode og helseforetak.

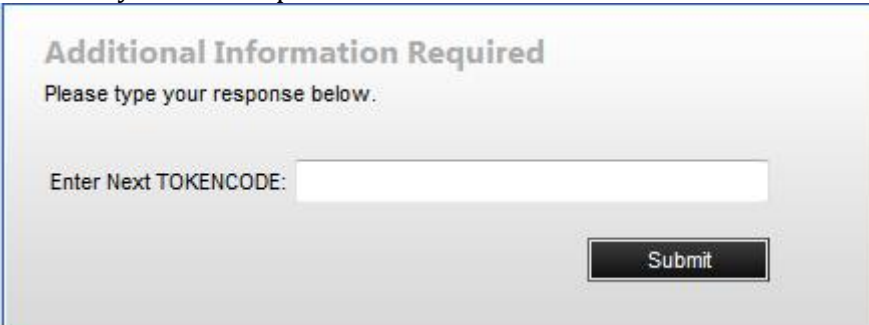
**Brukernavn:**

**Passord:**

**Helseforetak :** Helse Midt-Norge (Helsemn) ▼

**Logg inn**

Press “Logg inn”, and you will get this screen, where you should insert the token code received in a SMS on your mobile phone.



**Additional Information Required**  
Please type your response below.

Enter Next TOKENCODE:

**Submit**

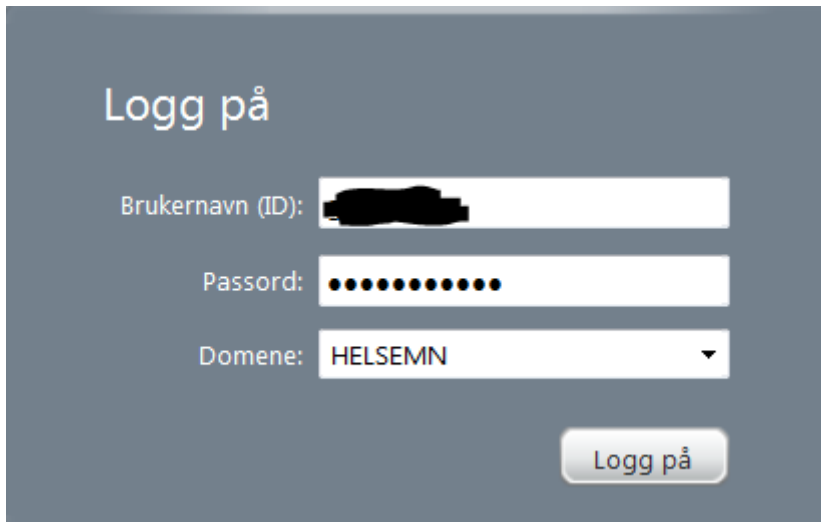
The received token code can only be used once, and is valid for 15 minutes.

The next step is your personal authentication

“Brukernavn (ID)”: Your UserID

”Passord”: your password

“Domene”: allways select helsemn



Logg på

Brukernavn (ID): [REDACTED]

Passord: [REDACTED]

Domene: HELSEMN ▼

Logg på

## 2.5 SMS token code first time logon


For first time users, and when you have ordered reset of your personal pin code at Helse-midt.

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



Velkommen til Helse Midt-Norge

Logg inn med brukernavn, passord, PIN + engangskode og helseforetak.



Brukernavn: [REDACTED]

Passord : [REDACTED]

PIN + Engangskode: [REDACTED]

Helseforetak : -Velg helseforetak- ▼

Logg inn

You have received your Brukernavn(UserID) and passord(Password) in an E-mail.

"Pin + Engangskode": The pinkode you have received in the email.

"Helseforetak": select "Helse Midt-Norge".

Press "Logg inn", and you will get a screen to set your new personal pin code. Choose your personal pin code.

**Additional Information Required**  
Please type your response below.

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

Submit

And enter your personal pin code once more:

**Additional Information Required**  
Please type your response below.

Reenter PIN:


Submit

And you should get a list with your available programs.

## 2.6 RSA-chip first time logon, or if you have received a new RSA-chip

This chapter do not apply to users who receive their token code by SMS.  
The graphics here may vary depending on which web portal you are using.

**Velkommen til Helse Midt-Norge**  
Logg inn med brukernavn, passord, PIN + engangskode og helseforetak.



Brukernavn:

Passord :

PIN + Engangskode:

Helseforetak :

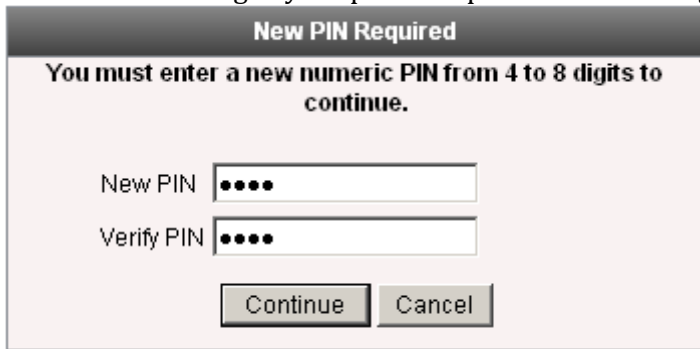
Logg inn

"Brukernavn(UserID) and passord(Password)": Use the information you have received on E-mail from Hemit.

At first time logon or when you have received a new RSA-chip from Hemit, there is no personal pin code set. Therefore you should only fill in the 6 digits from the RSA-chip in "PIN + Engangskode".

"Helseforetak": Select Helse-Midt-Norge

A screen for setting of your personal pin code will emerge.



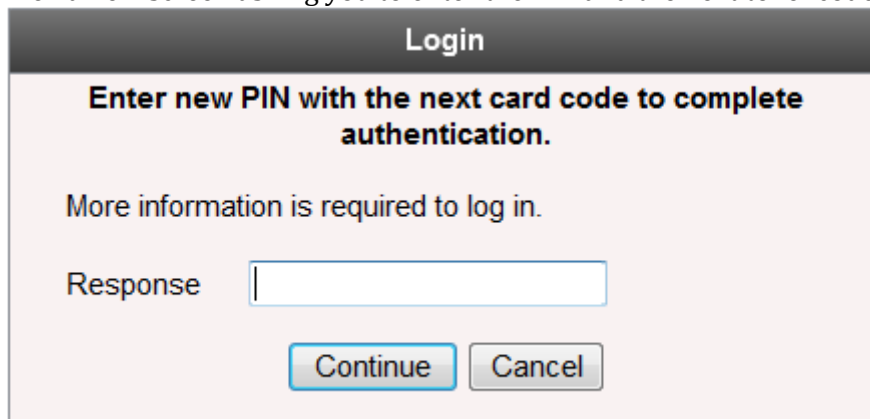
**New PIN Required**

You must enter a new numeric PIN from 4 to 8 digits to continue.

New PIN

Verify PIN

Then a new screen asking you to enter the PIN and the next tokencode:



**Login**

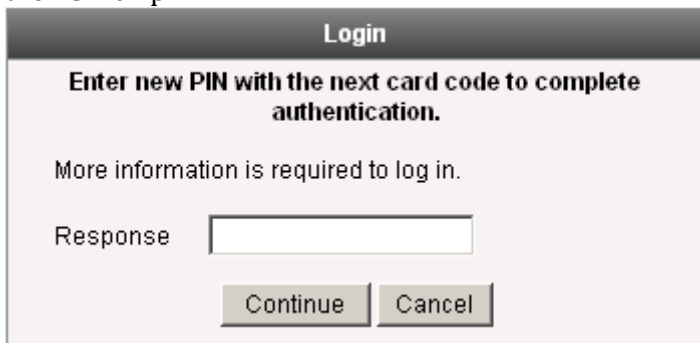
**Enter new PIN with the next card code to complete authentication.**

More information is required to log in.

Response

On [vpn1.hemit.no](http://vpn1.hemit.no)

You are guided to fill in your newly generated Pin-code together with the next token code from the RSA-chip:



**Login**

**Enter new PIN with the next card code to complete authentication.**

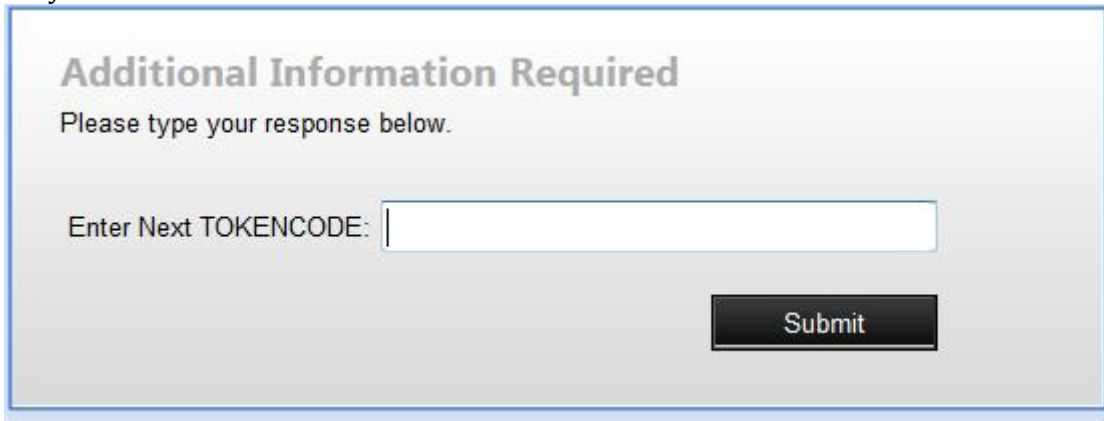
More information is required to log in.

Response

On [login.helse-midt.no](http://login.helse-midt.no):



Only the next tokencode:



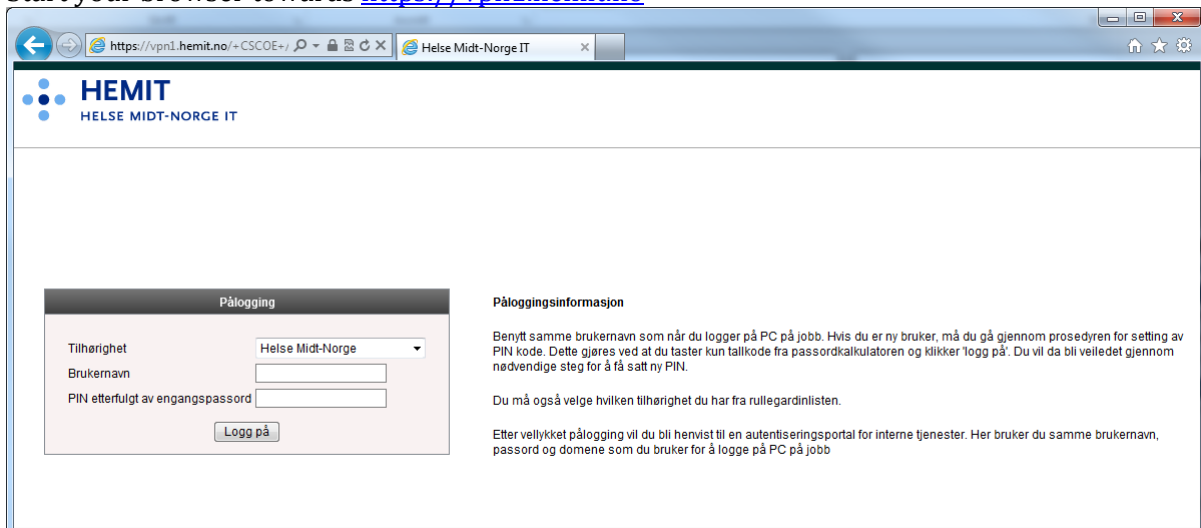
The screenshot shows a web form with a light gray background and a blue border. At the top, it says "Additional Information Required" in bold. Below that, it says "Please type your response below." There is a text input field with the label "Enter Next TOKENCODE:" and a "Submit" button.

You may also get some screens guiding you to set a new password.

## 2.7 Vpn1.hemit.no

Only for contractors who are using Cisco AnyConnect for VPN connection.

Start your browser towards <https://vpn1.hemit.no>



The screenshot shows a web browser window with the URL <https://vpn1.hemit.no/+CSCOE+/>. The page header includes the HEMIT logo and "HELSE MIDT-NORGE IT". The main content area is divided into two sections: "Pålogging" (Login) and "Påloggingsinformasjon" (Login Information). The "Pålogging" section has a dropdown menu for "Tilhørighet" (Affiliation) set to "Helse Midt-Norge", a text input for "Brukernavn" (Username), and a text input for "PIN etterfulgt av engangspassord" (PIN followed by one-time password). A "Logg på" (Log in) button is below these fields. The "Påloggingsinformasjon" section contains instructions in Norwegian, including: "Benytt samme brukernavn som når du logger på PC på jobb. Hvis du er ny bruker, må du gå gjennom prosedyren for setting av PIN kode. Dette gjøres ved at du taster kun tallkode fra passordkalkulatoren og klikker 'logg på'. Du vil da bli veiledet gjennom nødvendige steg for å få satt ny PIN." and "Du må også velge hvilken tilhørighet du har fra rullegardinlisten." It also mentions that after successful login, users will be directed to an authentication portal for internal services.

In the first logon box you should fill in:

- "Tilhørighet": Select "Helse Midt-Norge"
- "brukernavn": your UserID, (If your firm has only one shared RSA-chip, this is the UserID connected to that chip.)
- "PIN etterfulgt ..": your pin code and the 6 digits from the RSA-chip.
- Press "logg på"



## Web

A screenshot of the HEMIT login web interface. The main window is titled "Log in" and contains three input fields: "User name:", "Password:", and "Domain:". The "Domain:" dropdown menu is currently set to "HELSEMN". Below the input fields is a link for "Advanced Options >>>". At the bottom right of the form is a "Log In" button. To the right of the login form, there are partial views of other interface elements, including a "Welcor" section with text "Velkor starte innstill starte" and a "Messaq" section with text "The M".

In next logon box fill in your personal UserID and password as stated in the mail you have received. Domain should be Helsemn.

### 3 Requirements

#### ICA-Client

Hemit recommends the use of Citrix Online Web plugin version: 12.1.44 or 12.3

#### Browser and OS:

Only windows 7 and IE 9 is supported, although many other browsers and operating systems may work fine.

IE10 may work fine, IE11 will probably not work. If you use those versions please set the IE-browser to IE9 compatibility mode.

### 4 Use and error situations

#### 4.1 Tips and tricks

It may be useful to delete Temporary internet files and cookies from the browser.

#### 4.2 Setting new Password

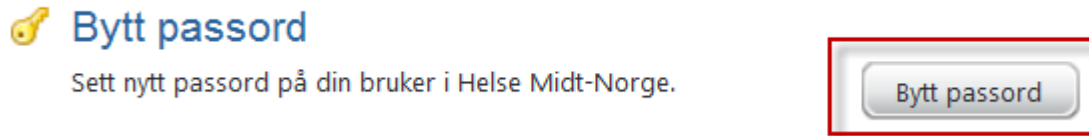
You have probably received a password in some email. **Your password should be changed.**

You have to use login2 to set new password, this option is not available at login.helse-midt.no.

Log on to the portal. Above the list of your available programs press "Innstillinger/Settings":



In the middle of the page press "Change Password/Bytt passord":



Then you have to enter the old password, and the new password twice. Ok, exit Settings.



### 4.3 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"