Follow the instructions below to configure the IE 11 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 at the following URL: http://knowledgelink.upenn.edu.

6. 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.

7. 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.
8. **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**.

9. **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**.
10. Return to Knowledge Link and access your courses. If your courses are working, you may **STOP HERE**.

11. If you are still experiencing issues accessing your courses, continue to the next step.

12. If the steps on the previous pages do not work, please reset Internet Explorer and restart your computer as follows:

   A. Click the gear icon in the browser window (top right).
   B. 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 reset is finished, click **Close**.
   H. Restart your computer.
   I. **Perform steps 6 through 10 again**.

13. 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.)

14. 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.