

### VPN Access Guide for Mac

This is the third option on MyPortal and it can only be launched from a SickKids-authorized laptop that is currently outside of the network (i.e. working from home or on the train).

1. Open Safari, go to <https://myportal.sickkids.ca>, and click on VPN 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:

GENERAL ACCESS *(Click here)*

CLINICAL AND CORPORATE ACCESS  
*(Click here)*

VPN ACCESS *(Click here)*

**What can I access?**

- > Self-scheduling, MySickKids and MyPay

**What's required?**

- > Valid username/password required
- > Citrix Receiver
- > Login with your Windows username and password

**What can I access?**

- > Epic, KidCare, ExpressNet, MyHR, MyFinance, MySickKids

**What's required?**

- > Valid username/password + On-demand token
- > Citrix Receiver
- > Login with your Windows username, password and On-demand token

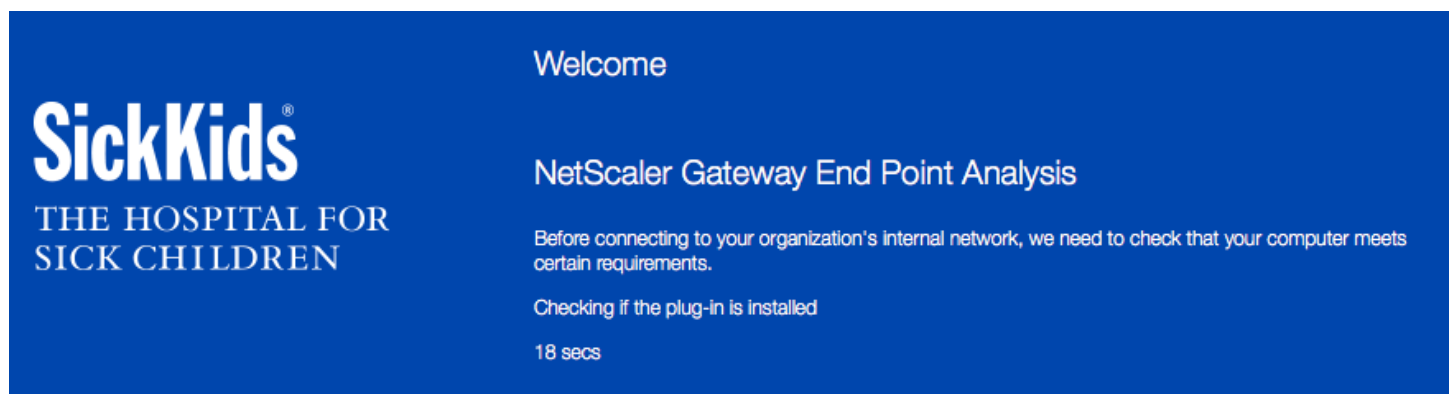
**What can I access?**

- > VPN Access to network resources

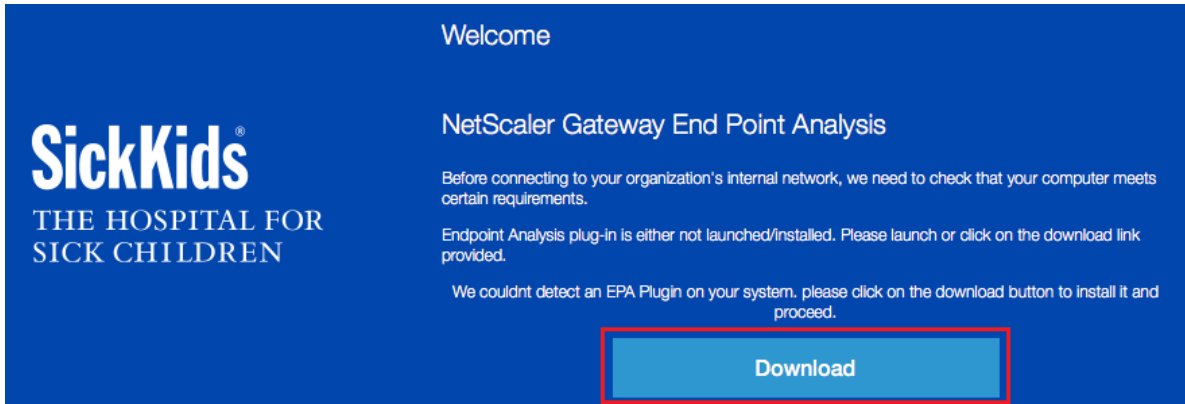
**What's required?**

- > Valid username/password + On-demand token
- > Citrix NetScaler plugin
- > Login with your Windows username, password and On-demand token
- > SickKids managed laptop – Windows/MAC

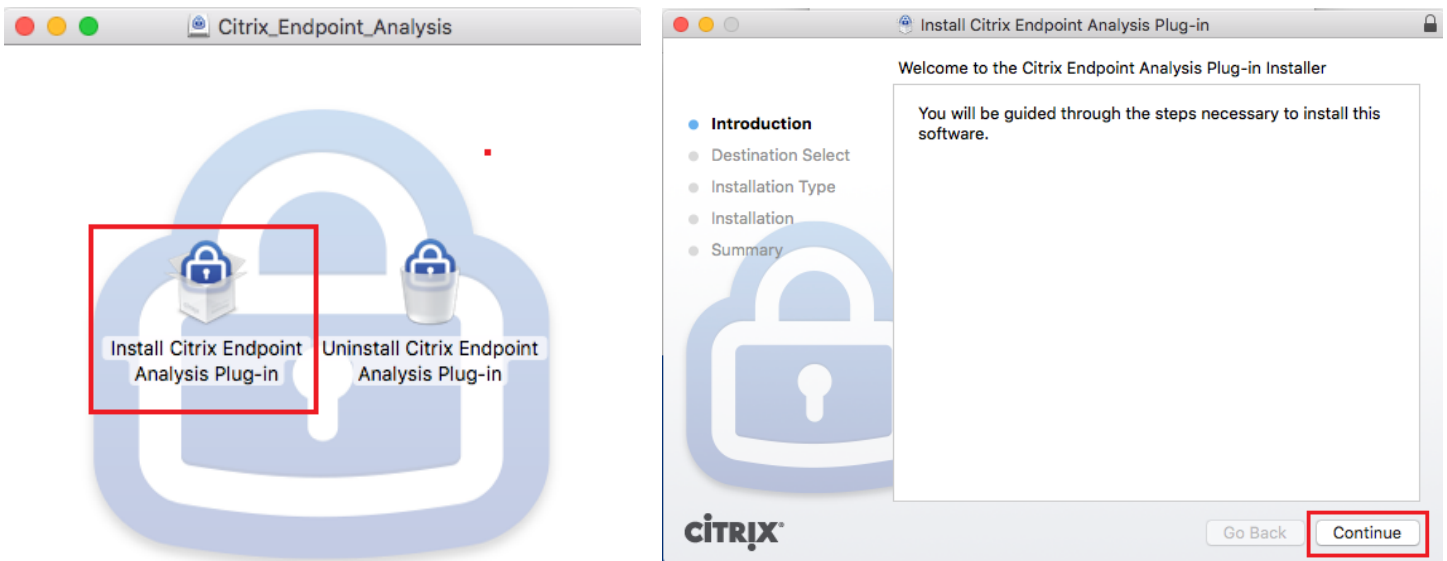
2. Upon doing so, the NetScaler Gateway End Point Analysis runs automatically.



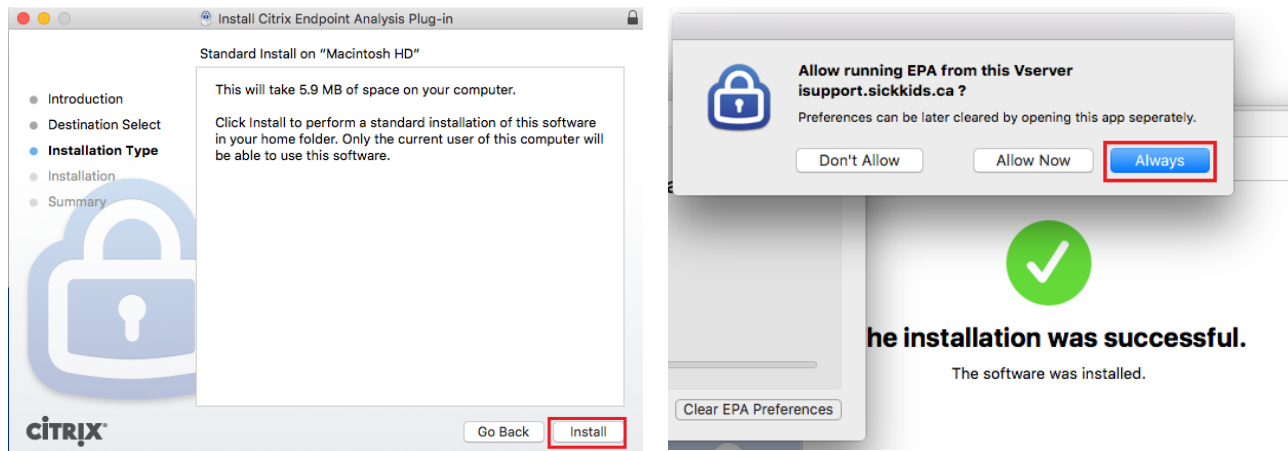
3. If it is not installed, please install it by clicking the Download link, then opening the downloaded file.



4. Double click Install Citrix Endpoint Analysis Plug-in, then click Continue. **Note:** you must have administrator access on your workstation to install the NetScaler Gateway End Point Analysis.




5. Click Install, then once the installation is complete, click Always to allow the analysis to run.



6. If the scan is not successful, first ensure you have the latest versions of McAfee anti-virus and operating system updates, and then contact the Service Desk at [service.desk@sickkids.ca](mailto:service.desk@sickkids.ca) or (416) 813-6722.
7. Once the scan finishes, you are asked to enter your login credentials and secure PIN.

### Welcome



THE HOSPITAL FOR SICK CHILDREN

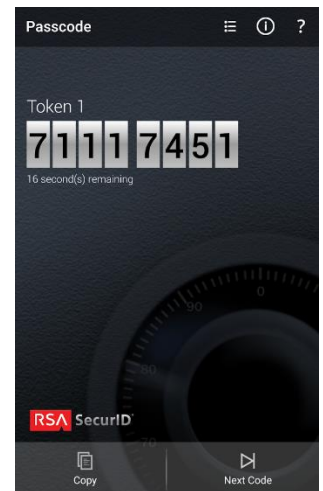
User name :


Password :

PIN :

I accept the [Terms & Conditions](#)

8. 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).



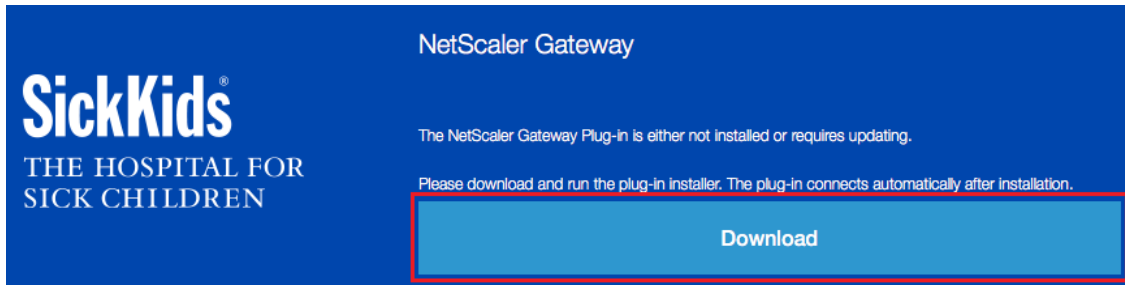


THE HOSPITAL FOR SICK CHILDREN

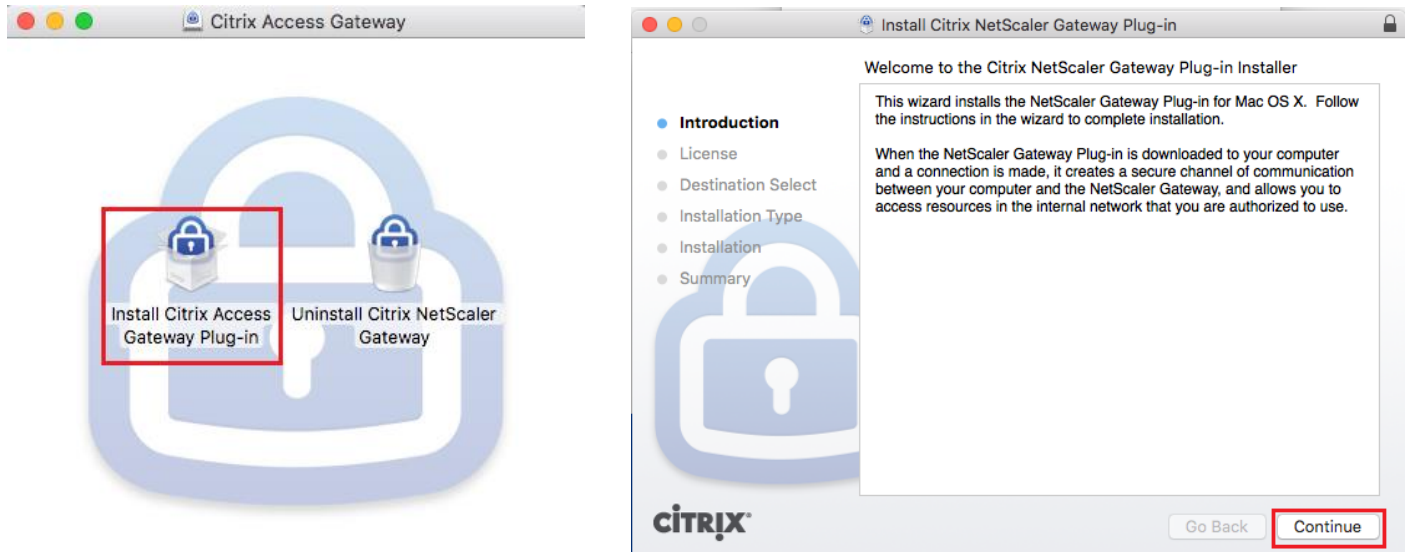
Wait for token to change, then enter the new tokencode:

Password

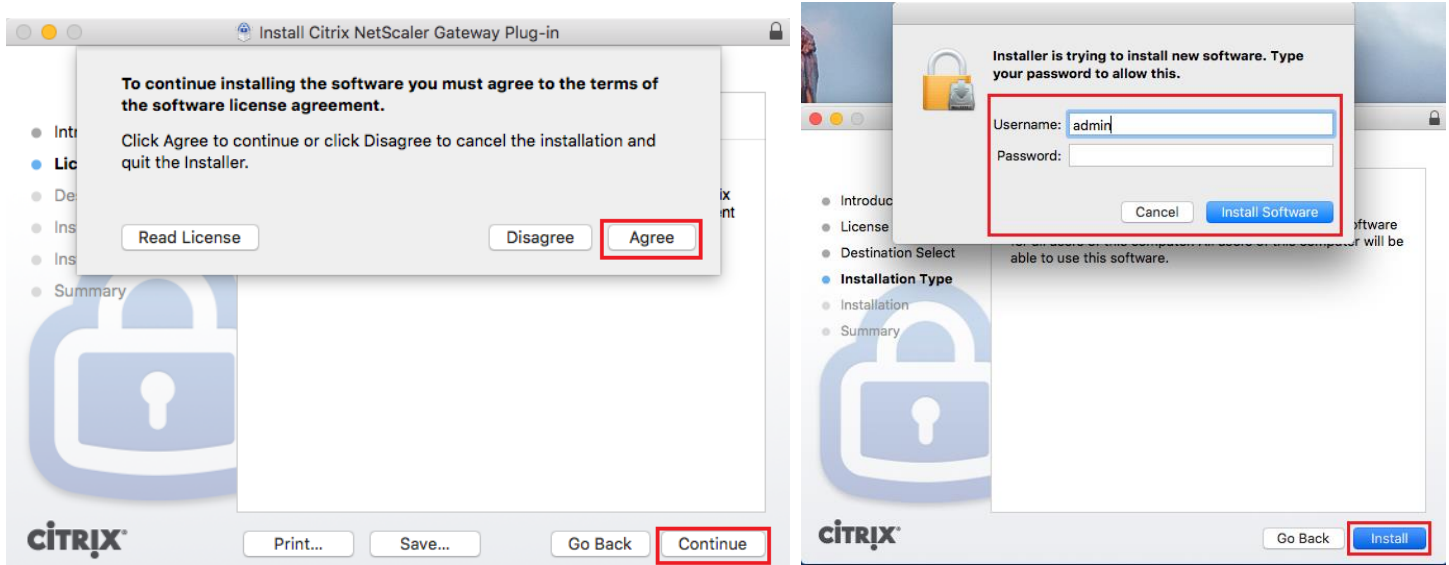
9. If you have connected to this service before, your connection should be established momentarily. If the NetScaler Gateway Plug-In is missing, you will be prompted to install it – click Download.



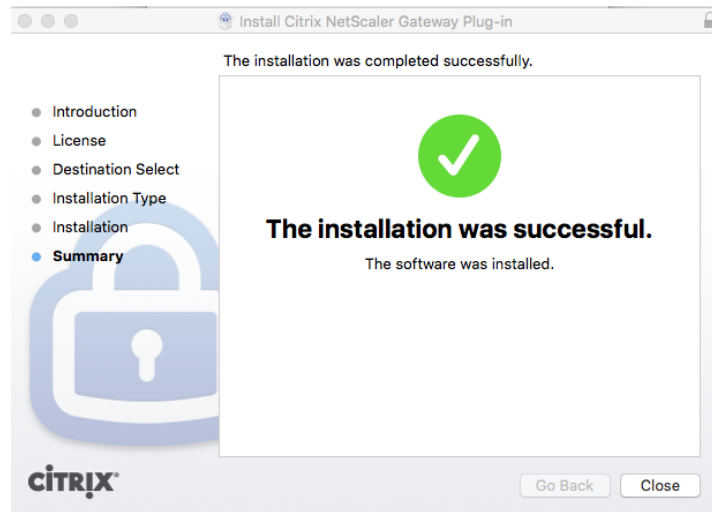
10. Double click Install Citrix Access Gateway Plug-in, then click Continue.



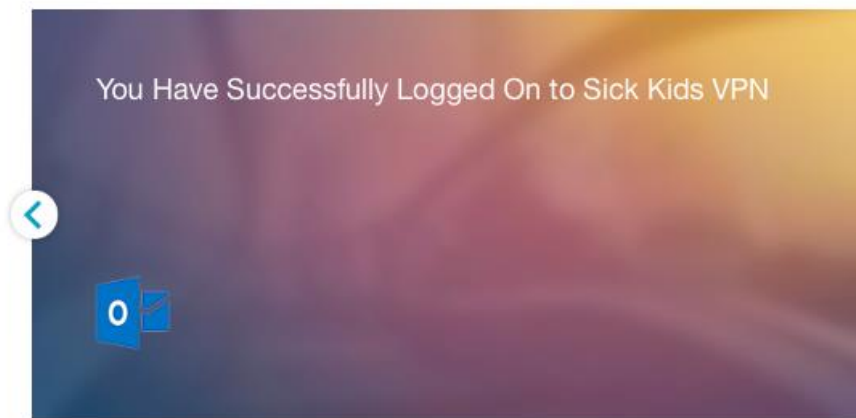
11. Click Continue, click Agree on the software license agreement, and then click Install. Enter administrator credentials when prompted. **Note:** you must have administrator access on your workstation to install the NetScaler Gateway Plugin.



12. Close the installer once complete, and accept any security prompts about enabling the plug-in.



13. Once this is done, you may experience a brief network connection interruption as the VPN is established, and then you are brought to the Intranet Web Apps page. **You are now on the SickKids network** and can browse all pages and applications as if you were sitting at a hospital workstation! Click the four squares at the top of the page to view all available applications.



### All Apps



Email Home

[Details](#)