#### **Remote Access Services**

## **SickKids**

### Clinical and Corporate Access Guide for Windows

This middle tab will give you full access to most hospital applications, including Epic, KidCare, ExpressNet, MyHR, and MyFinance.

1. Open Google Chrome or Internet Explorer, go to https://myportal.sickkids.ca, and click on Clinical and Corporate Access (outlined in red below).

Sickkids<sup>®</sup> Remote access services 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 VPN ACCESS (Click here) What can I access? What can I access? What can I access? > Self-scheduling, MySickKids and MyPay > VPN Access to network resources Epic, KidCare, ExpressNet, MyHR, What's required? What's required? MyFinance, MySickKids > Valid username/password required > Valid username/password + On-demand What's required? Citrix Receiver token > Login with your Windows username and > Valid username/password + On-demand Citrix NetScaler plugin password token Login with your Windows username, Citrix Receiver

- password and On-demand token
  - SickKids managed laptop Windows/MAC
- 2. Upon doing so, you are asked to enter your login credentials and secure PIN.

	Welcome	
SickKids The hospital for sick children	User name :	firstname lastname
	Password :	SickKids password
	PIN:	secure PIN
		I accept the Terms & Conditions
		Log On

Login with your Windows username,

password and On-demand token

### **Remote Access Services**

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.

**SickKids** 



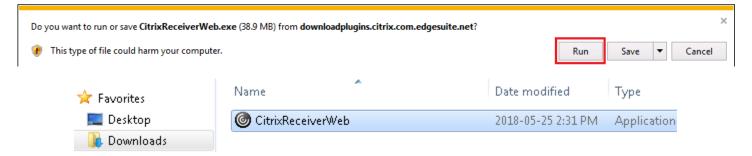


cured by RSA

4. You may be asked to install Citrix Receiver on your system – please check the box and click Install. **Note:** the site may automatically skip this page if you have already previously installed Receiver.

Install Citrix Receiver to access your applications					
	I agree with the Citrix license agreement				
	Install				

5. If you receive a security prompt, click Run. If the file does not automatically open, open your Downloads folder and double click CitrixReceiverWeb.



#### **Remote Access Services**

# **SickKid**s

6. Click Start, then check the box to accept the license agreement and click Next.



7. Do not enable single sign-on, click Install, then once the installation is successful, click Finish.

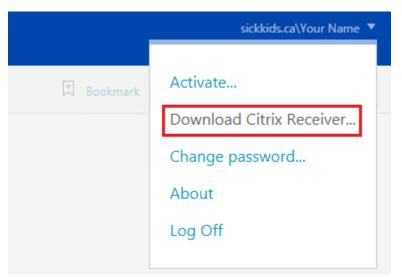
O Citrix Receiver	🙆 Citrix Receiver
Enable Single Sign-on When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to log on each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.	сіткіх Receiver VInstallation successful
Enable single sign-on	Click on Finish to begin using Citrix Receiver
For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.	
Install Cancel	Finish

8. You should be automatically directed to your applications. If you remain on this page, click Continue.



### **SickKid**s

9. If you are not prompted to detect Citrix Receiver, but you cannot launch applications, please install it manually by clicking your name in the top right corner and selecting Download Citrix Receiver...



10. Check the box and click Download.

Just a moment, we're detecting if Citrix Receiver is already installed.					
If Citrix Receiver is detected, you will see a window in a few seconds. Please choose Launch Application.					
If no window appears, proceed to download.					
I agree with the Citrix license agreement					
Download					
Detect again   Use light version   Already installed   Security details					

11. Double click the downloaded file to begin the installation.

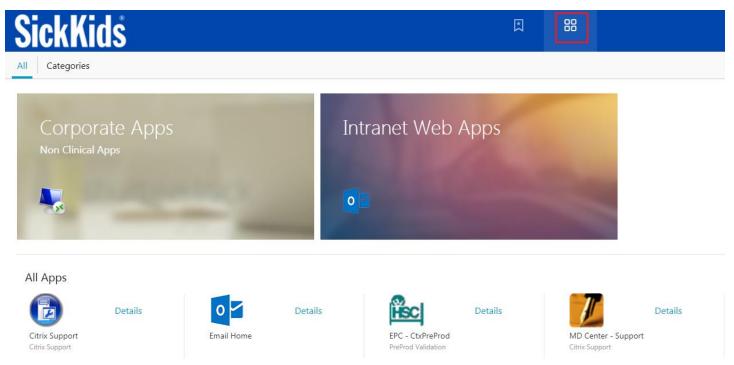


# **SickKid**s

12. Continue through the prompts as given in steps 5–8. After you click Continue as directed in step 8, check the box to always open these links, and click Open URL: Citrix Receiver.



13. 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.



14. If you are using Chrome and click an icon and a file downloads but does not launch the application, click the arrow beside the downloaded file, select Always open files of this type, then click the file to open it.

		Open Always o	pen files of this type	
		Show in	folder	
		Cancel		
U2lja0tpZHNQcm9ica	~	6	CitrixReceiverWebexe	^

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