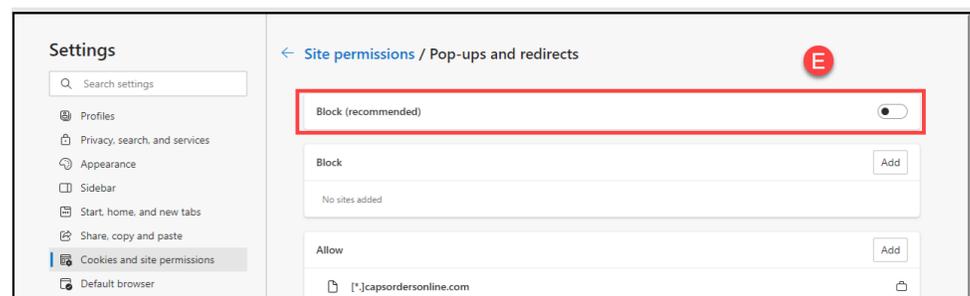
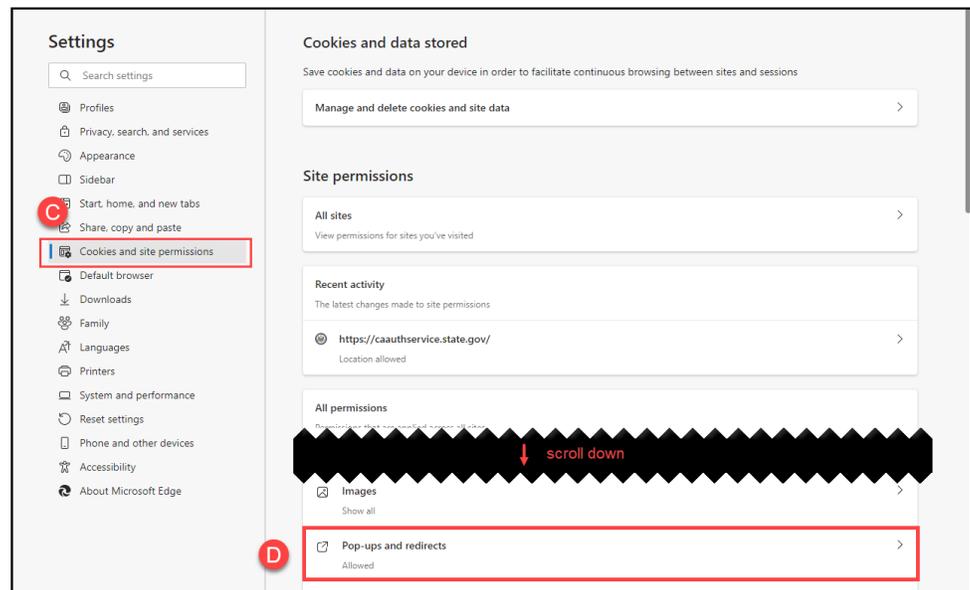
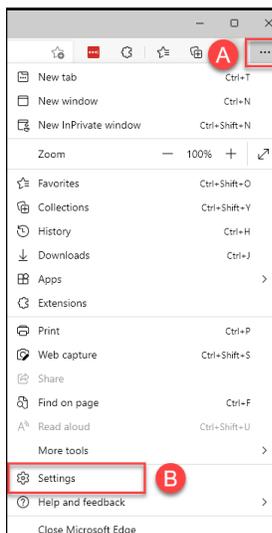


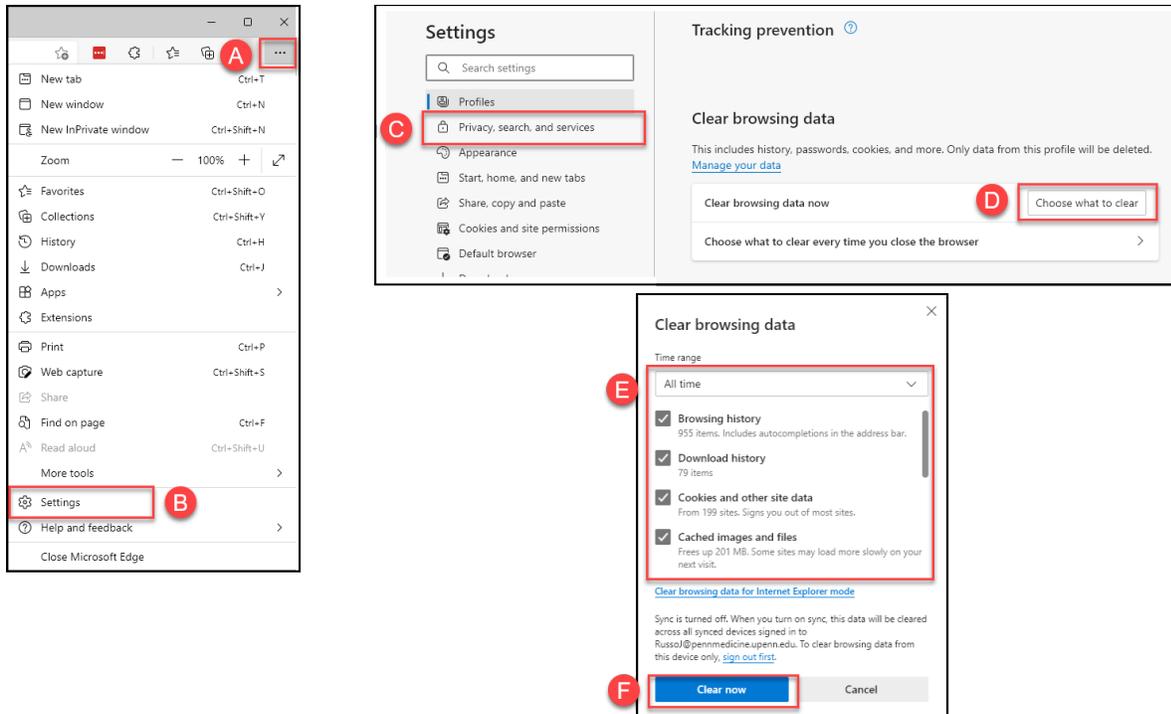


Follow the instructions below to configure the MS Edge browser.

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. Allow “pop-ups” by following the steps below.
  - A. Click the three dots in the top right.
  - B. Then click **Settings**.
  - C. Click the **Cookies and site permissions** link.
  - D. Scroll down and click **Pop-ups and redirects**.
  - E. Make sure **Block** is not checked (not blue).



5. 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 three dots in the top right.
  - B. Then click **Settings**.
  - C. Click the **Privacy, search, and services** link.
  - D. Click **Choose what to clear**.
  - E. Select **All time** from the dropdown and check the four boxes shown in the image below.
  - F. Click **Clear now**.



6. Close all browser windows, then open the MS Edge browser and go to <http://knowledgeink.upenn.edu>. Then log into Knowledge Link.
7. If you have followed all the steps and MS Edge still does not work, please try again using a different browser. ([Click here](#) to see additional Browser Support documents.)
8. 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.