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).

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. 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.

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.

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.