

Network or Not: How to Use Children's Applications Remotely

To protect the kids and families we serve as well as our team members and organization, Children's maintains strong network security. This guide is meant to help you understand what does and does not require network authentication when doing work with Children's Wisconsin.

No Children's network access required:

- Join a Microsoft Teams meeting. If you have the meeting ID/passcode or link, you can join with no additional steps from any device.
- Join or create a Zoom meeting using its app.



Children's network access required:

- Create a Microsoft Teams meeting, chat or access recordings
- Outlook email, Children's Connect, Epic, Q and other shared drives, Workday



I need the network. What's next?

There are three ways to access the Children's network.



1. Citrix (citrix.chw.org): This way is most compatible with all devices. Use these instructions to access applications through Citrix.



2. VPN: Children's-owned (not MCW) devices, assigned to team members, include the VPN connection.

- Team members must authenticate once every nine hours to access any Children's application.



3. Hub*: This app, for personal mobile devices, serves as a menu for network-enabled Children's applications such as Microsoft Teams, Epic Haiku, Microsoft Outlook and Workday. Q and shared drives not available.

- Team members must submit a one-time request to enroll their personal device to get access to the Hub.
- Once enrolled, team members can install any menu apps on their mobile device. Periodic network password reset may apply. Keep your device software up to date.
- **If you are enrolled in MCW Hub, you will not be able to use this option to access Children's applications. Please use Citrix.*

