

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/haiffjcadaglijoggckpgfnoeiflnem?hl=en>
3. Click on "**Add to Chrome**" to add the **Citrix Workspace extension** to Chrome.

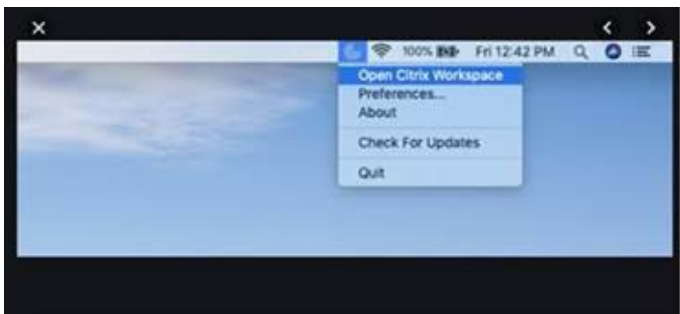


4. Go here: <https://chrome.google.com/webstore/detail/citrix-workspace/haiffjcadaglijoggckpgfnoeiflnem?hl=en> and click on "**launch app**"
5. Configure Google Chrome Workspace with remote access website: <https://myportal.sickkids.ca> and click connect. Please follow the normal remote access procedure.



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