

Accessing EHR Training Remotely

<p>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 MFA assistance & Refer to MFA guide www.islandhealth.ca/employees</p>	
<p>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</p> <p>Note: 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>Note: 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>Note: Please add the app as a favourite for future quick access</p>	
<p>5. Open Patient Allocator app and click Start new session.</p>	
<p>6. In the app, complete the required questions (3) and click Begin session to return the following:</p> <ul style="list-style-type: none"> ○ Target training app name ○ Username ○ Password ○ Patient ID <p>Note: Username, password and patient will be valid for the day issued, 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 Patient Allocator app. The Patient Allocator will remember what you have been provided today.</p>	



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