

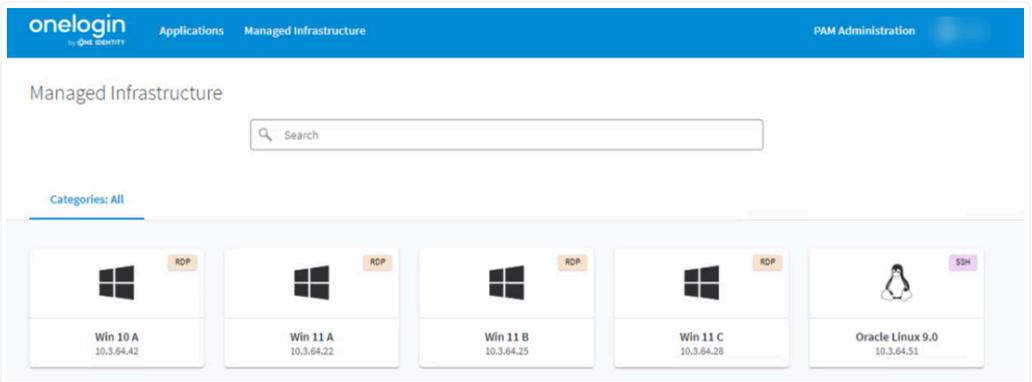
PAM Essentials for Users

PAM Essentials is an easy and secure way for you to remotely manage your organization's critical infrastructure. This article provides a brief guide to accessing the PAM Essentials portal and your assigned assets.

To view the PAM Essentials portal, go to **Managed Infrastructure** at the top of your OneLogin user portal. Use **Applications** in this same menu to return to your standard user portal at any time.

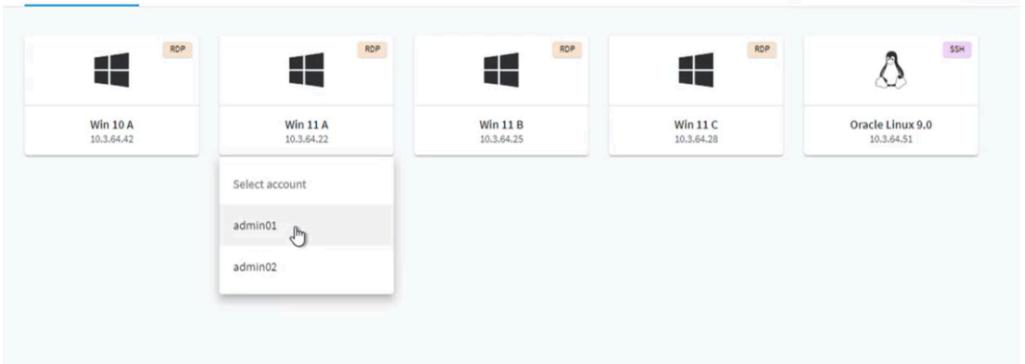


In the PAM portal, you can view and search tiles for each of your assigned assets. Click any tile to download a remote desktop file for that asset.

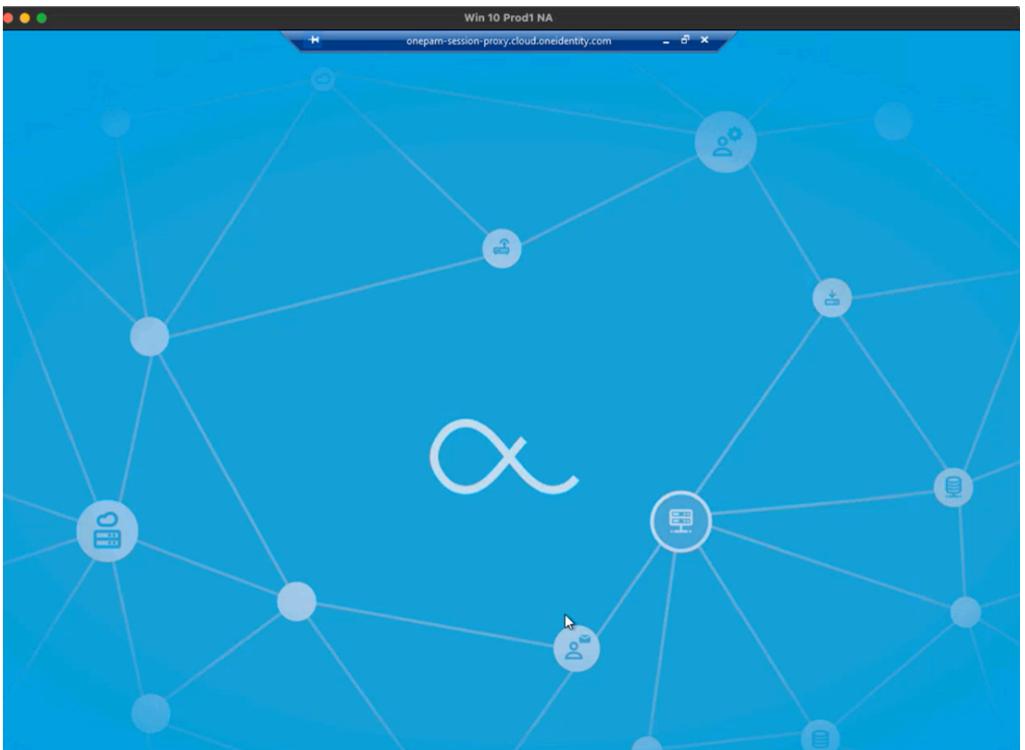


If your administrator has granted you access to multiple accounts for a given asset, select the account you would like to use for this remote session.

Categories: All



Launch the downloaded file to begin your session. A PAM Essentials connection screen appears, followed by the desktop of your remote asset.



When finished managing your asset, simply close the window to end your session. Session details will be made available to your administrator. Depending on administrative settings, your session may also be recorded for later viewing by administrators and auditors.

Troubleshooting

I do not have access to the PAM portal and Managed Infrastructure does not appear in my OneLogin user portal, but my admin tells me they have granted my account access.

The correct OneLogin user role must be assigned in order for users to access infrastructure, even if the correct privileged accounts have been granted access in PAM Essentials. Request that your administrator add your OneLogin user account to the **One Identity PAM Users** role.

I can access the PAM Essentials portal but no asset tiles are displayed, or specific assets that should be present are missing.

You have likely been granted PAM user access but your privileged account has not been assigned the necessary access policy. Verify with your administrator that the access policy concerning the necessary asset is enabled and assigned to the correct account group, and that your privileged account has been added to this group.