

Troubleshooting Guide for Virtual Training



Google Chrome:

Web browser not functioning	Google Chrome is the recommended browser	Download and install Google Chrome
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Multi-Factor Authentication (MFA):

Authentication alert sent to landline/cellphone	Verification prompt is set-up incorrectly	Change verification option from “call me” to “text me”
MFA password is not “valid” or “expired”	UHN network password has expired	Contact Helpdesk to re-set Helpdesk: (416) 340 – 4357 help@uhn.ca

Citrix Workspace Application ([Windows](#) or [MAC](#)):

Citrix application does not appear on the computer	Workspace has not been downloaded to device	Download and install Citrix Workspace Windows or MAC
Error message: Device not compatible with Citrix application	System requirements are not met (i.e. operating system is an old version and/or browser not functioning)	Upgrade operating system and/or update Google Chrome or find a compatible computer
Citrix application will not open	Poor internet connection	Check you have a fast, stable and secure internet connection Speed-test
Prompted to save or download the “.ica” file	Older version of operating system	Workaround: manually click to open “.ica” file when prompted Resolution: upgrade the operating system
Mac computer cannot use Epic ACE for training	Outdated MacOS device, or incompatible MacOS version	Update MacOS if available through Software Update. Note older Mac computers may not meet requirements for compatible MacOS versions Only Compatible with: macOS 10.15 Catalina macOS 11 Big Sur macOS 12 Monterey

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UHN Clinical Application Portal:

Unable to connect to clinical apps portal URL	Latest version of Google Chrome not installed	Ensure Google Chrome is installed and downloaded
Unable to log in My Digital Apps portal	1. Not using a valid UHN ID or email address (using personal email) 2. MFA has not been set-up	Log in using UHN email account or log in using User name (UHN\t____uhn) Set-up MFA before logging into the portal
Training app icon/folder is missing (i.e. Epic)	Service Now (SNOW) not submitted or complete	Submit Service Now request to access training environment
Training application will not launch	Unknown	1. Check for .ica file 2. If there is no .ica file, contact Helpdesk: (416) 340 – 4357
Citrix workspace is asking for a passcode along with my username and password	Once Citrix is installed, it runs in the background of your computer. A log-in window appears.	No passcode is required for Citrix application. Log in through My Digital Apps only.

Microsoft Teams:

Unable to log in to MS Teams	Not using a valid UHN email address (using personal email)	Log into Teams using UHN email account
Invitee listed as a “Guest” on the participant list	Participant is using the web-based version of Teams	Meeting organizer must 1. Make guest an attendee 2. Make the attendee a presenter
Unable to share computer sound	Share sound option (during share screen) is not turned on	Presenter must select ‘include computer sound’ when sharing content/screen
Audio issues with microphone and speaker	Device settings are not set-up	1. Select more options (three dots in top menu) 2. device settings 3. Speaker and Microphone Alternate Method: Microphone & Speaker

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Microsoft Teams (Continued):

Microphone not working on a Mac	Grant permission to Teams to use computers mic	<ol style="list-style-type: none">1. Apple Menu2. Open System Preferences3. Security & Privacy4. Microphone5. Select MS Teams
Unable to Screen Share on a Mac	Grant permission to Teams to access computer screen before you can share desktop	<ol style="list-style-type: none">1. Apple Menu2. Open System Preferences3. Security & Privacy4. Under Screen Recording5. Select MS Teams

For any additional issues or concerns please contact Helpdesk: (416) 340 - 4357