EMPLOYEE PORTAL

HOW TO VIEW YOUR PAY STUB FROM HOME

WINDOWS 7 AND INTERNET EXPLORER 8

At this time the vendors for the SRA (Secure Remote Access) and Employee Portal programs are not supporting Windows 7 and Internet Explorer 8. It is possible that these programs will function with Windows 7 and Internet Explorer 8, but if you have problems we do not have a support channel to fix any problems you may encounter.
# TABLE OF CONTENTS

Introduction - View Your Pay Stub From Home ................................................................. 3
Required Programs for Your Home Computer ................................................................. 4
Internet Connection Speed ............................................................................................... 4
Browsers .......................................................................................................................... 4
How to View the Programs Installed on a Home PC ......................................................... 5
What Version of Internet Explorer is on my Home PC ....................................................... 7
Uninstall Extra Toolbars .................................................................................................. 9
Update Internet Explorer Settings .................................................................................... 11
Installing Adobe Reader .................................................................................................. 14
Accessing Employee Portal ............................................................................................. 20
Access www.bloomingtonhospital.org ........................................................................... 21
Log Onto SRA (Secure Remote Access) .......................................................................... 24
Log onto Employee Portal ............................................................................................. 27
Print a Pay Stub from Home ......................................................................................... 28
Log Out of The Employee Portal .................................................................................... 32
Log Out of SRA ............................................................................................................... 33
Vendors ........................................................................................................................... 34
Troubleshooting - Windows ............................................................................................ 34
Troubleshooting – Internet Explorer ............................................................................... 35
INTRODUCTION - VIEW YOUR PAY STUB FROM HOME

You can use Employee Portal to view and print your pay stub (Pay History Report) from a computer that is outside the hospital, such as your home computer. To do so, you use an additional program called Secure Remote Access (SRA). SRA lets you connect directly and securely to Hospital computers to view your pay stub (Pay History Report).

Prior to using SRA and Employee Portal from your home computer, specific steps must be completed ahead of time as SRA and Employee Portal require specific programs and computer setup. If you do not meet the requirements, you will not be able to view your pay stub (Pay History Report) from a computer outside the hospital. This handout informs you of the computer setup needed.

As you work through this documentation, it may seem there are a lot of steps involved, but these are necessary to ensure the information you are viewing remains confidential, private and protected.

Here is an overview of the steps involved.

- Check which version of Windows and Internet Explorer is installed on your computer.
- Install Adobe Acrobat Reader.
- Uninstall Browser Toolbars, such as Yahoo!, Google, AOL, EarthLink.
- Update Internet Explorer settings.

This handout shows you how to perform all these tasks. However, if you need to upgrade Windows or Internet Explorer, these steps are not included. Doing so may require the assistance of a professional if you are unfamiliar with installing or upgrading software.

As you can see, preparing your computer to check your pay stub (Pay History Report) from home may require time and patience. Some home computers will need special attention so that SRA (Secure Remote Access) and Employee Portal run successfully. If you encounter any difficulties, there is a list of vendors at the end of this handout who can help you. The vendors listed are knowledgeable in assisting Hospital employees with setting up a computer for SRA.

NOTE: Please note that the Bloomington Hospital IT Support Services (Help Desk) can not provide technical support on setting up your home computer so you can check your pay stub (Pay History Report) on an outside computer.

TIP: Before you check your pay stub (Pay History Report) from home, log in at work first and create your password.
REQUIRED PROGRAMS FOR YOUR HOME COMPUTER

To check your pay stub (Pay History Report) from your home, your home computer must have the following programs installed:

1. Windows XP with Service Pack 2 or higher
   a. Windows Vista also works.
   b. **NOTE:** Please see the title page about using Windows 7.
2. Internet Explorer 6.0 or higher
   a. **NOTE:** Please see the title page about using Internet Explorer 8.
3. Adobe Reader 6.02 or higher

You must have the rights to install programs on your computer (which is usually the case).

For best performance and quick access to your pay stub (Pay History Report), a high-speed Internet connection is needed, such as cable or DSL. You can use a dial-up connection, but performance can be frustratingly slow.

Please note that some home computers will require special attention so that SRA and Employee Portal run successfully. This guide will provide some troubleshooting tips as well as outside vendor resources.

INTERNET CONNECTION SPEED

For best performance and quick access to your pay stub (Pay History Report), a high-speed Internet connection is needed, such as cable or DSL. You can use a dial-up connection, but performance can be frustratingly slow.

BROWSERS

This documentation is written for Internet Explorer only as Employee Portal requires Internet Explorer to function correctly.

**TIP:** Before you check your pay stub (Pay History Report) from home, log in at work first and create your password.
HOW TO VIEW THE PROGRAMS INSTALLED ON A HOME PC

To verify you have the correct software installed on your computer so SRA and Employee Portal work correctly, open the Control Panel. The Control Panel shows which programs are installed on your computer. In this section, you will see what version of Windows is on your computer and if Adobe Reader is installed. For SRA and Employee Portal to work correctly, you need: Windows XP Service Pack 2 or higher (Windows Vista also works) and Adobe Reader 6.02 or higher. To see the software installed on your computer, follow these steps:

1. Click the Start button.
2. Rest the pointer on Settings (if you are using the Classic View).
3. Click the Control Panel.

4. The Control Panel window displays.
5. Click Add or Remove Programs. (Double-click if you are using Classic View).

WINDOWS XP START MENU

CLASSIC VIEW

WINDOWS XP

CLASSIC VIEW
HOW TO VIEW THE PROGRAMS INSTALLED ON A HOME PC CONT.

6. The **Add or Remove Programs** window appears.
7. Click the **Change or Remove Programs** button.
8. Click the **Sort by: drop down button** and click **Name**.
9. A list of programs installed on your computer displays.
10. Look for:
   a. Windows XP Service Pack 2 or higher (Windows Vista also works)
   b. Adobe Reader 6.02 or higher

**TIP**: If *Adobe Reader* is not installed on your computer. See the section in this handout called **“Installing Adobe Reader”**. If you do not have Windows XP Service Pack 2 or higher (or Windows Vista), you need to upgrade. Since this is a lengthy process, instructions are *not* included in this handout. If you have Windows XP, *but not* Service Pack 2 or higher, visit [www.microsoft.com/downloads](http://www.microsoft.com/downloads) for a free upgrade.

**STEPS 8 – 9**
Click the **Sort by: drop down button** and click **Name** to display a list of programs installed on your computer.
WHAT VERSION OF INTERNET EXPLORER IS ON MY HOME PC

This section shows you how to find out which version of Internet Explorer is installed on your computer. For SRA and Employee Portal, you need version 6.0 or higher.

1. Start **Internet Explorer**.

2. Click **Help** on the menu bar or the **Help** button.

3. Click **About Internet Explorer**.
4. The About Internet Explorer window displays.

5. Look at the Version: line.

6. The number that follows is the Version.

7. In the example below, this computer uses, Internet Explorer 6.0.2

8. Look at the Cipher Strength: line

9. The Cipher Strength: must be 128-bit.

TIP: If you do not have Internet Explorer 6.0 or higher and/or your Cipher Strength: is not 128-bit, visit www.microsoft.com/downloads for a free upgrade.

10. Click OK to close the About Internet Explorer dialog.

11. Close Internet Explorer.
UNINSTALL EXTRA TOOLBARS

SRA and the Employee Portal will not work with some browser toolbars, such as those from Google, Yahoo!, EarthLink and AOL. We recommend removing them. Note you will repeat some of the same steps you used in the “View the Programs Installed on a Home PC” section. To remove toolbars, follow these steps.

1. Click the Start button.
2. Rest the pointer on Settings (if you are using the Classic View).
3. Click the Control Panel.
4. The Control Panel window displays.
5. Click Add or Remove Programs. (Double-click if using Classic View).
6. The Add or Remove Programs window appears.
7. Click the **Change or Remove Programs** button.
8. Click the **Sort by:** drop down button and click **Name**.
9. A list of programs and toolbars installed on your computer displays.

10. Look for:
    a. Google Toolbar
    b. Yahoo! Toolbar
    c. Earthlink Toolbar
    d. AOL

11. Click once on the **Toolbar**’s name to select it.
12. Click the **Remove** button.
13. The **Toolbar** is uninstalled and removed from your computer.
14. Repeat Steps 11 – 12 if other browser toolbars are installed on your computer.
15. Close the **Add or Remove Programs** window.
16. Close the **Control Panel**.

![Add or Remove Programs window]

**STEP 11**
Click once on the **Toolbar**’s name to select it.

**STEP 12**
Click the **Remove** button.
UPDATE INTERNET EXPLORER SETTINGS

The following Internet Explorer settings need to be updated so SRA and Employee Portal work correctly on your home computer. To do so:

1. Start Internet Explorer.
2. Click Tools on the menu bar or the Tools button.
3. Click Internet Options....

STEP 2  
Click Tools on the menu bar.

STEP 3  
Click Internet Options....

STEP 5  
Click the Connections tab.

STEP 6  
Click the LAN Settings... button.

4. The Internet Options dialog appears.
5. Click the Connections tab.
6. Click the LAN Settings... button.
7. The Local Area Network (LAN) Settings window displays.

8. Click the Automatically detect settings checkbox to display a checkmark.

9. Remove the checkmark from the Use a proxy server for your LAN checkbox.

10. Click OK in the Local Area Network (LAN) Settings dialog.
11. The **Internet Options** window displays.

12. Click **OK** in the **Internet Options** window.
INSTALLING ADOBE READER

If Adobe Reader is not on your computer, follow these steps to install it. Please note that company’s regularly update their web pages. Therefore, these instructions or graphics may change over time.

1. **Close** all programs you are running on your computer, such as Email, Word, Solitaire.

2. Start **Internet Explorer**.

3. Type **www.adobe.com** in the **Address Bar**.

4. The **Adobe Web Page** displays.

5. Click the **Get ADOBE READER** button.
6. The *Download the latest version of Adobe Reader* page displays.

7. Click the *Free Google Toolbar (optional) checkbox* to **remove** the checkmark.

8. Click the **Download** button.

---

**STEP 7**
Click the **Free Google Toolbar (optional) checkbox** to **remove** the checkmark.

**STEP 8**
Click the **Download** button.
9. An Information Bar dialog may display.
10. If it does, click OK.

11. The Download Notes page displays.

12. You may need to download ActiveX controls. If you need to, the following will appear.
   a. A gold bar will display at the top of the window.
   b. The web page will alert you with Download Notes.

13. Click the gold bar at the top of the window.
15. Click the **Install ActiveX Control …** command.

17. Click the **Install** button.
18. An *Adobe Reader* window appears to update you on the download process.
19. This may take a few minutes.

![Adobe Reader Download Manager](image)

20. The *Adobe Reader 9.1* dialog displays to update you on the configuration process.

![Adobe Reader 9.1 Configuration](image)

**TIP:** If you encounter any errors in installing Adobe Reader, Adobe will usually place an icon on your desktop. Reboot your computer and then double-click the icon.
21. The Adobe Download Manager window appears.
22. Click the Close Download Manager button.
23. You have successfully installed Adobe Reader.
ACCESSING EMPLOYEE PORTAL

Once you have completed these steps:

- Check which version of Windows and Internet Explorer are installed on your computer and update them as needed
- Install Adobe Reader
- Uninstall Browser Toolbars, such as Yahoo!, Google, AOL, EarthLink
- Update Internet Explorer Settings

Your computer should be ready to access Employee Portal using Secure Remote Access (SRA). To check your pay stub (Pay History Report), you will complete three basic steps:

1. Click a link on the Bloomington Hospital public website (www.bloomingtonhospital.org)
2. Log onto SRA
3. Log onto the Employee Portal

The next few pages will show you how to do so. Once you have logged onto Employee Portal, you will use it in the same manner as if you were at work. There is one difference, however and that is printing a pay stub (Pay History Report). Directions are included in this handout on how to print using an outside computer.

Finally, you can check your pay stub (Pay History Report) from any computer outside the hospital. However, being able to do so will depend on if the computer you are using is setup correctly as outlined earlier in this handout. These materials have been tested at Brown and Monroe County Libraries. You can check your pay stub (Pay History Report) at these two locations.

IMPORTANT NOTE

If you decide to check your pay stub (Pay History Report) at a public computer, such as at your public library or an Internet Café, be very careful and follow these guidelines. Note that computers in a public area will be setup differently and you may need to complete a few extra steps not shown in these materials.

- Verify no one is looking over your shoulder as you type in passwords and look at your private information.
- Do not print as there are many problems that can arise.
  - The printer may be broken and you cannot retrieve the printed copy.
  - The printer may be fixed and you are not there to pick up your printed copy and your information will be vulnerable and viewable by others.
- ALWAYS log off!!!!!!!
  - SRA and Employee Portal do not automatically log you off. Therefore, if you forget to log off, your personal, private, confidential information is now available to anyone who wants to view and use it.
- ALWAYS close ALL windows after logging off of SRA and Employee Portal.
ACCESS WWW.BLOOMINGTONHOSPITAL.ORG

Once you have successfully set up your home computer to access SRA (Secure Remote Access) and Employee Portal, you are ready to complete the first step of accessing the Employee Portal, which is to “Click a link on the Bloomington Hospital public website (www.bloomingtonhospital.org)”.

1. Start **Internet Explorer** on your home computer.

2. Type **www.bloomingtonhospital.org** in the **Address Bar**.

3. Press the **Enter** key.

4. **Bloomington Hospital**’s public website displays.
5. Hover your mouse over the Employees link in the upper right corner.
6. Click the Employee Portal link on the list.
7. The **Employee Portal** web page displays.

8. Click the **Secure Remote Access** link.

---

**STEP 8**

Click the **Secure Remote Access** link.
LOG ONTO SRA (SECURE REMOTE ACCESS)

After you click the Secure Remote Access link on the Bloomington Hospital’s Public Web Page, you are ready to complete Step 2 of the Accessing Employee Portal, which is to “Log onto SRA”.


2. Type your Employee Number in the Username textbox.

3. Type your Neutzone password in the Password textbox.

TIP: Your Neutzone password is the same password you type, when you first log onto a computer while you are at work at Bloomington Hospital.

4. Click the Sign In button.
5. The **Loading Components** window displays to alert you it is installing the Cache Cleaner.
   a. This program deletes temporary files, which could contain confidential and HIPAA protected information.
   b. This prevents the possibility of unauthorized persons viewing the information or retrieving it later.
6. A **Warning - Security** window for *Juniper Networks* may display.

7. If it does appear, click **Always** to avoid this prompt each time you check your pay stub (Pay History Report).

8. A **Bloomington Hospital Secure Remote Access** page displays.

9. Click the **Employee Portal** link in the **Web Bookmarks** section.
LOG ONTO EMPLOYEE PORTAL

Now that you have logged onto SRA, the last step to access the Employee Portal from your home computer is to "Log onto Employee Portal". This section presumes you have already logged onto Employee Portal at work and do not need to instructions on how to log on for the first time.

1. The LaborWorkx™ web page displays.
2. Type your Employee Number in the User Name textbox.
3. Type your Employee Portal Password in the Password textbox.

**NOTE:** The Employee Portal Password is NOT your Neutzone password. This is the password you created especially for the Employee Portal to check your pay stub (Pay History Report).

4. Click the Login button.

**NOTE:** After you have successfully logged onto the Employee Portal from your home using SRA, you can use the program just as if you were sitting at a Bloomington Hospital computer. The only difference is printing. Please see the next page.
PRINT A PAY STUB FROM HOME

Before you follow these steps, you must note the following. Do not print a pay stub (Pay History Report) while logged onto a public computer such as your public library. If the printer is jammed, out of paper or not working at that moment, you will not receive a printed copy. Moreover, once the printer starts working, your pay stub (Pay History Report) may print and if you are not there to remove it from the printer, your personal information will be viewable and vulnerable to anyone who picks it up.

To print a pay stub (Pay History Report) from your home computer, follow these steps.

1. Display the pay stub (Pay History Report) you want to print.

2. The pay stub (Pay History Report) below is blank to protect confidential information.

3. Verify the Format field shows Acrobat (PDF) file.
   a. If it does not, click the drop down button and click Acrobat (PDF) file.

4. Click the Export button.
5. If this is the first time you are using Adobe Reader, the License Agreement window may display.

6. If the License Agreement window appears, click the Accept button.

TIP: You may have to click on the Open button to view your Pay History Report.
7. Your pay stub (Pay History Report) opens in *Adobe Reader*.
   a. This one is blank to protect confidential information.

**TIP:** For security reasons, it is highly recommended you save the pay stub (Pay History Report) and then print it at a later date when it’s needed.

8. Click the **Printer** icon.

```
<table>
<thead>
<tr>
<th>General Information</th>
<th>Employee No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Check No:</td>
</tr>
<tr>
<td>Company:</td>
<td>Social Security:</td>
</tr>
<tr>
<td>Distribution:</td>
<td>Pay Frequency:</td>
</tr>
<tr>
<td>Job Class:</td>
<td>Pay Rate:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check Summary This Period</th>
<th>Check Summary Year to Date</th>
<th>Check Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Wages:</td>
<td>Gross Wages:</td>
<td>Check Reason: Regular</td>
</tr>
<tr>
<td>Deductions:</td>
<td>Deductions:</td>
<td>Check Date: 11/15/2007</td>
</tr>
<tr>
<td>Credits:</td>
<td>Credits:</td>
<td></td>
</tr>
<tr>
<td>Net Pay:</td>
<td>Net Pay:</td>
<td></td>
</tr>
<tr>
<td>Imputed Income:</td>
<td>Imputed Income:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Earnings Description</th>
<th>Hours</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>1st Rate</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>1st Rate Overtime</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>Scheduled PTO</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Earnings Detail This Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Hours</td>
</tr>
<tr>
<td>Rate</td>
</tr>
<tr>
<td>Amount</td>
</tr>
<tr>
<td>Company</td>
</tr>
<tr>
<td>Dept/CC</td>
</tr>
<tr>
<td>Job Class</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Taxes Description</th>
<th>Wages</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>Federal</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>Medicare</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
<tr>
<td>Social Security</td>
<td>This Period</td>
<td>Year to Date</td>
</tr>
</tbody>
</table>
9. The **Print** dialog displays.
10. Set the print options if needed.
11. Click **OK**.
12. Your pay stub (Pay History Report) prints on your printer.
LOG OUT OF THE EMPLOYEE PORTAL

After you are finished checking your pay stub (Pay History Report), it is imperative you log out of the Employee Portal. Otherwise, you are leaving your pay stub (Pay History Report) information viewable and vulnerable to others. To do so:

1. **Click the Log Out icon.**

   ![STEP 1](image1.png)

   **STEP 1**
   Click the Log Out icon.

2. **Click the X button to close the LaborWorkx™ window.**

3. **Continue to the next page.**

   ![STEP 2](image2.png)

   **STEP 2**
   Click the X button to close of the LaborWorkx™ window.
LOG OUT OF SRA

After you log out of the Employee Portal, you must also log out of SRA. This is to protect your information and access to the Hospital’s main computers.

1. Click the **Sign Out** button on the *Bloomington Hospital Secure Remote Access* page.

2. Click the **X** button to close the *Internet Explorer* browser window.
VENDORS

Some home computers may require special attention so that SRA and Employee Portal run successfully. If you want your home computer setup to use SRA and Employee Portal and are unable to do so with the directions in this handout, please call one of the following vendors directly. Please have this handout, the “Employee Portal – How To View Your Pay Stub From Home” directions available for the vendor. The vendors listed below will charge a fee for this service.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Akento Technology Sourcing</td>
<td>812.333.4300</td>
</tr>
<tr>
<td>Kiva Networking</td>
<td>812.337.5070</td>
</tr>
<tr>
<td>PC Max</td>
<td>812.337.0630</td>
</tr>
<tr>
<td>ProsLink</td>
<td>812.330.0750</td>
</tr>
<tr>
<td>Helix</td>
<td>812.936.2525</td>
</tr>
</tbody>
</table>

Akento is offering a reduced rate of $95.00 per hour for Bloomington Hospital employees. Their regular rate is $125.00 per hour.

NOTE: The next few pages provide some additional steps you can try before calling a vendor. Please remember that the Bloomington Hospital IT Support Services (Help Desk) can not provide technical support on setting up your home computer so you can check your pay stub (Pay History Report) on an outside computer.

TROUBLESHOOTING - WINDOWS

If you are having trouble accessing Employee Portal through SRA try running a Windows update on your computer. This has helped several users.

NOTE: Windows 7 is incompatible – You will likely encounter errors.
TROUBLESHOOTING – INTERNET EXPLORER

If you have trouble accessing SRA and Employee Portal, try updating these settings in Internet Explorer.

TRUSTED SITES SETTINGS

1. Start Internet Explorer.
2. Click Tools on the menu bar or click the Tools button.
3. Click Internet Options.…
4. Click the Security tab.
5. Click Trusted Sites.
6. Click the Sites… button.

NOTE: If you’re using Internet Explorer 7, the dialog boxes may look slightly different than shown in this handout.
TROUBLESHOOTING – INTERNET EXPLORER CONT.

TRUSTED SITES SETTINGS CONT.

7. The **Trusted sites** window displays.
8. Click in the **Add this Web site to the zone**: text box.
9. Type **https://*.bloomhealth.org**
10. Click the **Add** button.
11. Click in the **Add this Web site to the zone**: text box again.
12. This time type: **http://*.neutzone.bloomhealth.org**
13. Click the **Add** button.
14. The **Web sites: text box** should look like the graphic below when you are finished.
15. Click **OK** on the **Trusted sites** dialog.
16. The **Internet Options** window reappears.
17. **Continue to the next section.**

**STEP 8 AND 12**
Click in the **Add this Web site to the zone**: text box.

**STEP 10 AND 13**
Click the **Add** button.

**STEP 14**
The **Web sites: text box** should look like this when you are finished.
TROUBLESHOOTING – INTERNET EXPLORER CONT.

SECURITY SETTINGS

18. You should still be on the **Security** tab.
19. Click the **Custom Level...** button.

---

**STEP 19**
Click the **Custom Level...** button.
20. The **Security Settings** window appears.

21. Scroll down to find the **Miscellaneous** header.

22. Under the **Access data sources across domains**, click the **Enable** radio button.
SECURITY SETTINGS CONT.

23. Scroll further down to the *Display mixed content* header.

24. Click the **Enable** radio button.

25. Click the **Reset to: drop down menu** button.

26. Click **Low**.

27. Click **OK** on the **Security Settings** dialog.

28. The **Internet Options** window reappears.

29. **Continue to the next section.**
PRIVACY SETTINGS

30. You should still be on the Security tab.
31. Click the Privacy tab.
32. Click the Settings... button in the Pop-up Blocker section.
TROUBLESHOOTING – INTERNET EXPLORER CONT.

PRIVACY SETTINGS CONT.

33. The Pop-up Blocker Settings dialog appears.
34. Click in the Address of Web site to allow textbox.
35. Type: https://*.bloomhealth.org
36. Click the Add button.
37. Click in the Address of Web site to allow textbox again.
38. Type: http://*.neutzone.bloomhealth.org
39. Click the Add button.
40. The Allowed sites: field should look like the graphic below.
41. Click the Filter Level: drop down menu button.
42. Click Low: Allow pop-ups from secure sites.
43. Click the Close button on the Pop-up Blocker Settings dialog.
44. Click OK on the Internet Options window.