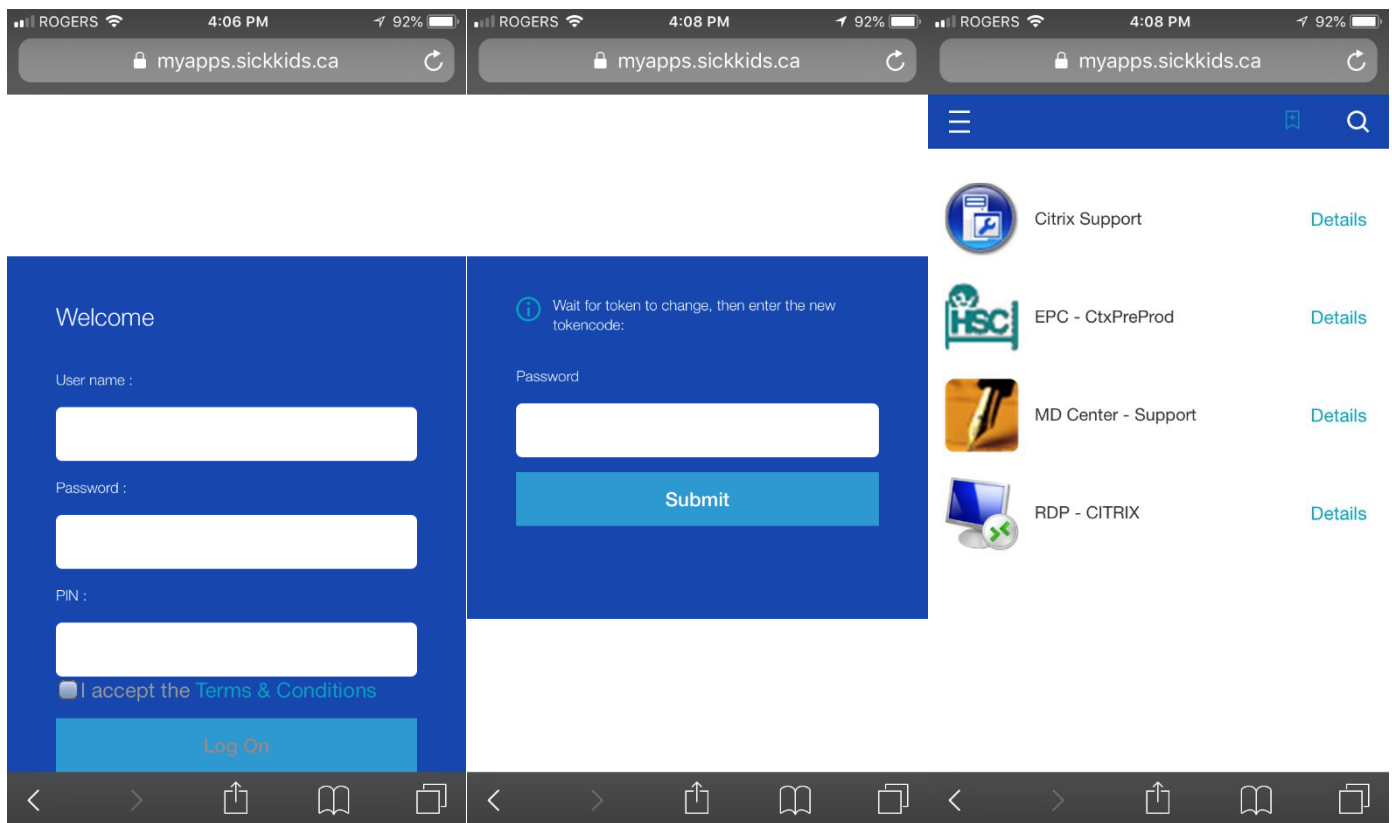


### Mobile Access Guide

You can now access SickKids Remote Access Services on your mobile device, just by using your browser and Citrix Receiver.

1. Download and install the Citrix Receiver app from your mobile device app store. Once installation completes you are ready to move on to the next step. There is no need to open the application.
2. From your device's browser, navigate to <https://myportal.sickkids.ca>, tap on either General Access (for basic intranet web apps) or Clinical and Corporate Access (for the full suite of applications offered through Citrix Receiver), and log in using your username, password, and on demand access (ODA) secure PIN and single-use code.
3. When launching your applications you may be required to choose "Open in Receiver" or download the ICA file. If the ICA file downloads, you must find and open it to access your application.



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