Instructions for MacOS remote access:

Please Note: Following instructions as a temporary workaround. We are working with Citrix on a permanent solution.

Steps:
1. Open Google Chrome browser.
2. On Google Chrome, add “Citrix Workspace extension”. You can find it here: [https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjijoggckpgfnoeiflnem?hl=en](https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjijoggckpgfnoeiflnem?hl=en)
3. Click on “Add to Chrome” to add the Citrix Workspace extension to Chrome.
4. Go here: [https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjijoggckpgfnoeiflnem?hl=en](https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadagjijoggckpgfnoeiflnem?hl=en) and click on “launch app”
5. Configure Google Chrome Workspace with remote access website: [https://myportal.sickkids.ca](https://myportal.sickkids.ca) and click connect. Please follow the normal remote access procedure.

Subsequent Logins:

Please note subsequent logins you must open Chrome first, then launch the Workspace icon.

For 24/7 urgent assistance, Please call the service desk at 416-813-6722 ext. 206722