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)

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

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.

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