

 1. Make sure you have Multi-Factor Authentication (MFA) setup! No - call the service desk, at 250.370.8777 or toll free at 1-877-563-3152 select option 2 Also ask for MK Assistance & Refer to MFA guide www.islandhealth.ca/employees 2. Open browser to site gateway.islandhealth.ca, enter username, password to login, and approve login on MFA When login successfully, click Use Light version Note: Use this method if you are on a private device that you can't or do not want to install the Workspace app 3. Your Citrix apps will show depending on group membership automatically Note: Please add the app as a favourite for future quick access 4. Click on the Island Health EHR Education App to access your assigned Learning Journey(s). 5. Open Patient Allocator app and click Start new session. 6. In the app, complete the required questions (3) and click Begin session to return the following: Target training app name Username Patient ID Note: Username, password and patient will be valid for the day issued, please return the next day for new training session access. 8. Should you need to retrieve previously provided credentias within the same day? Just return to the Patient Allocator will remember what you have been pase method and the same day? Just return to the patient Allocator will remember what you have been pase will apply an end of the tota will be work of the tota pase and apply provided credentias within the same day? Just return to the patient Allocator will remember what you have been pase will be work of the tota pase and apply and return to the patient Allocator will remember what you have been pase been provided today. 	Accessing EHR Training Remotely	
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