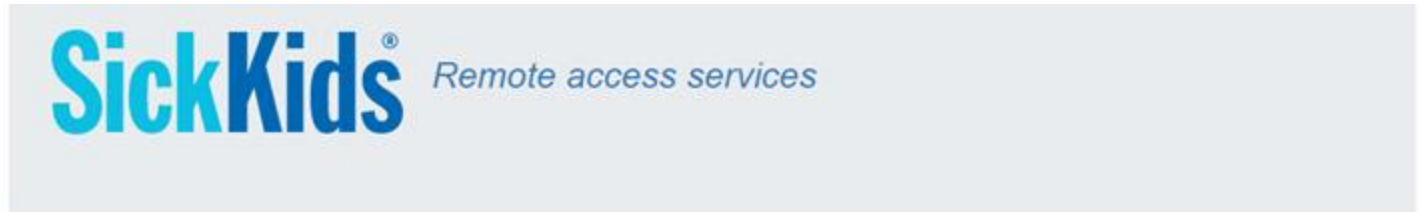


VPN Access Guide for Windows

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 Google Chrome or Internet Explorer, go to <https://myportal.sickkids.ca>, and click on VPN Access (outlined in red below).

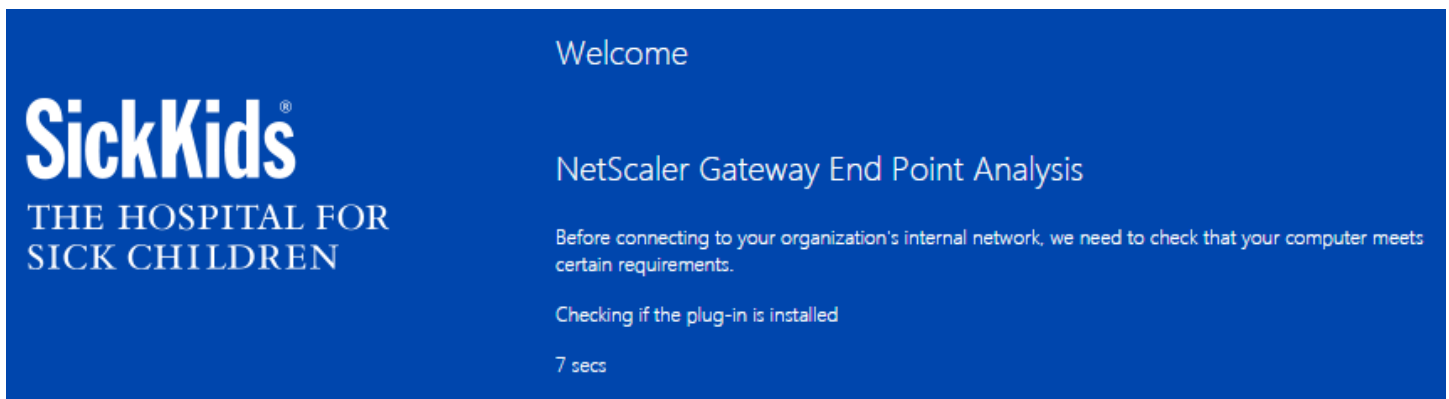


This site is intended for authorized users only. Please make sure to have updated antivirus software and virus definitions in order to access applications.

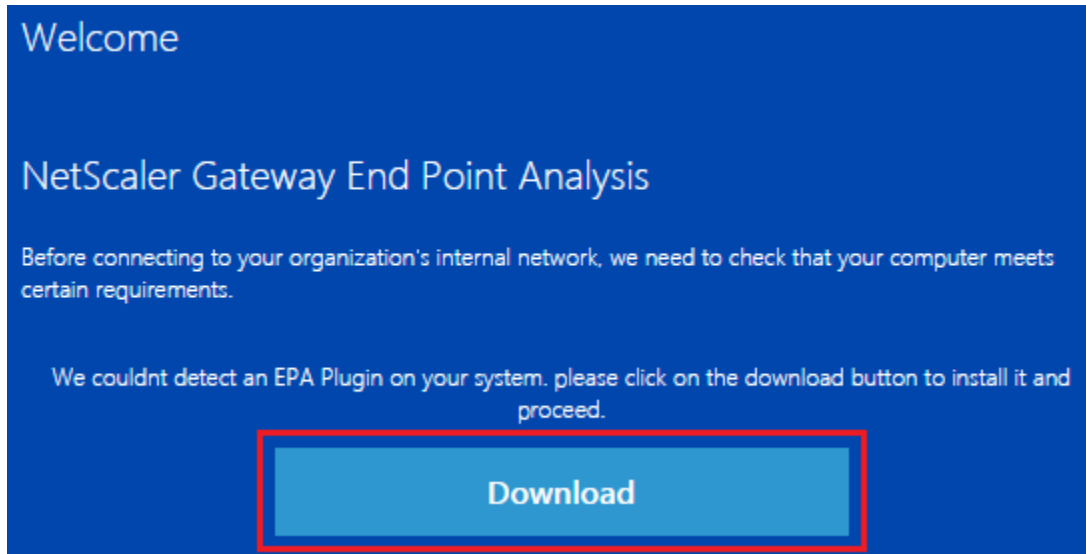
The following remote access services are available to staff through this site. Please click one of the services below:

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

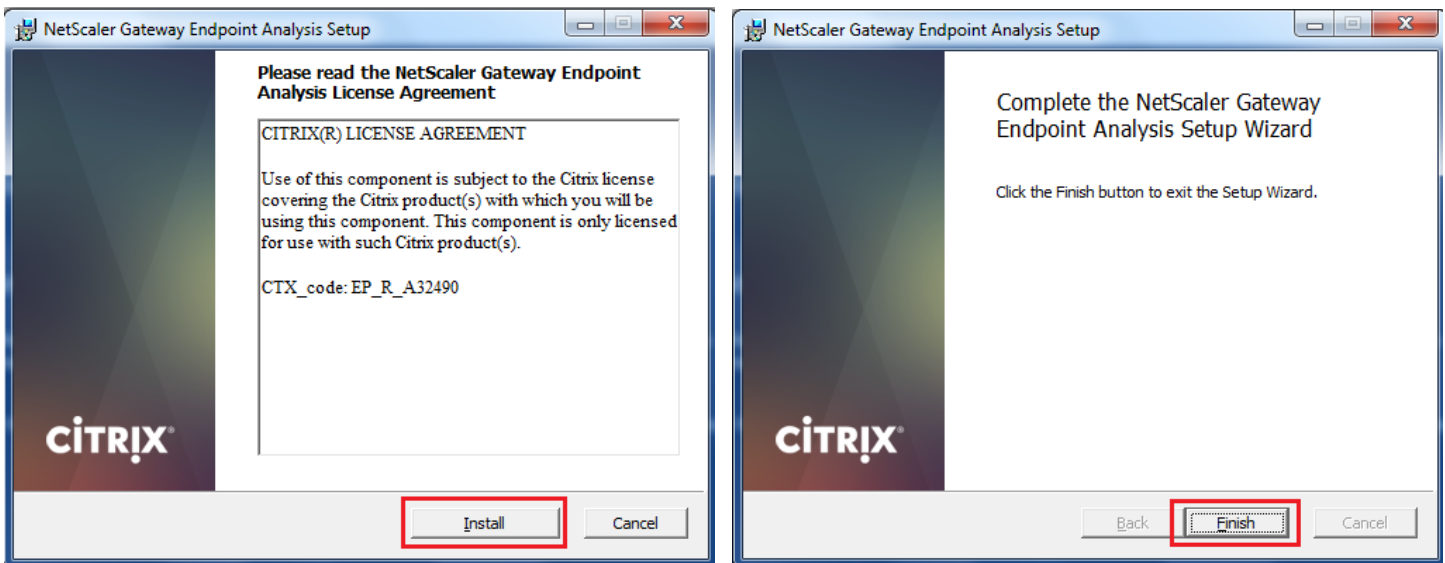
2. Upon doing so, the NetScaler Gateway End Point Analysis runs automatically.



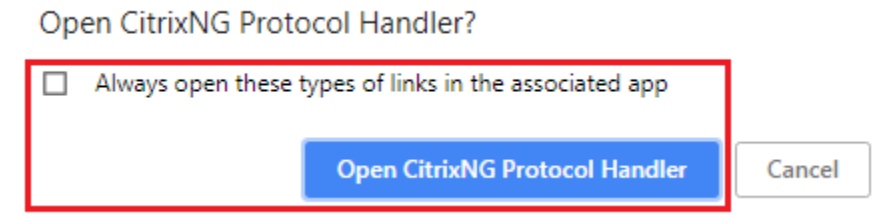
3. If it was not previously installed, click Download and follow the prompts to install it. **Note:** you must have administrator access on your workstation to install the NetScaler Gateway End Point Analysis.



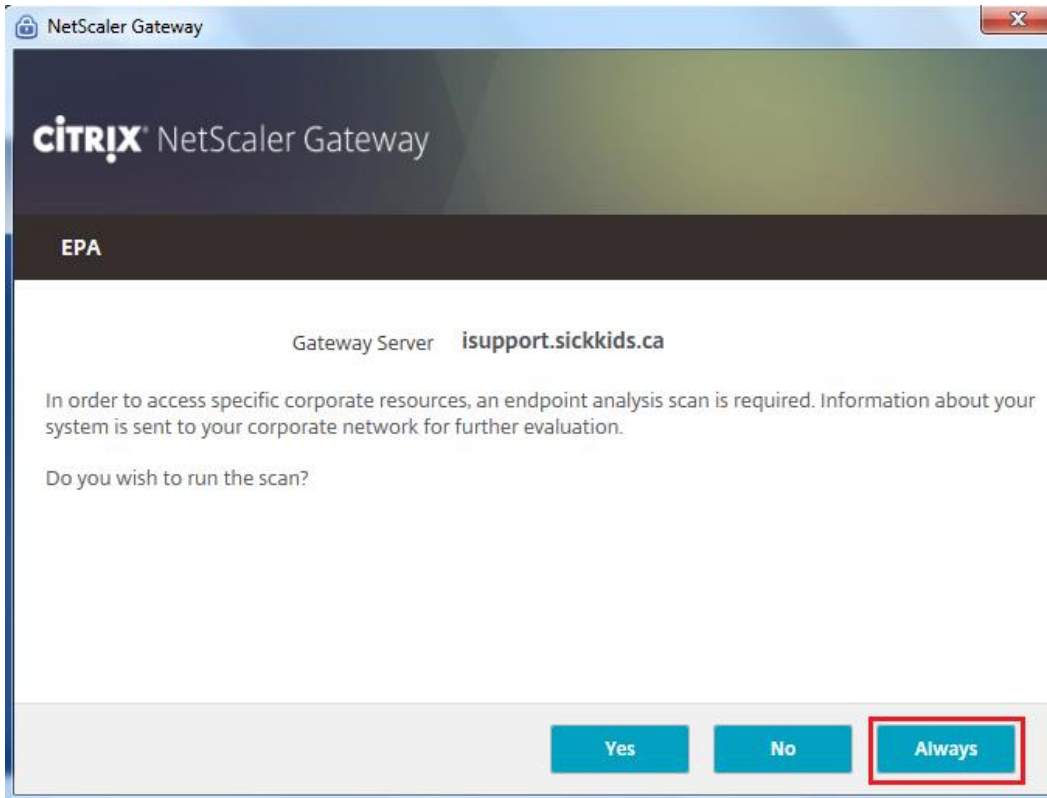
4. Click Install, then once the installation is complete click Finish.



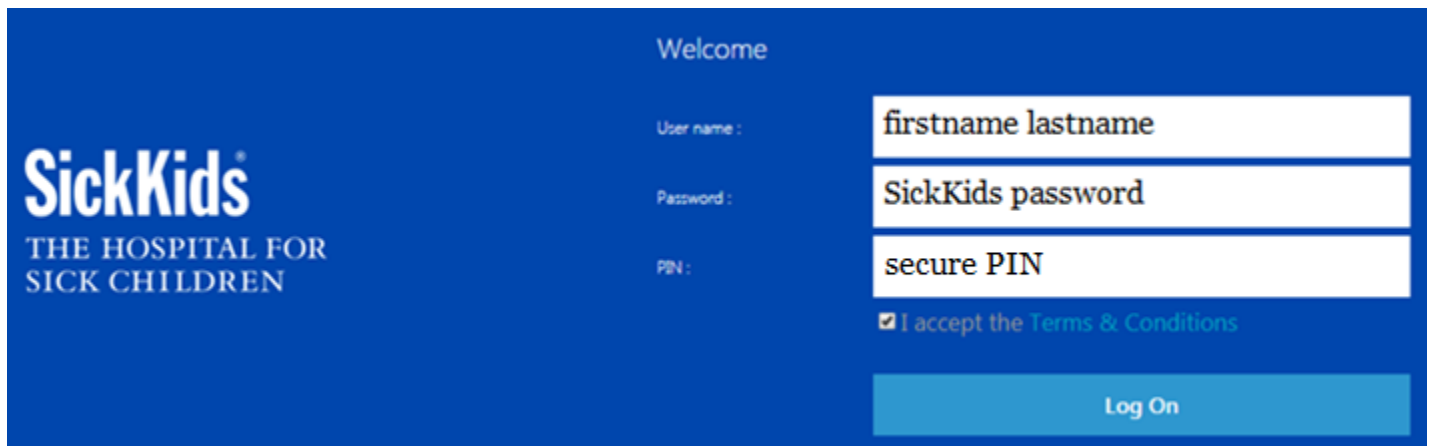
5. Check the box and click Open CitrixNG Protocol Handler.



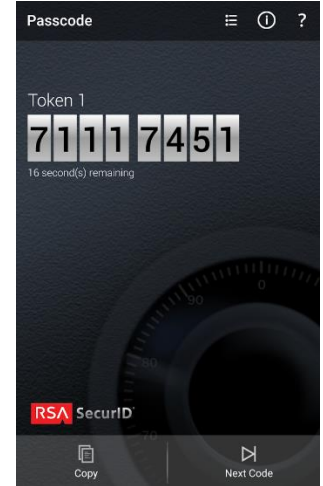
6. Click Always, to allow the analysis tool to automatically scan your laptop in the future, and after a short wait the scan will finish and allow you access to the VPN portal.




7. If the scan is not successful, first ensure you are using a SickKids-authorized laptop, and then contact the Service Desk at service.desk@sickkids.ca or (416) 813-6722.
8. Once the scan finishes, you are asked to enter your login credentials and secure PIN.



9. 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.

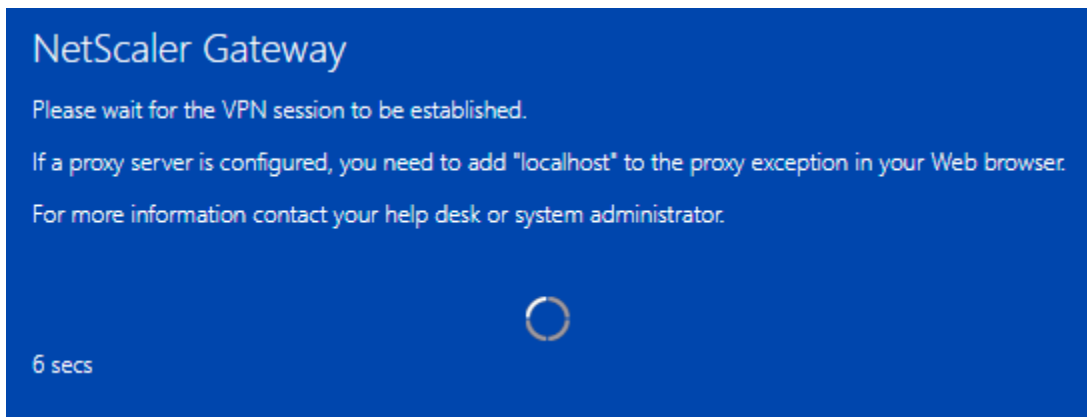


 Wait for token to change, then enter the new tokencode:

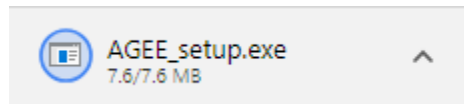
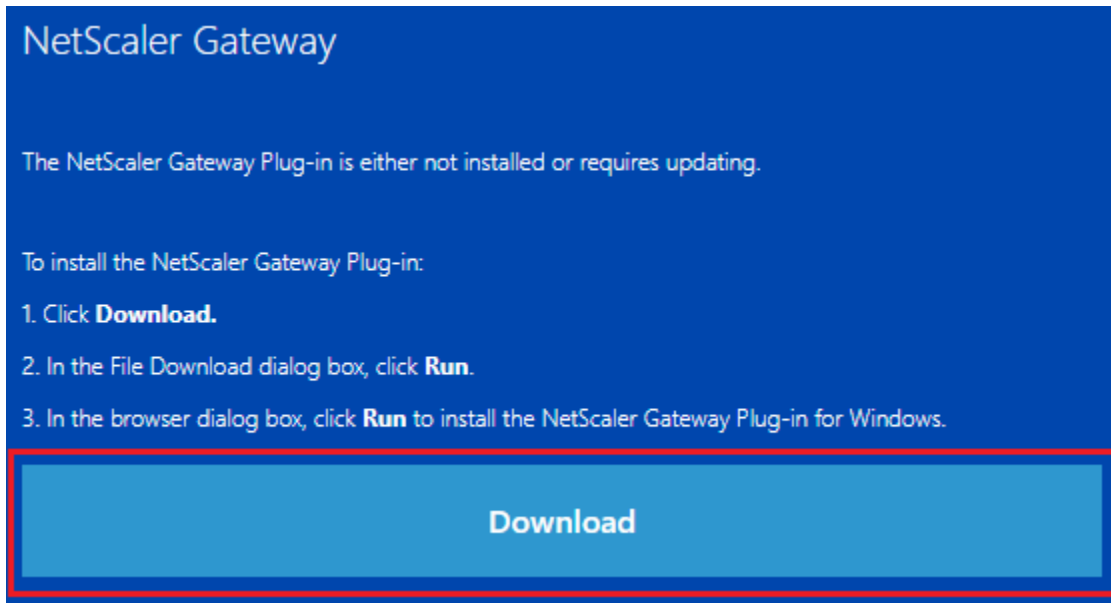
Password

Submit

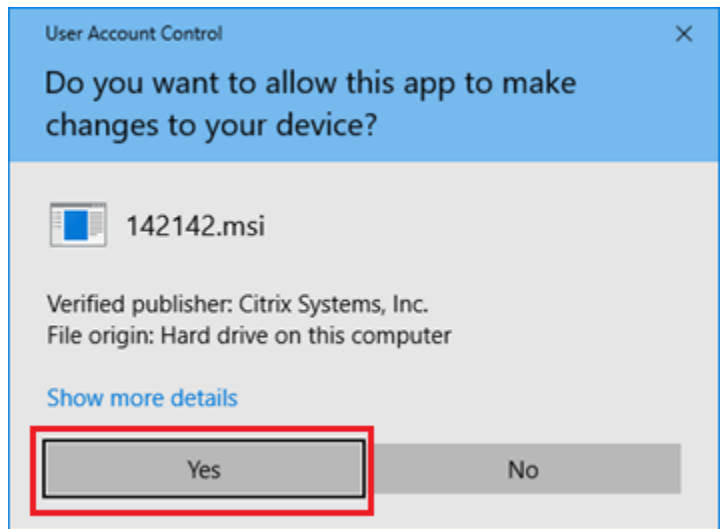
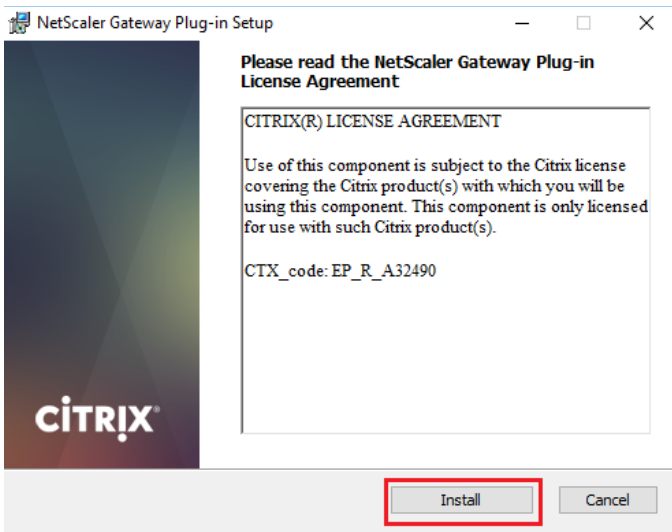
10. If you have connected to this service before, your connection should be established momentarily.



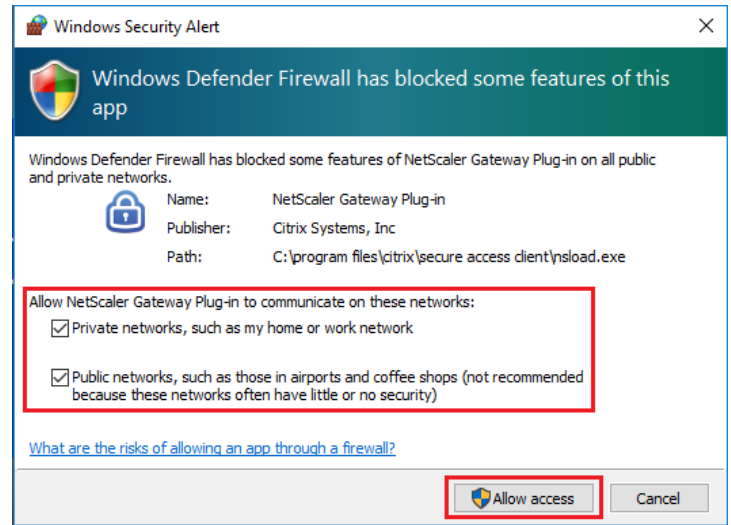
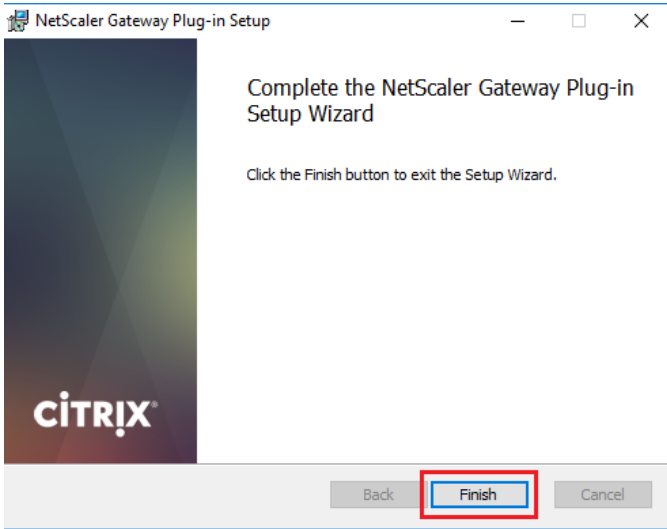
11. If this is your first time connecting to VPN Access, you will need to install the NetScaler Gateway Plugin. To do so, please click Download, and then open the downloaded file. **Note:** you must have administrator access on your workstation to install the NetScaler Gateway Plugin.



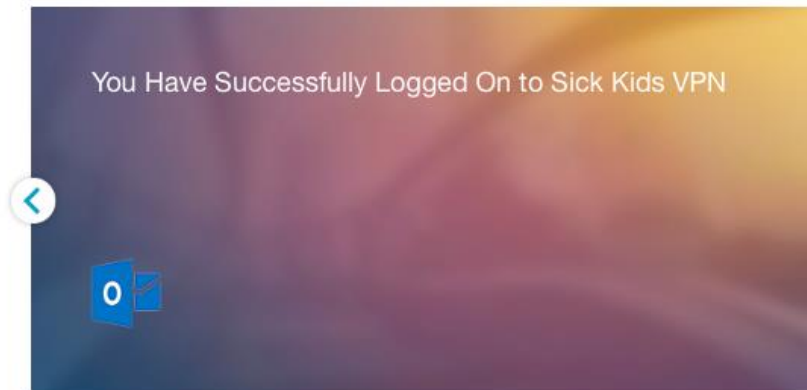
12. Click Install, then if you receive the User Account Control prompt, click Yes.



13. After several minutes, click Finish to complete the installation. If you receive a Windows Security Alert popup, check both boxes and click Allow access.



14. Once this is done, you may experience a brief network connection interruption as the VPN is established, and you are brought to the VPN landing 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.



All Apps



Email Home

Details