


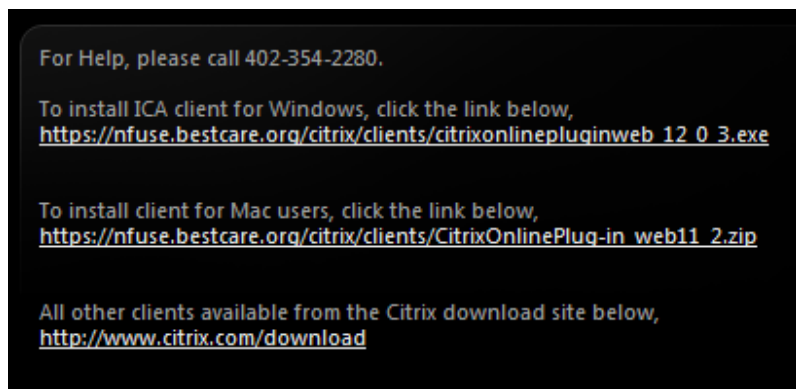
## Employee Self Service or **ERNIE (Employee Intranet)** – Set up for Home Access Installing the Citrix Online Plug-In

The following instructions can be used to download and install the Citrix Online Plug-In on **Windows or Mac** computers for use with the following internet browsers: **Internet Explorer, Firefox, and Safari (Google Chrome is not compatible)**. For use with mobile devices (e.g. iPad), please download the **Citrix Receiver** (available in the AppStore) and configure an account with **Address:** <https://nfuse.bestcare.org> and **Domain:** **nmhs.org** along with your **network User Name**. NOTE: You do NOT need to follow this procedure on Methodist internal computers as they already have Citrix installed.

1. Go to [www.bestcare.org](http://www.bestcare.org)
2. Select the **EMPLOYEES** link at the bottom of the web page
3. Select the [Employee Self Service](#) or [ERNIE \(Employee Intranet\)](#) link.
4. Select the [click here](#) link in step 2.
5. Enter your network User name and Password:

A screenshot of a web-based login interface. At the top, it says "Welcome" and "Please log on to continue." Below this is a circular icon containing a padlock. To the right of the icon are two input fields: "User name:" and "Password:". Below the password field is a "Log On" button.

6. After authenticating you will see the following links at the bottom of the page. Select the appropriate link to Download the Citrix Online Plug-In.

A screenshot of a dark-themed box containing text and links. The text provides instructions on how to download the Citrix Online Plug-In for Windows and Mac users, along with a general link for other clients.

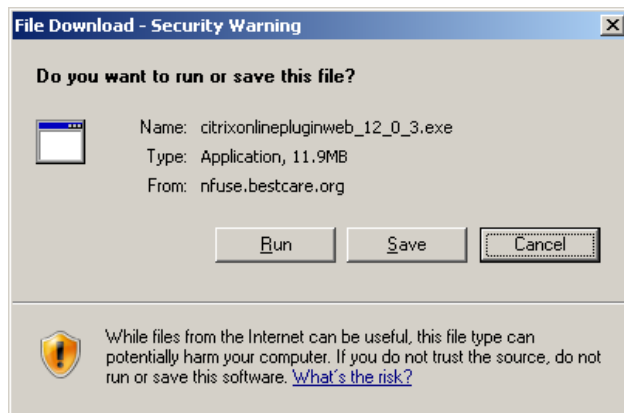
For Help, please call 402-354-2280.

To install ICA client for Windows, click the link below,  
<https://nfuse.bestcare.org/citrix/clients/citrixonlinepluginweb 12 0 3.exe>

To install client for Mac users, click the link below,  
<https://nfuse.bestcare.org/citrix/clients/CitrixOnlinePlug-in web11 2.zip>

All other clients available from the Citrix download site below,  
<http://www.citrix.com/download>

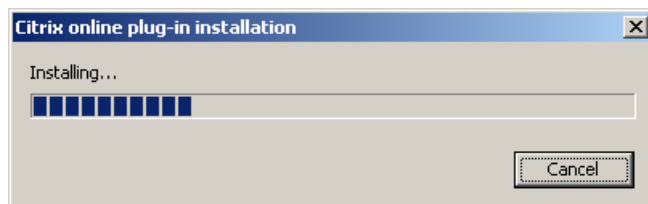
7. When the File Download dialog box appears, select the **Run** button



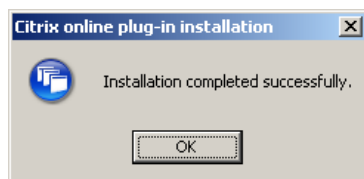
8. When the Internet Explorer dialog box appears, select the **Run** button



9. The following status will display while the Citrix Online Plug-In is installing.



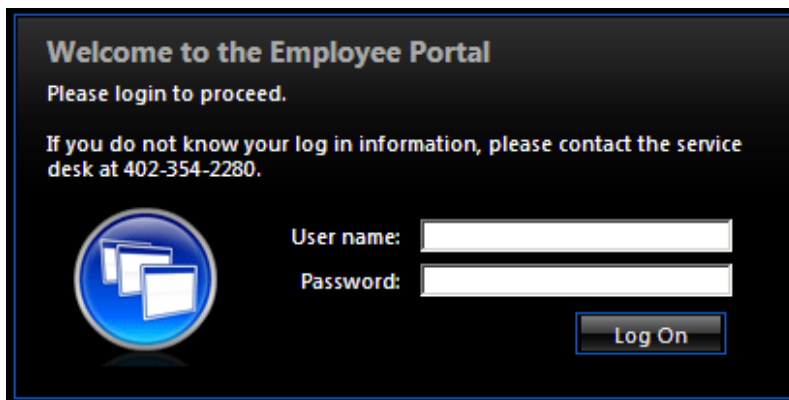
10. Upon completion, the following confirmation will display. Select **OK**.



*Your computer may prompt you to restart.*

## Employee Self Service or ERNIE (Employee Intranet) ~ Home Access Log-On following Citrix download


1. Go to [www.bestcare.org](http://www.bestcare.org)
2. Select the **EMPLOYEES** link at the bottom of the web page.
3. Select [Employee Self Service](#) or [ERNIE \(Employee Intranet\)](#).
4. From the "Access to Employee Self Service and ERNIE (Employee Intranet) page, select either "[Click here](#)" link:
5. Select [ERNIE \(Employee Intranet\)](#) or [Employee Self Service](#). For [Employee Self Service](#), you will be required to Log On again using your Network User Name and Password.



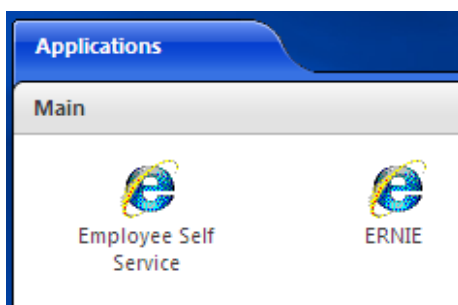
Welcome to the Employee Portal

Please login to proceed.

If you do not know your log in information, please contact the service desk at 402-354-2280.

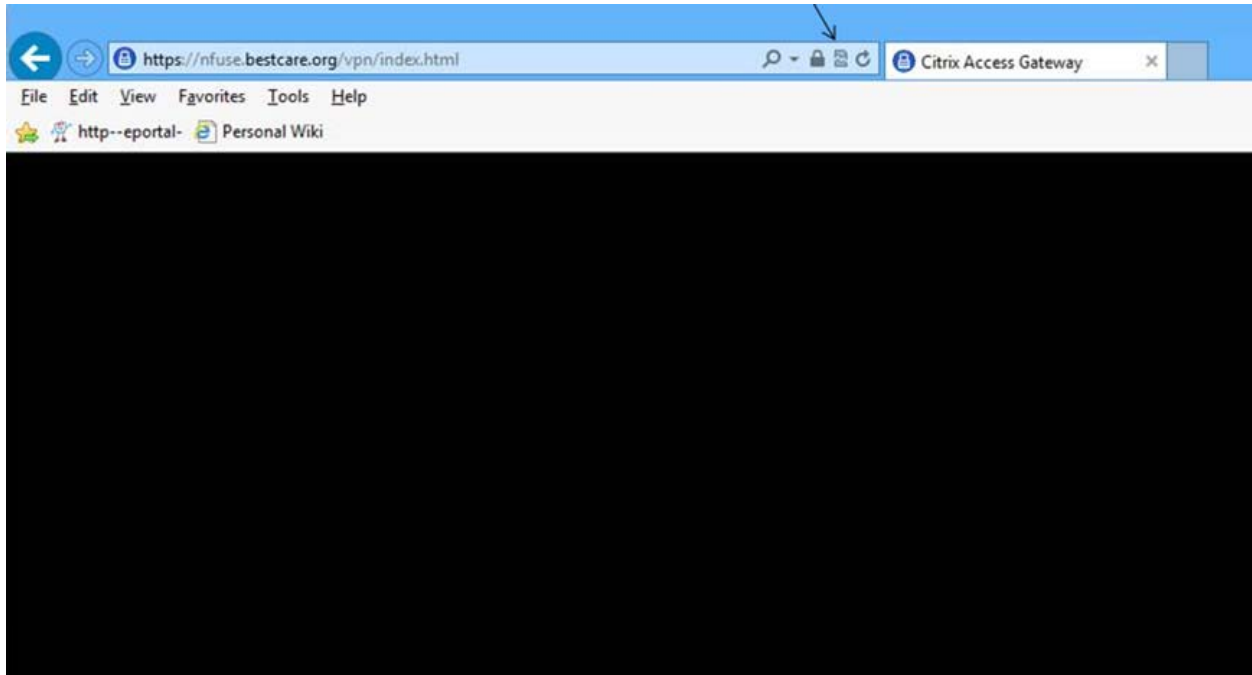
 User name:

Password:



## Nfuse with Windows 8 and Internet Explorer 10

If you are on Windows 8 which is Internet Explorer 10, when you go to Nfuse you will get a blank page. This could apply to Windows 7 users as well when they begin to upgrade to IE10. You have to hit the compatibility view button this located next to the address bar. It looks like the piece of paper cut in half. I have attached a screen shot of what it looks like.



Once you hit the button the screen appears and the icon becomes blue.

