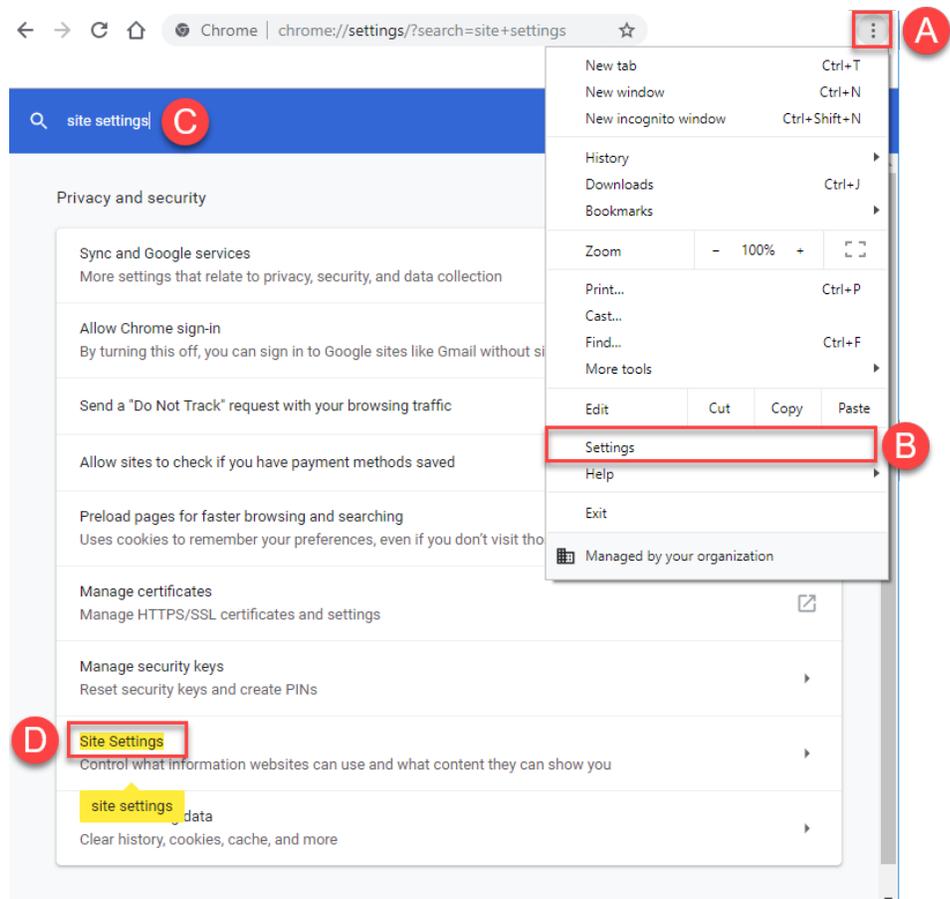




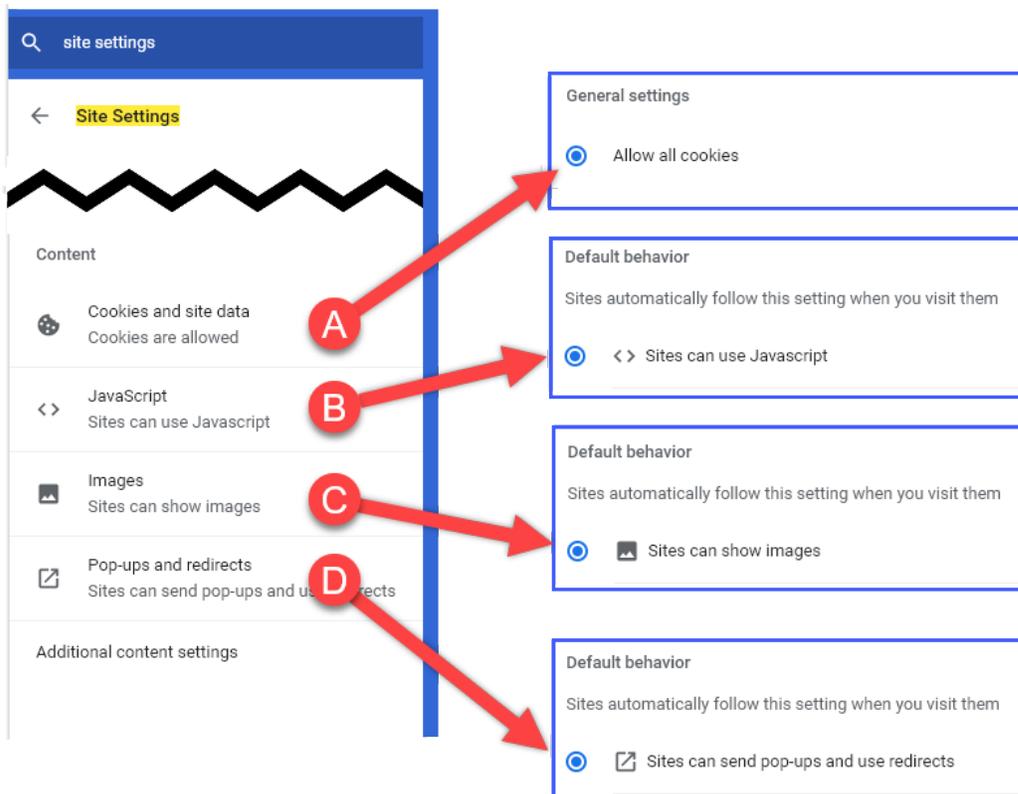
Follow the instructions below to configure the Google Chrome browser.

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

6. Open Site Settings:
  - A. Click the menu icon in the upper-right.
  - B. Click **Settings**.
  - C. Type "site settings" in the settings search bar.
  - D. Click **Site Settings**.



7. Scroll down and 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 and SITE DATA: "Allow all cookies" is selected
  - B. JAVASCRIPT: "Sites can use Javascript" is selected
  - C. IMAGES: "Sites can show images" is selected
  - D. POP-UPS and REDIRECTS: "Sites can send pop-ups and use redirects" is selected



8. Go to Knowledge Link (<http://knowledgelink.upenn.edu>).
9. If the steps above do not work, try again using a different browser. ([Click here](#) to see additional Browser Support documents.)
10. 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.