This guide is to help students and faculty obtain remote access to Seattle Children's online resources and Learning Center for completing required training.

Why do I need to do this?

You are required to set up Okta Verify on your smartphone for remote access the Seattle Children's Network, which is commonly referred to as CHILD. See below for specific directions for OKTA and to access Learning Center via remote. If you do not have a smartphone, contact the IS Help Desk at 206-987-1111.

What if I have questions or need additional help?

The IS Help Desk is available for support during specific time. If help is needed, please call (206) 987-1111, Monday-Friday, 8am to 5pm only. Please do not call outside of these hours.

What programs am I allowed to access?

- Seattle Children’s network (CHILD): policies & procedures, guidelines of care, job aids and patient education materials
- Learning Center: online learning modules required before your clinical or practicum
- CIS: patient care documentation - may only be accessed on campus.

Can I change my email address?

No. Okta Verify uses your school email address and you may not change it. Any changes to your email address will result in delays in your onboarding process.

I’ve completed my all my required reading and training. Now what?

Please call our IS department at 206-987-1111 (between 0800 – 1700 Monday through Friday only) and let them know you have completed all of your Web Based Trainings (WBTs), including CIS Fundamentals. They will then unlock your account so you have access to CIS when you arrive. Please note – they will need to know your ID# (badge number) when you call.

Need additional instruction?

Contact your faculty member or visit http://www.seattlechildrens.org/pdf/okta-verify.pdf
## REMOTE ACCESS and LEARNING CENTER INSTRUCTIONS

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<td>1</td>
<td>Visit the app store and search for Okta Verify (not Okta Mobile). Install Okta Verify on your phone or tablet (Apple, Windows or Google). You can also use Okta Verify on your Android or Apple watch.</td>
<td><img src="image1" alt="Okta Verify app" /></td>
</tr>
<tr>
<td>2</td>
<td>Sign into Seattle Children's OKTA site. IMPORTANT! You’ll need your phone or your second OKTA verification device with you.</td>
<td><img src="image2" alt="Seattle Children's OKTA sign in" /></td>
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### Seattle Children’s System Access

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<td>3</td>
<td>Click the <strong>Home</strong> button at the top, on the Seattle Children’s remote screen.</td>
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<tr>
<td>4</td>
<td>Click the <strong>CITRIX</strong> Remote Access button from the list of apps.</td>
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| 5    | Click **Send Push**.  
**IMPORTANT!**  
- *Turn on your phone* to view the OKTA verification alert.  
- *Click Approve* on your phone to confirm the verification. |
| 6    | Click **Detect Receiver**.  
**NOTE:**  
First time logins will see this screen. It is detecting if you have the Citrix receiver installed on your computer. |
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| 7    | **Click Open URL: Citrix Receiver white button at the top.**  
**IMPORTANT!**  
First time logins will need to *download* and *install* Citrix Receiver. Follow the instructions on your screen to do this. |
| 8    | **NOTE:** When Citrix Receiver is installed and login is successful. You will see this screen.  
**DESKTOPS View** – This page displays your remote desktop icon. Click the icon to open your remote desktop (VDI).  
**APPS View** – Click the APPS button to view all the remote apps available. Click any App icon to open the App. Use the Search field in the upper right to search for an app. |
| 9    | Click the **APPS** button at the top, then type **Learning Center** in the **Search** field.  
**NOTE:** All WBTs are viewed from the Children’s Learning Center site. |
<p>| 10   | Click the <strong>Globe</strong> icon to open Learning Center. |</p>
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<td>11</td>
<td>Click the <strong>Nursing Students / Faculty</strong> tab on the left panel.</td>
</tr>
<tr>
<td>12</td>
<td>Choose the faculty or student link that best describes your role.</td>
</tr>
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| 13   | A list of all student or faculty courses will display.  
   **NOTE:**  
   - This image may not match your required courses if the list has been recently updated.  
   - A completion date will display under the Last Completed column when a course is complete. |
| 14   | How to Complete the **CIS Fundamentals WBTs:**  
   a. Click the Course on the list to open the Course |
b. Enroll in the WBT.

c. Click on View Course Content

d. Click on your role: “Nursing Student”. This is used for both student and faculty.
e. Complete all of the lessons in the Course and submit for grading. This “WBT” takes approximately 2 hours and 24 minutes so plan accordingly.

**IMPORTANT!**
After you have completed and passed the all of the Student (or Faculty) online learning, call the IS ServiceNow (IS help desk) to request CIS access.

**Note:** This is required and must be done before starting on the unit.

IT Help Desk number: **206-987-1111 (Available Monday through Friday from 8am-5pm ONLY)**