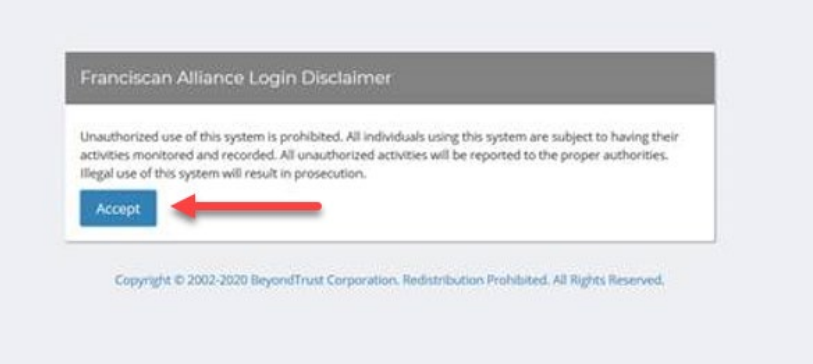
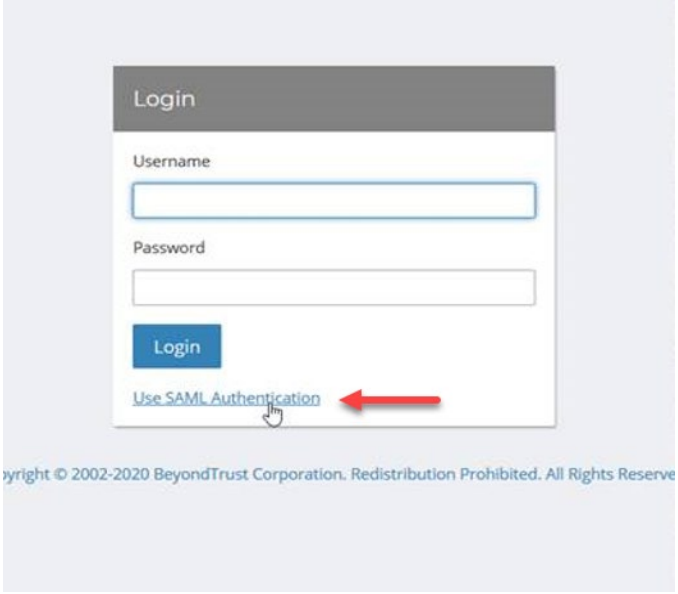
BEYONDTRUST BOMGAR VENDOR PRIVILEGED ACCESS LOGIN

1. Prior to accessing the BeyondTrust Bomgar portal, (if you are using a Generic Vendor Account) please reach out to your Franciscan Alliance Liaison to have them contact the Service Desk to have the account reinstated and to acquire the bypass code. **If you are using an individual POI account and not using a Generic Vendor Account, please proceed to step 2.

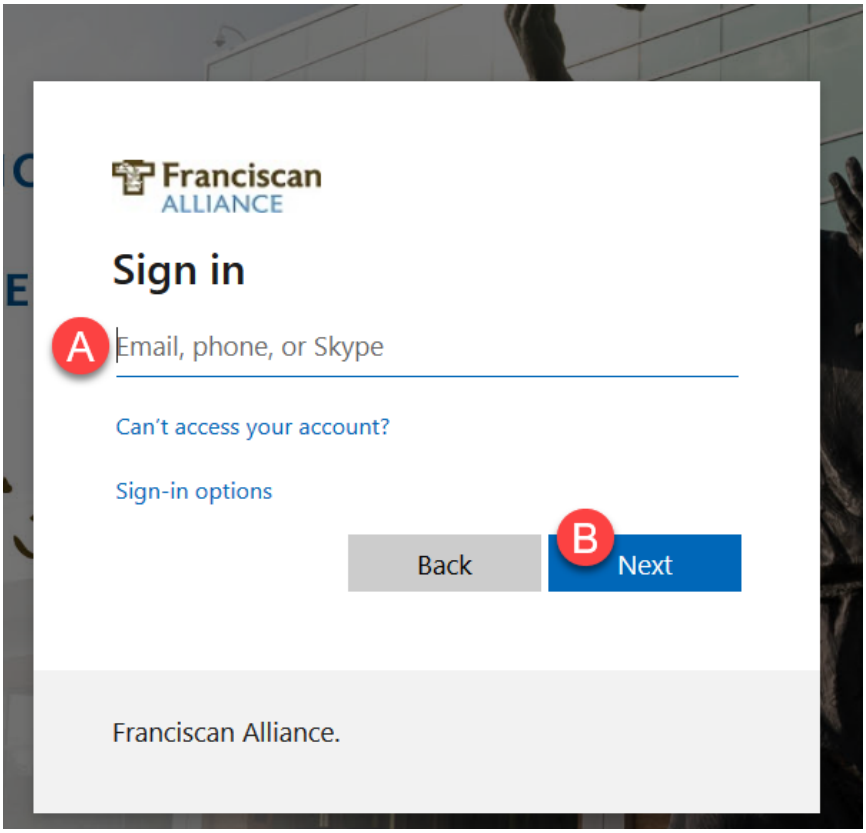
2. Navigate to https://vra.franciscanalliance.org/login and click “Accept”.



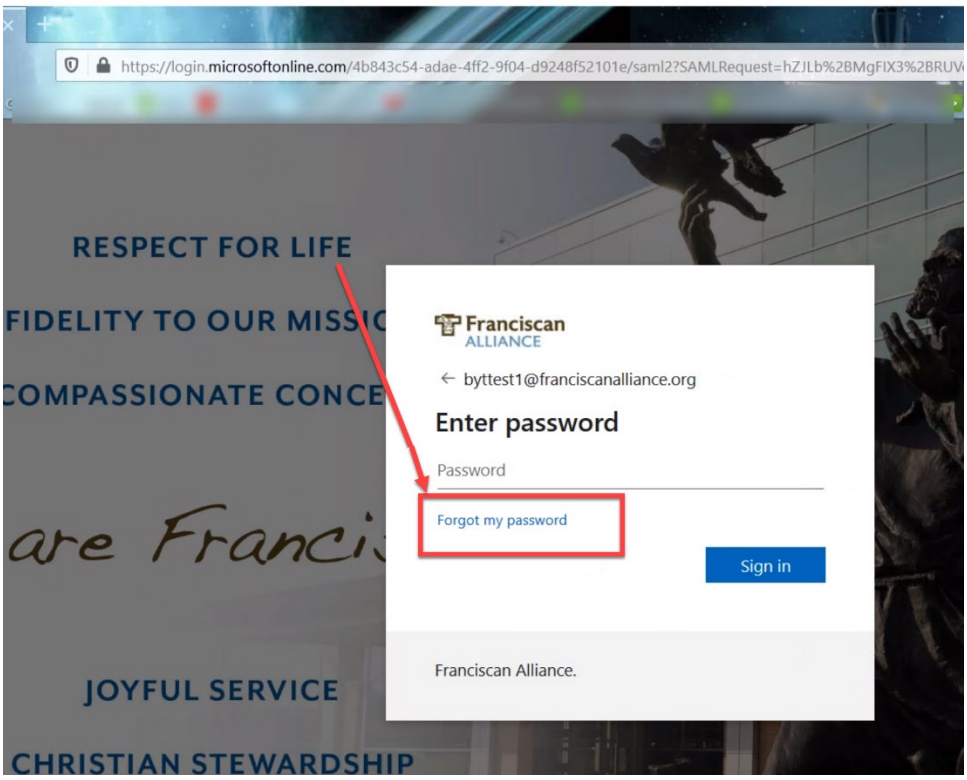
3. Select the “Use SAML Authentication” link. Leave the Username and Password field blank.



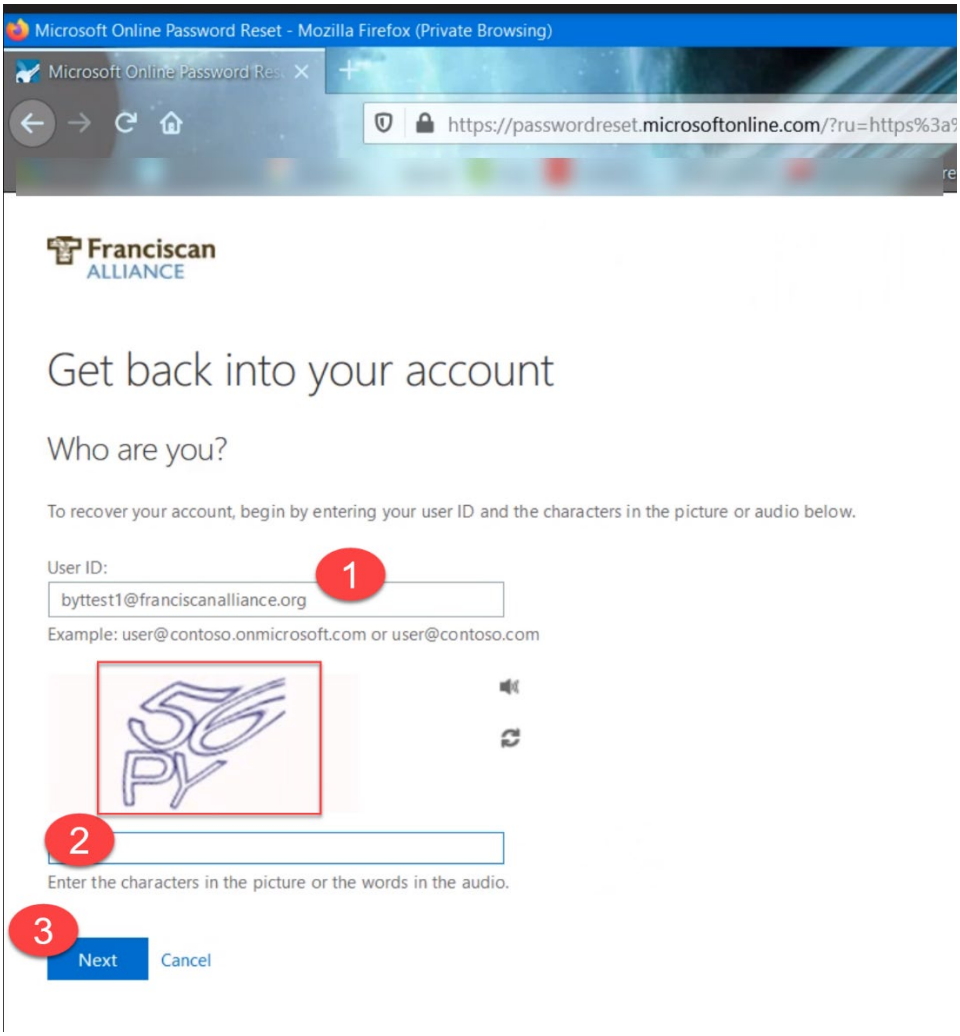
4. At the "Sign in" screen, enter your User ID. Your User ID resembles a Franciscan email address, e.g. *firstname.lastname*@franciscanalliance.org.



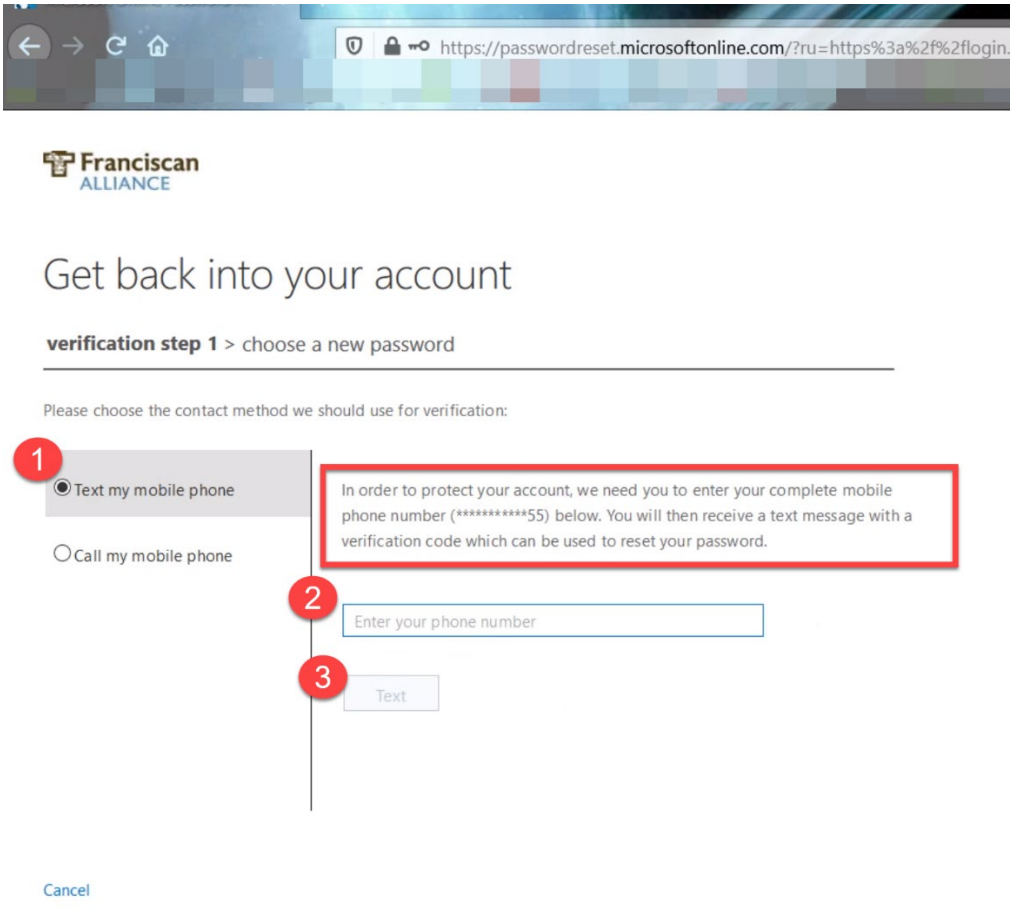
5. On the Franciscan Alliance sign-in screen, select "Forgot My Password"



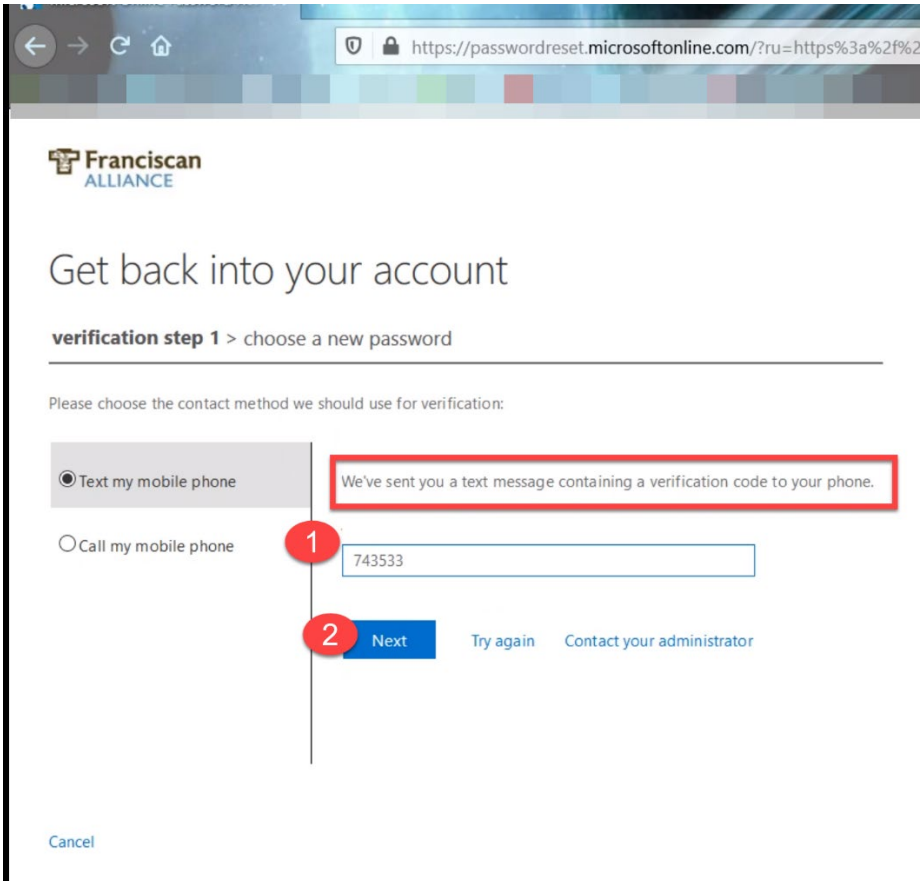
6. In the "Get back into your account" screen:
    1. Your User ID will be what looks like a Franciscan email address, e.g. *firstname.lastname@franciscanalliance.org*
    2. Enter the captcha characters shown on your screen. *Note: don't use the characters shown in the example.*
    3. Select ‘Next’.



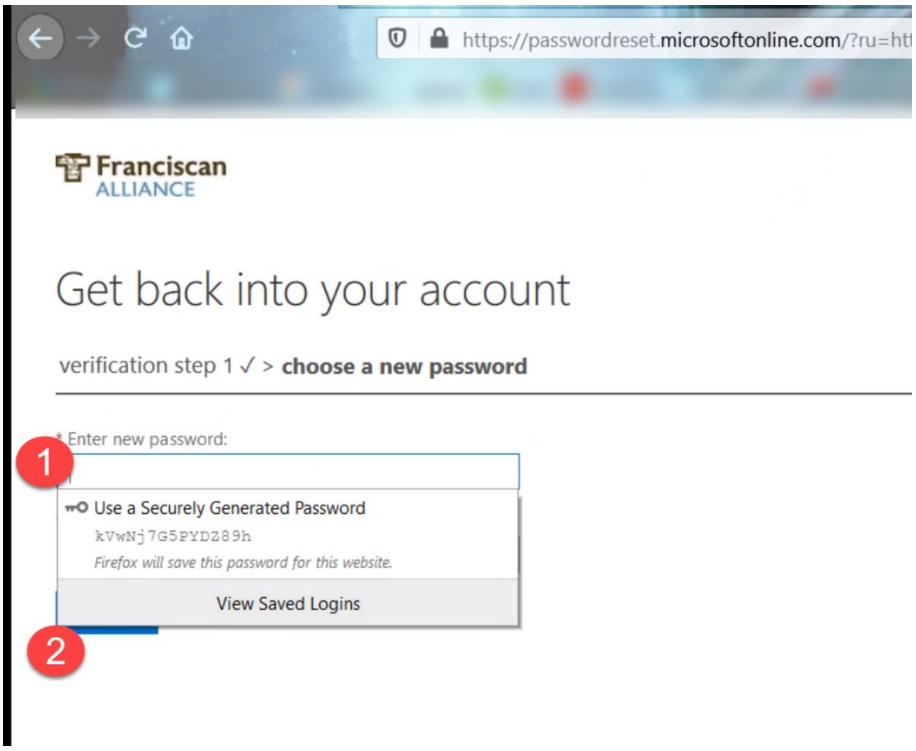
7. Text verification:
    1. Select "Text my mobile phone"
    2. Enter your mobile number
    3. Click Text button



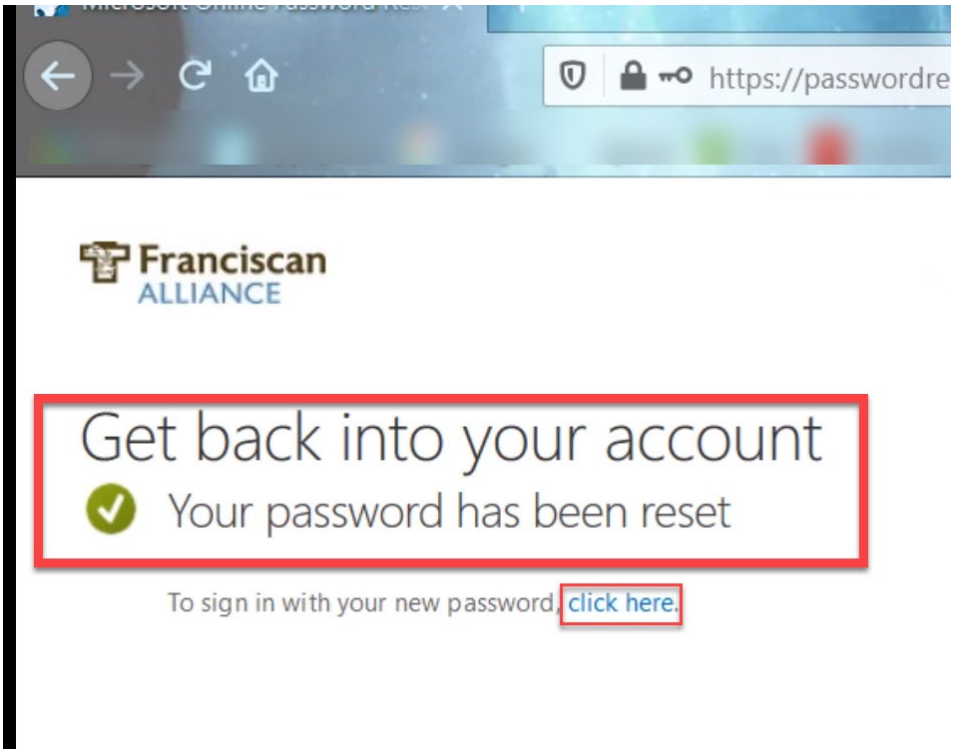
8. Enter the verification code sent to your mobile device and click Next. *Note: don't use the code shown in the example.*



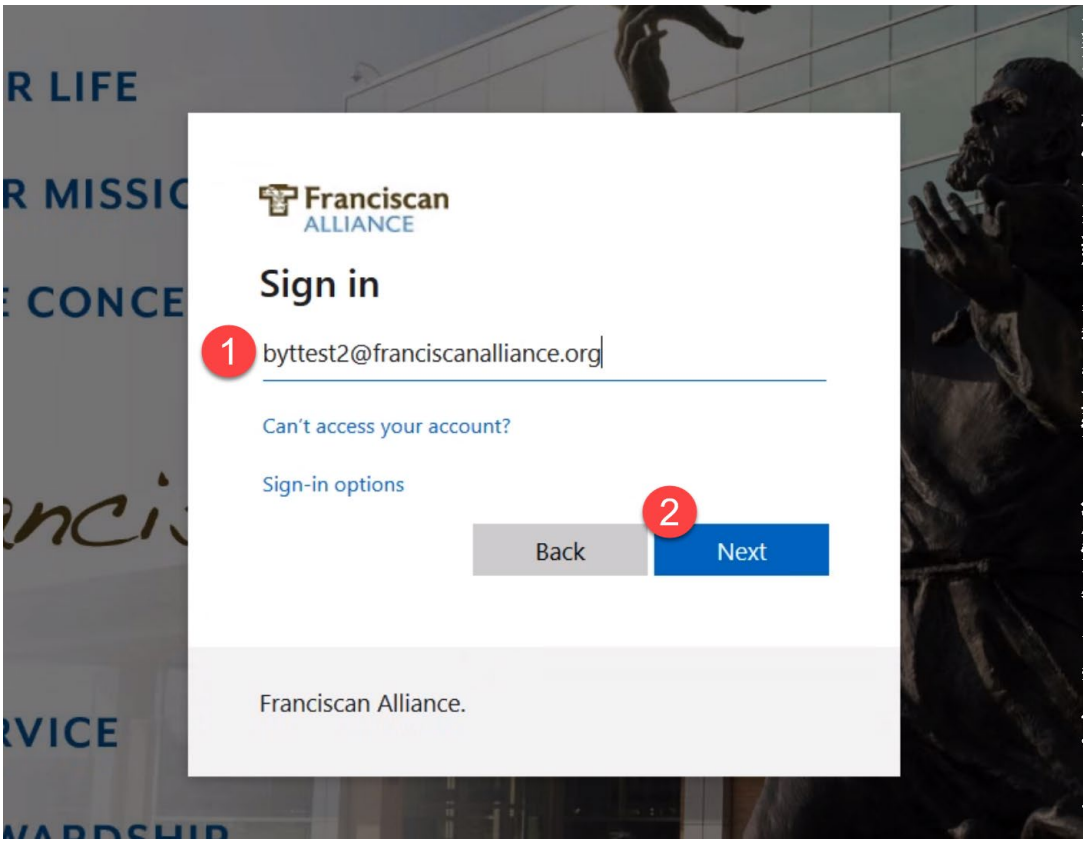
9. Enter a new password.



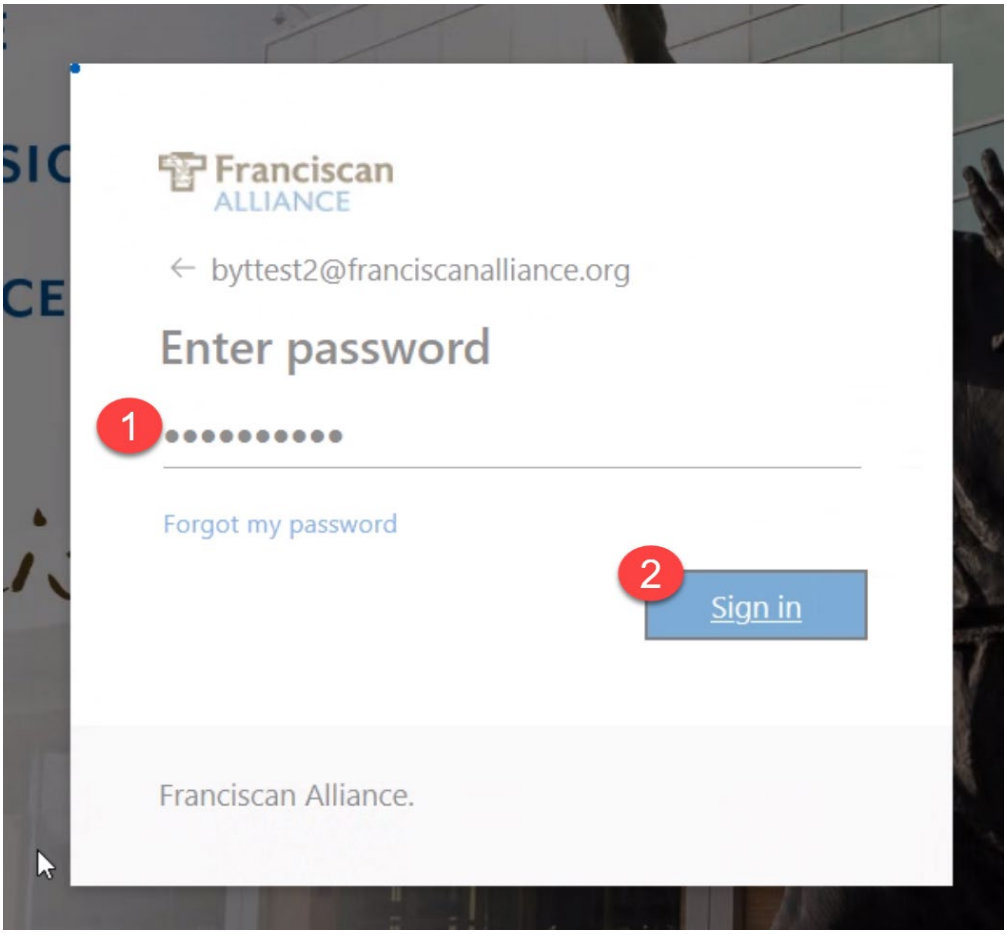
10. Once you receive the confirmation your password has been reset, "click here" to sign in with your new password



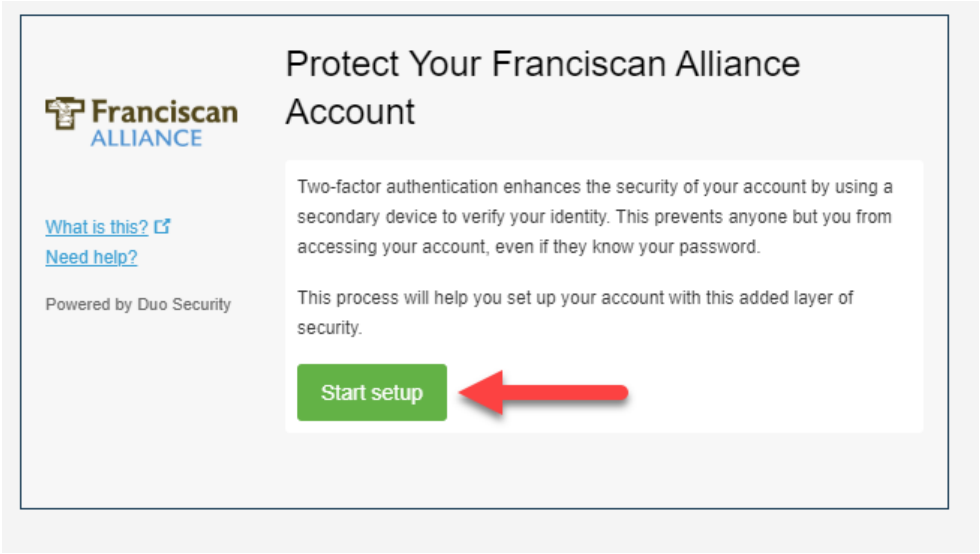
11. At the Sign in screen, enter your User ID, e.g. *firstname.lastname*@franciscanalliance.org



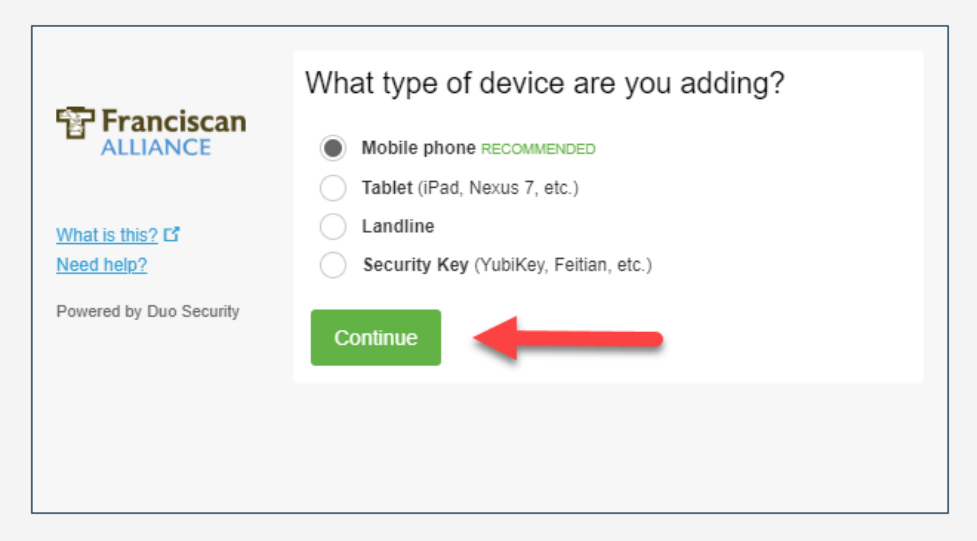
12. Enter your (new) password and sign-in.



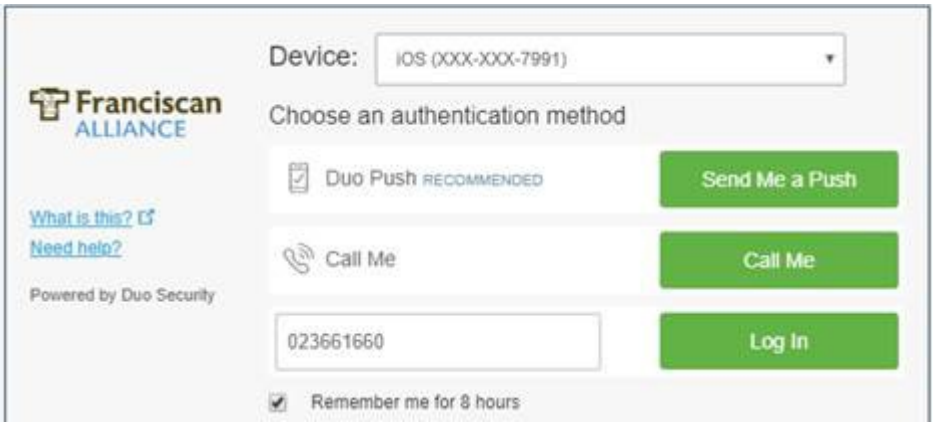
13. If this is your first time logging in with SAML authentication, you will need to complete the steps to set up DUO authentication.



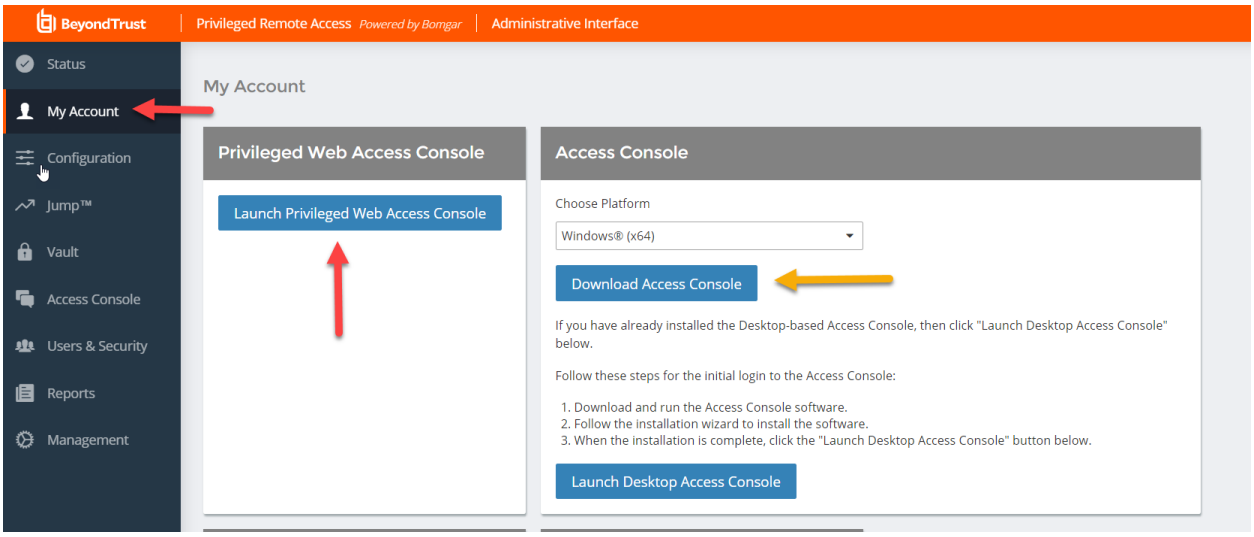
14. Choose one of the available options to authenticate with. If this is a Generic Vendor account, you will still need to choose an initial authentication method. Subsequent logins will allow you to use a bypass code if necessary.



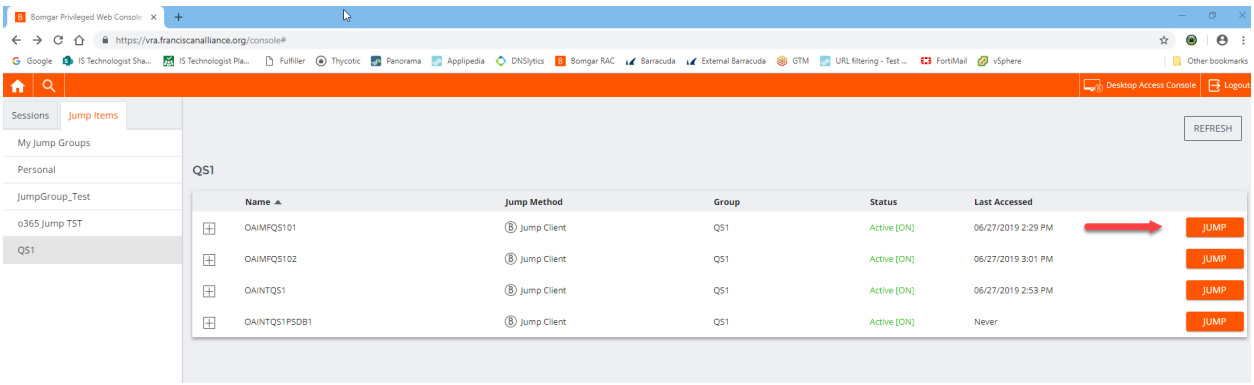
15. Choose the authentication method for the login, and if necessary, contact the Franciscan Support center (1-800-346-2322) for a bypass code.



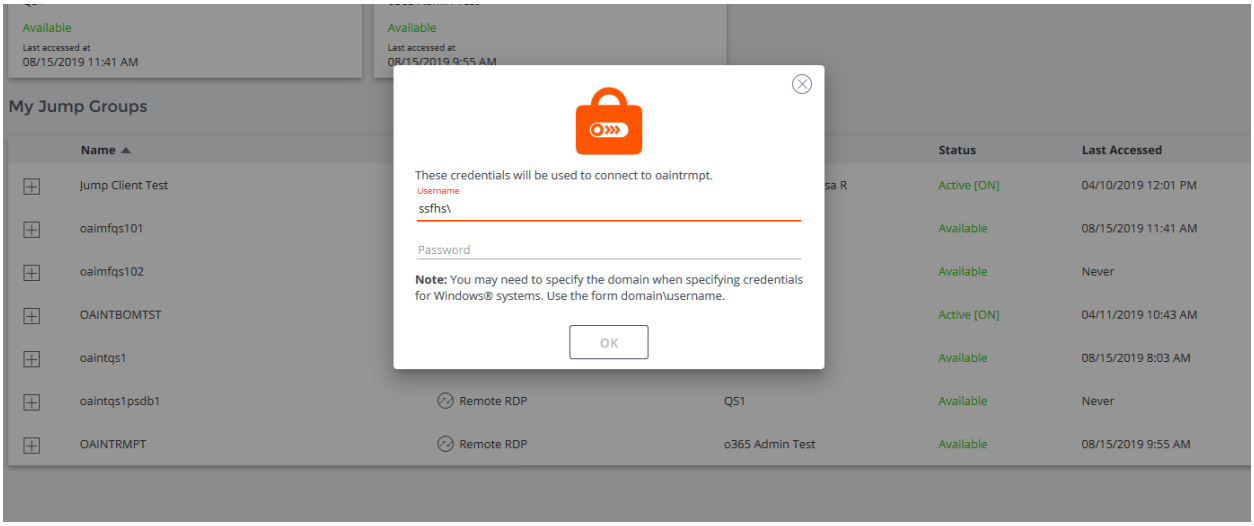
16. Navigate to the “My Account” tab. There are two options to access the console: Click on the “Launch Bomgar Privileged Web Console” to access without downloading anything onto the user’s machine. If you click “Download Access Console”, this will install the client onto the user’s machine and allow access from the desktop in the future.



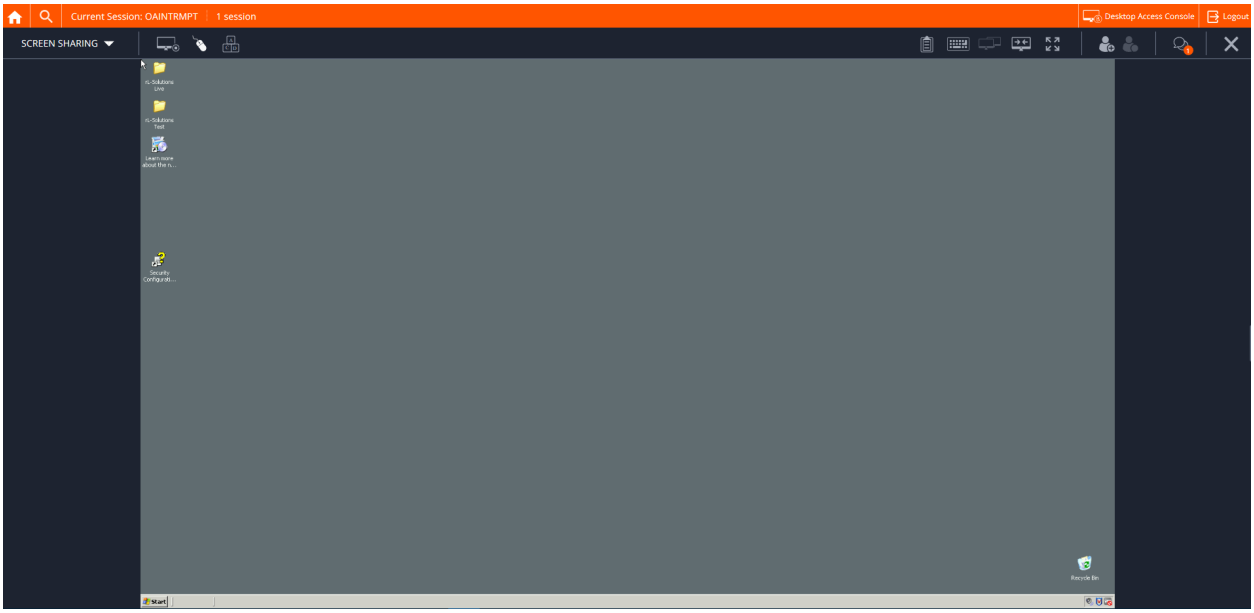
17. After clicking “Launch Bomgar Privileged Web Console” it will bring the user to the screen showing machines you are able to access. On the left-hand side of the window, select the vendor name. Find the machine that the user requires access to and click the “Jump” button.



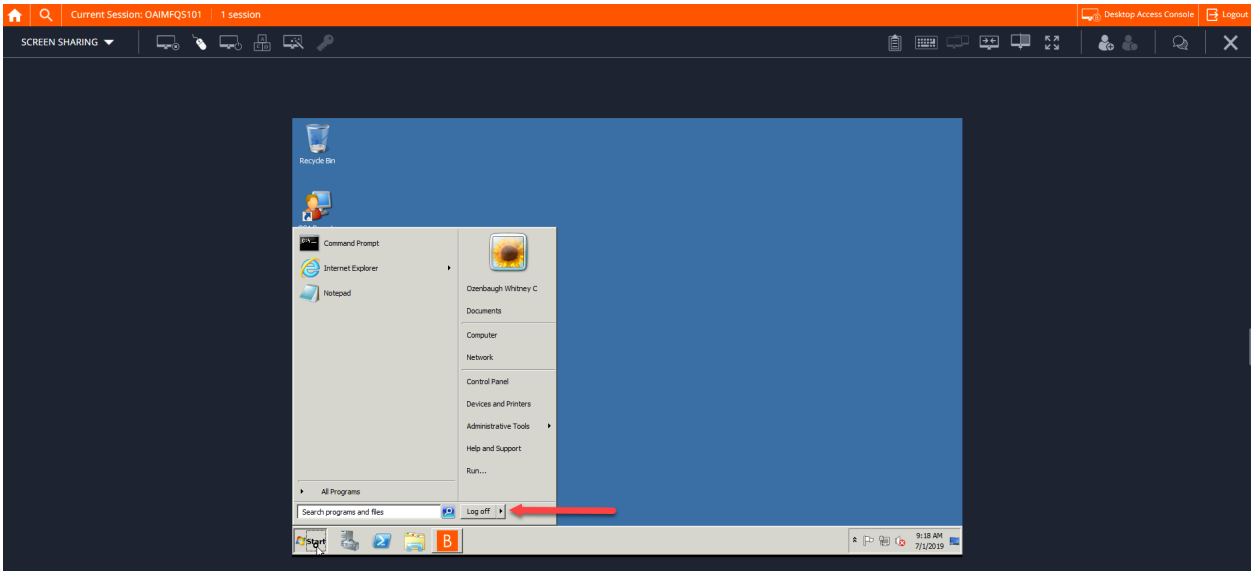
18. A pop-up box will appear that requests credentials to access the machine. In the case of vendors using Generic Vendor accounts to access, the account name will already be in the username field, and the vendor will need to input the password for access. Please be patient, the jump takes between 10-30 seconds to initialize.

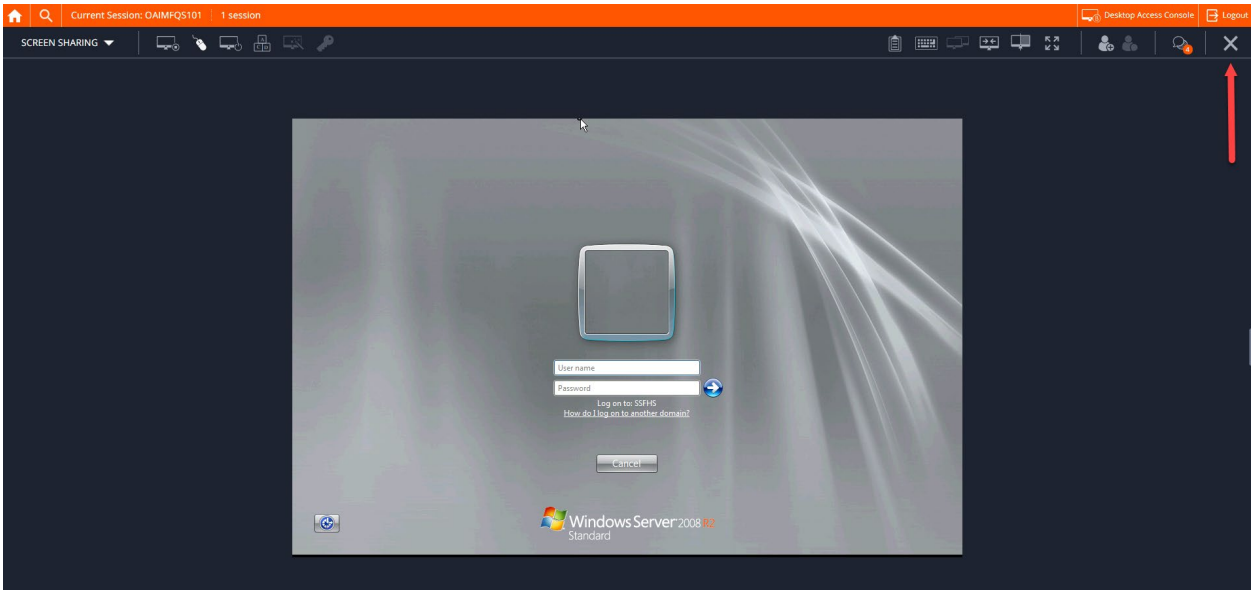


19. The session will begin, and the machine will be available for use.



20. At the conclusion of the session, logout of the machine, and then select the “X” at the upper right-hand corner of the screen.





PLEASE NOTE: BEYOND TRUST PRIVILEGED ACCESS WILL BE UNACCESSIBLE WEEKLY ON SUNDAY FROM 4AM to 6AM EASTERN STANDARD TIME