**Terminology:**

* Access Console System – System you will be remoting from.
* Jump System – System you will be remoting to.

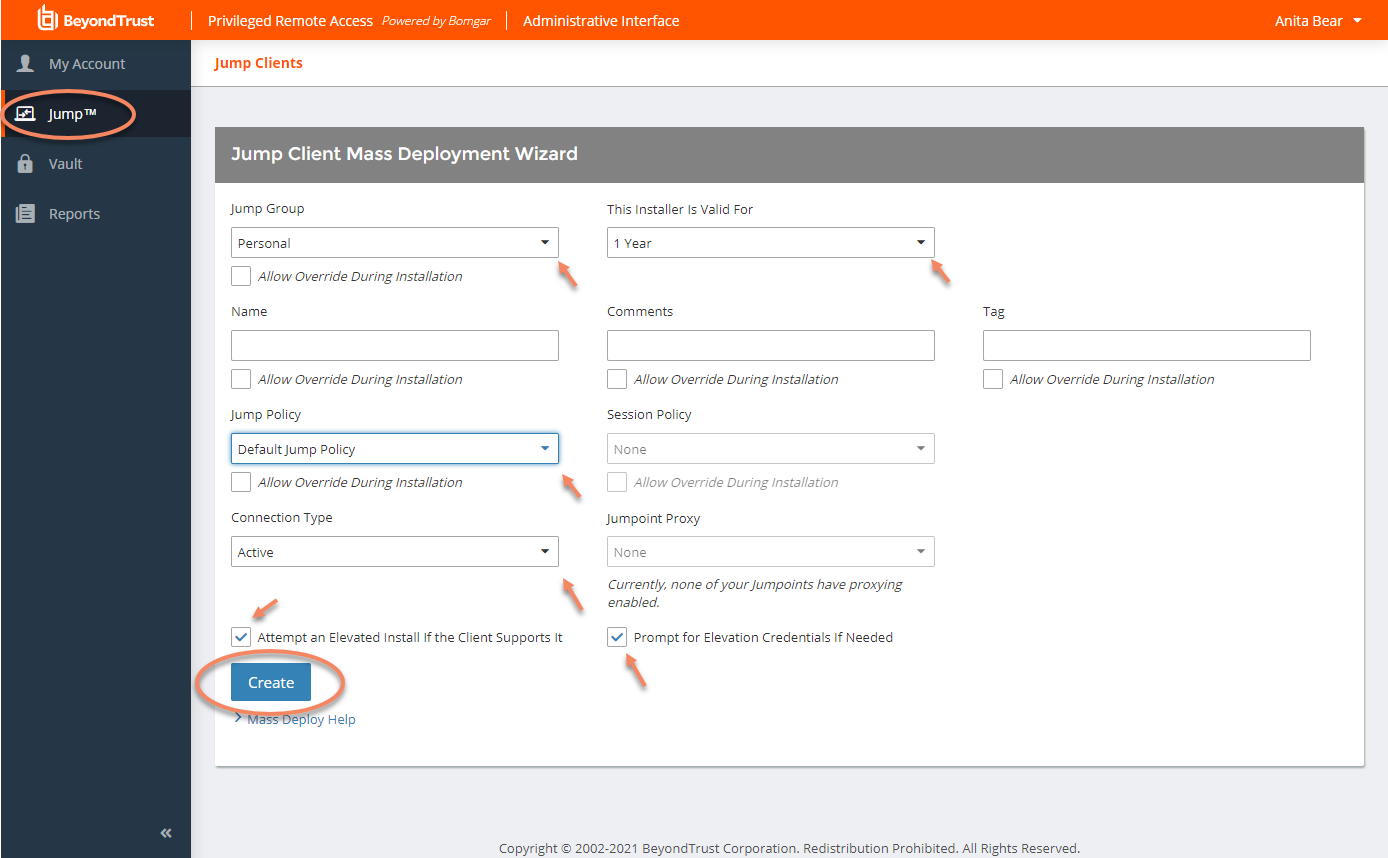
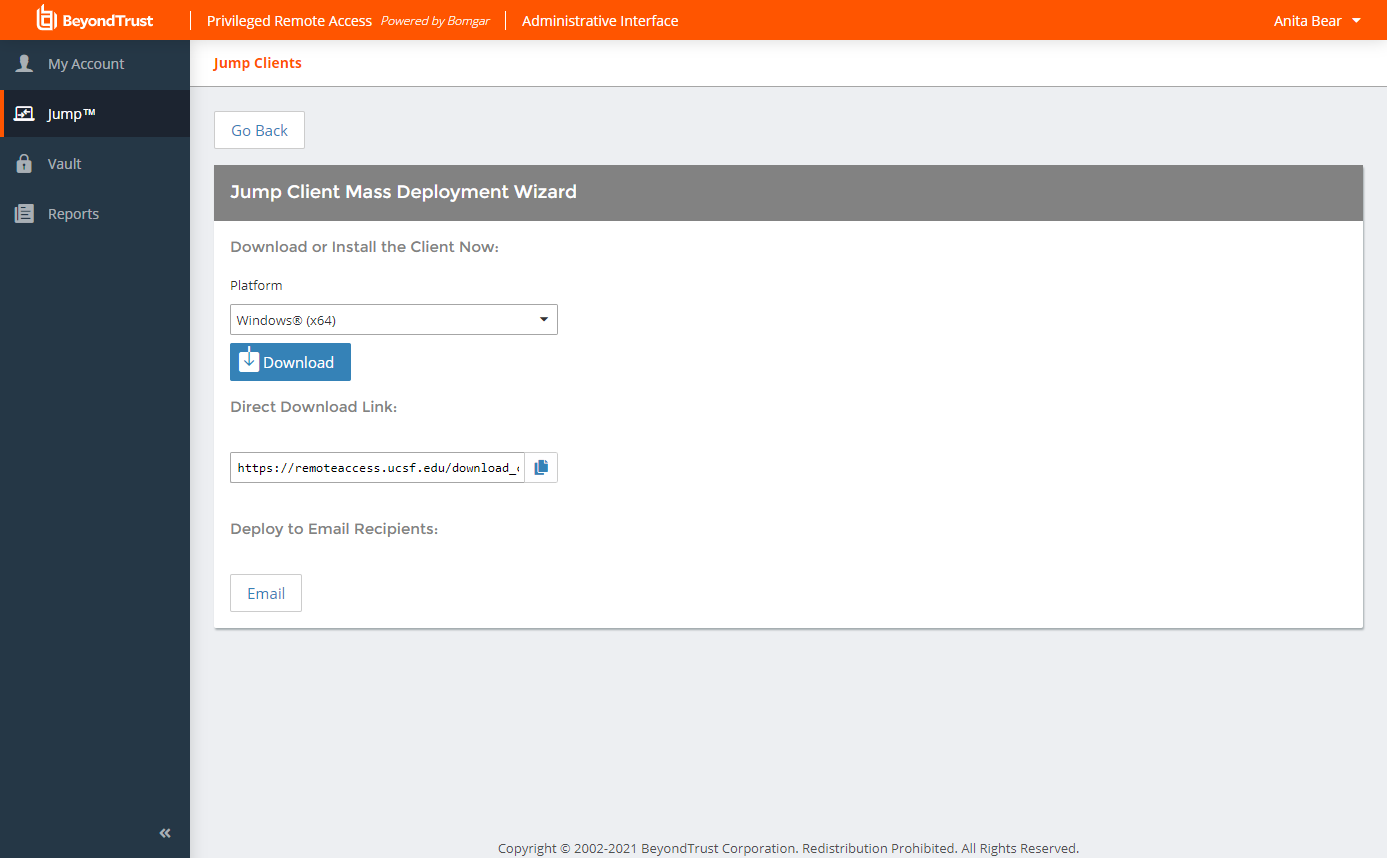
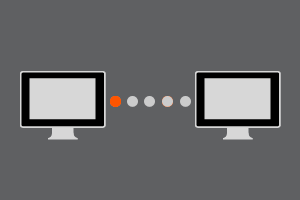
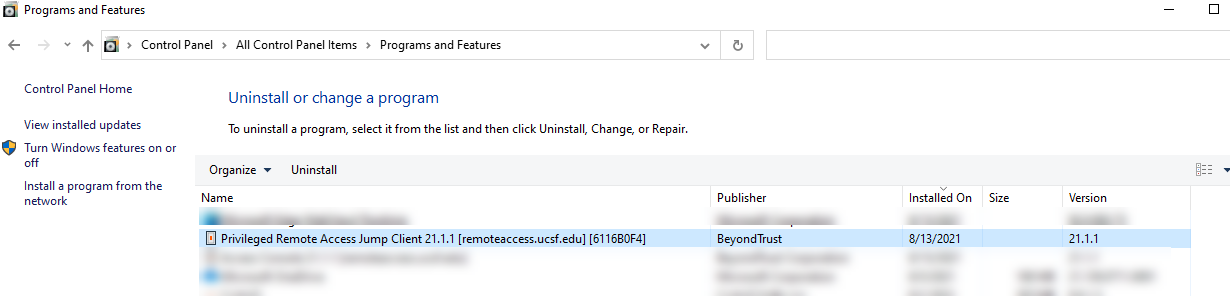
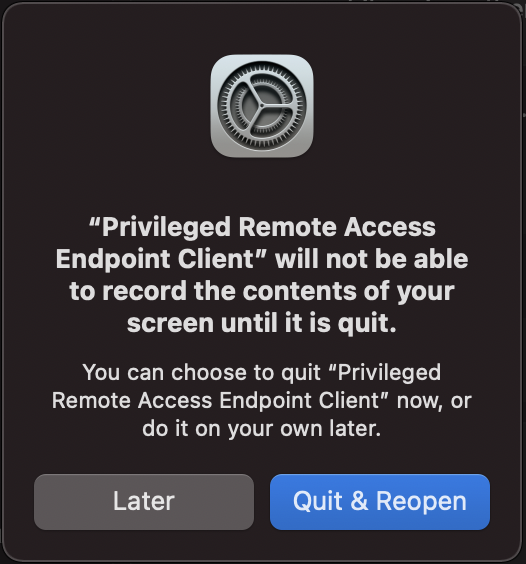
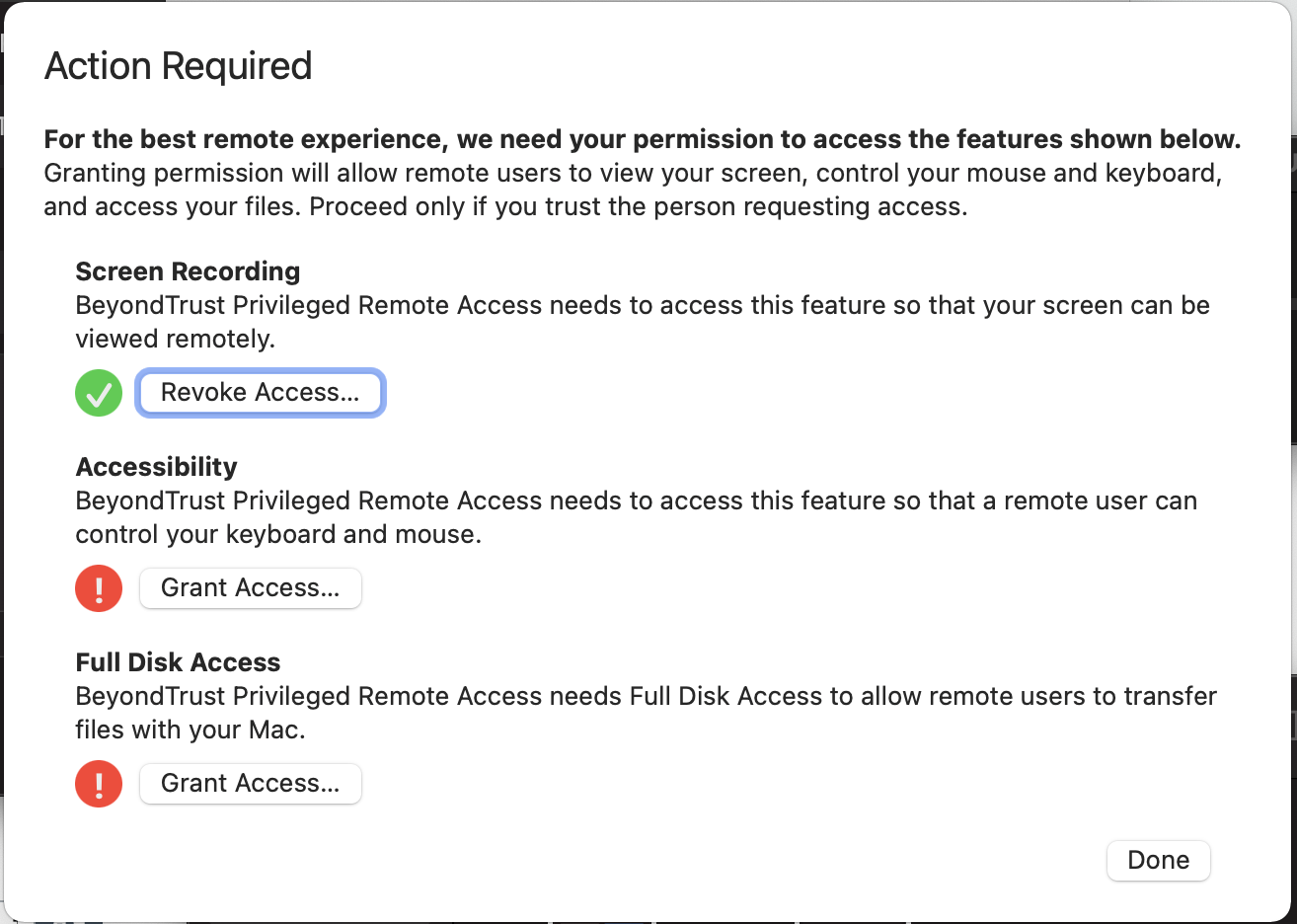
**Requirements:**

* UCSF MyAccess Account
* Access Console System
  + Windows, Mac, Linux, iOS, and Android System
  + Administrator Rights
  + Network Access to – remotesupport.ucsf.edu on Port 443
* Jump Client System (Target System)
  + Windows, Mac or Linux
  + Administrator Rights
  + Network Access to – remotesupport.ucsf.edu on Port 443

**Request Access:**

* Submit a Ticket to ITFS Desktop Engineering to grant access and provide the following information:
  + Users Email Address - MyAccess
  + Type of Remote Access
    - Remote Access – Screen, Keyboard and Mouse control
    - Remote Access via Jumpoint (Jump Server) – Advanced Users
  + Login Schedule: Any restrictions for users to login and use Remote Access
  + Invite Collaborators: Yes or No

**Installing Jump Client on Jump Systems:**

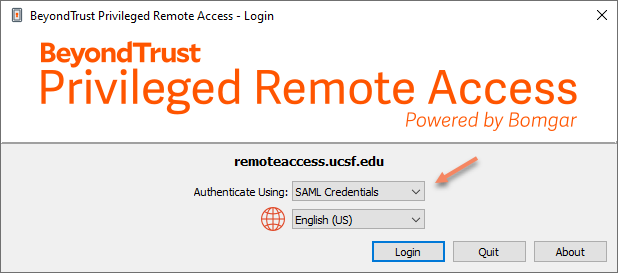
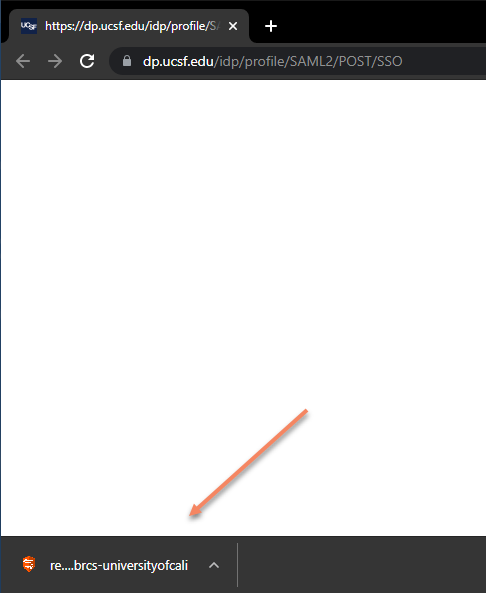
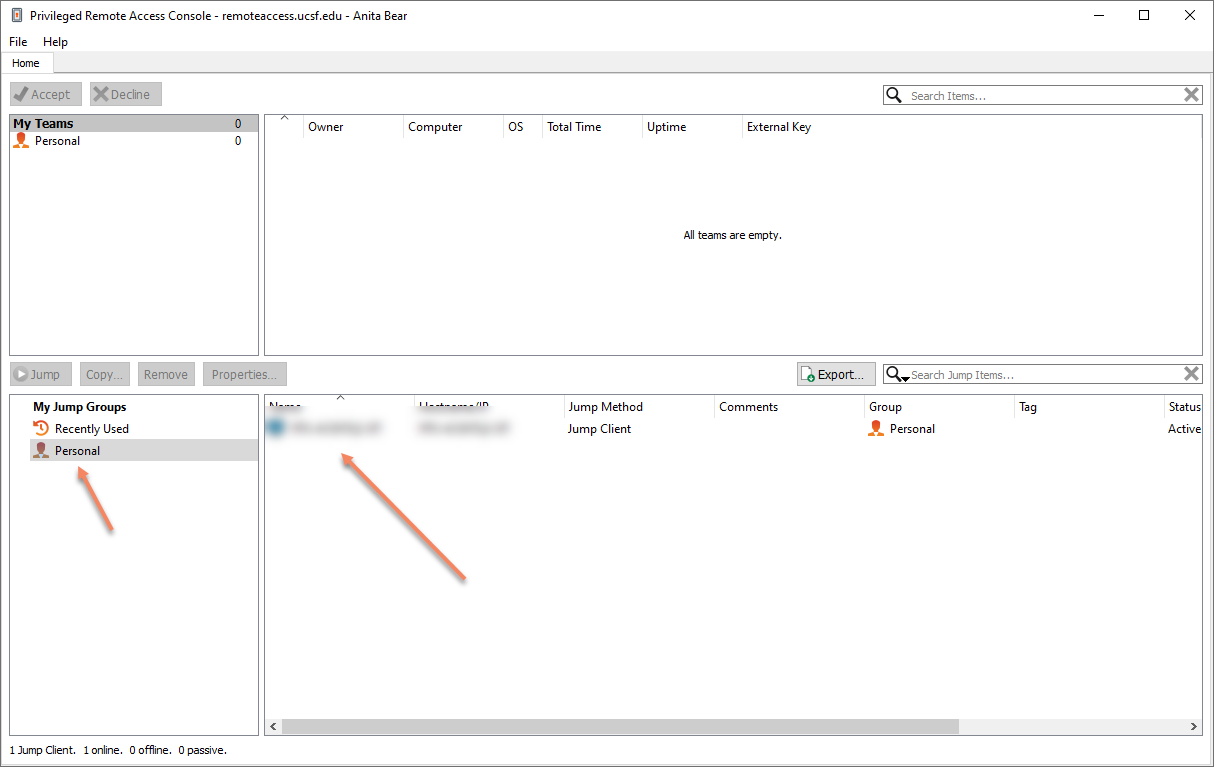
* Once ITFS Desktop Engineering grant you access, you will need to create installers.
  + Login to <https://remoteaccess.ucsf.edu/login>
    - Click “Use SAML Authentication”
  + Go the “Jump” Tab, and make sure the drop down options match the screenshot, then click “Create”
    - **\*\*\*If you have a Team that needs access to the Jump System, select your Jump Group, before you click “Create” (ie. UCSF – Dept)**
  + 
  + Select the Platform you will install the jump client on and click “Download”. \*\*For Macs, we recommend “macOS (for Manual Execution)
  + 
  + Copy the client to the Jump System and install.
  + **For Windows:**
    - When installing, it will show
    - 
    - Once it goes away, the client is installed. If you want to verify, you can go to Programs and Features in Control Panel
    - 
  + **For Macs:**
    - When installing, it will ask if it is ok to install, go ahead and proceed.
    - You will be prompted to open “System Preferences”, click “Open System Preferences”
      * 
    - Check and allow PRA.
      * 
      * It will prompt to restart the app, click “Quit & Reopen”
      * 
      * The jump client install is \*\***NOT\*\*** complete. You will need to install the Access Console with the instructions below.
      * Once you have the Access Console installed, connect to the system and it will ask to configure additional security controls.
        + Make sure you click “Grant Access” to Accessibility and Full Disk Access”
      * 
      * After this the Jump Client install is now complete.

**Installing Access Console:**

* Windows, Mac, and Linux
  + Login to remoteaccess.ucsf.edu/login
  + Under “My Account” and “Access Console”. Select your platform and click “Download Access Console” and run the installer
  + Graphical user interface, text, application

    Description automatically generated
* Android and iOS
  + Apple App Store and Google Play Store
    - Search for “BeyondTrust Access Console”
* Web Console
  + https://remoteaccess.ucsf.edu/console

**Access Console:**

* Run the BeyondTrust Privileged Remote Access Console
* Make sure to select “SAML Credentials” and click “Login”
* 
* A web browser will open and prompt you for your MyAccess Login
* Once you login, it will download a token, go ahead and open the token.
* 
* The application will open, and you should see the console
* 
* If you install the jump client, under “My Jump Group”, click “Personal” and you should see the system.
* To remote to the system, double click the system.
* You will see the system screen and be able to login to it.

**Access Console Guides:**

* Access Console – Windows, Mac and Linux
  + <https://www.beyondtrust.com/docs/privileged-remote-access/getting-started/access-console/index.htm>
* Access Console – Web Console
  + <https://www.beyondtrust.com/docs/privileged-remote-access/getting-started/access-console/web-access/index.htm>
* Access Console – iOS
  + <https://www.beyondtrust.com/docs/privileged-remote-access/getting-started/access-console/apple-ios/index.htm>
* Access Console – Android
  + <https://www.beyondtrust.com/docs/privileged-remote-access/getting-started/access-console/android/index.htm>

**Links:**

* <https://www.beyondtrust.com/docs/privileged-remote-access/index.htm>

Notes:

* If a Jump Client goes offline and does not reconnect to the server for 180 days, it is automatically uninstalled from the target computer and is removed from the Jump interface.