

"Employee Connection Portal" (ECP) Web Tips



Listed below are some helpful web tips for using ECP from your home computer. **All of the computers used within Heritage Valley Health System meet the requirements and are configured for using ECP so no changes or maintenance is required.**

- Internet Explorer versions 8.0 – 11.0 is the preferred browser. Users of Firefox (31.0 and 32.0), Chrome (37.0), or other Internet browsers may experience issues while trying to use ECP. Unexpected results may occur when using other browsers.

Check your version of Internet Explorer.

Open up Internet Explorer --> go to the Help menu and select About Internet Explorer. A box should open up and your version number will be on the first line. ECP recommends that users have Internet Explorer version 8.0 or above. If you have a lower version you will need to upgrade your Internet Explorer. You can do so by navigating to [Microsoft](#) and downloading the newest version for free.

- If you are having difficulty displaying or refreshing information in your browser, you can try occasionally deleting your internet cache/cookies. Deleting your internet cache/cookies ensures that you are viewing the current version of all pages. If you are experiencing an issue in ECP, please **log out of the application** and delete these temporary files.

Delete temporary Internet files/cookies/history and reset web settings.

Internet Explorer Version 8.0: Open up Internet Explorer --> go to the Tools menu and select Internet Options. A box will open up. On the first tab, labeled 'General,' there will be a section called 'Browsing History,' select the 'Delete...' button. On the 'Delete Browsing History' box, uncheck 'Preserve Favorites website data' and check 'Temporary Internet Files,' 'Cookies,' and 'History,' then select 'Delete' button. A window will appear showing the progress of the browser history deletion. Once this window closes, click the 'OK' button on the Internet Options box to close it.

- **Tips for logging into ECP**
 - Your password is case sensitive.
 - Your account will be locked after three consecutive unsuccessful attempts to login. Use the "Change/Reset Password" link from a Heritage Valley computer to unlock your account.
- **Reboot your PC occasionally.**

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- This will end any extra processes that are running on your computer and will clear your temporary memory.

- **Security alerts**

ECP is a secure site. It uses a security protocol called SSL (Secure Sockets Layer) to secure the information you send and receive. The SSL security protocol encrypts information that you provide, such as your user name or password, so that other people can't read it over the Internet. However, the ECP page also contains content that does not use this security protocol such as links to other web sites. If the "security information" alert appears when you try to login to ECP, click "Yes" to display both secure and non-secure items. You may also want to add ECP as a "trusted site" in your browser configuration. Also, as a general rule for practicing "safe computing" please ensure that your computer operating system and browser software have all of the manufacturer's most current security software and updates installed.

- **Trusted site**

In order for ECP to work on your computer, you may need to add <https://hvhsemployeeconnection.intersourcing.com> as a "trusted site." To do this, go to the Tools menu on your Internet Explorer browser and click on Internet Options. A box will open. On the Security tab, click on 'Trusted Sites.' Click on the 'Sites' button. Under 'Add this website to this zone,' type *.hvhsemployeeconnection.intersourcing.com. Click 'Add' and then click 'OK' twice to close the Internet Options box.

- **Pop-up blockers**

Pop-up blockers are software installed on your computer that prevent extra pop-up windows (usually advertisements) from opening in your browser. Please disable any pop-up blockers that you have when using ECP because they might interfere with the display of some ECP content. The procedures to disable pop-up blockers are all different, depending on the software. Look for help files in your pop-up blocker for instructions to disable the software for certain web sites.