

MSU Authorized Power User Access Procedure, Bomgar PAM

This document provides the requirements and procedures for access to the Data Center Network for MSU Authorized Power Users. MSU Authorized Power Users are essentially non-IT personnel that require access to hosts on the Data Center Network. Access to the Data Center Network is provided by Bomgar Privileged Access Manager (PAM). Please reference the [MSU IT Data Center and Campus Network Remote Access Policy](#) for more details about access policy.

Requirements

Access to the Campus Network requires:

- An MSU Privileged Account
- Enrollment in Duo for Two-Factor Authentication (2FA) (Future)
- The Bomgar Access Console

MSU Privileged Account

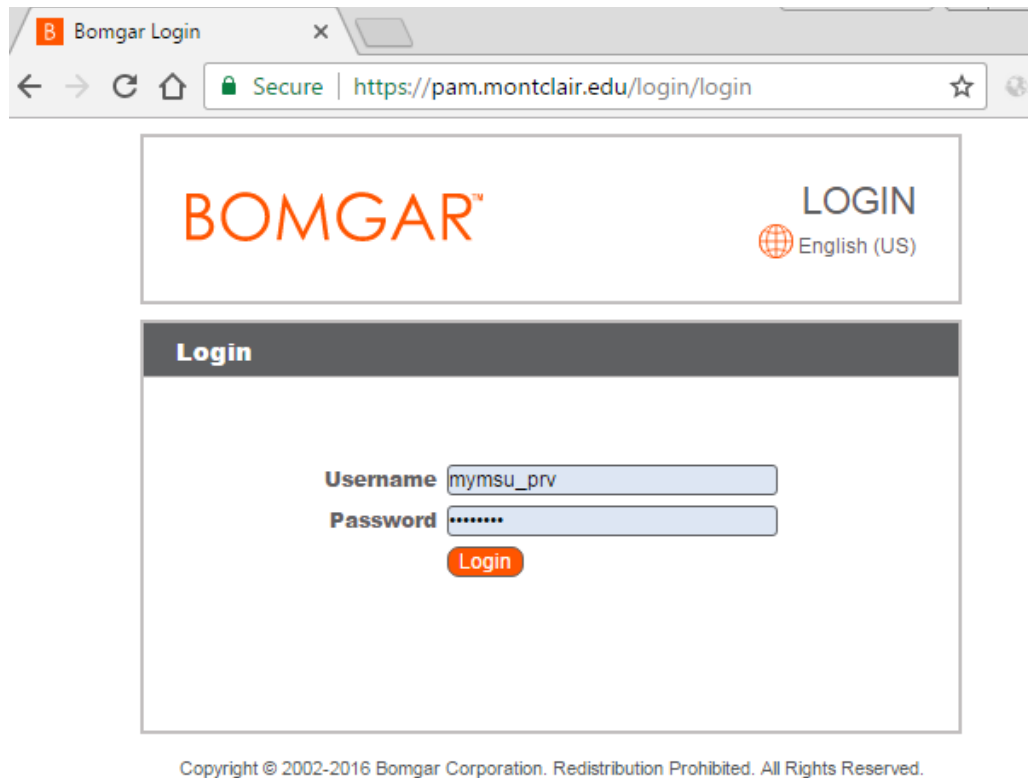
Your MSU Privileged Account is a secondary account that is only to be used for access to privileged resources, such as access to the Data Center Network. This account is usually named *netid_adm* or *netid_prv*, depending upon when you were provisioned the account. If you do not know the password to your MSU Privileged Account, contact ISIM to ask for a password reset. For more information regarding Privileged Accounts, reference the [IT Privileged Account Policy](#).

Enroll in Duo for Two-Factor Authentication (2FA) (Future)

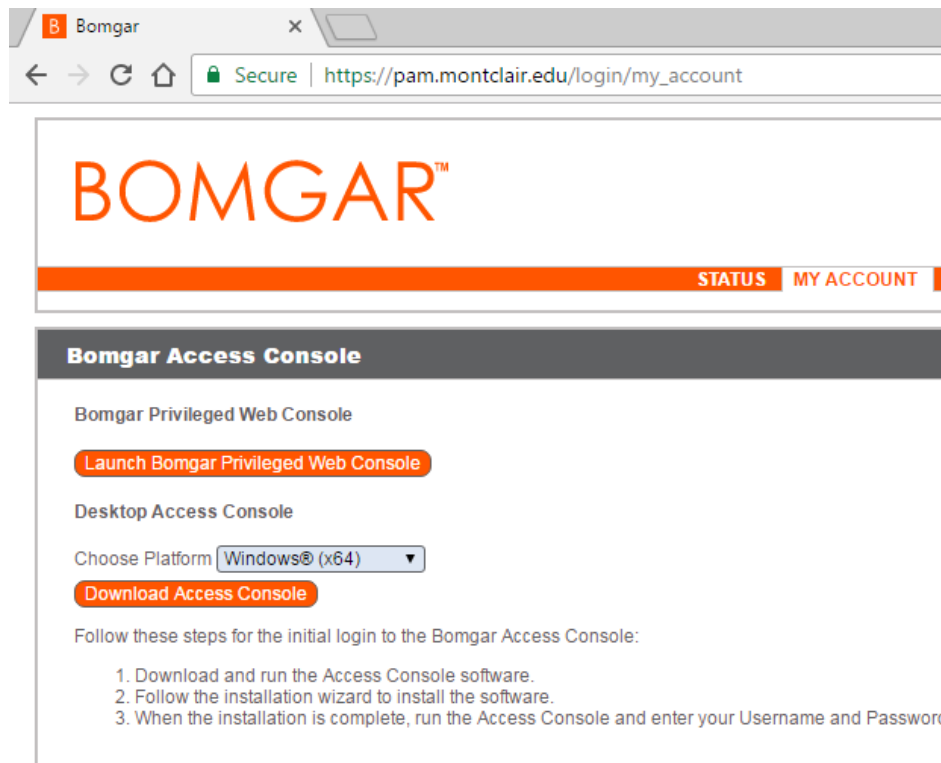
All logins to Bomgar PAM will eventually require Two-Factor Authentication, which is provided to the University through Duo. Reference the document [Duo Enrollment for Two-Factor Authentication \(2FA\)](#). Upon receiving a provisioning request, ISIM will provision your MSU Privileged Account into Duo, and you will receive an enrollment email. Follow the steps in the document to enroll your mobile devices for use with Duo.

Connecting to Bomgar PAM

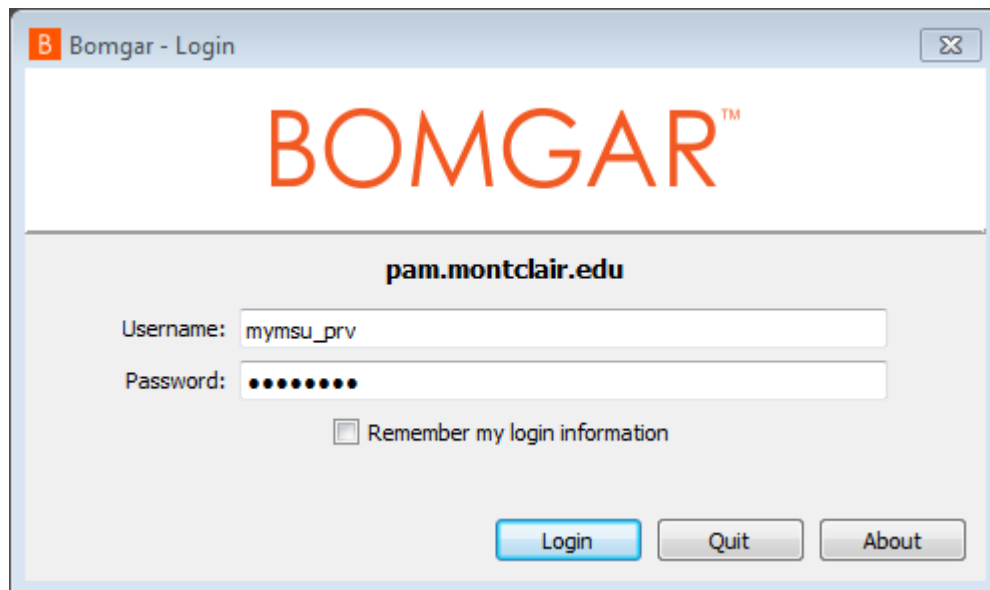
Login to <https://pam.montclair.edu/login> with your MSU Privileged Account.



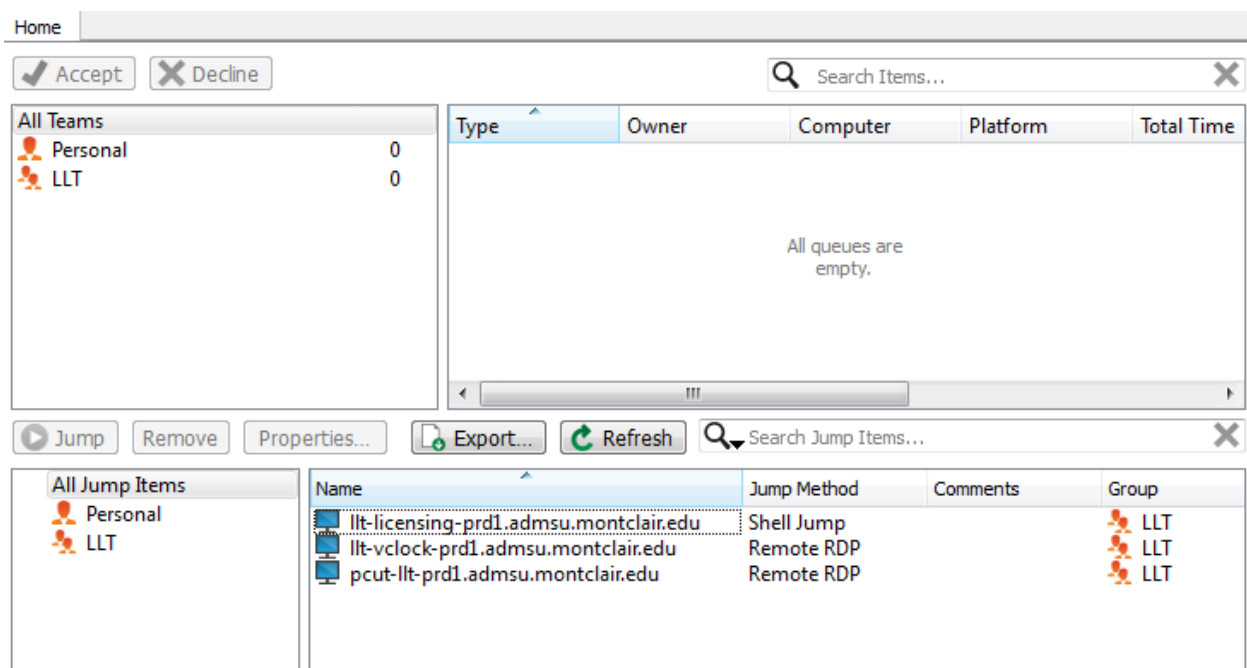
You will be presented with a screen as shown below. Download the Bomgar Access Console for your OS platform:



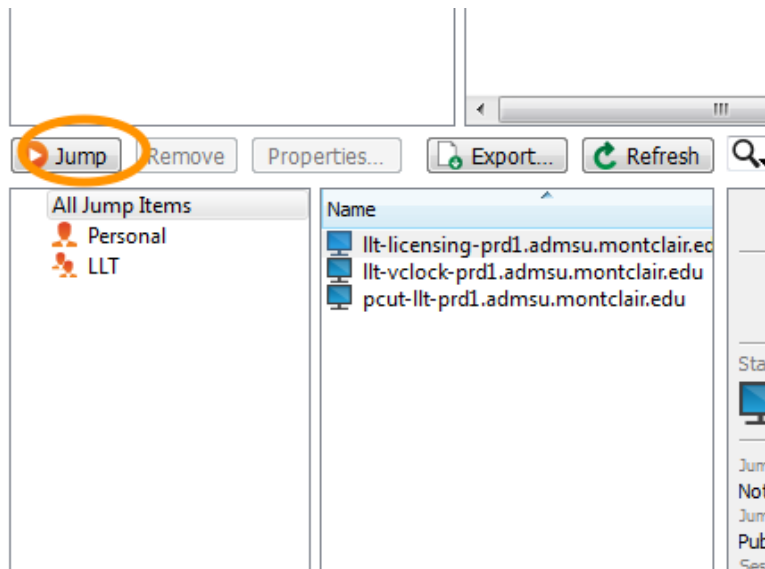
Once you have installed the Bomgar Access Console, launch it, and login with your MSU Privileged Account.



You will be presented with the interface shown below:



You can access endpoints by *jumping* to them and logging in with your MSU Privileged Account.



Once logged in you will have access to:

- File-transfer utility and a command shell interface (Unix Systems)
- A remote desktop-like interface (Windows Systems)

When exiting a session. Click the red X in the tab then click *End Session* text

