



[Knowledgebase](#) > [Simulation Lab](#) > [Accessing UPHS Network and Penn SON Training Environments](#)

# Accessing UPHS Network and Penn SON Training Environments

Samm Lee - 2026-02-22 - [Simulation Lab](#)

1. Download Citrix onto your personal device. Instructions to download Citrix onto your personal device can be found [here](#).

\*\*\*PLEASE NOTE: Citrix **cannot** be downloaded onto a Chromebook.

2. Log into the UPHS network: [pennmedaccess.uphs.upenn.edu](http://pennmedaccess.uphs.upenn.edu)

A screenshot of a web-based login form titled "Remote Access Portal". It contains two text input fields: "Username" and "Password", both with placeholder text. Below the password field is a "Show" password icon. At the bottom are a "Logon" button and a "Unlock/Reset Password" link.

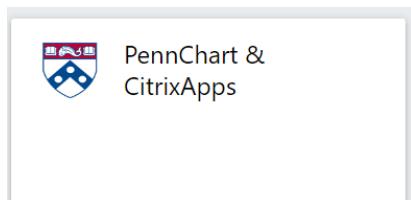
3. Enter in your UPHS network ID and temporary password. You will be prompted to reset your password to a unique personal password. If your password doesn't work, please call the HUP help desk: **215-662-7474** and tell them you need to reset your password.

You will need to provide your 8-digit Penn ID and DOB. If the Help desk states that your UPHS network ID password is deactivated, then please contact: [compliance@nursing.upenn.edu](mailto:compliance@nursing.upenn.edu)

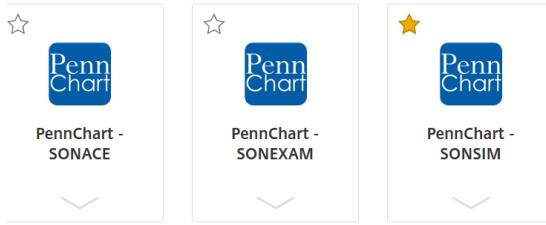
Password requirements:

- Must have at least 1 capital letter
- Must have at least 1 symbol
- Must have at least 1 number
- Password cannot include any part of your name

4. Once you log in, select PennChart & CitrixApps



5. Please make sure you see the following applications for the Penn SON training environments:



If you have access to these 3 environments, then you have access to all the environments you will need for the Sim Lab.

Once you click Penn Chart SONSIM- you will see this log in page. You will be provided with a log in and password for the above training environments, once you are in the simulation center.



6. To note, the Simulation Center does not provide access and/or manage access to the Penn Chart (live/ for the in-patient hospital setting). Below is a pic for that environment. Please contact your clinical course director for assistance with that environment.

