### **Remote Access Services**

## **SickKid**s

### 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:

Sickkids<sup>®</sup> Remote access services

#### GENERAL 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

CLINICAL AND CORPORATE ACCESS (Click here)

#### 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

#### VPN ACCESS (Click here)

#### 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.

### SickKids The hospital for Sick children

### Welcome

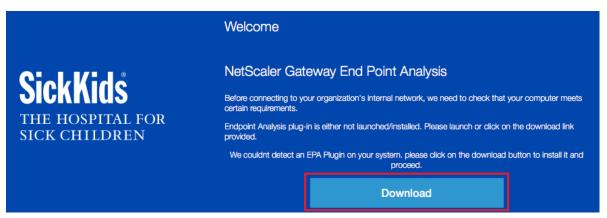
### NetScaler Gateway End Point Analysis

Before connecting to your organization's internal network, we need to check that your computer meets certain requirements.

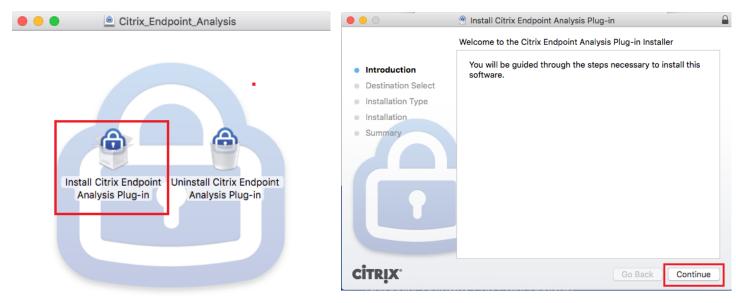
Checking if the plug-in is installed

18 secs

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.



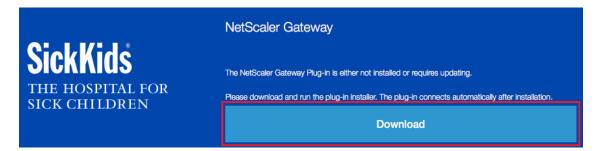
5. Click Install, then once the installation is complete, click Always to allow the analysis to run.

	🛞 Install Citrix Endpoint Analysis Plug-in	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Standard Install on "Macintosh HD" This will take 5.9 MB of space on your computer. Click Install to perform a standard installation of this software in your home folder. Only the current user of this computer will be able to use this software.	Allow running EPA from this Vserver isupport.sickkids.ca ? Preferences can be later cleared by opening this app seperately. Don't Allow Allow Now Always Always he installation was successful.
CITRIX.	Go Back Install	Clear EPA Preferences

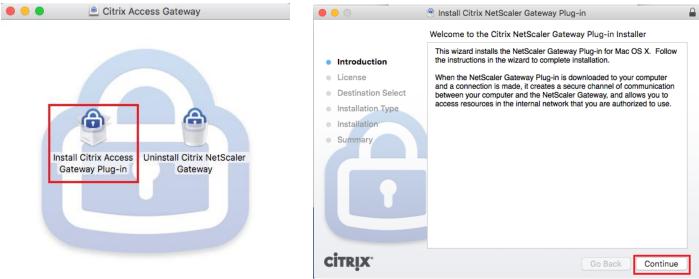
- 6. If the scan is not successful, first ensure you have the latest versions of McAfee anti-virus and operating system updates, and then contact the Service Desk at <u>service.desk@sickkids.ca</u> or (416) 813-6722.
- 7. Once the scan finishes, you are asked to enter your login credentials and secure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

	Welcome		
<b></b>	User name :	firstname lastname	
SickKids	Password :	SickKids password	
THE HOSPITAL FOR SICK CHILDREN	PIN :	secure PIN	
		I accept the Terms & Conditions	
		Log On	
8. On the next page enter the sin RSA device or the RSA Secur receive the code via email. If y Service Desk at (416) 813-672	rID app. If you are set you are not yet set up f 22 or email <u>service.desk</u>	up with ODA, you will For ODA, contact the	
SickKids	Password	Wait for token to change, then enter the new tokencode:	
THE HOSPITAL FOR SICK CHILDREN		Submit	

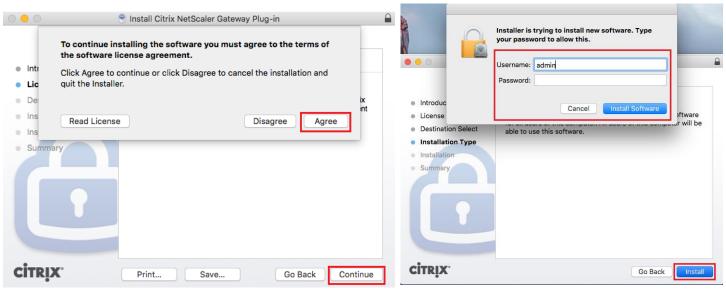
9. If you have connected to this service before, your connection should be established momentarily. If the NetScaler Gateway Plug-In is missing, you will be prompted to install it – click Download.

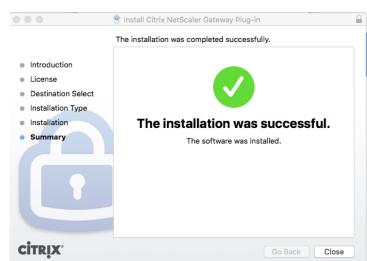


10. Double click Install Citrix Access Gateway Plug-in, then click Continue.



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.

SickKids	E	88
All Categories		
You Have Successfully Logged On to Sick Kids VPN		
All Apps		
Details Email Home		