

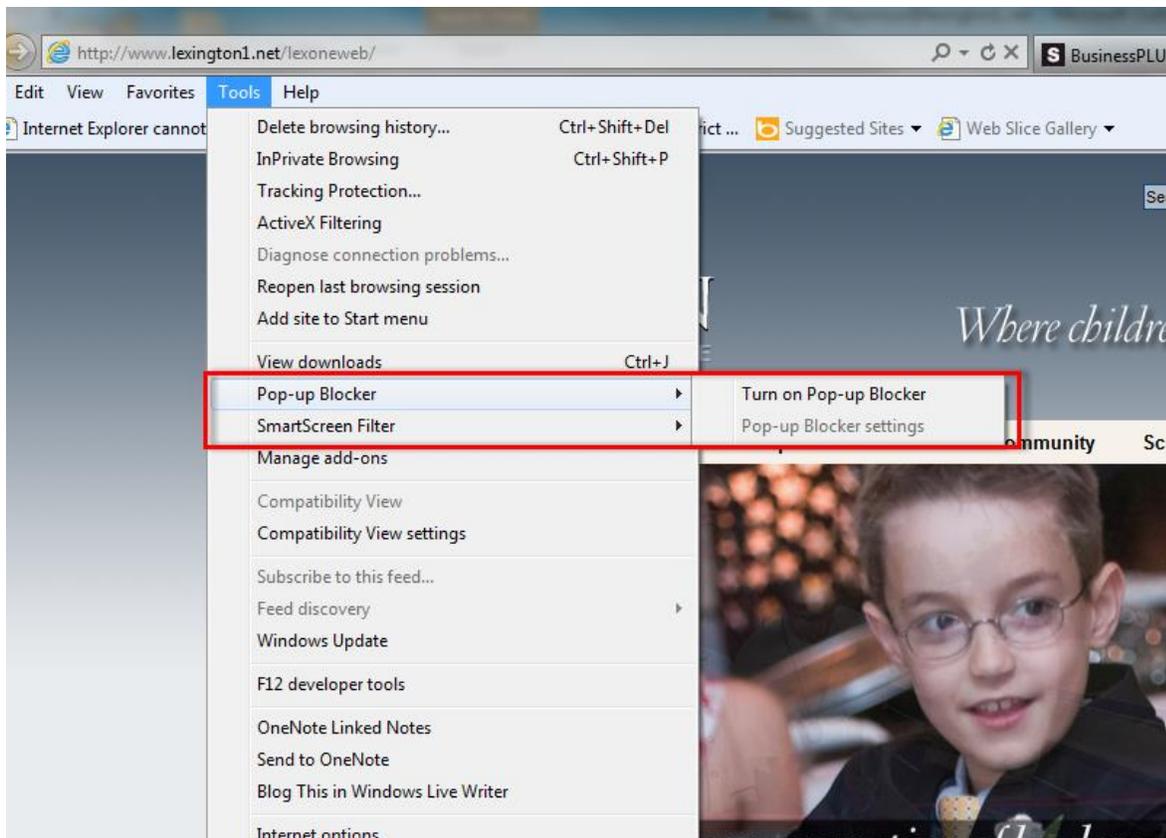
## Employee Online FAQ

- 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.

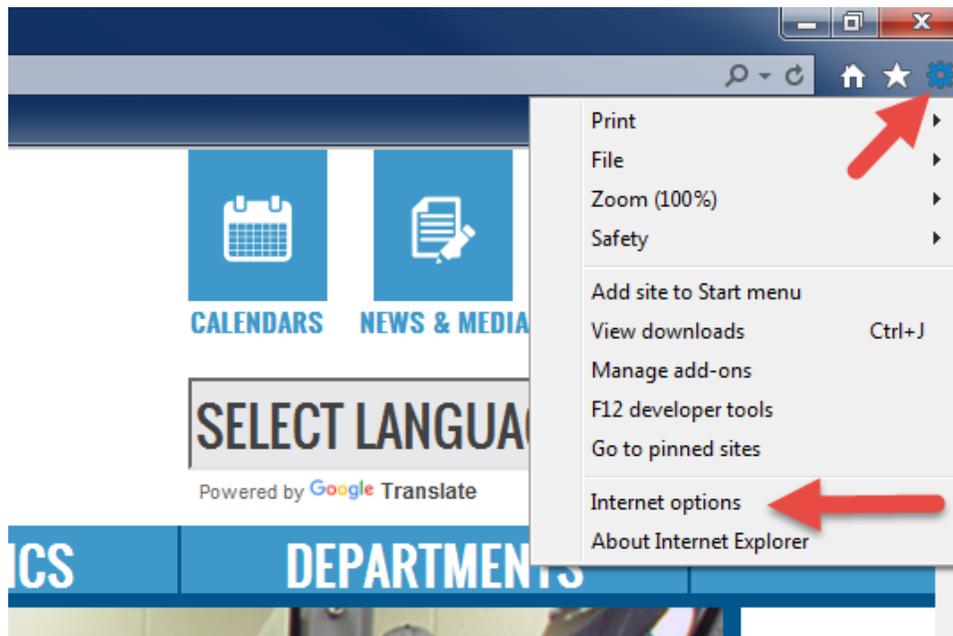
### **Internet Explorer**

**Option 1** - 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”.

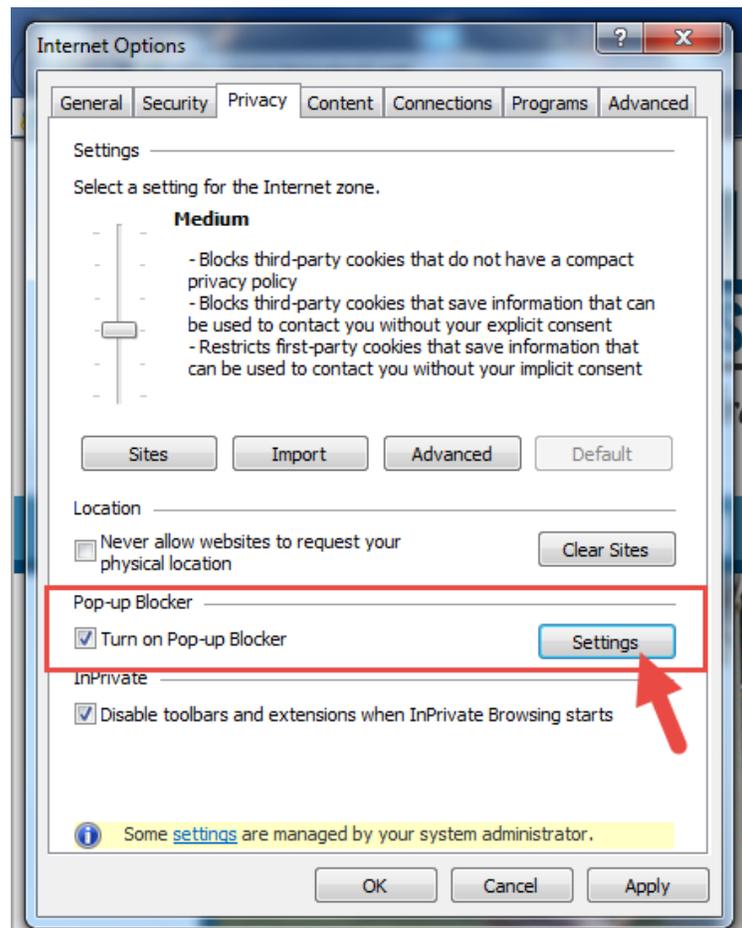


### **Option 2**

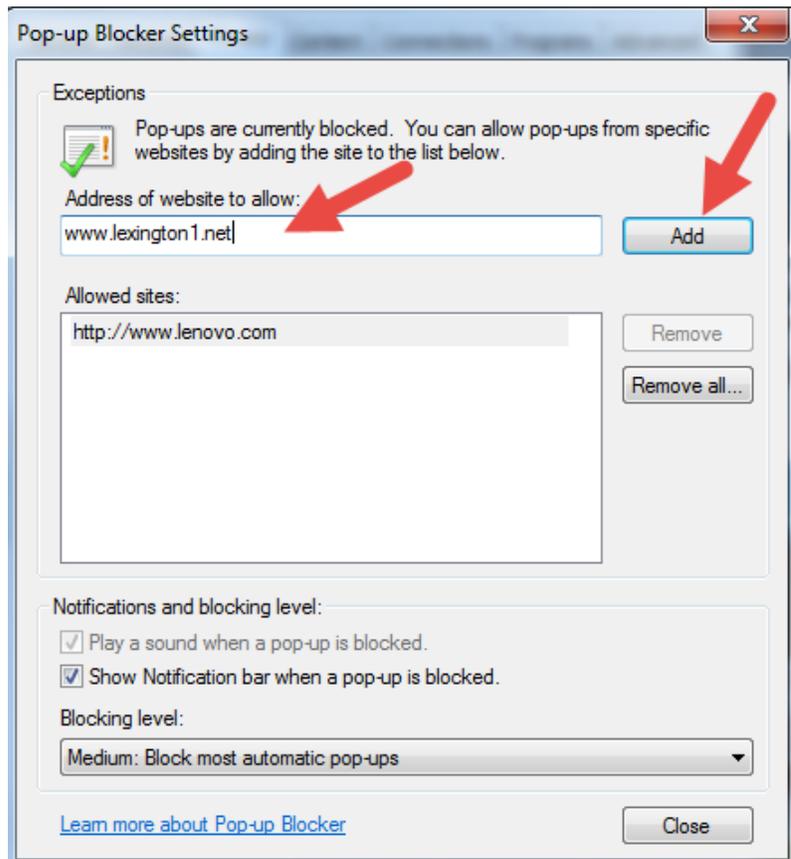
Select the tools gear at the top right of your Internet Explorer screen. Then click on Internet Options.



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.



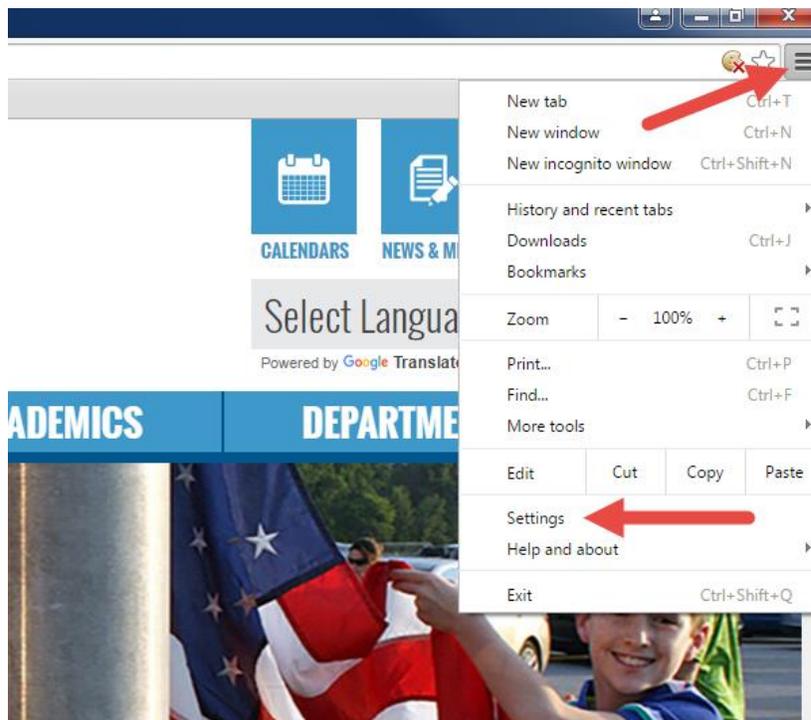
The Pop-up Blocker Settings box will appear. If “www.lexington1.net” is in the “Allowed sites” box, no further action is required and you can close out of the box and Internet options. If “[www.lexington1.net](http://www.lexington1.net)” is not in the “Allowed sites” box, enter it in the first box, “Address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



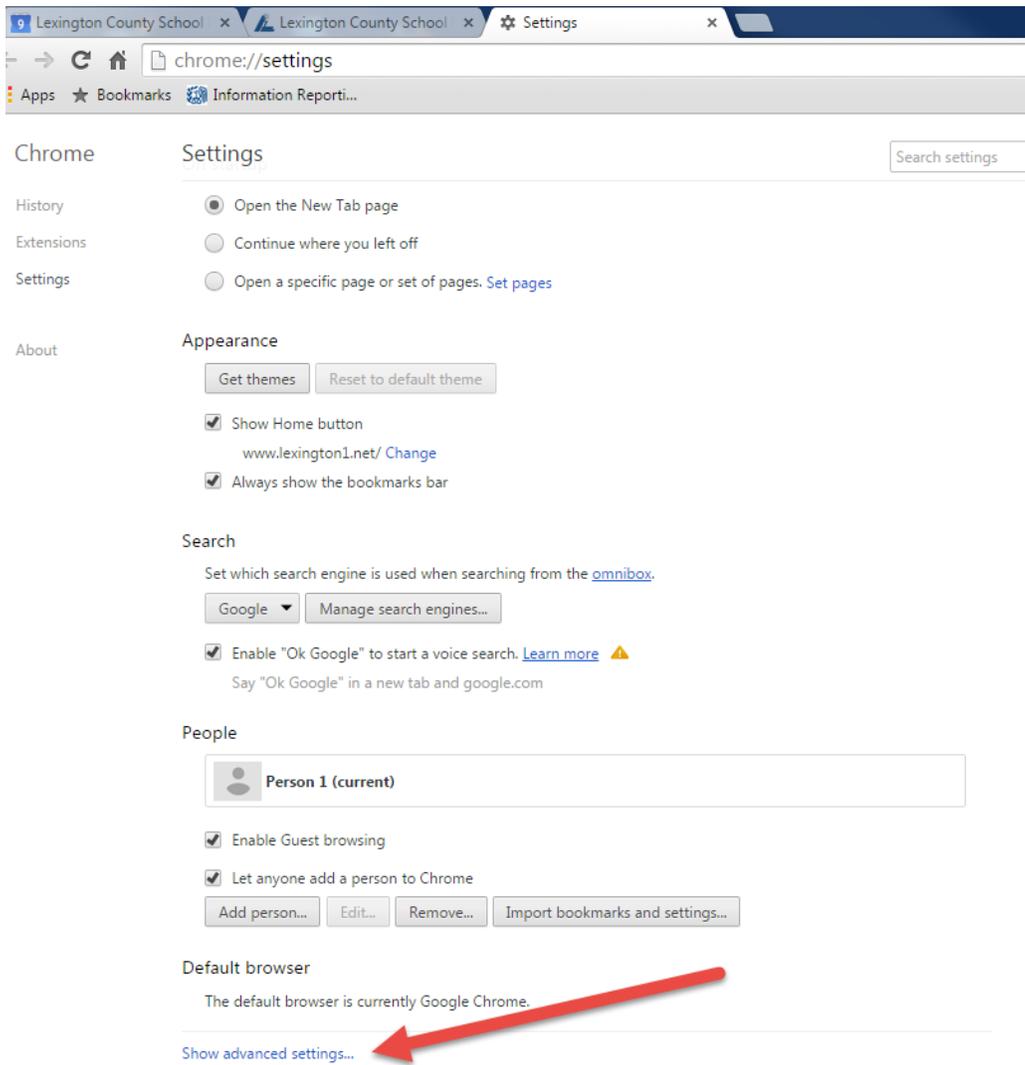
Once you press “Add”, the address should show in “Allowed sites”. Press Close. The “Internet Options” box will appear. Click on “Apply” at the bottom right of the box.

### **Google Chrome**

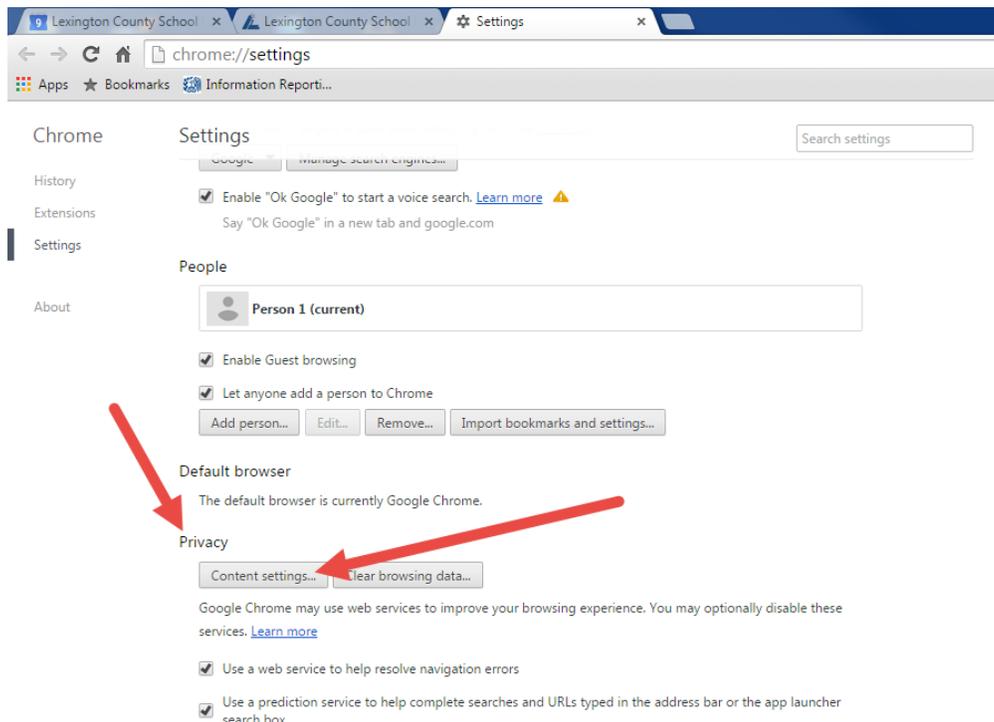
Start by clicking on the “Customize and control Google Chrome” icon which is a three line symbol at the top right of the screen. Click on Settings from the drop down box.



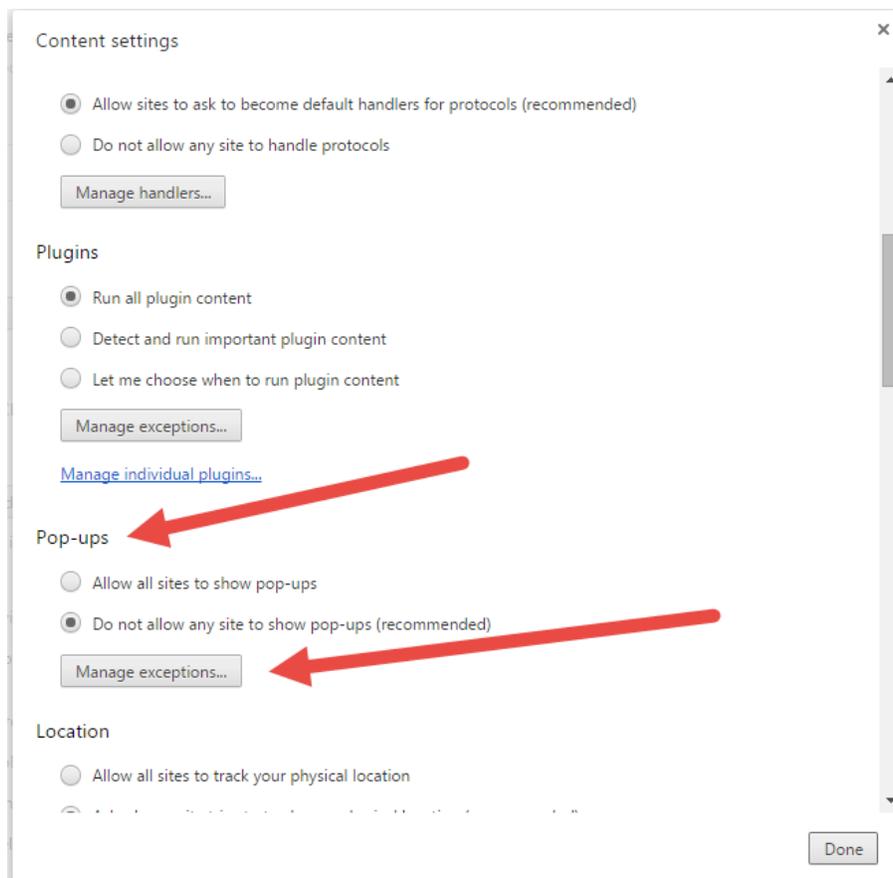
You should be on the Settings tab. Scroll down the screen until you see “Show Advanced Settings” and click on it.



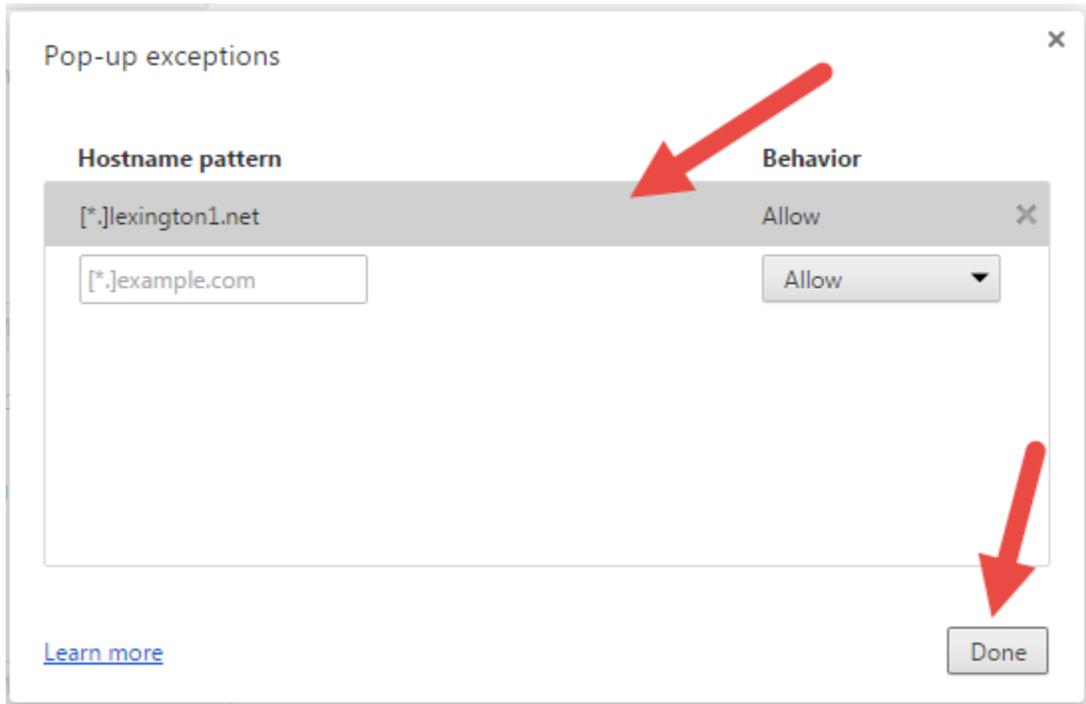
An expanded screen will appear, scroll down until you see the Privacy section, and right under Privacy, click the “Content Settings...” button.



A “Content settings” box will appear. Scroll down until you see a section titled “Pop-ups”. 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”.



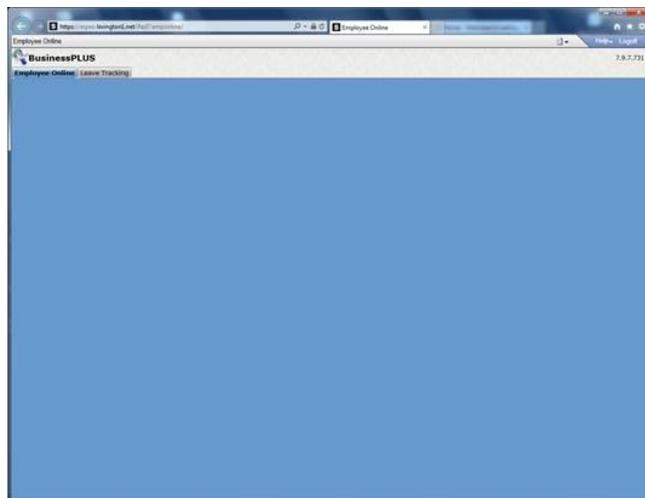
The “Pop-up exceptions” box will appear. If lexington1.net is not listed as “Allow”, add it and click on “Done.”



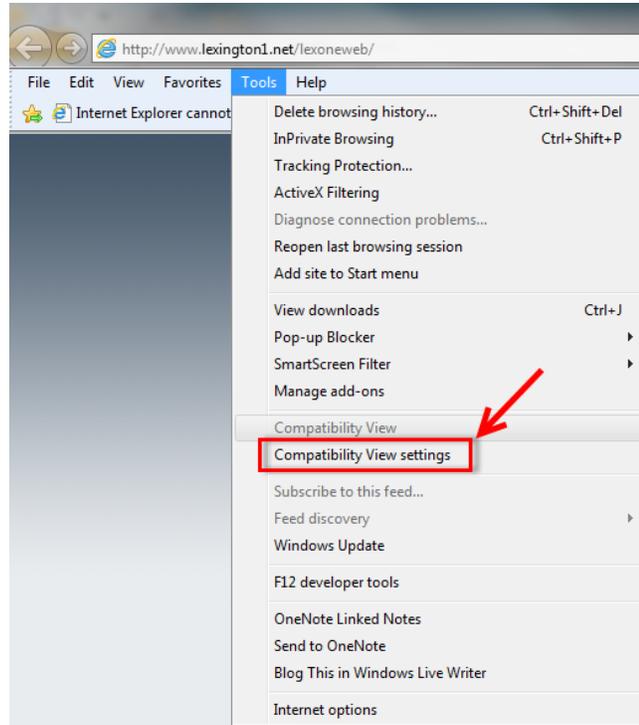
### **Safari**

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”.

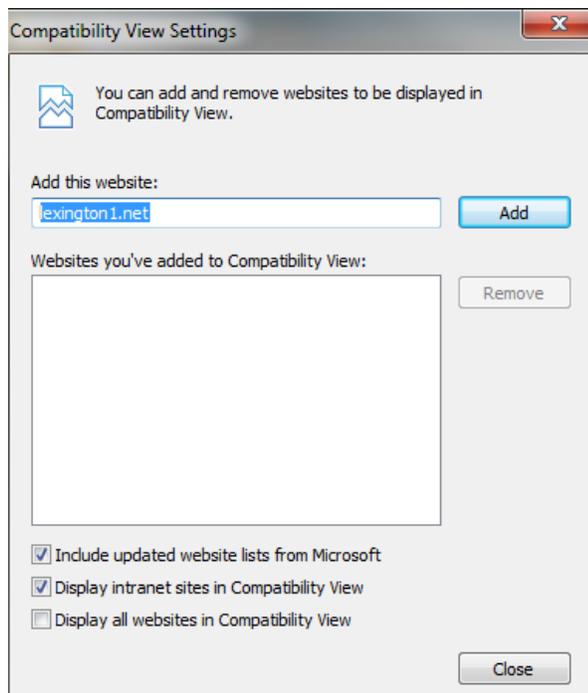
- 2. I am using the Internet Explorer browser and can get into Employee Online but all I see is blue on my screen as shown below. How can I get to my information?**



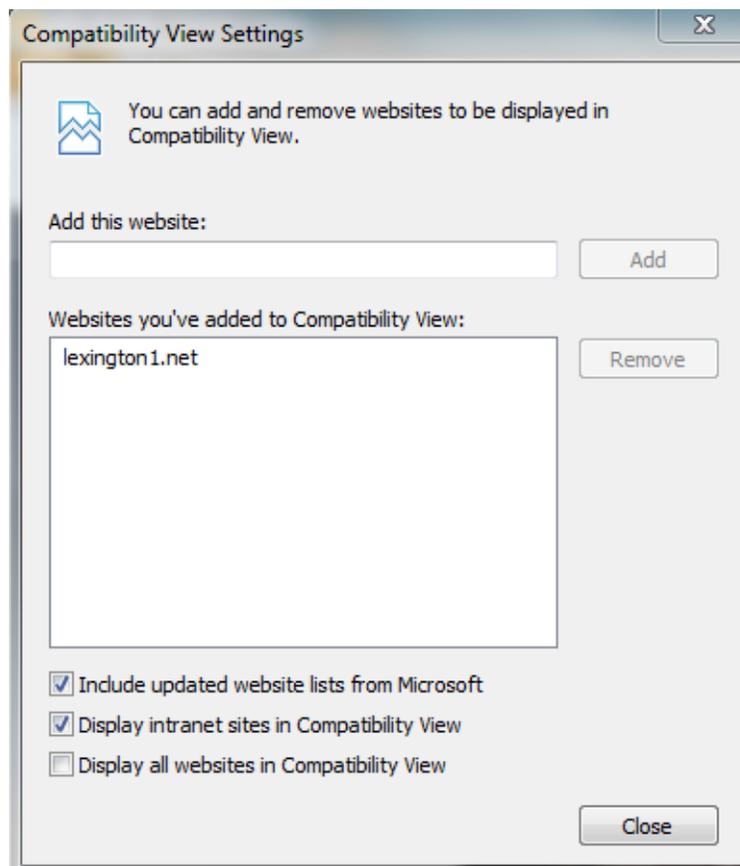
If you can log into Employee Online and see a blank blue screen, it is likely that you are on Internet Explorer version 11 or above and do not have “lexington1.net” set for compatibility mode. This can be set in your “Tools” menu under Compatibility View Settings.



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”.



**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	<a href="mailto:srichardson@lexington1.net">srichardson@lexington1.net</a>
Danny Idica	821-1221	<a href="mailto:didica@lexington1.net">didica@lexington1.net</a>
Debra Seymour	821-1192	<a href="mailto:dseymour@lexington1.net">dseymour@lexington1.net</a>

**Thank You!**