MS Edge Configuration

KN@WLEDGE**LINK**

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 <u>do not</u> 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 <u>not checked</u> (not blue).

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New tab Ctrl+T	Q Search settings	Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions
New window Ctrl+N New InPrivate window Ctrl+Shift+N Torm To	 Profiles Privacy, search, and services 	Manage and delete cookies and site data
200m — 100% ∓ 2. f≥ Favorites Ctrl+Shift+O	Appearance Sidebar	Site permissions
Gollections Ctrl+Shift+Y ⑤ History Ctrl+H ↓ Downloads Ctrl+J	Share, roome, and new tabs Share, copy and paste	All sites > View permissions for sites you've visited
B Apps → S Extensions	Default browser Downloads	Recent activity The latest charges made to site permissions
Print Ctrl+P Web capture Ctrl+Shift+S Share	쯓 Family A [†] Languages 曰 Printers	https://cauthservice.state.gov/ Location allowed
Bind on page Ctrl-F A ^{IN} Read aloud Ctrl-Shift+U More tools >	System and performance Reset settings Phone and other devices Conscibutiv	All permissions
Settings Help and feedback Close Microsoft Edge	 About Microsoft Edge 	Images Show all Pop-ups and redirects

Settings	← Site permissions / Pop-ups and redirects	0
Profiles	Block (recommended)	
 Privacy, search, and services Appearance 	Block	Add
 Sidebar Start, home, and new tabs 	No sites added	
 Share, copy and paste Cookies and site permissions 	Allow	Add
Default browser	[*.]capsordersonline.com	ō

- 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.

A	- 0 ×	Settings Tracking prevention ③
🖂 New tab	Ctrl+T	Q Search settings
New window	Ctrl+N	Profiles Clear browsing data
Zoom	- 100% + ∠ ⁿ	Appearance This includes history, passwords, cookies, and more. Only data from this profile will be deleted. <u>Manage your data</u>
t2 Favorites ⓓ Collections	Ctrl+Shift+O Ctrl+Shift+Y	Image: State Holine, and new table Image: Share, copy and paste Image: Cookies and site permissions
 ♥ History ↓ Downloads ♥ Apps 	Ctrl+H Ctrl+J	Choose what to clear every time you close the browser
C Apps	,	Clear browsing data $ imes$
 Print Web capture Share 	Ctrl+P Ctrl+Shift+S	Time range All time
 A[™] Read aloud More tools 	Ctrl+F Ctrl+Shift+U >	Browsing history 955 terms. Includes autocompletions in the address bar. Download history 79 items
Image: Settings Image: Help and feedback Close Microsoft Edge	B ,	Cookies and other site data From 199 sites. Signs you out of most sites. Cached images and files Frees up 201 MB. Some sites may load more slowly on your next visit.
		Clear browsing data for Internet Explorer mode Sync is turned off. When you turn on sync, this data will be cleared across all synced devices signed in to Russol@permendicine.upenn.edu. To clear browsing data from this device only, sign out first. F Clear now Cancel

- 6. Close <u>all browser windows</u>, then open the MS Edge browser and go to <u>http://knowledgelink.upenn.edu</u>. 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. (<u>Click here</u> 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 <u>on-site technician be dispatched</u> to troubleshoot your Penn computer. Please clearly state that the issue is not Knowledge Link the issue is your computer or network.