

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).

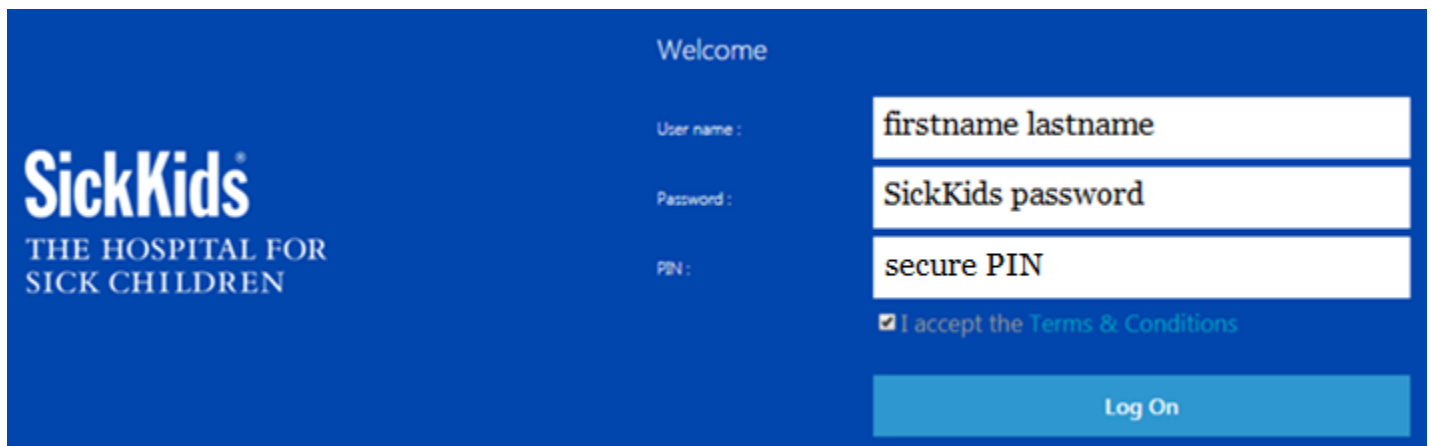


This site is intended for authorized users only. Please make sure to have updated antivirus software and virus definitions in order to access applications.

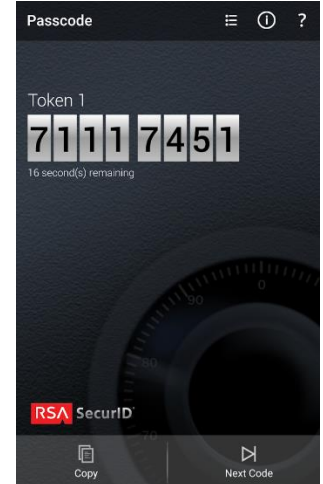
The following remote access services are available to staff through this site. Please click one of the services below:

GENERAL ACCESS (Click here)	CLINICAL AND CORPORATE ACCESS (Click here)	VPN ACCESS (Click here)
What can I access? <ul style="list-style-type: none">> Self-scheduling, MySickKids and MyPay	What can I access? <ul style="list-style-type: none">> Epic, KidCare, ExpressNet, MyHR, MyFinance, MySickKids	What can I access? <ul style="list-style-type: none">> VPN Access to network resources
What's required? <ul style="list-style-type: none">> Valid username/password required> Citrix Receiver> Login with your Windows username and password	What's required? <ul style="list-style-type: none">> Valid username/password + On-demand token> Citrix Receiver> Login with your Windows username, password and On-demand token	What's required? <ul style="list-style-type: none">> 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, 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.



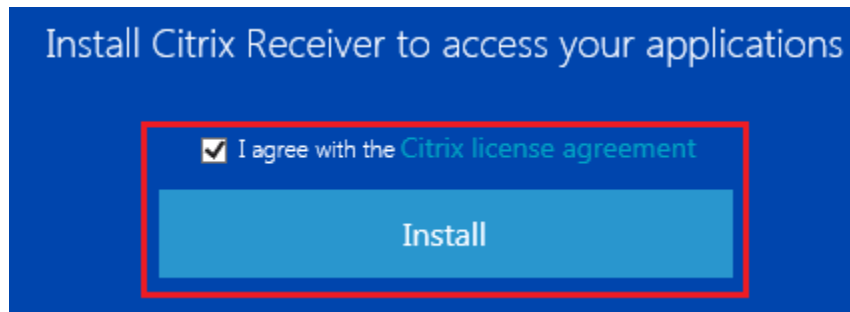
SickKids®
THE HOSPITAL FOR SICK CHILDREN

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

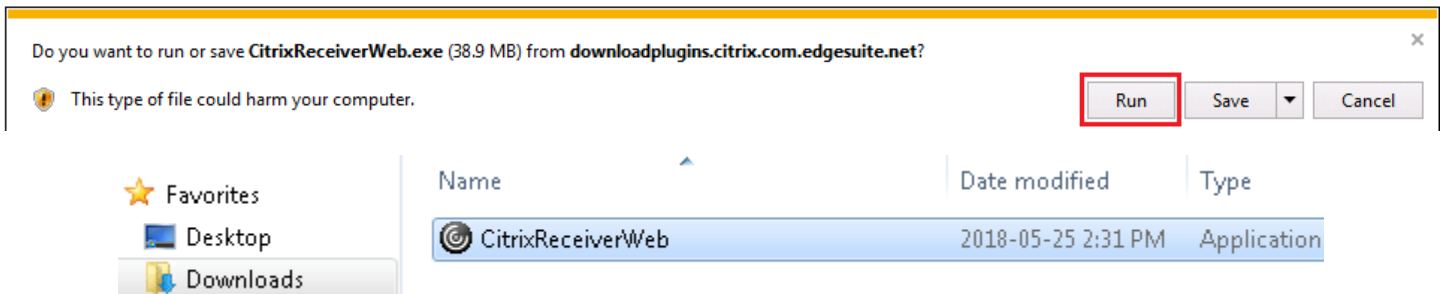
Password: [masked]

Submit

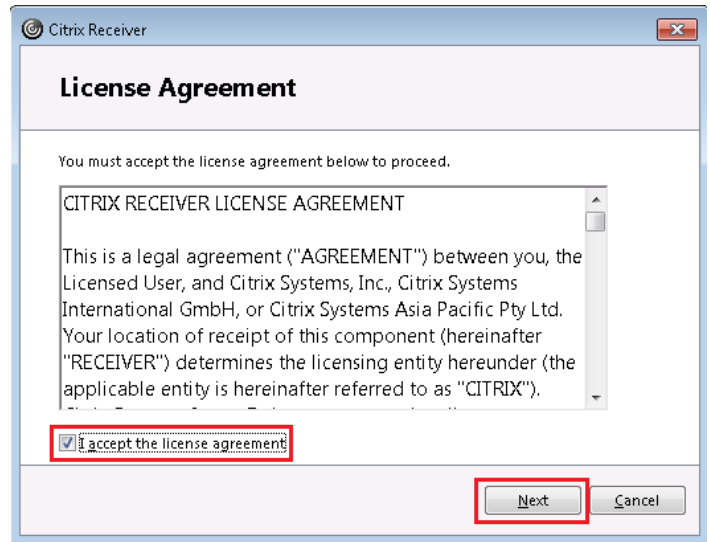
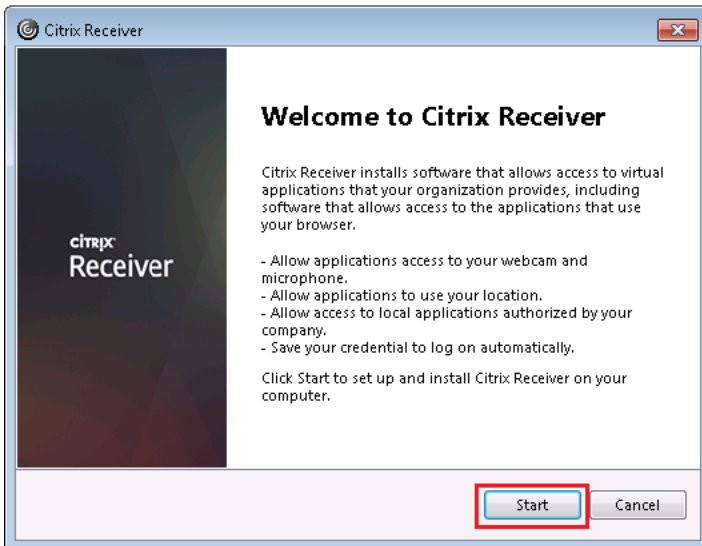
4. You may be asked to install Citrix Receiver on your system – please check the box and click Install.
Note: the site may automatically skip this page if you have already previously installed Receiver.



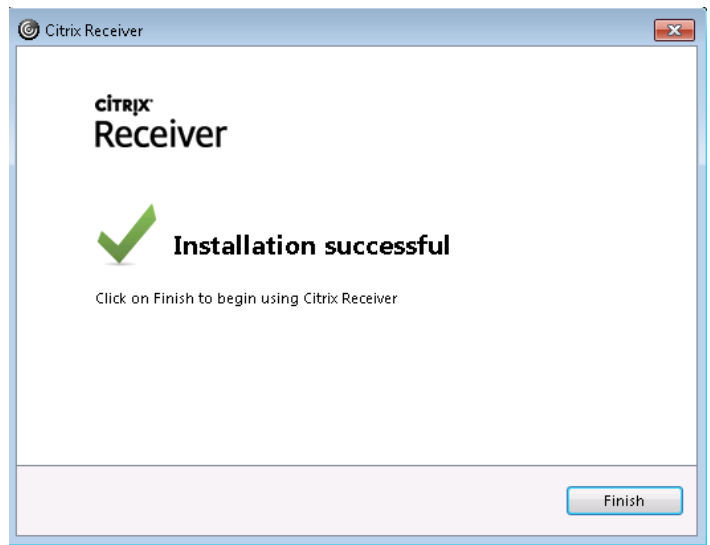
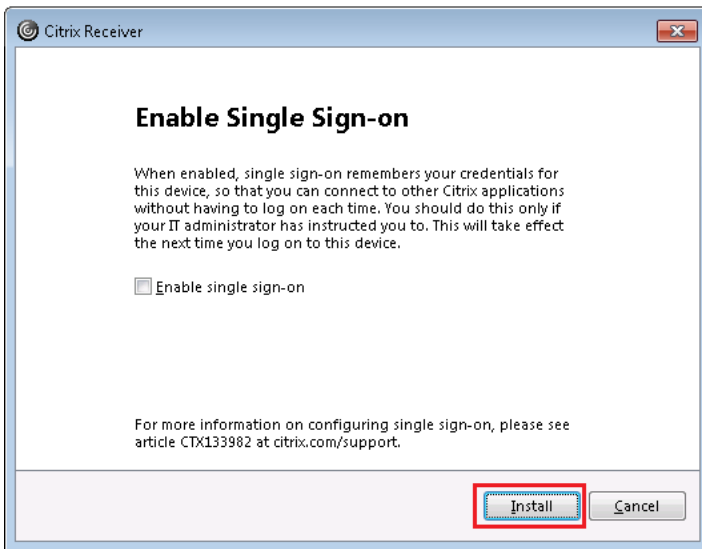
5. If you receive a security prompt, click Run. If the file does not automatically open, open your Downloads folder and double click CitrixReceiverWeb.



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



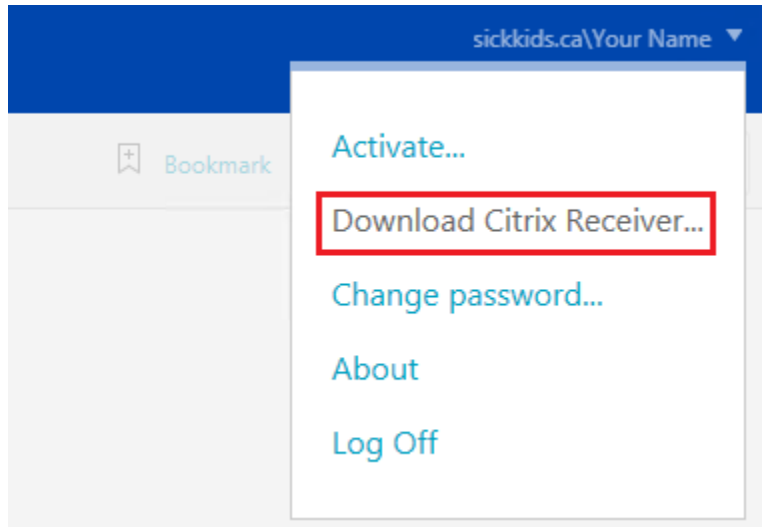
7. **Do not** enable single sign-on, click Install, then once the installation is successful, click Finish.



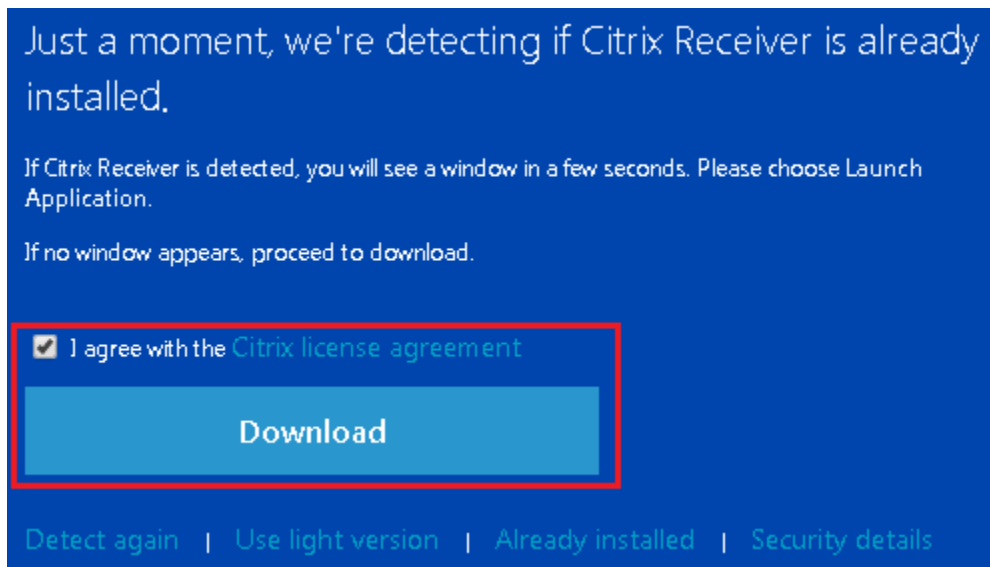
8. You should be automatically directed to your applications. If you remain on this page, click Continue.



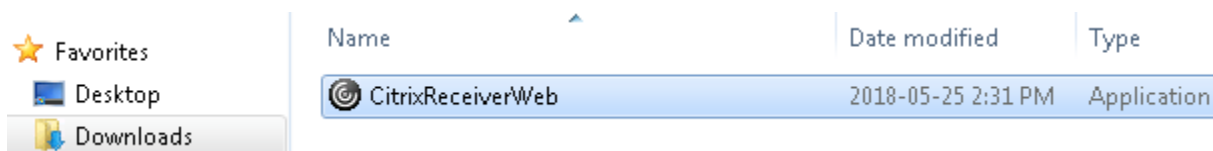
9. If you are not prompted to detect Citrix Receiver, but you cannot launch applications, please install it manually by clicking your name in the top right corner and selecting Download Citrix Receiver...



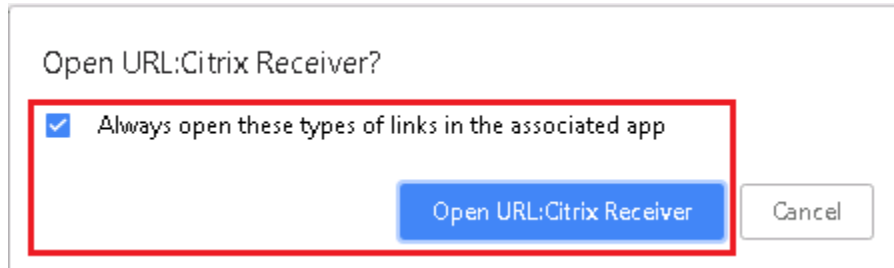
10. Check the box and click Download.



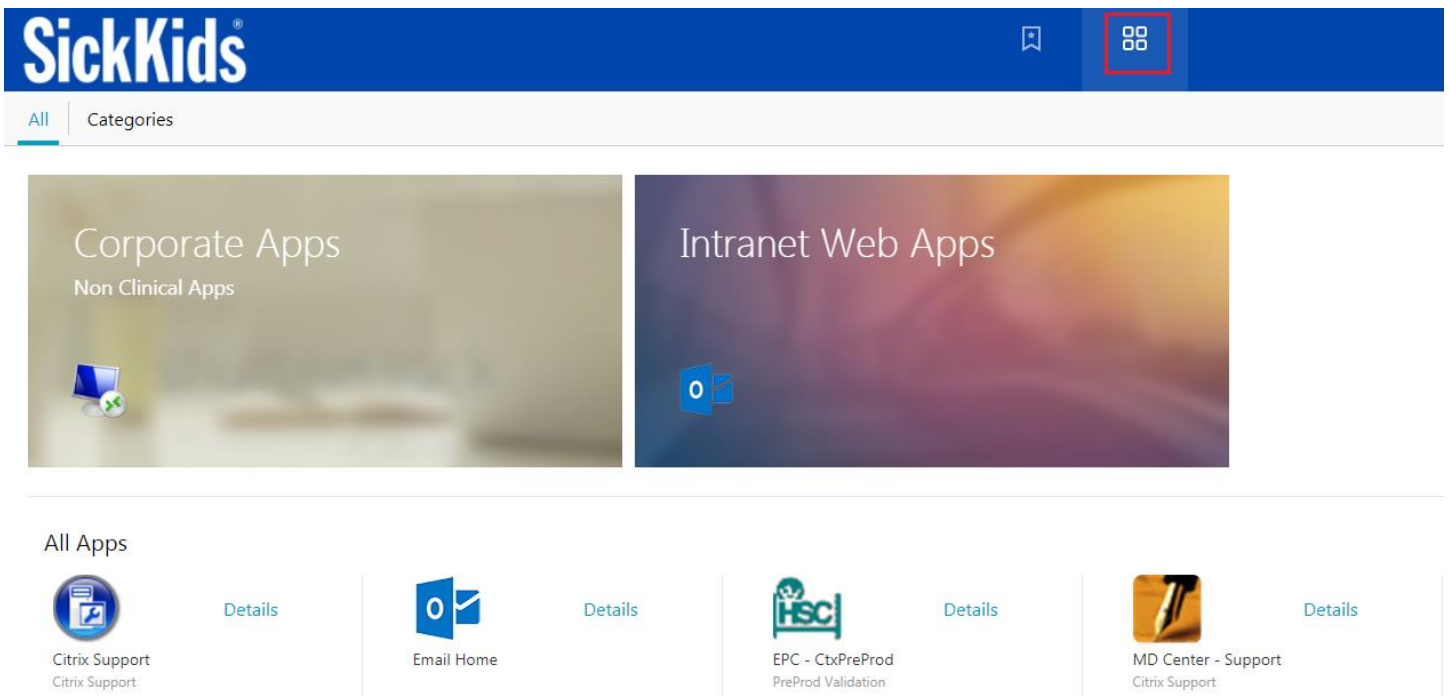
11. Double click the downloaded file to begin the installation.



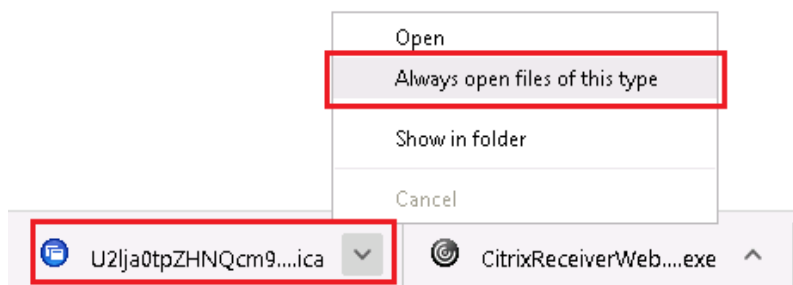
12. Continue through the prompts as given in steps 5–8. After you click Continue as directed in step 8, check the box to always open these links, and click Open URL: Citrix Receiver.



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.



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