

SERVICE DISCONTINUATION Q1/Q2 2026: Remote Support – Norsk helsenett (NHN)

Date: 03. July 2025

Information about the discontinuation of NHN Remote Support

The service is scheduled to be discontinued, and new suppliers are no longer permitted to start using it.

The tentative phase-out is planned for Q1/Q2 2026, as stated on our website, and as communicated in our roadmap and supplier webinars. No specific date has been set, but we recommend that all suppliers establish their own remote support tools.

Why is the service being discontinued?

- Because it is no longer considered necessary. There is now a wide range of similar services available on the market that are secure and easy to use.
- Because the rise of multi-tenant applications has significantly reduced the need for such solutions.

It is a core principle for NHN that we do not provide solutions that the private sector can offer. NHN's remote support service is based on a solution tailored to the specific product ConnectWise. Today, there are certified providers (IT operations providers) that have established similar, approved solutions using standard market products. These can offer remote support as a paid service and are easy to adopt.

What do you need to do?

If you wish to establish your own solution to meet your remote support needs, this can be done easily by acquiring standard products like ConnectWise, TeamViewer, or similar tools. The requirements for an approved solution are described in the guide from the "Norm for information security":

 [Remote access between organizations and suppliers](#)

NHN can assist and/or perform quality assurance if you choose to set up your own solution. Suppliers may also apply to NHN to have their solution approved for use within Helsenettet and offer the solution as a paid service to the healthcare sector.

In summary:

- The supplier must choose a solution (typically TeamViewer or ConnectWise)
- The supplier must install this software within their own network/infrastructure
- The supplier must familiarize themselves with the applicable guidelines for remote access between healthcare organizations and suppliers, available at:

 <https://www.helsedirektoratet.no/normen/fjernaksess-mellom-virksomhet-og-leverandor>

- If needed, the supplier must request firewall openings for the organizations they need access to (*order via kundesenter@nhn.no)

We hope this information has been helpful. Please don't hesitate to get in touch if you have any questions or need further information.