Follow the instructions below to configure the Google Chrome browser.

PLEASE NOTE: We strongly recommend using Internet Explorer 11.
As of Google Chrome version 69, Flash content must be enabled every time you close and re-open Chrome. If you plan to use Chrome, keep these steps handy as you will need to repeat them every time you close and re-open the 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.

5. Open the Chrome browser and log into Knowledge Link.

6. Follow the steps below.

*These steps must be repeated every time you close and re-open Chrome.*

   A. Click the lock icon.
   B. For Flash, click Block (default) and change it to Allow. (If “Flash” is not an option, continue to step 7.)
   C. Click the “x” to close the window.
   D. Click the Reload button that appears near the top of the page.
7. Open Content settings:
   A. Click the menu icon in the upper-right.
   B. Click **Settings**.
   C. Type “cookies” in the settings search bar.
   D. Click **Content 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: “Block sites from running Flash” is NOT selected
      *This step must be repeated 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, 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.