Follow the instructions below to configure the Internet Explorer 11 browser.

**Note:** Internet Explorer 11 is no longer supported by several of our vendors. We strongly recommend using the Google Chrome or MS Edge browser. [Click here](#) for alternate configuration instructions.

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 gear icon in the browser window (top right).
   B. Then click Internet Options.
   C. Click the Delete button.
   D. Make sure the "Preserve Favorites..." checkbox is unchecked.
   E. Make sure all the other checkboxes are checked.
   F. Click Delete.
   G. Click OK.
5. Close all browser windows, then open the IE 11 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. Reset Internet Explorer. *Note: this process will delete all personal settings (homepage, saved passwords, etc.) but will not erase your favorites/bookmarks.*

   A. Click the gear icon in the browser window (top right)
   B. Then click Internet Options.
   C. Click the Advanced tab.
   D. Click Reset.
   
   E. Check the box for Delete personal settings.
   F. Click Reset.
   G. When the process finishes, click Close.

7. Restart the computer.

8. Open Internet Explorer and login to Knowledge Link at the following URL: [http://knowledgelink.upenn.edu](http://knowledgelink.upenn.edu).
9. **Turn Off Pop-Up Blockers:**
   A. Click the gear icon in the browser window (top right)
   B. Then click **Internet Options**.
   C. Click the **Privacy** tab.
   D. If the Pop-up Blocker box is checked, then click the box to remove the checkmark.

10. **Add Trusted Sites:**
    A. Click **Security**
    B. Then click **Sites**.
    C. Add the sites below.
       - plateau.com
       - successfactors.com
    **NOTE:** If you do not have the ability to add a website here, then skip this step.
    D. Once the sites are added, click **Close**.

11. **Enable Cookies:**
    A. Click **Privacy**.
    B. Then click **Advanced**.
    C. Verify or update the following settings:
       - First-party Cookies: **ACCEPT**
       - Third-party Cookies: **ACCEPT**
       - Always allow session cookies: **CHECKED**
    D. Then click **OK**.
    E. Then click **OK**.
12. **Enable Flash:**
   A. Click the gear icon in the browser window (top right)
   B. Then click **Manage add-ons**.
   C. Click the “Show” drop-down near the bottom-left of the window and select “All add-ons.”
   D. Then select “Shockwave Flash Object” near the top of the window.
   E. Then look at the bottom right corner: If the button is labelled “Enable” then click the button. If the button is labelled “Disable” then continue.
   F. **Click Close.**

13. Return to Knowledge Link and access your courses. If your courses are working, you may **STOP HERE**.

14. If you have followed all the steps and Internet Explorer still does not work, please try again using a different browser. ([Click here](#) to see additional Browser Support documents.)

15. 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 issue is not Knowledge Link – the issue is your computer or network.