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 your browser history, close the browser, close all other programs on the computer, and re-open the browser.

5. Login to Knowledge Link (http://knowledgelink.upenn.edu). (You must log in first.)

6. Click the “Secure” icon in the browser address bar and update the options for JavaScript, Flash, Images, and Popups to “Allow” or “Always allow on this site.”

**NOTE**: Do not rely on default settings. These steps must be completed even if you think your default is set to “Allow.”

- If you are given the option “Allow (default)” DO NOT select it. Only select “Allow”.
7. Once the changes are made, return to the Knowledge Link window and click the **Reload** button at the top.

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

9. 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, and the steps above do not correct the issue, 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.