

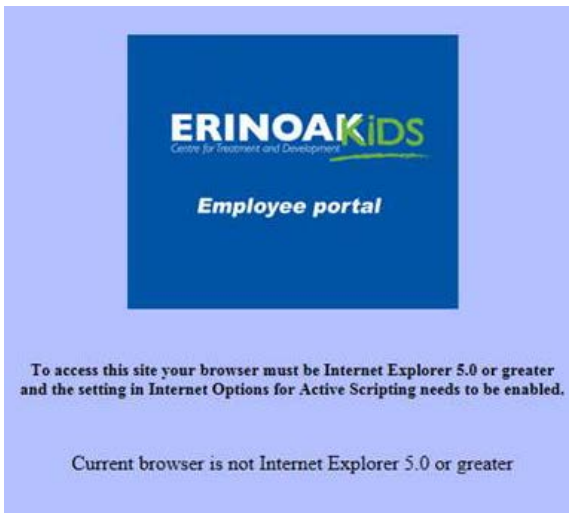
## Accessing the ErinoakKids Self Services Portal from a personal computer

To access the Self Services Portal from a personal computer, you need:

1. Internet Explorer, which is the default browser on all Windows Operating Systems. The Portal is not compatible with Safari, Chrome or Firefox.
2. ActiveX installed on your computer.

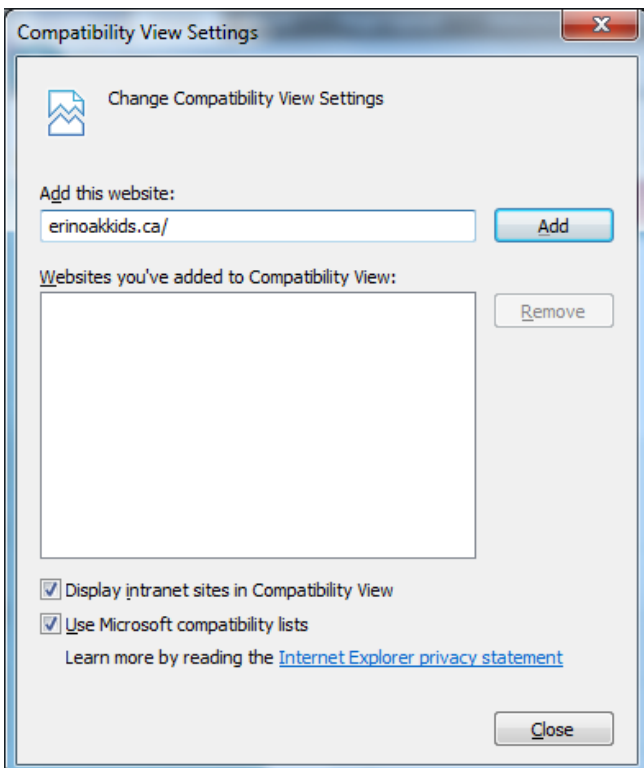
**How do you know if ActiveX is installed on your computer?**

If you see the screen below when you launch the Self Services Portal, you likely do not have ActiveX installed on your computer.



**Follow the steps below to install ActiveX on your computer**

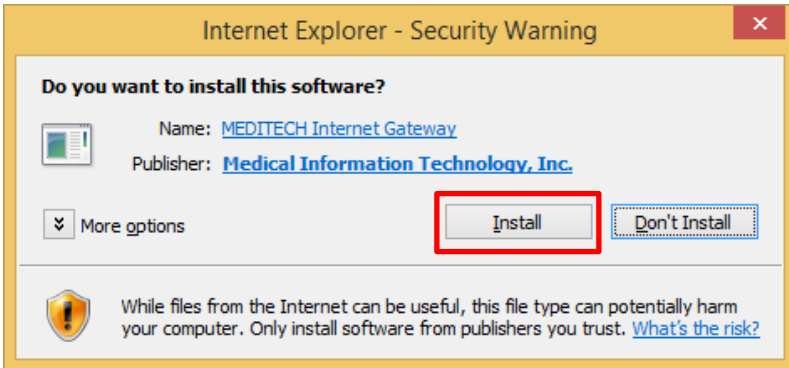
1. Click Tools > Compatibility View Settings.
2. Ensure "erinoakkids.ca/" appears in the "Add this website" field.
3. Click "Add", then "Close".



4. You'll see a bar pop up at the bottom of your screen. Click Install located on the bottom right.



5. Click Install when the Meditech Internet Gateway Security Warning pops up. You will need to do this twice.



6. After the software is installed, the screen will refresh to portal login. Click **Login**.



7. Use your NETWORK ID and password login credentials (lastname + first initial – e.g. Luke Skywalker will be skywalkerl). This is the same login that you use to log into your computer, not your Meditech login.



Still having issues? Please call **HelpDesk** at **905-855-2690 ext. 3899** Monday to Friday from 7:30 a.m. to 6 p.m.