VIRTUAL TRAINING CHECKLIST - STEP-BY-STEP GUIDE

Use these steps to help prepare for virtual training

MULTI-FACTOR AUTHENTICATION (MFA)
1. Open the MFA portal webpage
2. In the **Username field**, enter your UHN email address (usually firstname.lastname@uhn.ca).
   If using UMLearns, log in for your UPN/Username, found under the Profile tab, in the T-ID section
3. 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 Helpdesk at (416) 340-4357
4. Provide your mobile number, used to text message verification codes during your login process
5. To test that your MFA has been set up correctly, log into Office 365 with your credentials

GOOGLE CHROME
This is the **required** web browser for personal and non UHN-managed devices as other web browsers may not function correctly during setup and training.

1. If Google Chrome is not installed on your personal device, download and install Google Chrome now

MICROSOFT TEAMS DESKTOP APP
Note: the Microsoft Teams (MS Teams) web application does not have the required features to complete your training. The Microsoft Teams Desktop App must be used instead.

Open the Microsoft Teams invitation provided by your Facilitator to ensure you have the Microsoft Teams Desktop App installed. Check your **two-way communication** with How to test your audio devices in Microsoft Teams.

1. If you need to install MS Teams on your computer, download and install Microsoft Teams now
2. On the day and time of your invitation, launch the Microsoft Teams Desktop App by selecting **Open Microsoft Teams** when prompted

CITRIX WORKSPACE
The Citrix Workspace is required to access the UHN Clinical Application Portal. If you are using a UHN-managed device, this software is already installed. If you are using a personal or non-managed UHN device, download and install the Citrix Workspace now.

1. Using Google Chrome, download and install the Citrix Workspace version applicable to your personal device
   Citrix Workspace App for Windows or Citrix Workspace App for Mac
2. When the download is complete, it will appear in the bottom left of the Google Chrome browser. Click the installer and follow the installation prompts

Note: Once installed, the Citrix Workspace will run in the background of your computer. No log in is required for the Citrix application, you will log in through the UHN Clinical Application Portal. If the Citrix Workspace window is open on your computer and prompting for a log in, no action is required and it can be minimized.

ACCESSING UHN CLINICAL APPLICATIONS PORTAL
1. Using Google Chrome, log in to the UHN Clinical Application Portal
2. In the **Username field**, enter your UPN or your UHN email address
3. In the **Password field**, enter your network/T-ID Password (used when accessing a UHN computer)
4. Click **Verify my Account**, to send a code to your multi-factor authentication device
5. Once logged in, accessible Clinical Applications will be listed under the **All** or **Categories tabs**. Access to clinical application *training* environments is often provided on or just before training dates.

Note: Hyperspace does not need to be installed on your computer. All training will be completed via the UHN Clinical Application Portal. Guidance will be provided during class.

MYLEARNING
1. If accessing training through MyLearning, log in to test that your MyLearning ID and password are working

INTERNET CONNECTION
1. To ensure your internet is reliable, Test Your Internet Connection