

User Instructions: Your Starting Point

The following instructions are provided to assist caregivers in successfully accessing HRConnect from their home device. If the correct Internet browser settings and Java version are not installed on your PC, you may experience a white screen or Java errors. The [recommended steps](#) to address both issues are contained in this guide.

Your Starting Point:

Prior to starting, please document the following 3 items that describe your computer/laptop environment including:

1. Operating System
2. Internet Browser
3. Java Version

Instructions to locate those items on your computer/laptop are as follows:

1. What operating system you have, to find this:

- a. Click on the **“Start”** button in the bottom left of your screen.
- b. Click on **“System Information”** at the top of the menu.

2. What internet browser you have, to find this:

- a. Log onto the internet as you normally would from home.
- b. Click on the **“?”** drop down menu in the upper right hand of your screen.
- c. Choose **“About Internet Explorer”**

3. What version of Java you have*, to find this:

- a. Double click on the **“My Computer”** icon on your desktop.
- b. Click on **“control panel”** in the other places section on the left.
- c. Double click on **“Java”**.
- d. Click on **“about...”**

*Java is a secure computing platform that enables many applications and websites to function properly. It is required in order to view HRConnect remotely. If you do not currently have Java, it is free to download at Java.com.

User Instructions: Remote Access to HRConnect Matrix

Windows Version	Internet Explorer (IE) Version					
Windows 7	–	7	8	9	10	11
Windows 8	–	7	8	9	10	11
Windows XP	6	7	8	9	10	11
Windows Vista	–	7	8	9	10	11

Matrix Color Key

Not Available	Recommended / Compatible	Mac Users	Not Recommended
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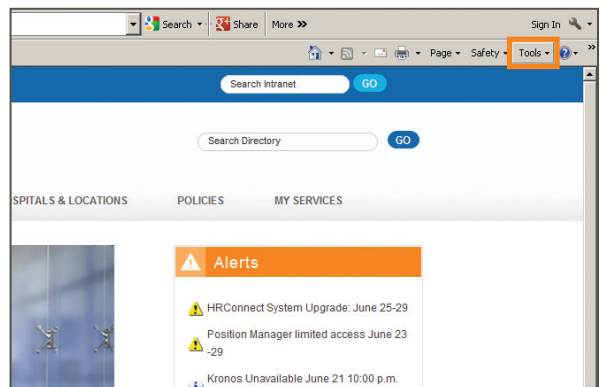
Please Note: Cleveland Clinic supports only Internet Explorer (IE) and Mac browsers in conjunction with HRConnect. If you are working on a Cleveland Clinic device or any Mac device (Cleveland Clinic or otherwise) with an RSA token, you will have regular access to HRConnect and will not need to utilize this guide. Mac devices without an RSA token are not compatible for remote access to HRConnect.

User Instructions: Steps to Configure Internet Explorer Compatibility with HRConnect

You will need to add the sites to your trusted sites in your browser setting. To do this follow these instructions for Internet Explorer (IE) versions 8, 9, 10, or 11. In Windows 8 and 8.1 you must use the desktop browser (Start, Desktop then start IE) for the site to work correctly.

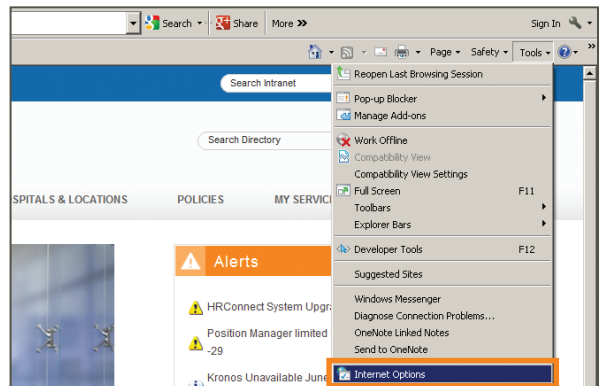
Step 1

- Open Internet Explorer.
Select the **Tools** menu option from the menu at the top (if you are running IE8 or 9 you may have to hold down the left **"ALT"** key on your keyboard for this menu to appear.)



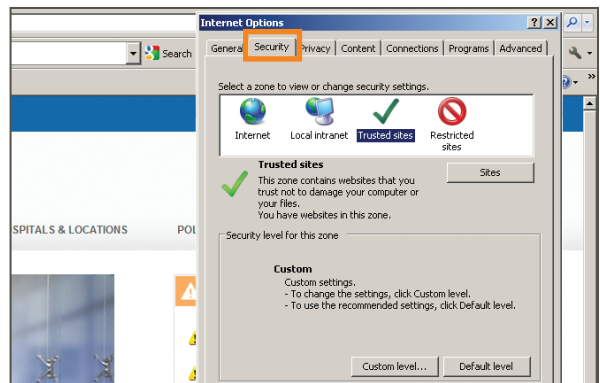
Step 2

- Select **Internet Options** menu item.



Step 3

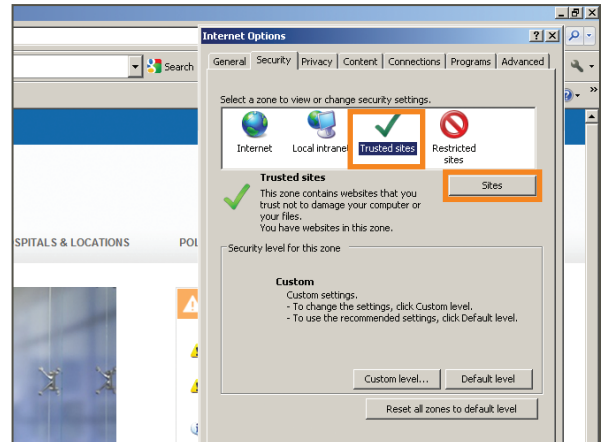
- A new window will open with multiple tabs, click on the **Security** tab.



User Instructions: Steps to Configure Internet Explorer Compatibility with HRConnect

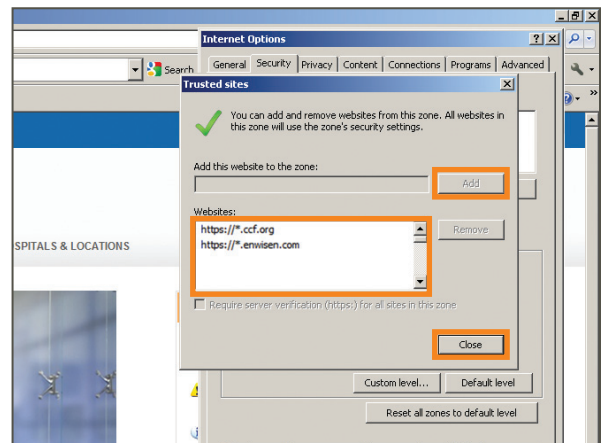
Step 4

- Make sure the “**Trusted Sites**” security zone is highlighted like the image on the right.
- Click the **Sites** button and a new window will appear.



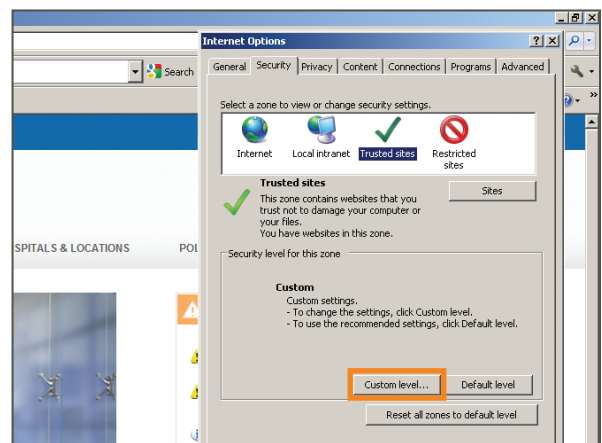
Step 5

- Type https://*.ccf.org and https://*.enwisen.com in the **Add this website to the zone** text box and click **Add** (make sure the checkbox for “Require servers verification (https:) for all sites in this zone” is not checked. The site will only use HTTPS from outside of the Cleveland Clinic.
- Repeat this step for https://*.enwisen.com.
- When finished click the **Close** button.



Step 6

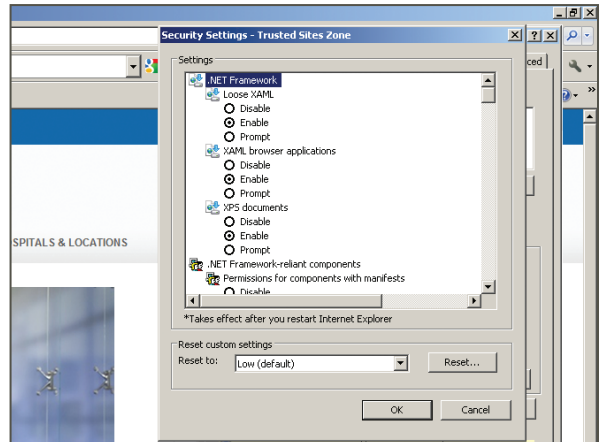
- Click the **Custom level** button.



User Instructions: Steps to Configure Internet Explorer Compatibility with HRConnect

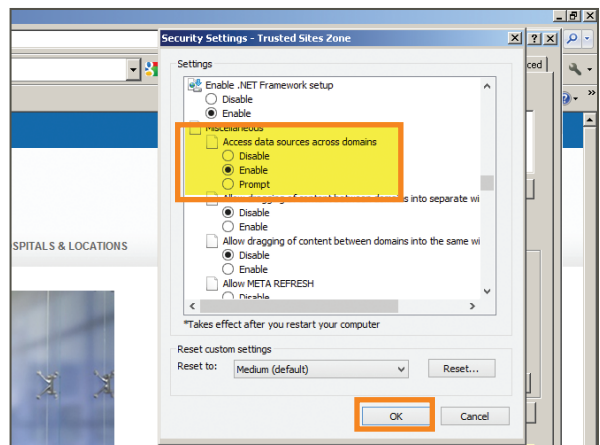
Step 7

- The following pop-up window will be displayed.



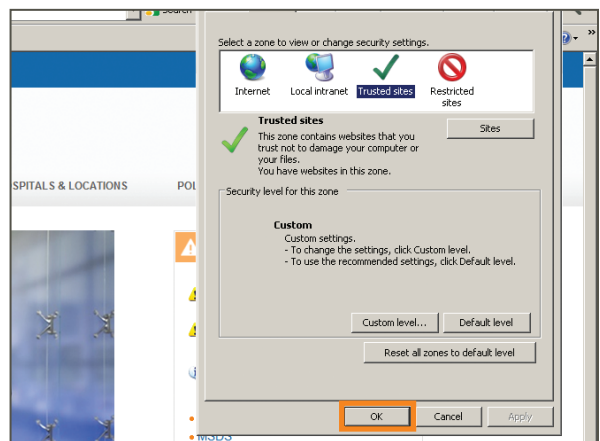
Step 8

- You will need to enable “Access data sources across domains”.
- Click the **OK** button.



Step 9

- You will then be back to this screen. Click the **OK** button and the HRConnect portal will be added as a trusted site and the site should work.



Technical Instructions for Windows Users

Users that encounter technical issues accessing the new HRConnect Portal, should follow the instructions below that best describes their computer configuration.

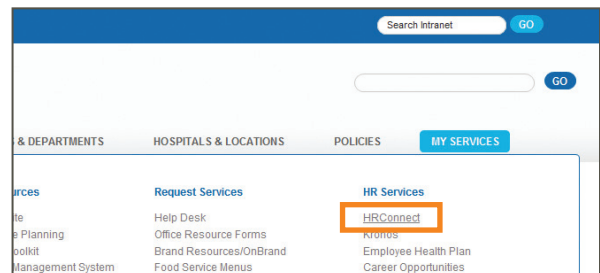
Cleveland Clinic Internal Windows Computer Users

Accessing the new HRConnect Portal from a Cleveland Clinic Intranet Web page requires Internet Explorer® version 8, 9, 10 or 11.

No other browsers can access the HRConnect Portal at this time.

Technical issues including a blank white screen can be resolved by changing the settings in Internet Explorer.

To view instructions for changing the settings for Internet Explorer, see page 3–6 of this guide. If you do not have privileges to change the setting for Internet Explorer, please contact the HELP Desk for your area.



Personal Windows Computer Users

Go to HRConnect.ccf.org

Users experiencing technical difficulties accessing the HRConnect Portal using personal computers, should [click here](#) to run or download and install an automated fix. All open browser windows must be closed for the fix to complete. It is not necessary to reboot your computer.

Anti-virus software may display a warning against running the program. If you wish to proceed, click the message to allow the installation to complete.

Some security suite programs will need to be disabled completely to complete the installation.

Users running Windows 7 with elevated security, may receive a message that requires administrative rights to run the program. Simply right click on the program icon and select **Run as Administrator**, answer any prompts that follow and it will install. The installation will take less than a second to complete.

Technical Instructions for Mac Users

External Mac Computer Users

Mac users accessing the new HRConnect Portal from external Mac computers have two possible options:

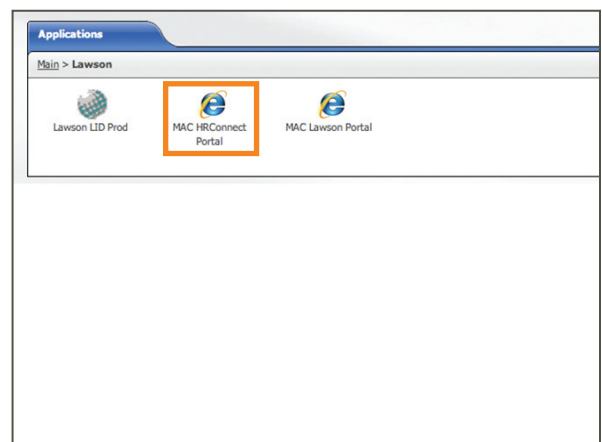
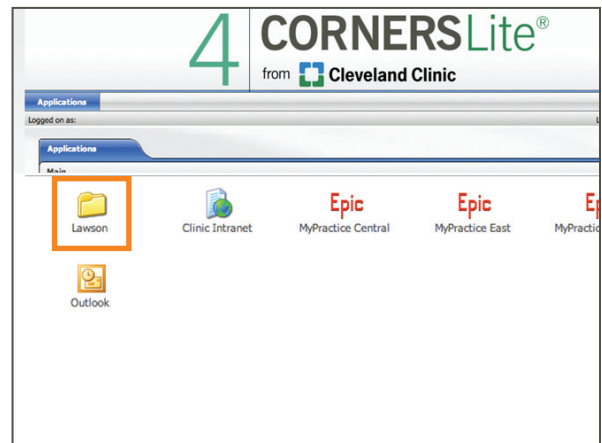
1. Connect to the Cleveland Clinic network using a token through 4|Corners or 4|Corners Lite.*
2. Run Internet Explorer® version 6, 7, 8, 9, 10 or 11 through one of the Windows emulator programs such as BootCamp, Parallels or VMWare Fusion. Any Mac User still experiencing technical issues should review pages 3–6 of this guide to display instructions to change the settings in Internet Explorer or [click here](#) to download and install an automated fix.

Please Note: If you would like to request remote access using a token through 4|Corners or 4|Corners Lite, please inquire with your department manager or supervisor.

Remote Access using External Mac Computers

If you do have 4|Corners or 4|Corners Lite already installed on your Mac, follow these steps:

1. Log into 4|Corners or 4|Corners Lite the way you normally would.
2. Select the **Lawson** folder.
3. Click on **MAC HRConnect Portal**.
4. Log into the HRConnect Portal with your Active Directory (Outlook) Username and Password.

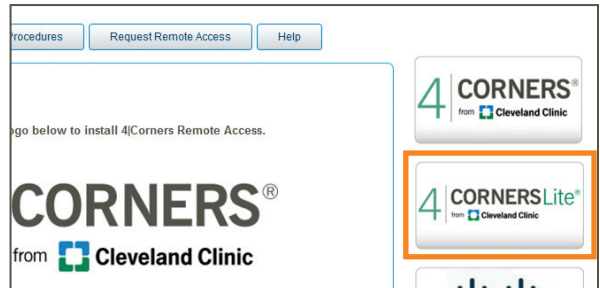


Technical Instructions for Mac Users

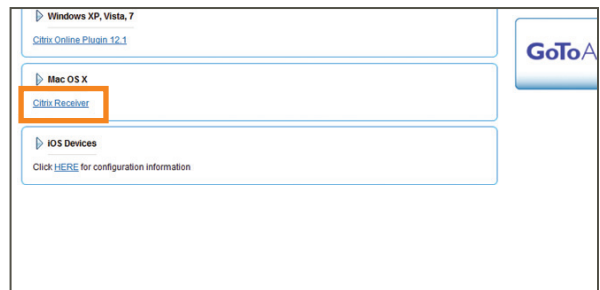
Remote Access using External Mac Computers

If you do not have 4|Corners or 4|Corners Lite already installed on your Mac, follow these steps:

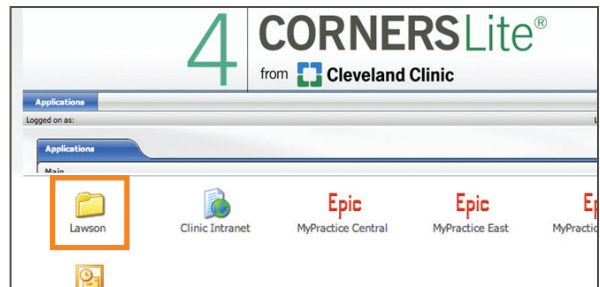
1. Go to RemoteAccess.ccf.org
2. Click on the 4|Corner Lite icon on the right of the page.



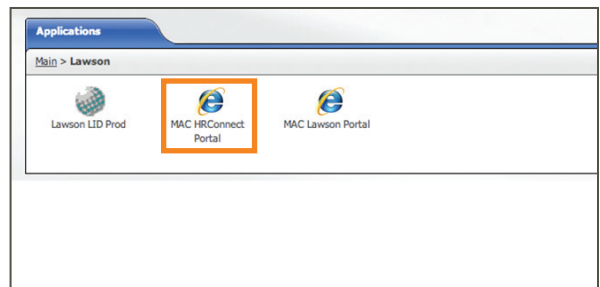
3. Select the **Citrix Receiver** install for Mac.



4. After a successful install, go to <https://4CornersLite.ccf.org> and select the **Lawson** folder.



5. Click on **MAC HRConnect Portal**.
6. Log into the HRConnect Portal with your Active Directory (Outlook) Username and Password.



Please Note: For security purposes, it is a best practice to log out and close your browser program after accessing any web page that requires a confidential login.

Kiosk Workstation Locations

Hospital Location	Workstation Location	# of Workstations	Available Hours
Euclid	Human Resources	2	Monday - Friday 7:30 am - 4:00 pm
Fairview	Human Resources	2	Monday - Friday 7:30 am - 4:00 pm
Florida	All hospitals, 3rd and 4th floor alcoves	-	Monday - Friday 7:30 am - 4:00 pm
Hillcrest	Human Resources	2	Monday - Friday 7:30 am - 4:00 pm
Lakewood	Human Resources (LL40 of the Professional Building)	2	Tuesday, Wednesday, Friday (EO). 7:30 am - 4:00 pm
Las Vegas (Lou Ruvo)	2nd floor waiting area Tranquility room	2	Monday - Friday 8:00 am - 5:00 pm PST
Lutheran	Human Resources	1	Monday - Friday 8:00 am - 5:00 pm
Main Campus	Alumni Library (LRI)	36	Monday - Friday 7:30 am - 6:30 pm Saturday 8:30 am - 4:30 pm
Marymount	Employee Resource Center (One South Corridor)	4	Monday - Friday 7:30 am - 5:00 pm
	Human Resources (Loretto Center)	3	Monday - Friday 7:30 am - 5:00 pm
Medina	Human Resources	2	Monday - Friday 7:30 am - 4:00 pm
South Pointe	Medical Library (Building B)	7	24 hours, 7 days a week swipe access
	Resource Center (Building B)	3	24 hours, 7 days a week swipe access

Contact and Support

The HRConnect Support Center is available to answer questions and assist you in navigating the HRConnect website.

Hours

Monday - Friday

8:00 a.m. - 5:00 p.m. EST

Excluding national holidays

Phone

1.216.448.0680

1.877.282.2233



The ITD CRM Service Desk can provide technical support for HRConnect remote access users.

Hours

24 hours a day, 7 days a week

Including national holidays

Phone

1.216.444.4357