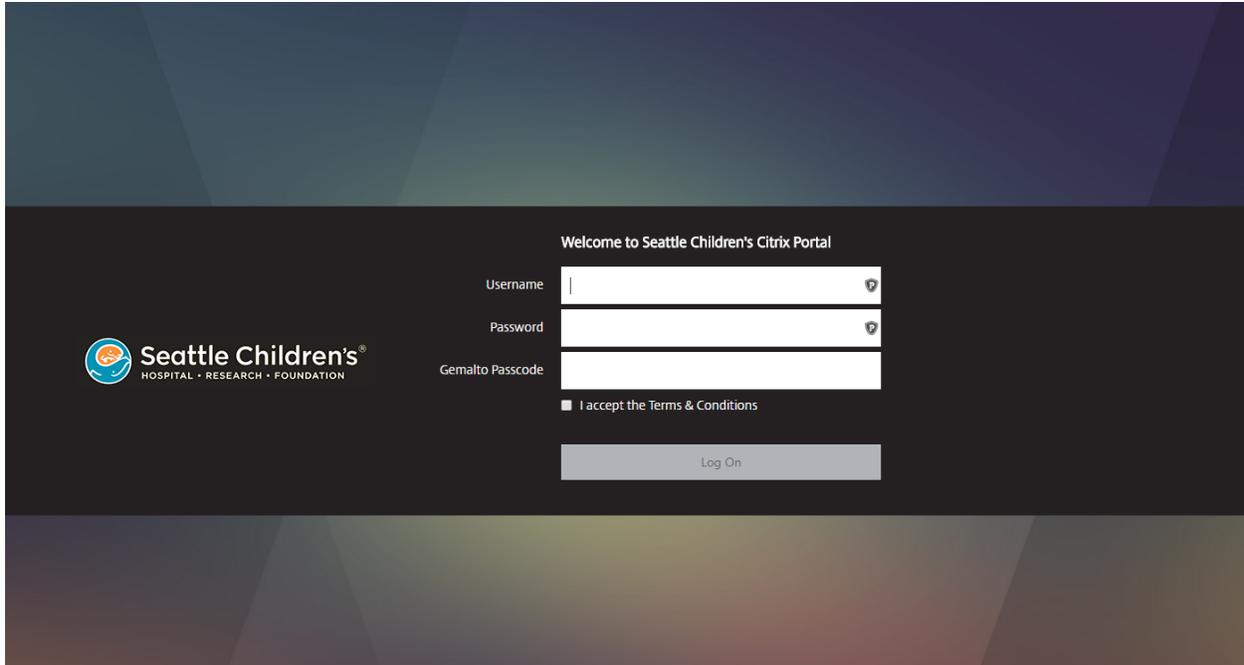


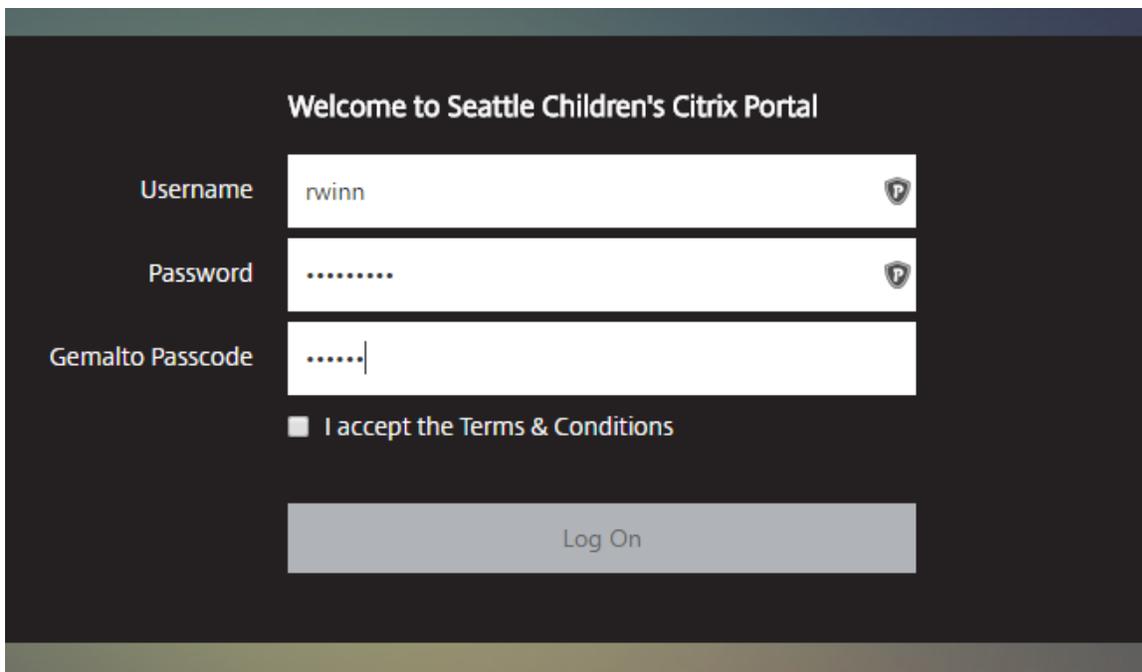
How to Connect to the Seattle Children's Hospital Remote Portal

1. Browse to <https://remoteaccess.seattlechildrens.org> using your **Internet Explorer, Chrome,** or **Safari** browser. **Note: The remote portal may not function properly when using other browsers.*



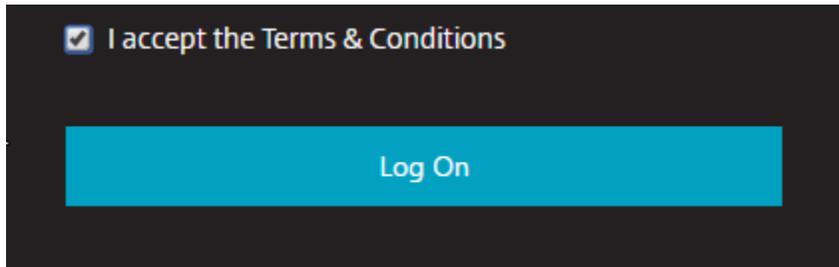
The screenshot shows the login page for the Seattle Children's Citrix Portal. On the left is the Seattle Children's logo with the text "Seattle Children's HOSPITAL • RESEARCH • FOUNDATION". The main heading is "Welcome to Seattle Children's Citrix Portal". Below this are three input fields: "Username", "Password", and "Gemalto Passcode". Each field has a small shield icon on the right. Below the fields is a checkbox labeled "I accept the Terms & Conditions" and a "Log On" button.

2. Enter the required information into the fields
 - a. Field 1 = Your SCH username
 - b. Field 2 = Your SCH password
 - c. Field 3 = Your Gemalto passcode



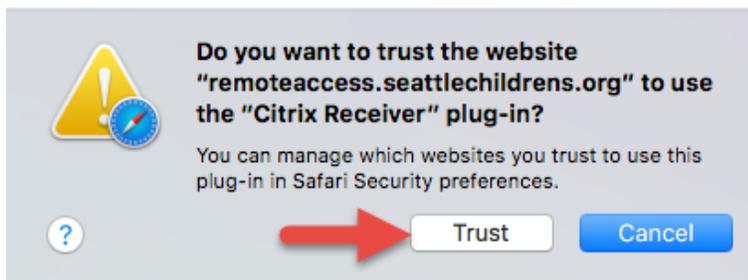
This screenshot shows the same login page as above, but with the fields filled. The "Username" field contains "rwinn". The "Password" field contains seven dots. The "Gemalto Passcode" field contains five dots. The "I accept the Terms & Conditions" checkbox is checked. The "Log On" button is still present.

3. Select the check box next to “I accept the Terms and Conditions”



4. Press the Enter key on your keyboard or click the “Log On” button

If you are on a Mac using the Safari browser and already have Citrix Receiver installed, you may see the following window. If you do, click **Trust**.

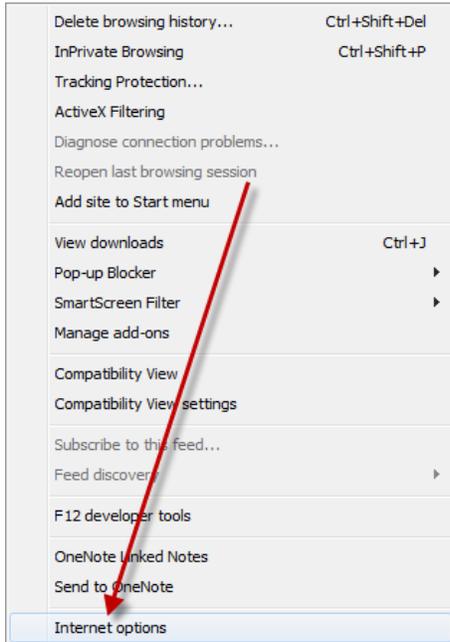


You would then see the following screen. Click **Click to use Plug-in**

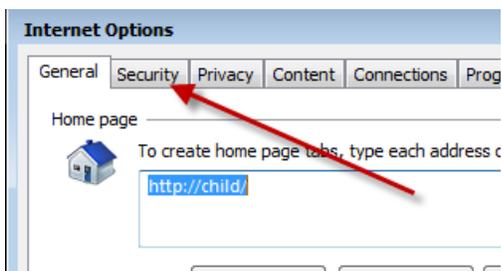


If you are on a Windows PC using Internet Explorer, you will need to add the site to your Trusted Sites setting by doing the following: **Note: If you are logging in from a computer at a partner institution such as the University of Washington, this may have already been done for you.*

On the toolbar at the top of the screen, Click **Tools** (the gear icon in the upper right corner)—Internet Options



Click on the “security” tab



Highlight the “trusted sites” icon, then click on the “Sites” button below it.

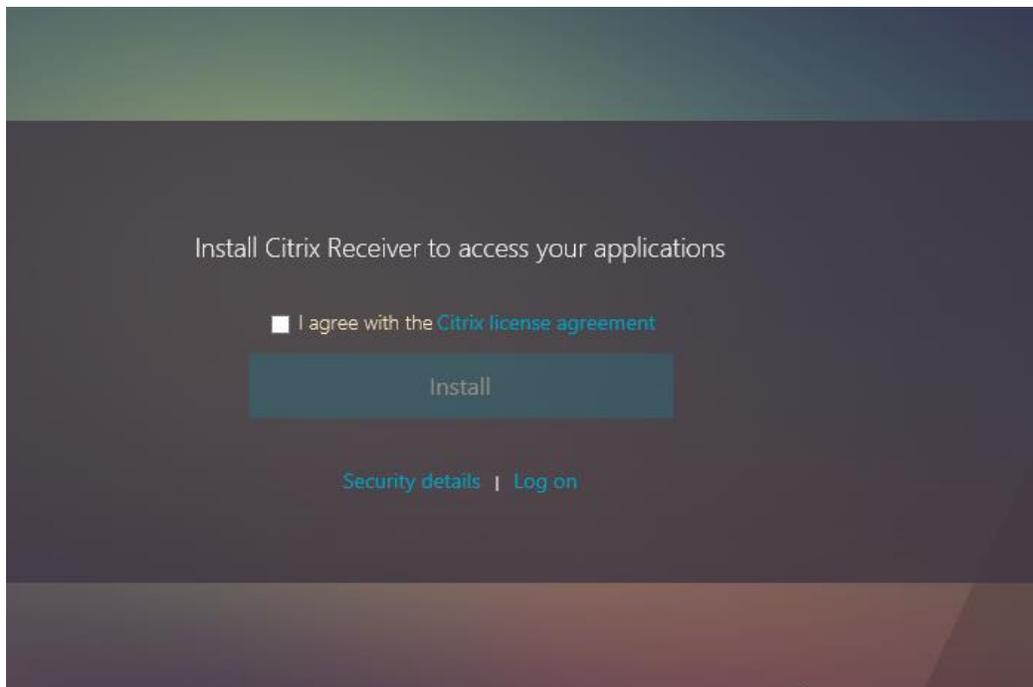


On the next screen click “Add” to add this website to the zone

Click “Close”

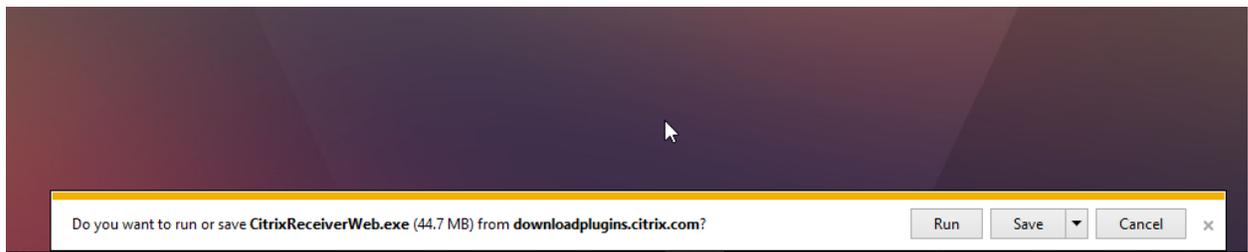
Click “OK”

You will see the following screen:



5. Click the box next to “I agree with the Citrix license agreement” then click **Install**. If you know that Citrix Receiver is already installed and it was working when using the old remote portal, you can simply click “Log On”.

6. You should see a box like this at the bottom of your screen. Select **Run** **Note: Installing the browser plugin may require administrator rights on your Windows PC or Mac.*

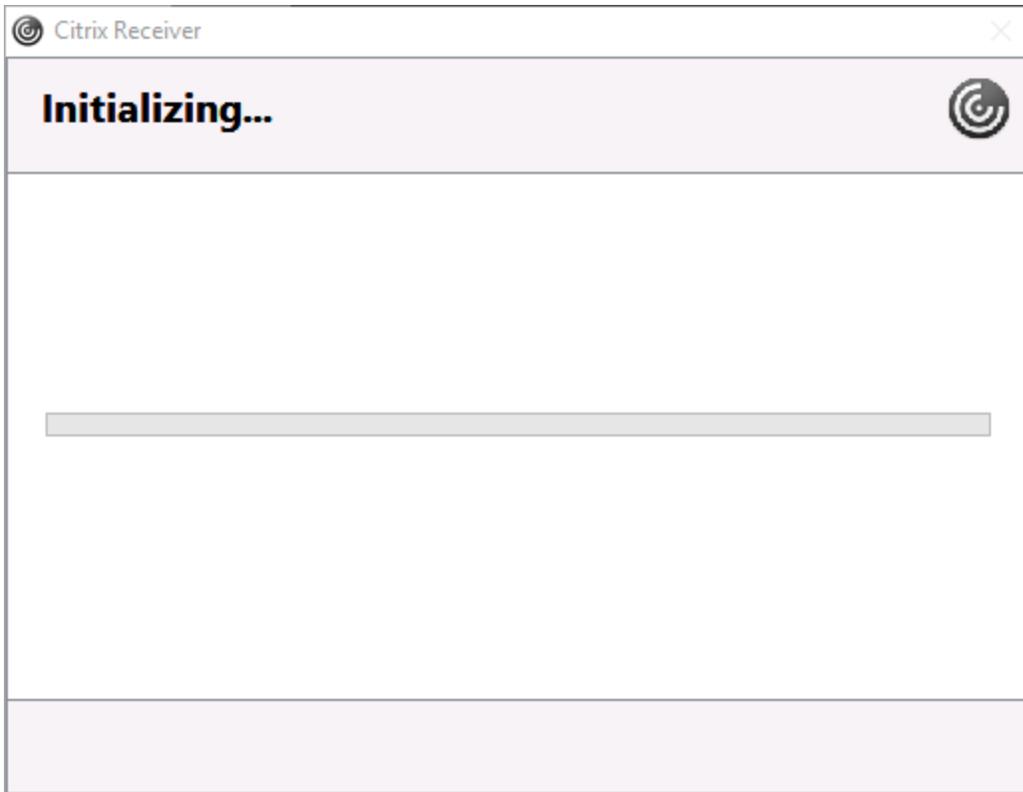


7. If prompted to allow the application to run click **Yes**
8. Click **Start**

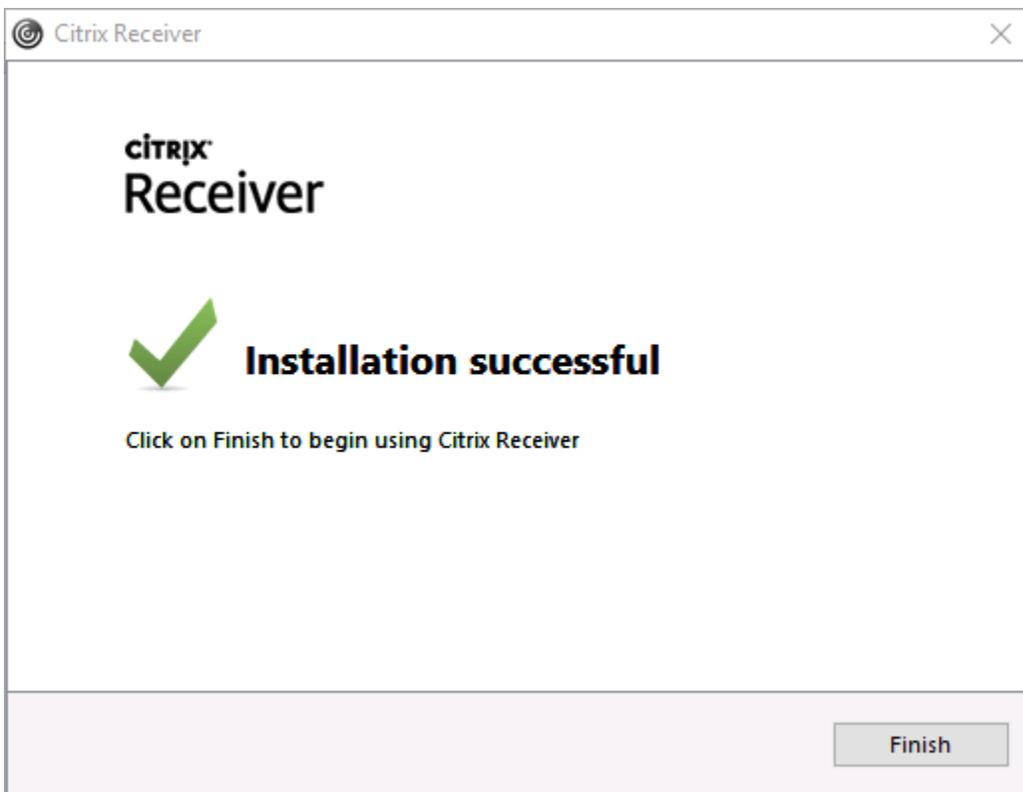


9. Click on the box next to "I accept the license agreement" and then click **Install**



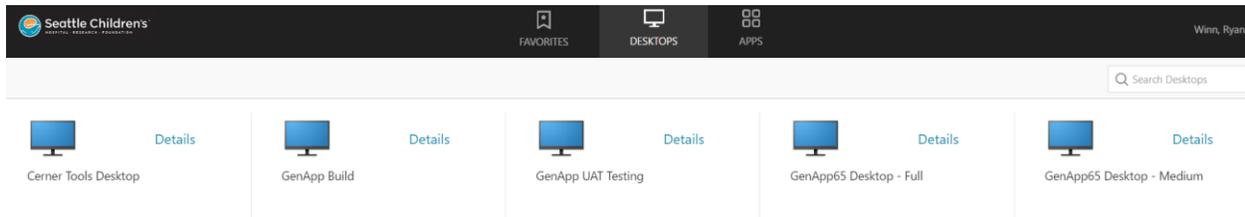


10. Click **Finish**



The next screen opens to what is called “Desktops” view. You should see a list of your Desktops. Click the appropriate Desktop icon (usually either “Windows 7 Clinical” or “Windows 7 Standard”) to launch your Childrens desktop.

Notice the other two tabs in the middle of the page, “Favorites” and “Apps”. These are where you find any pinned Favorites (apps and Desktops) or Applications. **NOTE:** You can launch apps on this page by simply clicking the icon for the app.



If the desktop (on the “Desktops” view) or your applications (on the “Apps” view) do not load after clicking the appropriate icons for any reason, please click the link below for a few troubleshooting steps you can follow to attempt to resolve the issue:

<https://support.citrix.com/article/CTX804493>