BEYONDTRUST BOMGAR VENDOR PRIVILEGED ACCESS LOGIN

1. Prior to accessing the BeyondTrust Bomgar portal, please contact your Franciscan Alliance Liaison to have them contact the Service Desk to have the service account reinstated and acquire the bypass code. If you are not using a service account, please proceed to step 2.

2. Navigate to https://vra.franciscanalliance.org/login and click “Accept”.
3. Select the “Use SAML Authentication” link. The user will then need to authenticate with DUO.

![](image1.png)

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

![](image2.png)
5. Choose one of the available options to authenticate with. If this is a shared service account, you will still need to choose an initial authentication method. Subsequent logins will allow you to use a bypass code if necessary.

6. After a method is selected, input the credentials provided to you by Franciscan Alliance.
7. Choose the authentication method for the login, and if necessary contact the Franciscan Support center (1-800-346-2322) for a bypass code.

8. 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.
9. 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.

10. A pop-up box will appear that requests credentials to access the machine. In the case of vendors using service 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.
11. The session will begin, and the machine will be available for use.

12. 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**