

Accessing EHR Training Remotely	
<p>1. Make sure you have <a href="#">Multi-Factor Authentication (MFA)</a> setup!  <b>No</b> - call the <a href="#">service desk</a>, at 250.370.8777 or toll free at 1-877-563-3152 select option 2            Also ask for MFA assistance &amp; Refer to MFA guide <a href="http://www.islandhealth.ca/employees">www.islandhealth.ca/employees</a></p>	
<p>2. Open browser to site <a href="http://gateway.islandhealth.ca">gateway.islandhealth.ca</a>, enter username, password to login, and approve login on MFA            When login successfully, click <b>Use Light version</b></p> <p><b>Note:</b> Use this method if you are on a private device that you can't or do not want to install the Workspace app</p>	
<p>3. Your Citrix apps will show depending on group membership automatically</p> <p><b>Note:</b> Please add the app as a favourite for future quick access</p>	
<p>4. Click on the Island Health EHR Education App to access your assigned Learning Journey(s).</p> <p><b>Note:</b> Please add the app as a favourite for future quick access</p>	
<p>5. Open <b>Patient Allocator</b> app and click <b>Start new session</b>.</p>	
<p>6. In the app, complete the required questions (3) and click <b>Begin session</b> to return the following:</p> <ul style="list-style-type: none"> <li>○ Target training app name</li> <li>○ Username</li> <li>○ Password</li> <li>○ Patient ID</li> </ul> <p><b>Note:</b> Username, password and patient will be <b>valid for the day issued</b>, please return the next day for new training session access.</p>	
<p>7. Click on the Citrix Application you have been assigned.</p> <p>Session 1: Medical/Surgical Nurse</p>	
<p>8. Should you need to retrieve previously provided credentials within the same day? Just return to the <b>Patient Allocator</b> app.            The Patient Allocator will remember what you have been provided today.</p>	