

### General Access Guide for Windows

Using just your browser you can access SickKids services such as self-scheduling, the MySickKids internal site, and MyPay.

1. Open Google Chrome or Internet Explorer, go to <https://myportal.sickkids.ca>, and click on General Access (outlined in red below). If you are on Windows 10, Internet Explorer 11 is preferred to Microsoft Edge.



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)*

**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. Enter your username and password and click Log On.

The image shows a login interface on a blue background. On the left is the SickKids logo and the text "THE HOSPITAL FOR SICK CHILDREN". On the right, there is a "Welcome" message, a "User name:" label with a text input field containing "firstname lastname", a "Password:" label with a text input field containing "SickKids password", and a blue "Log On" button at the bottom.

3. After a momentary delay, you are presented with your applications! Click the four squares at the top of the page to view all available applications.

The screenshot displays the SickKids Remote Access Services interface. At the top, there is a blue header with the SickKids logo on the left and a four-square icon (highlighted with a red box) on the right. Below the header is a navigation bar with 'All' and 'Categories' tabs. The main content area features a large banner titled 'Intranet Web Apps' with a left arrow and three icons: a building, a Microsoft Office icon, and an 'iLearn' icon. Below the banner, under the heading 'All Apps', there are four application cards. Each card consists of an icon, a name, and a 'Details' link. The applications are: CLP (with a building icon), Email Home (with a Microsoft Office icon), ILearn (with an 'iLearn' icon), and ILearn Cloud (with an 'iLearn' icon).

From here you can click an icon to launch it, or click Details for an application to add it to your favourites.

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