

### Clinical and Corporate Access Guide for Mac

This middle tab will give you full access to most hospital applications, including Epic, KidCare, ExpressNet, MyHR, and MyFinance.

1. Open Safari, go to <https://myportal.sickkids.ca>, and click on Clinical and Corporate Access (outlined in red below)



This site is intended for authorized users only. Please make sure to have updated antivirus software and virus definitions in order to access applications.

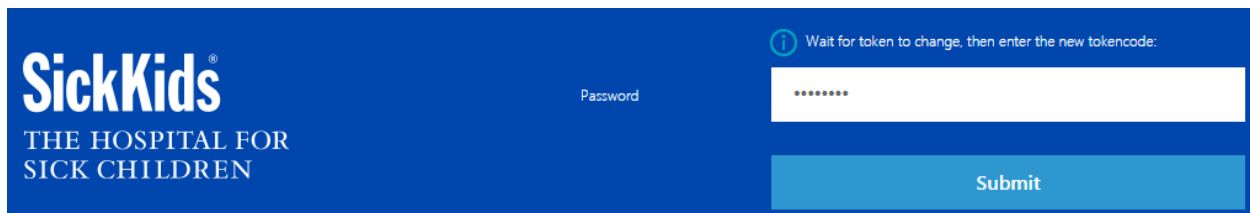
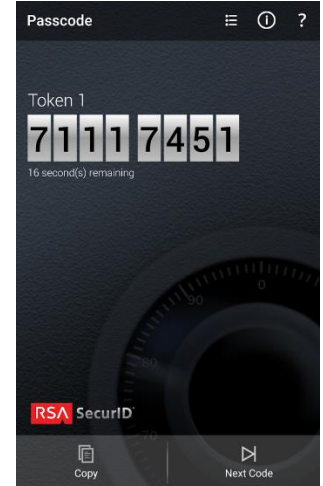
The following remote access services are available to staff through this site. Please click one of the services below:

<a href="#">GENERAL ACCESS (Click here)</a>	<a href="#">CLINICAL AND CORPORATE ACCESS (Click here)</a>	<a href="#">VPN ACCESS (Click here)</a>
<b>What can I access?</b> <ul style="list-style-type: none"><li>&gt; Self-scheduling, MySickKids and MyPay</li></ul>	<b>What can I access?</b> <ul style="list-style-type: none"><li>&gt; Epic, KidCare, ExpressNet, MyHR, MyFinance, MySickKids</li></ul>	<b>What can I access?</b> <ul style="list-style-type: none"><li>&gt; VPN Access to network resources</li></ul>
<b>What's required?</b> <ul style="list-style-type: none"><li>&gt; Valid username/password required</li><li>&gt; Citrix Receiver</li><li>&gt; Login with your Windows username and password</li></ul>	<b>What's required?</b> <ul style="list-style-type: none"><li>&gt; Valid username/password + On-demand token</li><li>&gt; Citrix Receiver</li><li>&gt; Login with your Windows username, password and On-demand token</li></ul>	<b>What's required?</b> <ul style="list-style-type: none"><li>&gt; Valid username/password + On-demand token</li><li>&gt; Citrix NetScaler plugin</li><li>&gt; Login with your Windows username, password and On-demand token</li><li>&gt; SickKids managed laptop – Windows/MAC</li></ul>

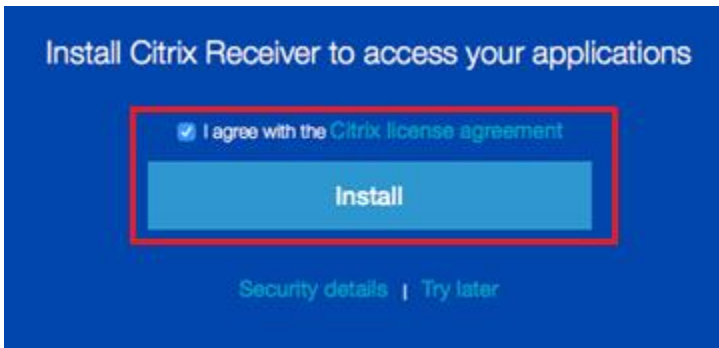
2. Upon doing so, you are asked to enter your login credentials and secure PIN.

The image shows the login page for SickKids. It has a dark blue background with the SickKids logo and "THE HOSPITAL FOR SICK CHILDREN" on the left. On the right, there is a "Welcome" section with three input fields: "User name :" with the placeholder "firstname lastname", "Password :" with the placeholder "SickKids password", and "PIN :" with the placeholder "secure PIN". Below these fields is a checkbox labeled "I accept the Terms & Conditions" which is checked. At the bottom right is a "Log On" button.

3. On the next page enter the single-use code that you receive from your physical RSA device or the RSA SecurID app. If you are set up with ODA, you will receive the code via email. If you are not yet set up for ODA, contact the Service Desk at (416) 813-6722 or email [service.desk@sickkids.ca](mailto:service.desk@sickkids.ca).



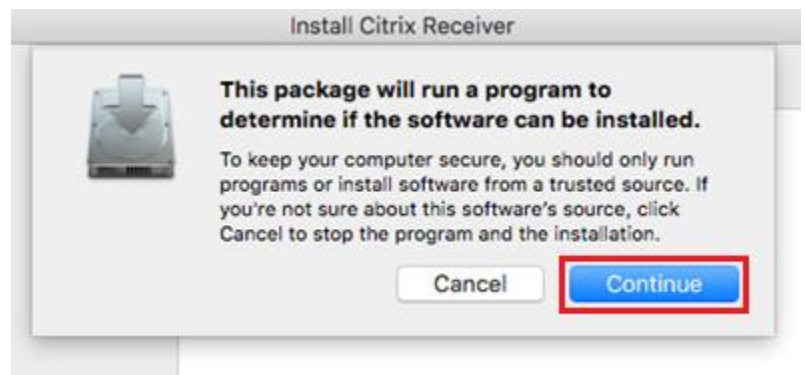
4. If you do not already have Citrix Receiver installed, you will be prompted to install it. Please check the box and click Install, then run the downloaded file. **Note:** you must have administrator rights to install.



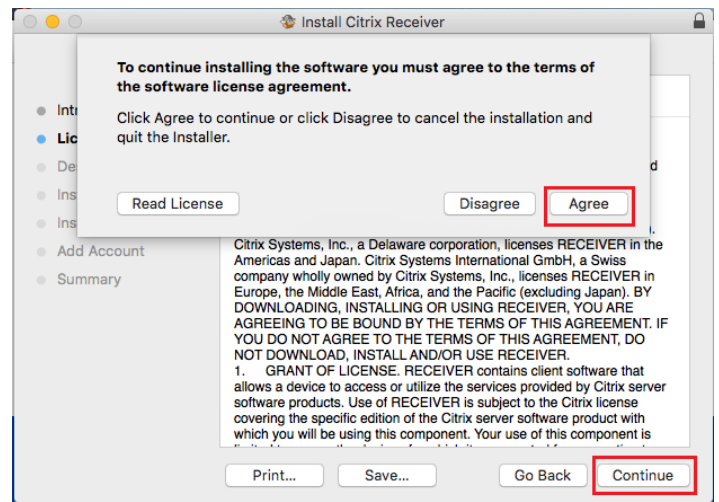
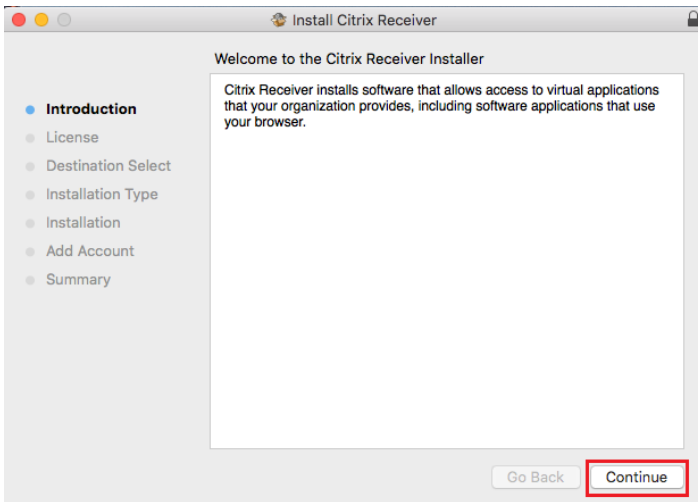
Tip: the file will be in your Finder:



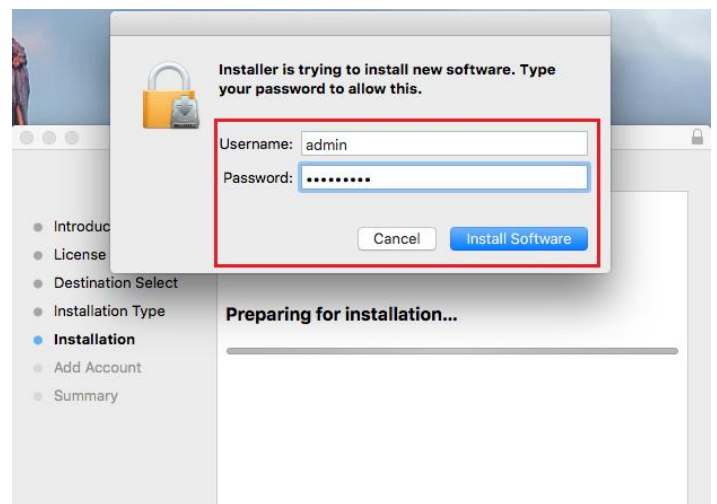
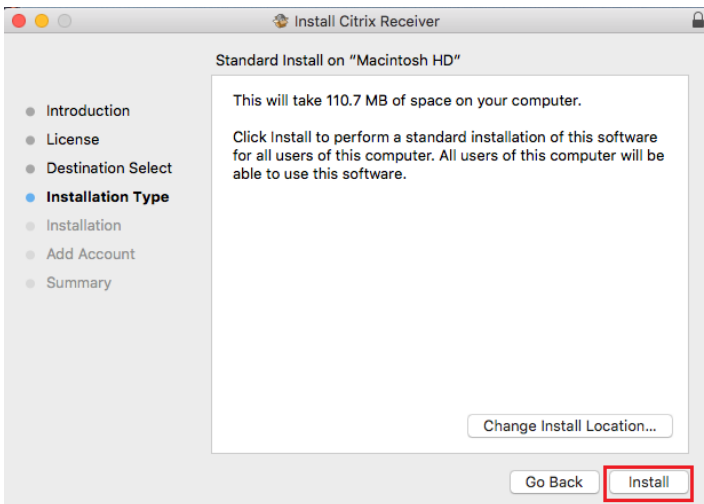
5. Double click on Install Citrix Receiver, then click Continue on the next prompt



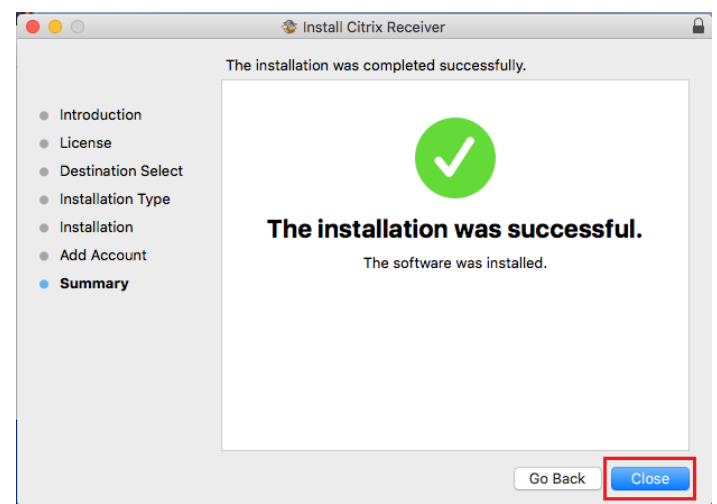
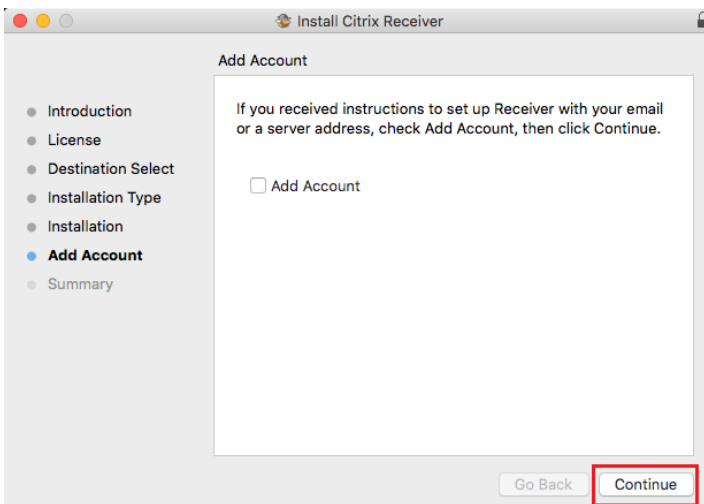
6. Click Continue, then Continue on the software license agreement, and then click Agree on the popup.



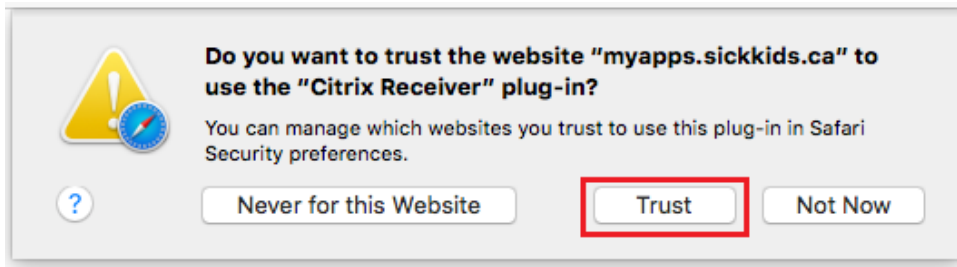
7. Click Install, enter administrator credentials when prompted, and then click Install Software.



8. **Do not** click Add Account (leave it blank), click Continue, and then click Close once completed.



9. Click Trust to allow Citrix Receiver to open your applications, then click Continue.



10. Upon successful login you will be presented with all your applications, and can launch them by clicking on their names or icons. Click the four squares at the top of the page to view all available applications.

A screenshot of the SickKids Remote Access Services dashboard. At the top is the SickKids logo and a navigation bar with a bookmark icon and a four-square icon (highlighted with a red box). Below the navigation bar are two main sections: "Corporate Apps" (Non Clinical Apps) and "Intranet Web Apps". At the bottom, there is a section titled "All Apps" with four application cards, each with an icon, a name, and a "Details" link. The cards are: "Citrix Support" (Citrix Support), "Email Home" (Email Home), "EPC - CtxPreProd PreProd Validation" (EPC - CtxPreProd PreProd Validation), and "MD Center - Support" (Citrix Support).

If you have any questions or concerns with the apps, please contact the Service Desk at [service.desk@sickkids.ca](mailto:service.desk@sickkids.ca) or (416) 813-6722.