



Hôpital général juif
Jewish General Hospital

EXTERNAL ACCESS

Step-by-Step Reference Guide for Access to the JGH Network

Version 3.0

January 2010

DIRECTORATE OF INFORMATION SERVICES

DIRECTORATE OF INFORMATION SERVICES
Guide to External Access



BEFORE YOU START!

External Access ONLY works from OUTSIDE the hospital

**Do you meet the
Hardware & Software Requirements
for JGH External Access?**

- Your **Internet Connection** must be **high speed**.
- Your **Internet browser** is Microsoft **Internet Explorer (version 5.5 and up)**.
- Your **Operating system** is **Windows 98, 2000, or XP, Vista, Windows7**

***** Mac OS Not supported.**

STEP 1:

Open *Internet Explorer* version 5.5 or higher



STEP 2:

Type the following address in your browser and press enter :

<https://portal.igh.ca>

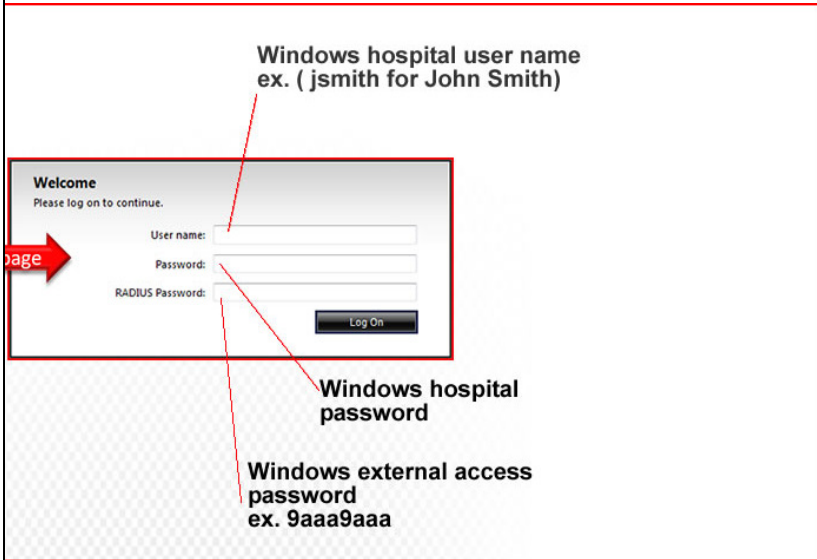
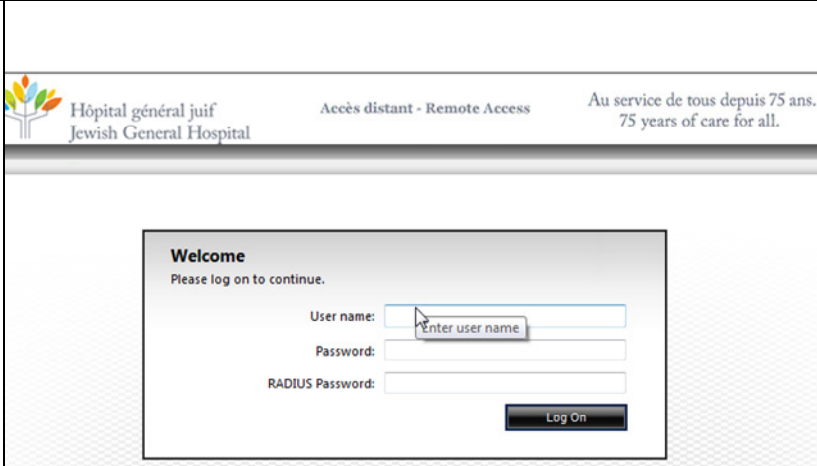
Make sure you type in the s in **httpS**:



STEP 3:

Enter username and both password (external and Windows)
Click “Log on”

Example:



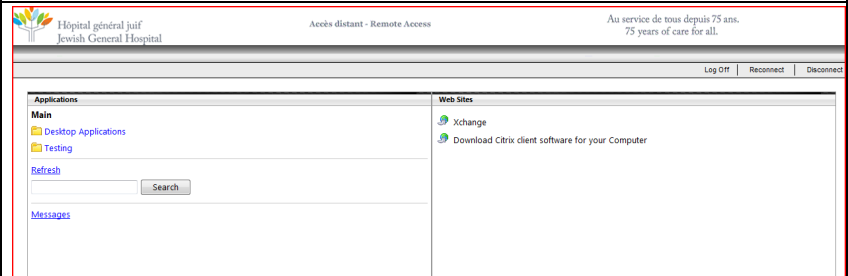
STEP 4:

The first time you access your JGH applications via the internet, you must install a plug-in on the remote computer.

Click Download Citrix client software for you Computer/ click / run now to proceed with the installation.

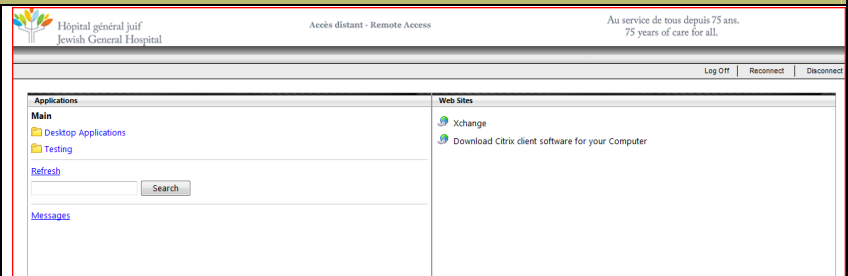
This installation needs only to be done once per computer.

YOU MUST close your Explorer Browser. please go back to step 1 through 3, and then proceed with step 5.



STEP 5:

You can access your application and any available resources by clicking on the appropriate icon or folder

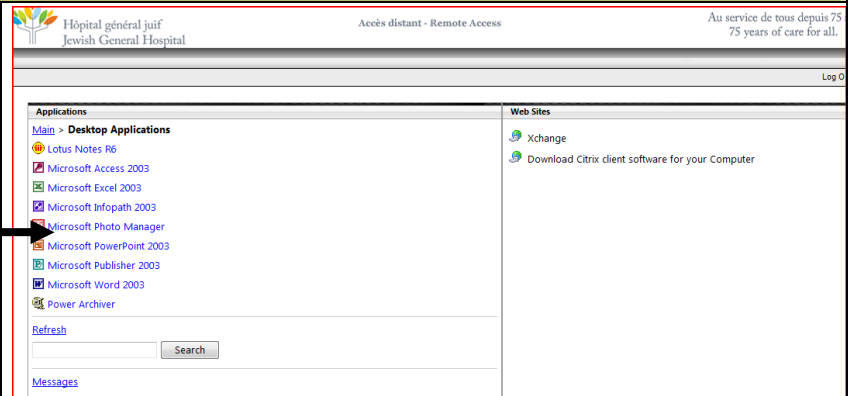


STEP 6:

Click on the desired application.
(Here we use Excel inside the folder Desktop Application)

NOTE:

Applications will vary from user to user.



STEP 7:

→ For any issues, please contact the CSIT – Help Desk at extension 8254.
