GTA Learning Center

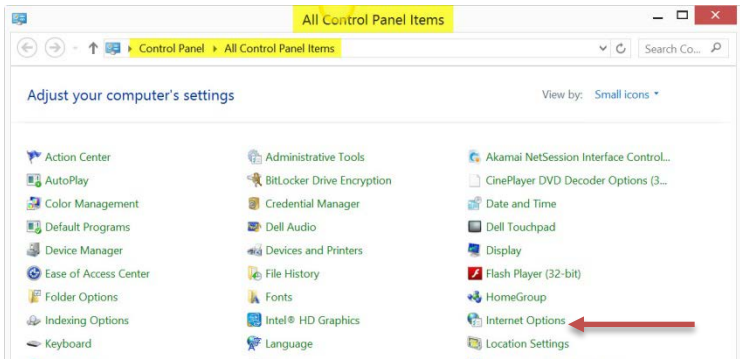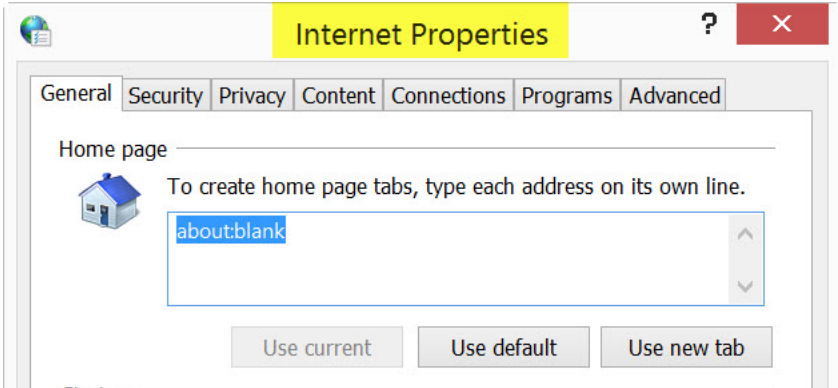## Browser Requirements Troubleshooting for Learn

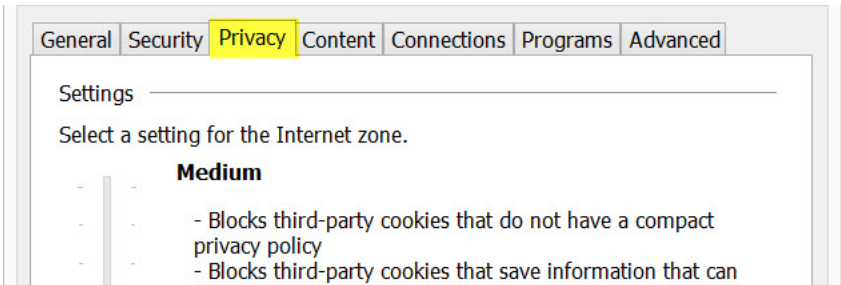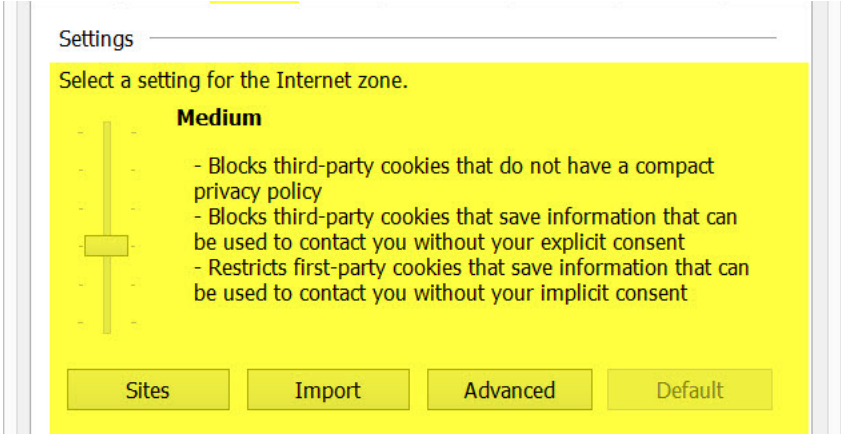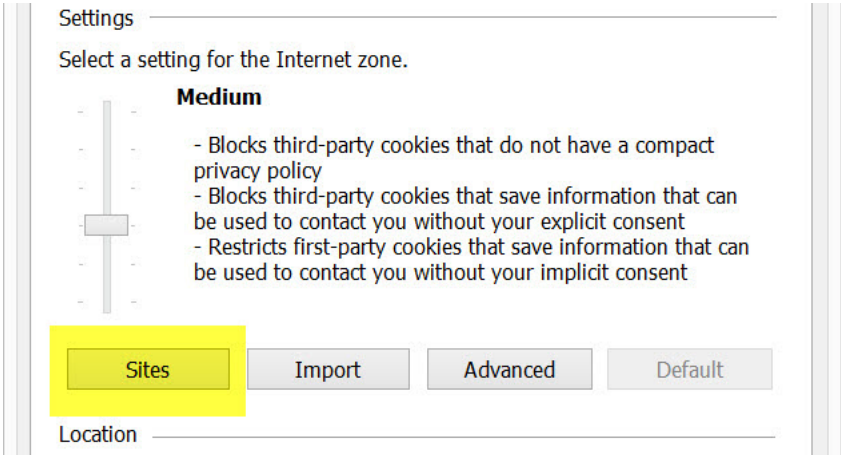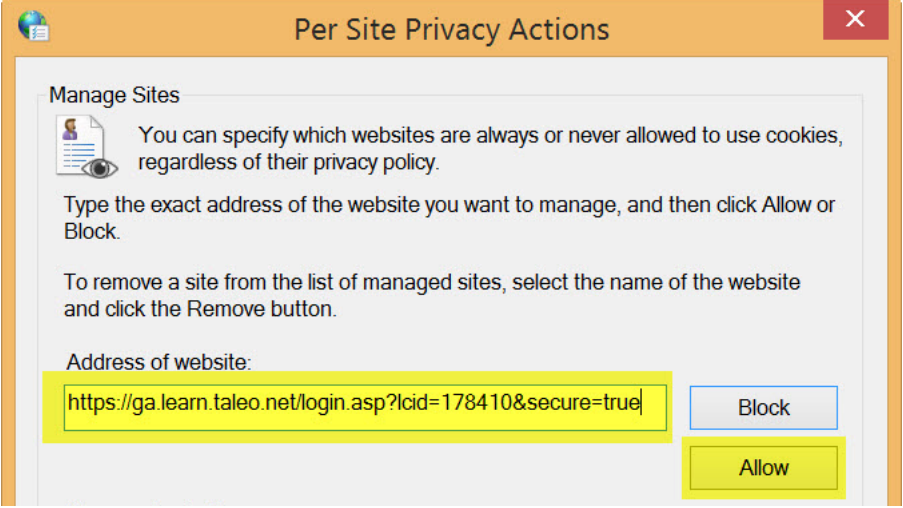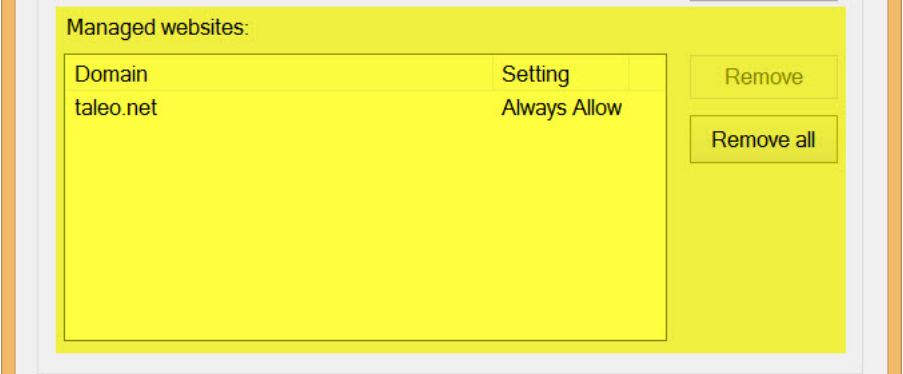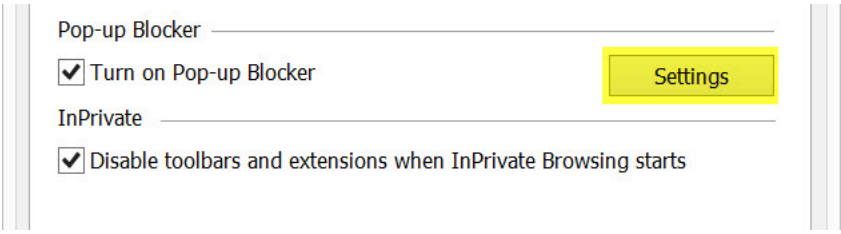Process on how to troubleshoot common issues that may occur in the Learn Center.
If you experience issues accessing the LMS try these steps:
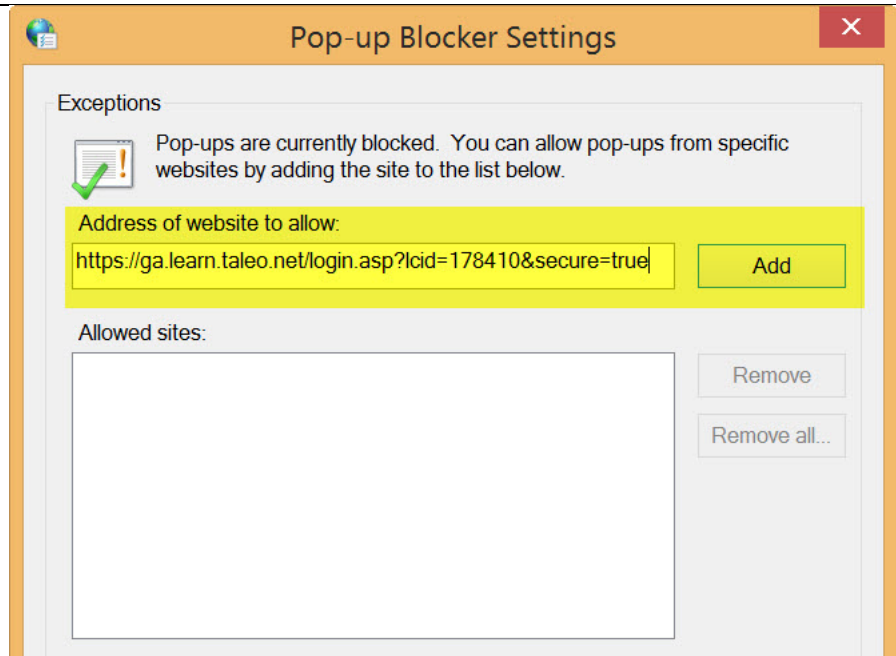
      1.) Check that privacy settings are on medium or medium-high.
      2.) Ensure pop-up blocker allows the Learn Center URL.
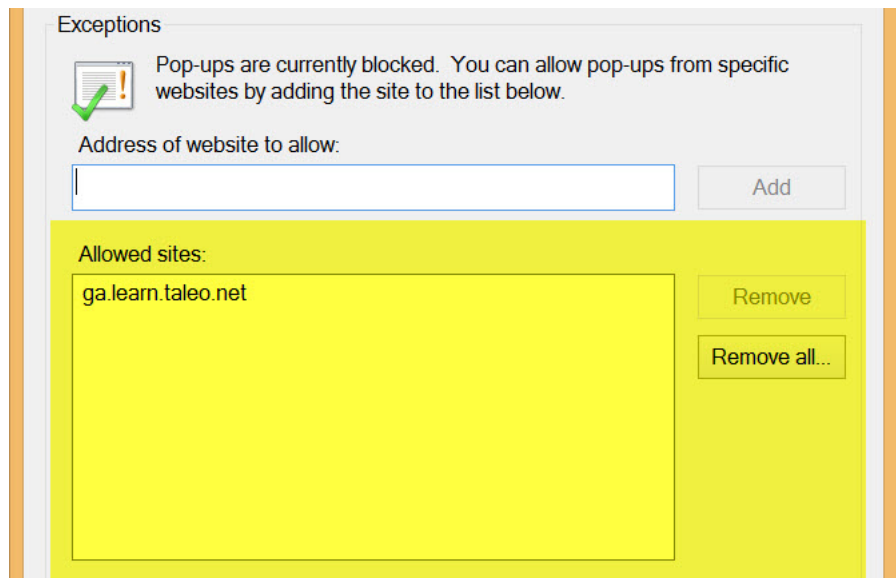   3.) Set browser settings to secure mode.

M&P

STEP	ACTION	RESULT
1	Open the Control Panel and select **Internet Options**.	 The Internet Properties page should display.

2	Click the Privacy tab.	**The internet privacy settings should display.**
3	Check and make sure Privacy settings for the Internet Zone are set to Medium or Medium-High.	
4	Or click "Sites" to add the Learn Center URL to the list of sites to allow browser cookies.	 **The Per Site Privacy Actions page should display.**

Add the URL and select allow to add the site to allowed browser cookies.

The site should then appear under managed websites. Click "OK" to return to the Internet properties screen.

5	Select "Settings" in the Pop-up Blocker area.	
6	Add the Learn Center URL to the addresses of websites to allow area and click "Add".	**The Pop-up Blocker Settings page should display.**

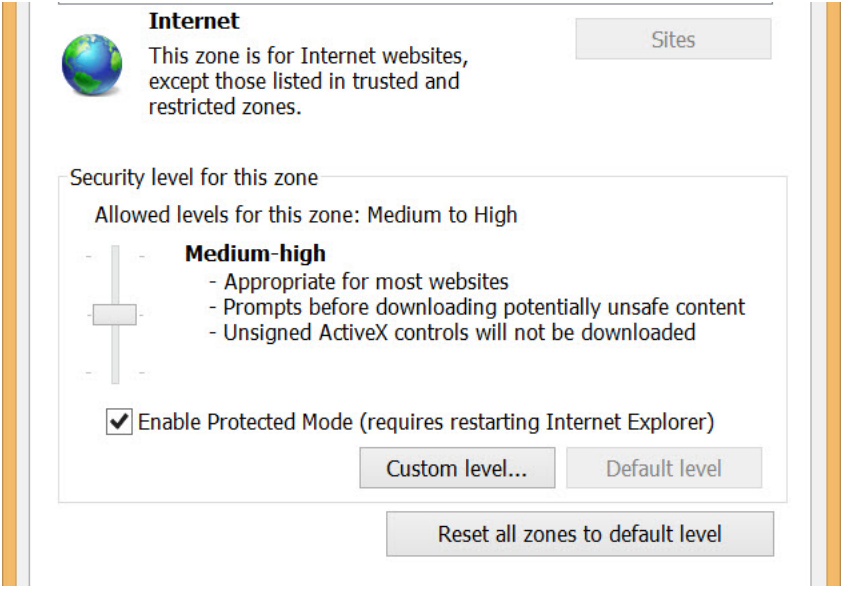**The site should then be listed in the Allowed sites area.**

Click "Close" to return to the Internet Properties screen.

| 7 | Click the Security tab. | |

6	Check and ensure each zone's security is set for medium or medium high.	
		Be sure to check each zone (Internet, Local Intranet, Trusted sites, and Restricted sites). **Note: The Restricted site security should be set to high.**
7	Click the General tab, click "Delete" and clear browsing history.	**The Delete Browsing History page should display.** **Select information to be deleted. It is recommended that temporary internet and website files as well as cookies and website data be selected.** **Click "Delete" once all information to be deleted is selected.**
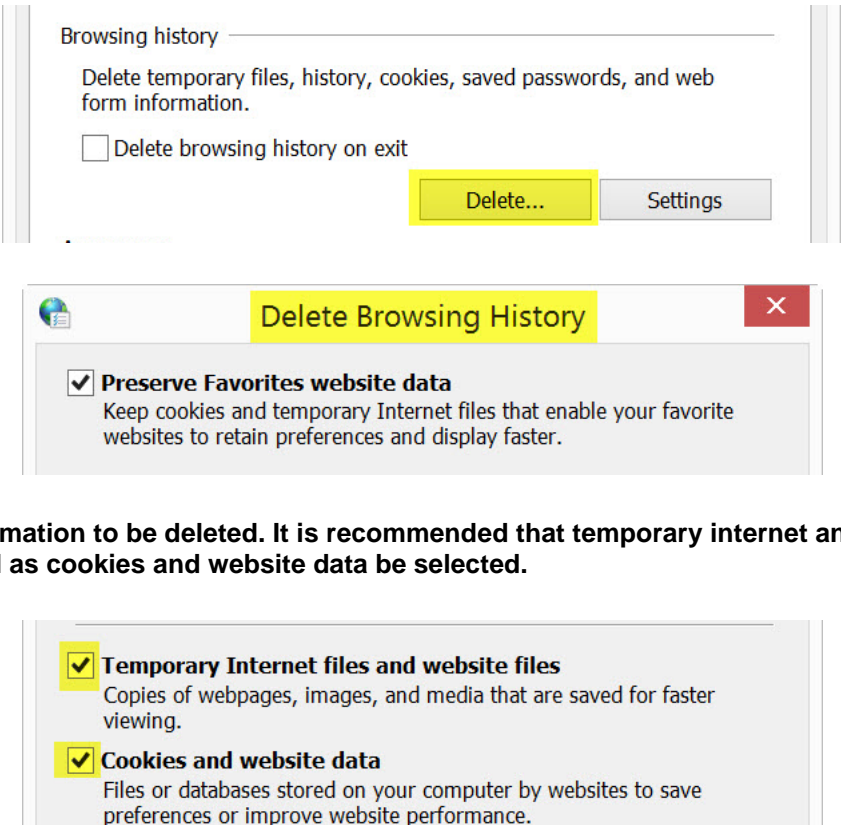
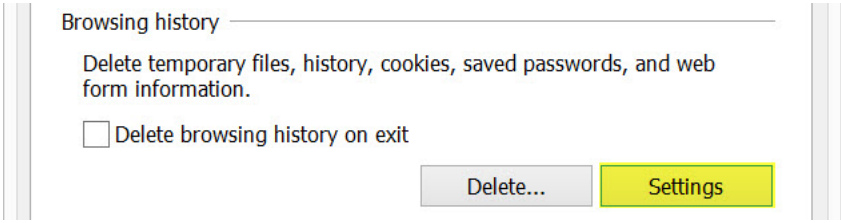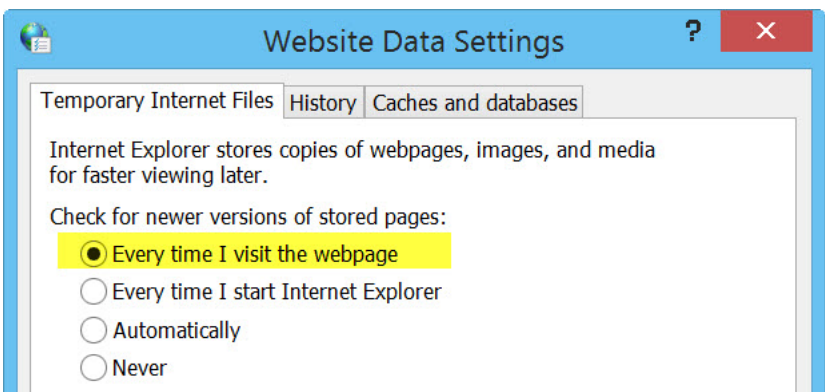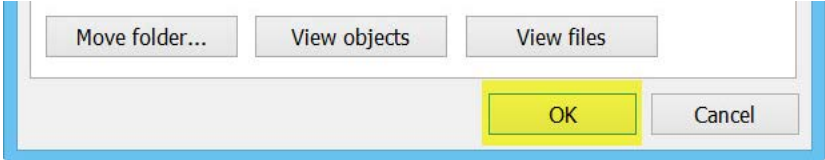|		
		About deleting browsing history Delete Cancel
		Close Internet Explorer to reset browser information.
8	Click "Settings" and set Temporary Internet Files to 'every time I visit the webpage'.	Browsing history Delete temporary files, history, cookies, saved passwords, and web form information. ☐ Delete browsing history on exit Delete... Settings **The Web Settings screen should display.** Website Data Settings Temporary Internet Files | History | Caches and databases Internet Explorer stores copies of webpages, images, and media for faster viewing later. Check for newer versions of stored pages: ⦿ Every time I visit the webpage ◯ Every time I start Internet Explorer ◯ Automatically ◯ Never **Select 'every time I visit the web page' and click "OK".** Move folder... View objects View files OK Cancel
	End of Method and/or Procedure	**If you are still having issues after checking compatibility and trying all troubleshooting steps please contact administration for further support at GTATraining@gta.ga.gov.**