Follow the instructions below to configure the Google Chrome browser.

1. Do not use a Virtual Machine, Mobile Device, or Tablet. Knowledge Link is not configured for these devices.

2. Be sure that you have a stable, strong internet connection for eLearning courses. Weak internet connections can result in loss of data while you are completing your course. If this occurs, you will not get completion credit.

3. When accessing Knowledge Link, do not connect via VPN or Extranet. You do not need to be connected to a Penn network to complete courses, unless specifically stated in the course description. If the course description states that you must be connected to a Penn network, then you must be on-site at a Penn facility to take the course.

4. Clear the browser cache by following the steps below. **Note: this process will delete saved passwords but will not erase your favorites/bookmarks.**
   A. Click the three dots in the top right.
   B. Then click **Settings**.
   C. Type "history" in the search bar.
   D. Click **Clear browsing data**.
   E. Click **Advanced**.
   F. Make sure all checkboxes are checked. (Be sure to scroll down to check all boxes.)
   G. Click **Clear Data**.

5. Close all browser windows, then open the Chrome browser and log into Knowledge Link.

You may now try to access Knowledge Link at [http://knowledgelink.upenn.edu](http://knowledgelink.upenn.edu). If the steps above do not work then continue with the remaining steps below.
6. Follow the steps below:
   A. Click the menu (three dots) in the upper right.
   B. Click Settings.
   C. Type “reset” in the settings search box.
   D. Click Restore settings to their original defaults.
   E. Click Reset settings.

7. Open Site Settings:
   A. Click the menu (three dots) in the upper-right.
   B. Click Settings.
   C. Type “site settings” in the settings search bar.
   D. Click Site Settings.
8. Click each of the choices shown in the image below and confirm or update the settings. (Click the back button between each setting.)
   A. COOKIES: “Allow sites...” is selected and “Block third party cookies” is NOT selected
   B. JAVASCRIPT: “Allowed” is selected
   C. FLASH: “Ask first” is selected
      *Note: you may need to repeat step 8.C. every time you close and re-open Chrome.
   D. IMAGES: “Show all” is selected
   E. POPUPS: “Allowed” is selected

9. Go to Knowledge Link (http://knowledgelink.upenn.edu).

10. If the steps above do not work, try again using a different browser. (Click here to see additional Browser Support documents.)

11. If you are still having trouble and you are using a personal computer or device, please try again from a Penn computer, at a Penn facility. If the same issues occur, repeat the steps above on the Penn computer. If that does not work, please contact the Service Desk and request that an on-site technician be dispatched to troubleshoot your Penn computer. Please clearly state that the computer is the issue – not Knowledge Link.