

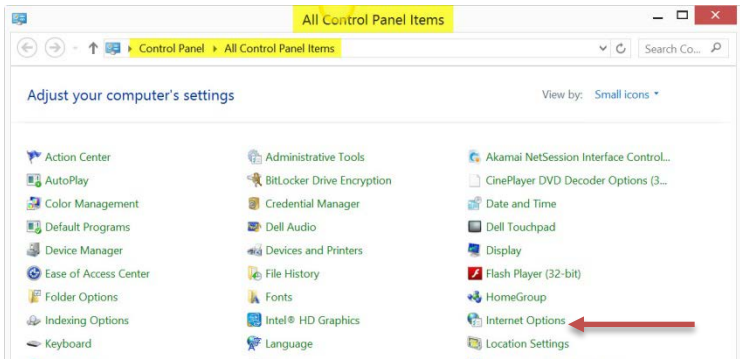
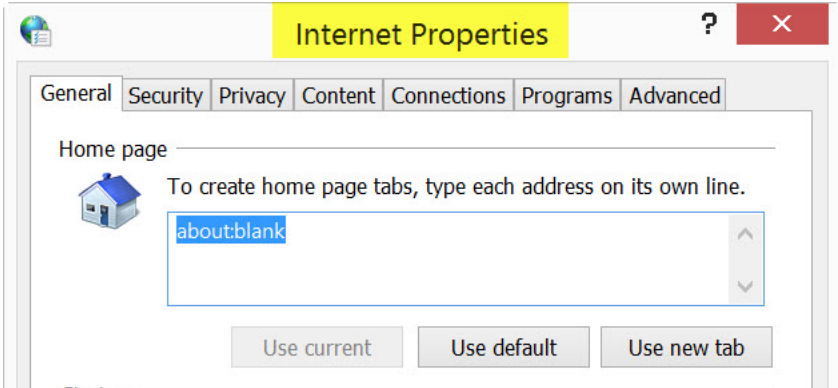
**Browser Requirements Troubleshooting for Learn**

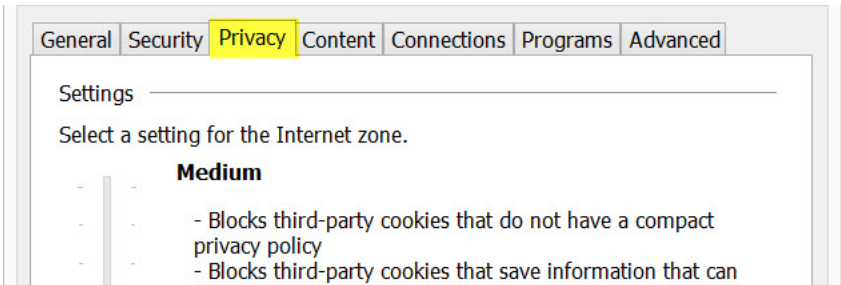
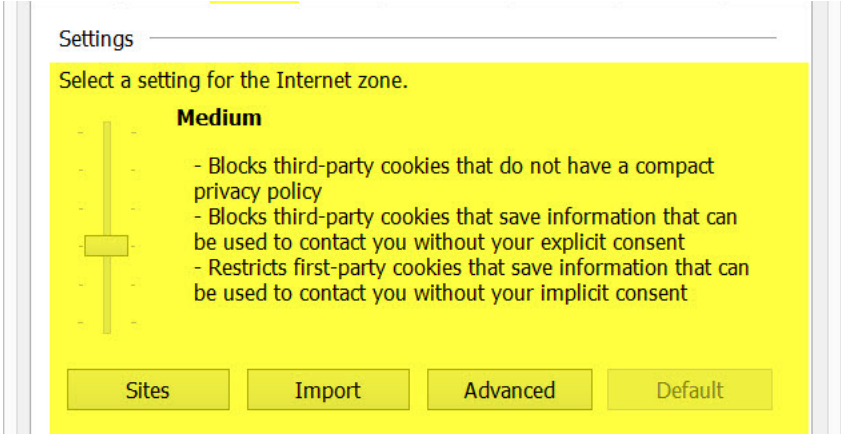
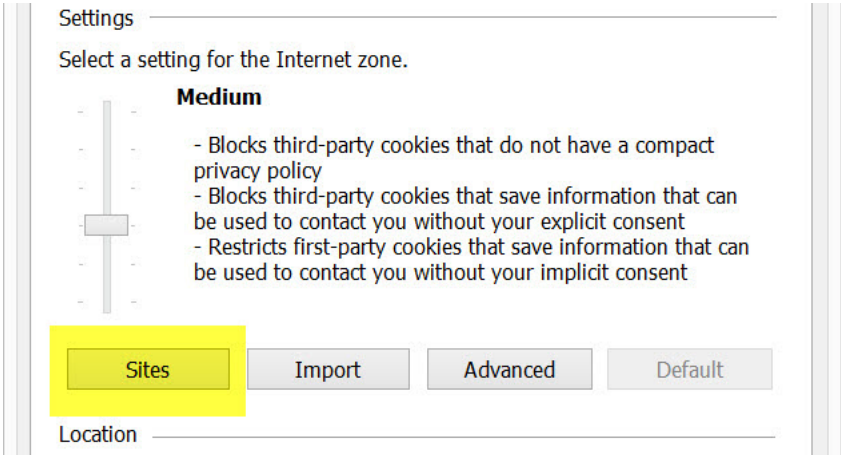
Process on how to troubleshoot common issues that may occur in the Learn Center.

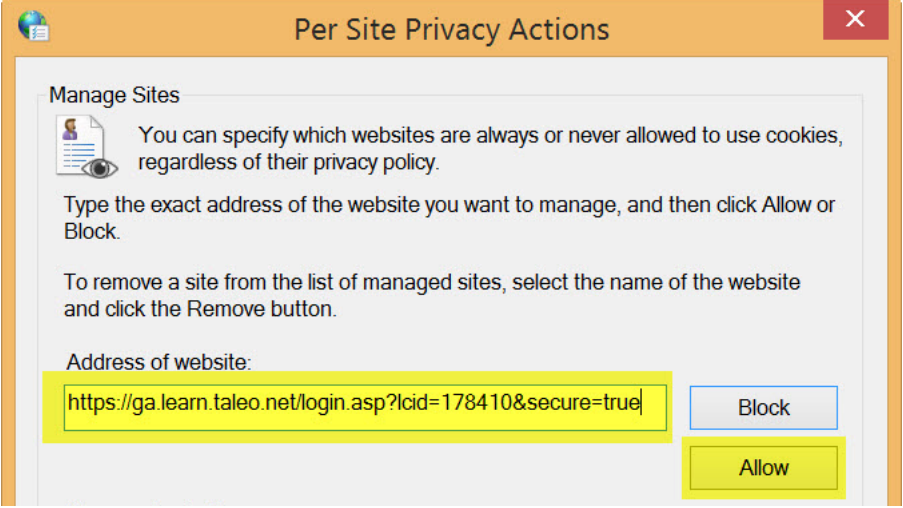
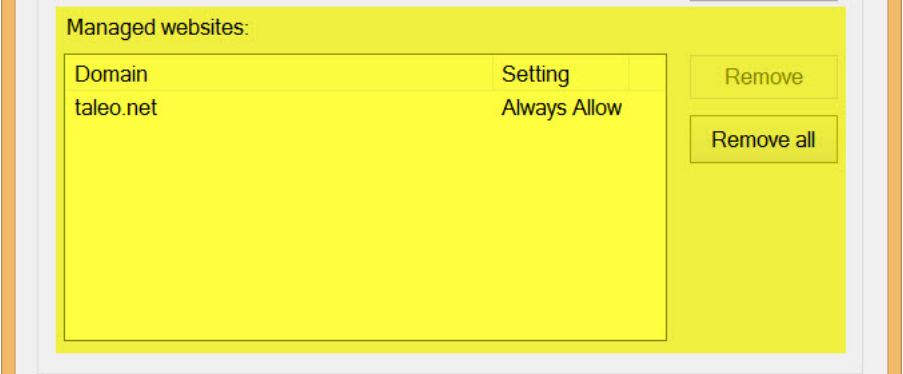
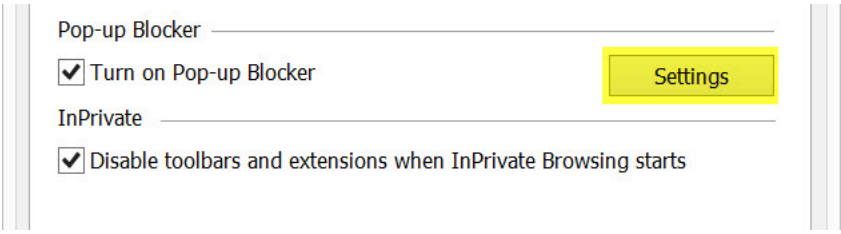
If you experience issues accessing the LMS try these steps:

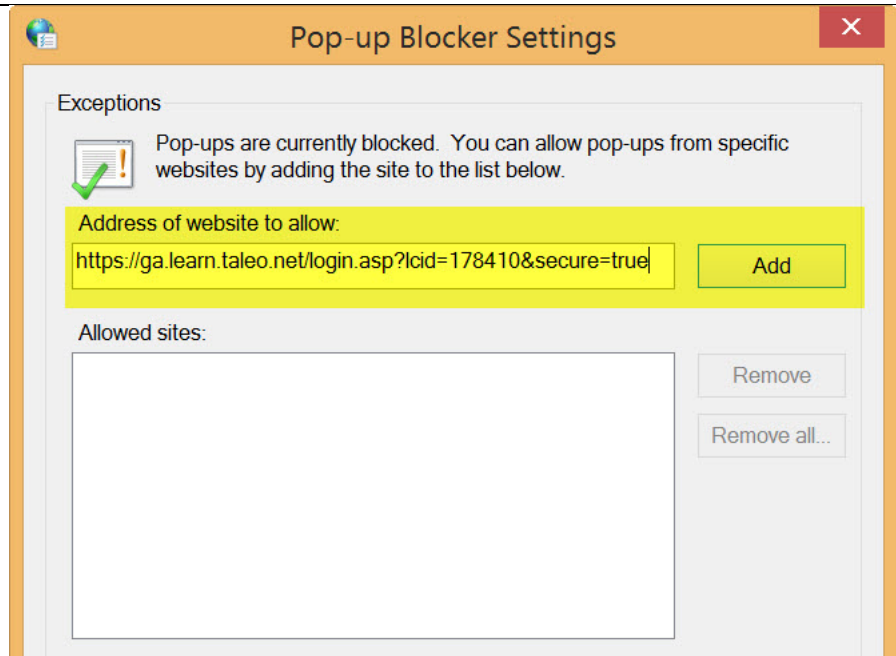
- 1.) Check that privacy settings are on medium or medium-high.
- 2.) Ensure pop-up blocker allows the Learn Center URL.
- 3.) Set browser settings to secure mode.

**M&P**

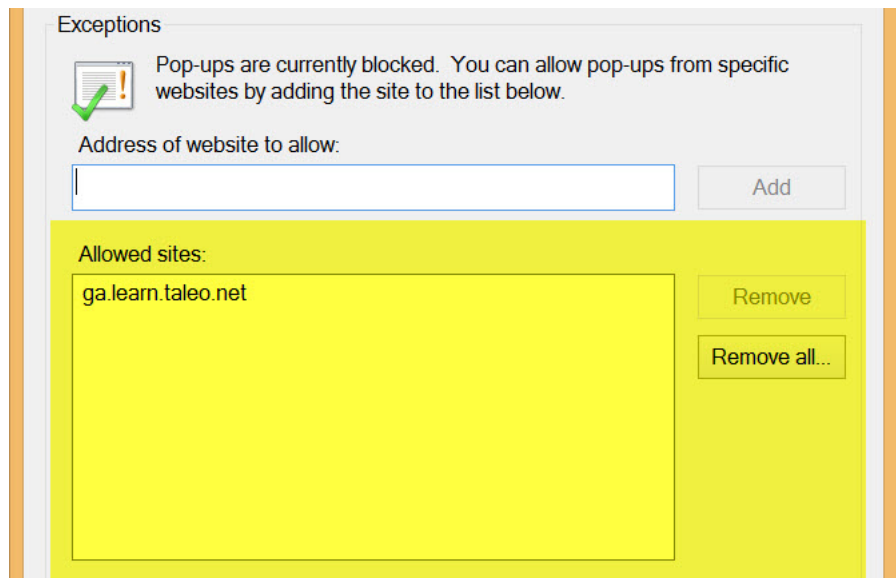
STEP	ACTION	RESULT
1	Open the Control Panel and select <b>Internet Options</b> .	 <p>The Internet Properties page should display.</p> 

2	Click the Privacy tab.	<p><b>The internet privacy settings should display.</b></p> 
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.	 <p><b>The Per Site Privacy Actions page should display.</b></p>

		 <p><b>Per Site Privacy Actions</b></p> <p><b>Manage Sites</b></p> <p>You can specify which websites are always or never allowed to use cookies, regardless of their privacy policy.</p> <p>Type the exact address of the website you want to manage, and then click Allow or Block.</p> <p>To remove a site from the list of managed sites, select the name of the website and click the Remove button.</p> <p>Address of website:  <input type="text" value="https://ga.learn.taleo.net/login.asp?lcid=178410&amp;secure=true"/> <input type="button" value="Block"/> <input type="button" value="Allow"/></p> <p><b>Add the URL and select allow to add the site to allowed browser cookies.</b></p>  <p><b>Managed websites:</b></p> <table border="1"> <thead> <tr> <th>Domain</th> <th>Setting</th> <th></th> </tr> </thead> <tbody> <tr> <td>taleo.net</td> <td>Always Allow</td> <td>Remove</td> </tr> </tbody> </table> <p><input type="button" value="Remove all"/></p> <p><b>The site should then appear under managed websites. Click "OK" to return to the Internet properties screen.</b></p>	Domain	Setting		taleo.net	Always Allow	Remove
Domain	Setting							
taleo.net	Always Allow	Remove						
5	Select "Settings" in the Pop-up Blocker area.	 <p>Pop-up Blocker <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Turn on Pop-up Blocker <input type="button" value="Settings"/></p> <p>InPrivate <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> Disable toolbars and extensions when InPrivate Browsing starts</p>						
6	Add the Learn Center URL to the addresses of websites to allow area and click "Add".	<p><b>The Pop-up Blocker Settings page should display.</b></p>						



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

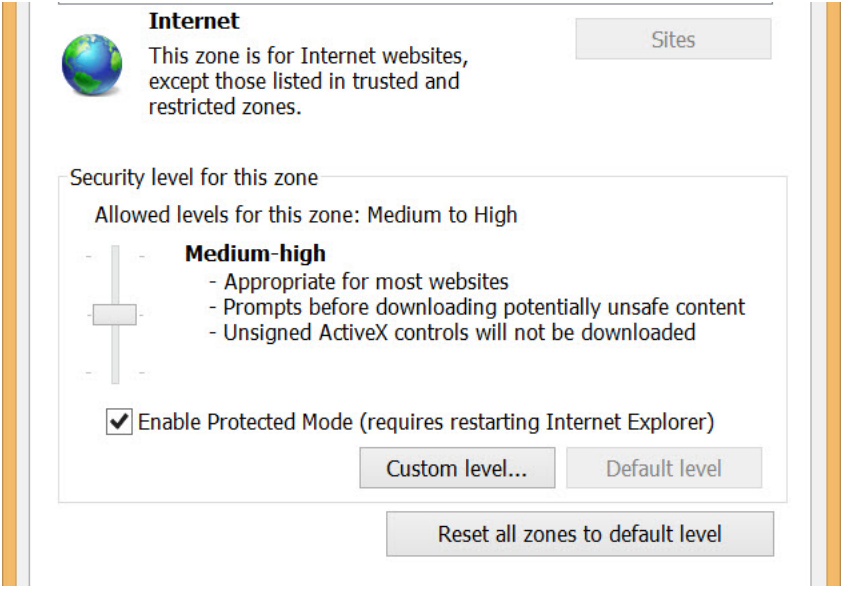


Click "Close" to return to the Internet Properties screen.

7 Click the Security tab.



6 Check and ensure each zone's security is set for medium or medium high.



**Internet**  
This zone is for Internet websites, except those listed in trusted and restricted zones.

Security level for this zone  
Allowed levels for this zone: Medium to High

**Medium-high**

- Appropriate for most websites
- Prompts before downloading potentially unsafe content
- Unsigned ActiveX controls will not be downloaded

Enable Protected Mode (requires restarting Internet Explorer)

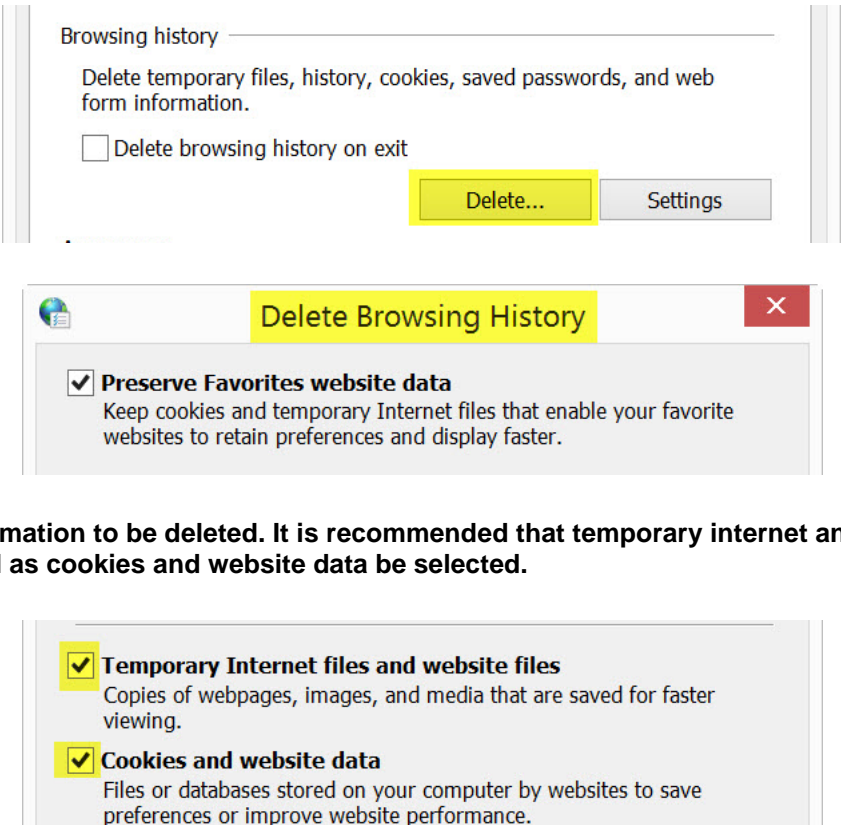
Custom level... Default level

Reset all zones to default level

**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.**



Browsing history  
Delete temporary files, history, cookies, saved passwords, and web form information.

Delete browsing history on exit

Delete... Settings

**Delete Browsing History**


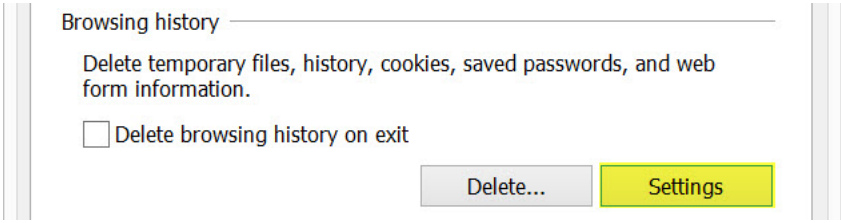
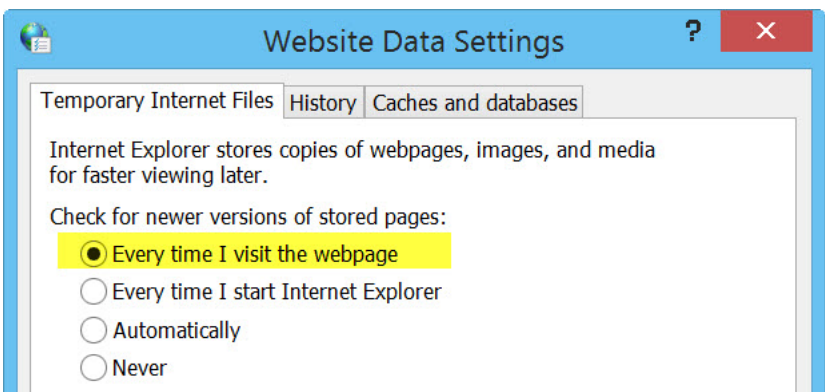
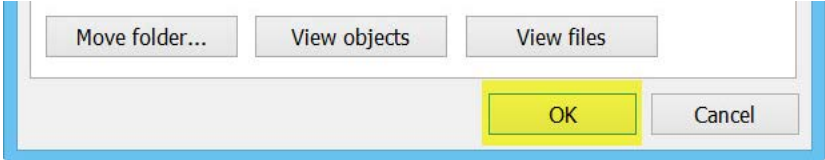
**Preserve Favorites website data**  
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

**Temporary Internet files and website files**  
Copies of webpages, images, and media that are saved for faster viewing.

**Cookies and website data**  
Files or databases stored on your computer by websites to save preferences or improve website performance.

**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.**

		 <p><b>Close Internet Explorer to reset browser information.</b></p>
8	Click "Settings" and set Temporary Internet Files to 'every time I visit the webpage'.	 <p><b>The Web Settings screen should display.</b></p>  <p><b>Select 'every time I visit the web page' and click "OK".</b></p> 
	<b>End of Method and/or Procedure</b>	<b>If you are still having issues after checking compatibility and trying all troubleshooting steps please contact administration for further support at <a href="mailto:GTATraining@gta.ga.gov">GTATraining@gta.ga.gov</a>.</b>