

UHN Digital Education

Learner Technology Checklist and Troubleshooting Guide



Quick Links - Required Software & MFA Setup

The software and MFA setup noted below is **REQUIRED** for successful completion of your training.

- [Google Chrome](#)
- [Microsoft Teams Desktop App](#)
- [Citrix Workspace for Windows](#) OR [Citrix Workspace for Mac](#)
- [Multi-Factor Authentication Setup](#)

Step-by-step setup instructions and troubleshooting tips can be found below.

Step-by-Step Setup Guide

1. Open **Google Chrome**

- This is the **REQUIRED** web browser; other web browsers may not function correctly during setup and training. If Google Chrome is not installed on your computer, [download and install it](#) now.

2. Set up **Multi-Factor Authentication (MFA)**

- Using Google Chrome, open the [MFA portal](#) webpage and login to setup your multi-factor authentication.
 - In the Username field, enter your **UPN** (User Principal Name). This will either be your **UHN email address** (usually firstname.lastname@uhn.ca) or your **network log-in** (under the [UMLearns](#) Profile tab, under the T-ID section).
 - In the Password field, enter your network/T-ID **password** (used when accessing a UHN computer). If you need to reset your password, contact the Help Desk at 416-340-4357.

University Health Network

Multi-Factor Authentication Log In



Username

Password

- Login to [Office 365](#) with your credentials to ensure the MFA setup is functioning correctly.

3. Install the Citrix Workspace App

- Using Google Chrome, download and Install Citrix Workspace
 - [Citrix Workspace App for Windows](#)
 - [Citrix Workspace App for Mac](#)
- When the download is complete, it will appear in the bottom left of the Google Chrome browser, click the installer to open it and begin the installation

[Home](#) / [Downloads](#) / [Citrix Workspace App](#) / [Workspace app for Windows Current Release](#) / Citrix Workspace app 2106 for Windows

Citrix Workspace app 2106 for Windows

Release Date: Jun 16, 2021

Compatible with
Windows 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.

[Download Citrix Workspace app for Windows](#)
(145 MB - .exe)
Version: 21.6.0.47 (2106)

Checksum
SHA-256 - 9a6d19422f5e666ffc0029766f96397838e7f740d5823582fec8604dae50970

[What's new, fixed or updated \(Release notes\)](#)

Find Downloads

Citrix Workspace App

or

Search Downloads

Support Resources

- [FAQs](#)
- [Product Documentation](#)
- [Export or import restrictions](#)
- [Knowledge Center](#)
- [Support Forum](#)

CitrixWorkspaceApp.exe

- Follow the installation steps when the installer opens

Citrix Workspace

Welcome to Citrix Workspace

Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.

- Allow applications access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credential to log on automatically.

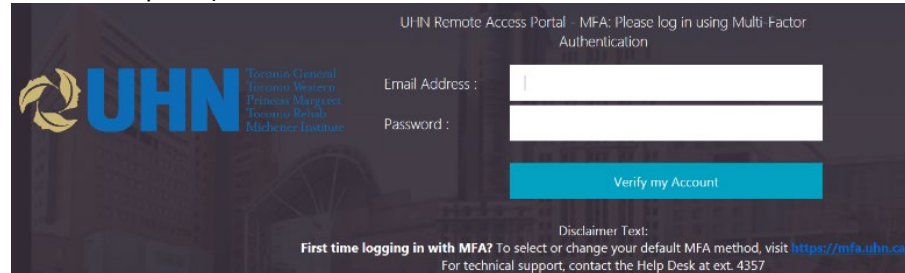
Click Start to set up and install Citrix Workspace app on your computer.

Start Cancel

- Note, no login is required within the Citrix Application

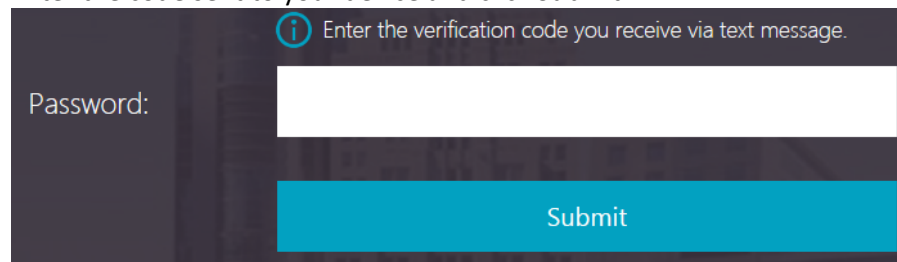
4. Accessing UHN Clinical Applications

- Using Google Chrome, login to the [UHN Clinical Application Portal](#)
 - In the Username field, enter your UPN (User Principal Name – same as above).
 - In the Password field, enter your network/T-ID password (used when accessing a UHN computer).



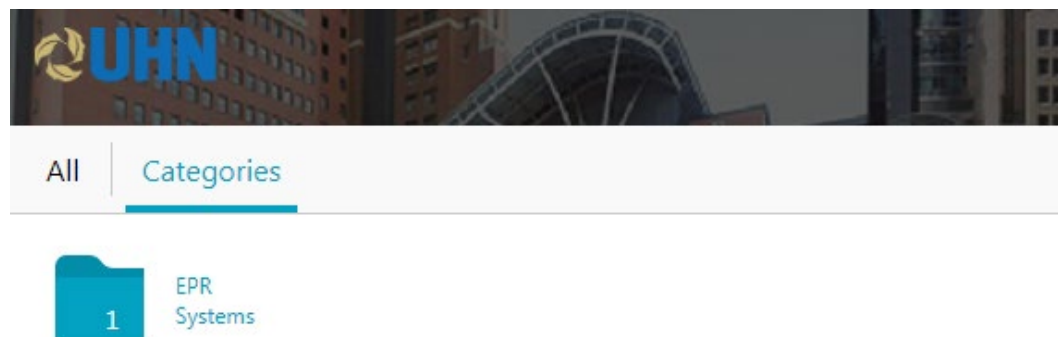
The screenshot shows the 'UHN Remote Access Portal - MFA: Please log in using Multi-Factor Authentication'. On the left is the UHN logo with the text 'Toronto General Toronto Western Princess Margaret Toronto Rehab Michener Institute'. The main form has two input fields: 'Email Address : ' and 'Password : '. Below the password field is a blue button labeled 'Verify my Account'. At the bottom, there is a disclaimer: 'Disclaimer Text: First time logging in with MFA? To select or change your default MFA method, visit <https://mfa.uhn.ca>. For technical support, contact the Help Desk at ext. 4357'.

- Click Verify my Account, this will send a code to your multi-factor authentication device
- Enter the code sent to your device and click Submit

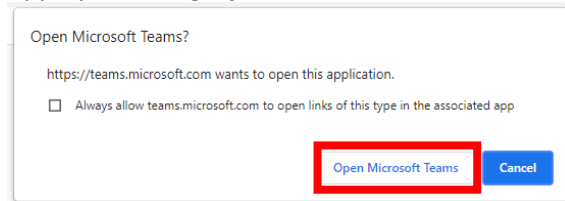


The screenshot shows a verification step. At the top, there is an information icon (i) and the text 'Enter the verification code you receive via text message.' Below this is a 'Password:' label and a large white input field. At the bottom is a blue button labeled 'Submit'.

- Once logged in, accessible Clinical Applications will be listed under the All or Categories tabs.

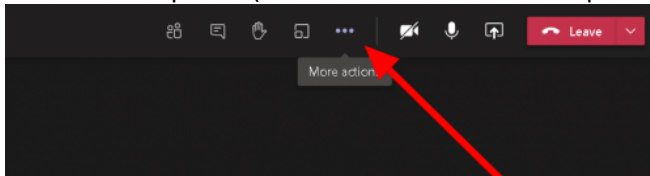


5. Open the **Microsoft Teams** invitation provided by your facilitator
 - Ensure you have the **Microsoft Teams Desktop App** installed. If you need to install it on your computer, [download and install Microsoft Teams](#) now. Note, the Microsoft Teams web application does not have the required features to complete your training and the Microsoft Teams Desktop App must be used.
 - When prompted, ensure to launch the invitation using the Microsoft Teams Desktop App by selecting **Open Microsoft Teams**.

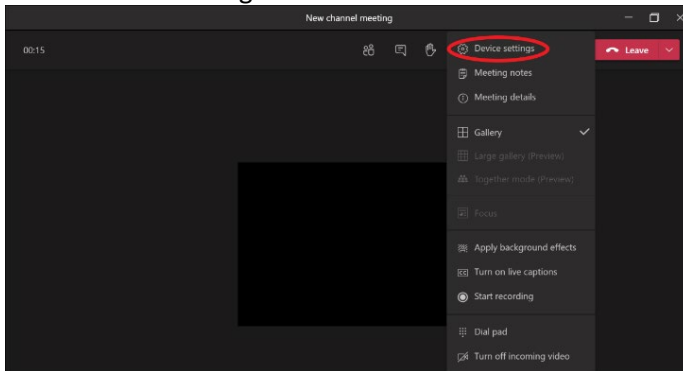


Troubleshooting Audio Issues with Microsoft Teams on PC

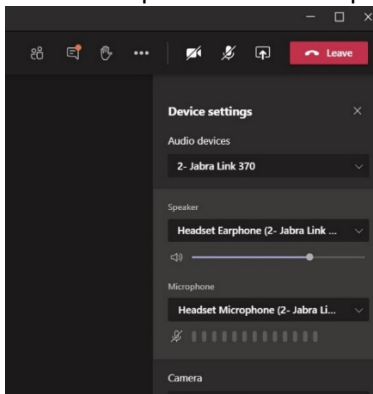
1. Select More options (three dots located in the top menu)



2. Select Device Settings



3. Select the speaker and microphone for your device

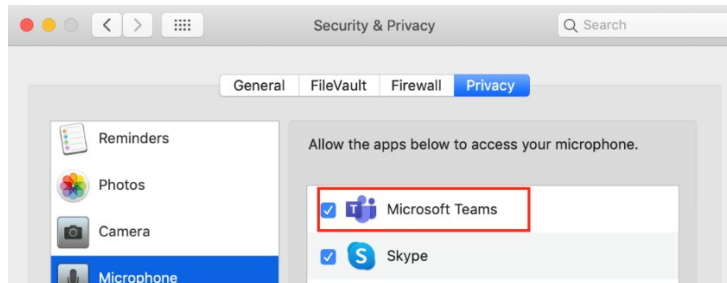


Troubleshooting Microsoft Teams on Mac

Microphone Setup on Mac

If you're using a Mac, you'll need to grant permission to Teams to use your computer's microphone, to do this follow the instructions below.

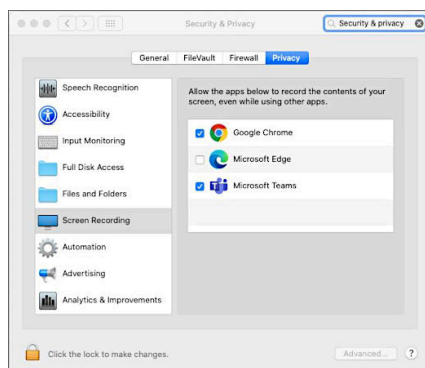
1. Open System Preferences
2. Select Security & Privacy
3. Under Privacy, choose Microphone on the left
4. Make sure Microsoft Teams is selected



Screensharing Setup on Mac

If you're using a Mac, you'll need to grant permission to Microsoft Teams to access your computer's screen before you can share your desktop. To do this follow the instructions below, note you **MUST** install the Microsoft Teams desktop application and not use the web version.

1. You'll be prompted to grant permission the first time you try to share your screen. Select **Open System Preferences** from the prompt. If you miss the prompt, you can do this anytime by going to **Apple Menu > System Preferences > Security & Privacy**.
2. Under **Screen Recording**, make sure **Microsoft Teams** is selected.



3. Go back to your meeting and try sharing your screen again.