

SUNGARD K-12 EDUCATION

Employee Online FAQ

1. I successfully logged into Lex Connect but when I selected Employee Online either nothing happened or a small screen popped up and disappeared and Employee Online did not open. What is causing this?

The Pop-Up Blocker in your internet browser (Internet Explorer, Safari, Google Chrome, etc.) may not be turned off.

Internet Explorer

<u>Option 1</u> - Go to "Tools". Click on "Pop-up Blocker, if it says "Turn on Pop-up Blocker" as shown below, the pop-up blocker is off and is not causing your problem. If it says "Turn off Pop-up Blocker", click on it. It should then say "Turn on Pop-up Blocker".



Option 2

Select the tools gear at the top right of your Internet Explorer screen. Then click on Internet Options.



The Internet options box will appear. Click on the "Privacy" tab. Once on the Privacy tab, click on the "Settings" button that is to the right of where "Turn on Pop-up Blocker" is checked.



The Pop-up Blocker Settings box will appear. If "www.lexington1.net" is in the "Allowed sites" box, no further action is required and you can close out of the box and Internet options. If "<u>www.lexington1.net</u>" is not in the "Allowed sites" box, enter it in the first box, "Address of website to allow:" and click on "Add".

Pop-up Blocker Settings				
Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow: www.Jexington1.net Add Allowed sites:				
http://www.lenovo.com Remove Remove all				
Notifications and blocking level: Play a sound when a pop-up is blocked. Show Notification bar when a pop-up is blocked.				
Blocking level: Medium: Block most automatic pop-ups				
Learn more about Pop-up Blocker Close				

Once you press "Add", the address should show in "Allowed sites". Press Close. The "Internet Options" box will appear. Click on "Apply" at the bottom right of the box.

Google Chrome

Start by clicking on the "Customize and control Google Chrome" icon which is a three line symbol at the top right of the screen. Click on Settings from the drop down box.



You should be on the Settings tab. Scroll down the screen until you see "Show Advanced Settings" and click on it.

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- → C A Chrome://settings						
Apps 🔺 Bookmarks	s 🎲 Information Reporti					
Chrome	Settings	Search settings				
History	Open the New Tab page					
Extensions	O Continue where you left off					
Settings	Open a specific page or set of pages. Set pages					
About	Appearance Get themes Reset to default theme Show Home button www.lexington1.net/ Change Always show the bookmarks bar					
	Search Set which search engine is used when searching from the <u>omnibox</u> . Google ▼ Manage search engines Comparison					
People Person 1 (current) Image: Enable Guest browsing Image: Enable Guest browsing						
	Default browser The default browser is currently Google Chrome.					

An expanded screen will appear, scroll down until you see the Privacy section, and right under Privacy, click the "Content Settings..." button.

🖸 Lexington County School 🗙 💪 Lexington County School 🙁 🌣 Settings 🔹 🔍					
← → C f C chrome://settings					
🔛 Apps 🔺 Bookmarks	: 🏭 Information Reporti				
Chrome	Settings Search settings				
History	Googie Thuringe search enginesis				
Extensions	🗷 Enable "Ok Google" to start a voice search. <u>Learn more</u> 🔺				
Settings	Say "Ok Google" in a new tab and google.com				
	People				
About	Person 1 (current)				
	Enable Guest browsing				
•	Let anyone add a person to Chrome				
	Add person Edit Remove Import bookmarks and settings				
Default browser					
	The default browser is currently Google Chrome.				
Privacy					
	Content settings Plear browsing data				
	Google Chrome may use web services to improve your browsing experience. You may optionally disable these				
	services. <u>Learn more</u>				
	Use a web service to help resolve navigation errors				
	Use a prediction service to help complete searches and URLs typed in the address bar or the app launcher cearch box				

A "Content settings" box will appear. Scroll down until you see a section titled "Popups". The "Do not allow any site to show pop-ups (recommended)" option is likely checked and you can leave it at that setting. Click on "Manage exceptions".

Content settings	×
 Allow sites to ask to become default handlers for protocols (recommended) Do not allow any site to handle protocols Manage handlers 	•
Plugins Run all plugin content 	
Detect and run important plugin content Let me choose when to run plugin content Manage exceptions	
Manage individual plugins Pop-ups	
 Allow all sites to show pop-ups Do not allow any site to show pop-ups (recommended) Manage exceptions 	
Allow all sites to track your physical location	
	▼ Done

The "Pop-up exceptions" box will appear. If lexington1.net is not listed as "Allow", add it and click on "Done."



<u>Safari</u>

If you are using Safari, go to "Settings", scroll down until you find "Safari". Scroll until you find "Block Pop-up". Make sure it is set to "OFF".

2. I am using the Internet Explorer browser and can get into Employee Online but all I see is blue on my screen as shown below. How can I get to my information?



If you can log into Employee Online and see a blank blue screen, it is likely that you are on Internet Explorer version 11 or above and do not have "lexington1.net" set for compatibility mode. This can be set in your "Tools" menu under Compatibility View Settings.



When you click on "Compatibility View settings", the box below will appear.



If "lexington1.net" is not already shown in the "Websites you've added to Compatibility View", type "lexington1.net" in the "Add this website" box (if it is not already in the box). Once "lexington1.net" is in the box, click on the "Add" button. This should move "lexington1.net" to the second box as shown below. Then click on "Close".

Compatibility View Settings	×				
You can add and remove websites to be displayed in Compatibility View.					
Add this website:					
	Add				
Websites you've added to Compatibility View:					
lexington 1.net	Remove				
☑ Include updated website lists from Microsoft					
Display intranet sites in Compatibility View					
Display all websites in Compatibility View					
	Close				

3. I am a new employee and I do not know my LexConnect Username and/or Password.

There is a designated employee at each location that receives this information. Please check with the Executive Secretary to determine who can provide this information to you.

4. I have forgotten my LexConnect password and cannot get logged in.

You need to call the Information Technology Help Desk so that your password can be reset for you. Call 821-1201.

5. I can get logged into LexConnect but when I click on Employee Online, I get a message telling me that I am unauthorized to access.

Your BusinessPLUS account may not be properly activated. Please call or email one of the persons listed below.

Sandra Richardson	821-1224	srichardson@lexington1.net
Danny Idica	821-1221	didica@lexington1.net
Debra Seymour	821-1192	<u>dseymour@lexington1.net</u>

Thank You!