

[What version of Internet Explorer](#)

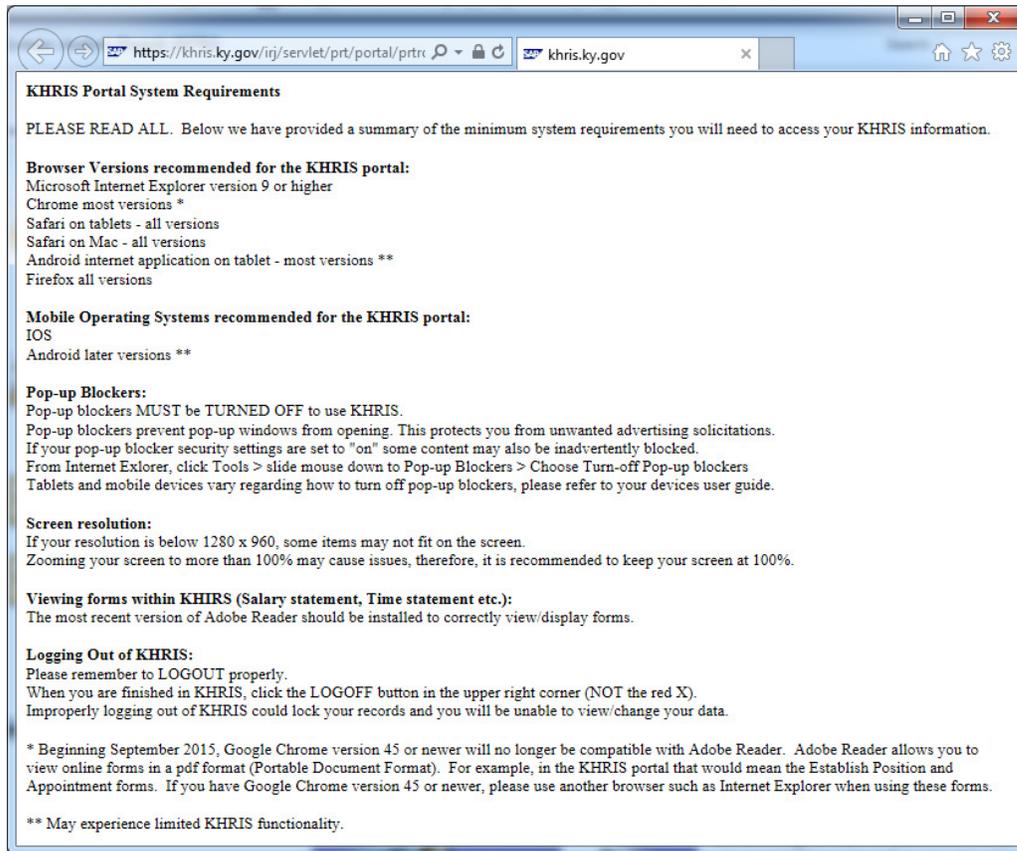
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## What Version of Internet Explorer:

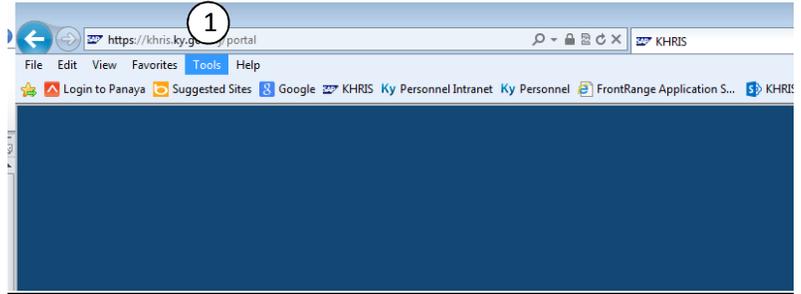
It will be helpful to verify user's version of Windows. Depending on version, instructions may vary slightly.

1. (If the menu bar is not visible, have the customer click the **ALT**-key on the keyboard so that they can see the menu bar).
2. Click **Help**
3. Click **About Internet Explorer**
  
4. The **IE version** they have will be displayed.

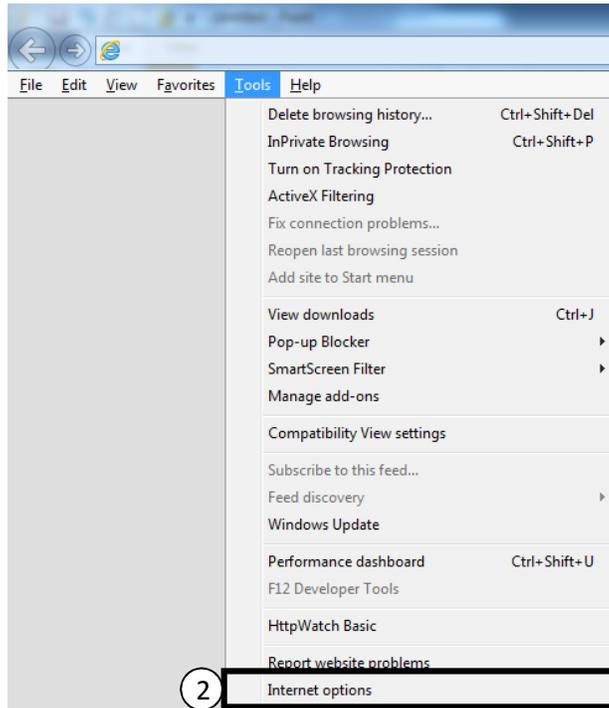


## Clear Browser History & Cache

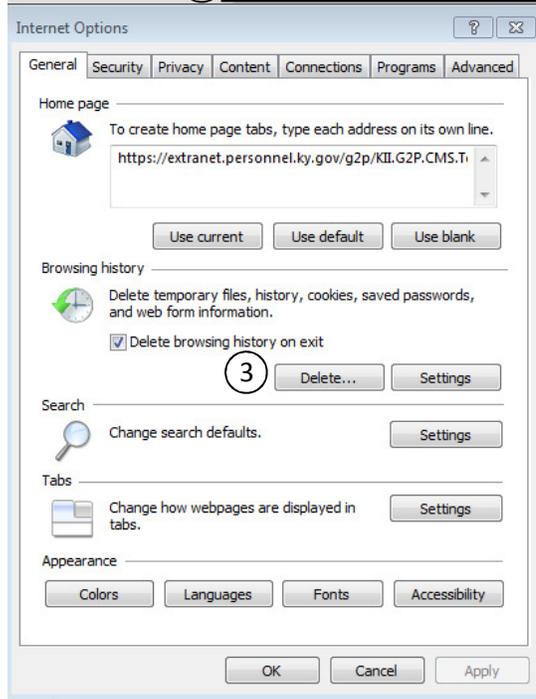
1. Click **Tools**. ( If the menu bar is not visible, have the customer click the **ALT**-key on the keyboard so that they can see the menu bar).



2. Click **Internet Options**.

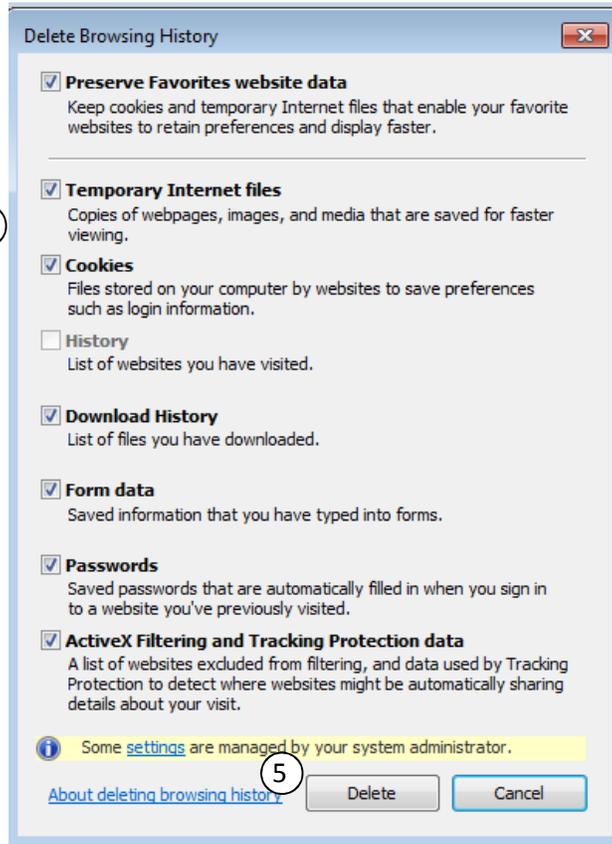


3. Click **Delete**.



4. Please ensure that **Temporary Internet Files and Cookies** are selected. **Other checkboxes should be unselected.**

4

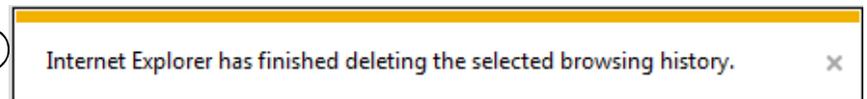


5. Click **Delete**.

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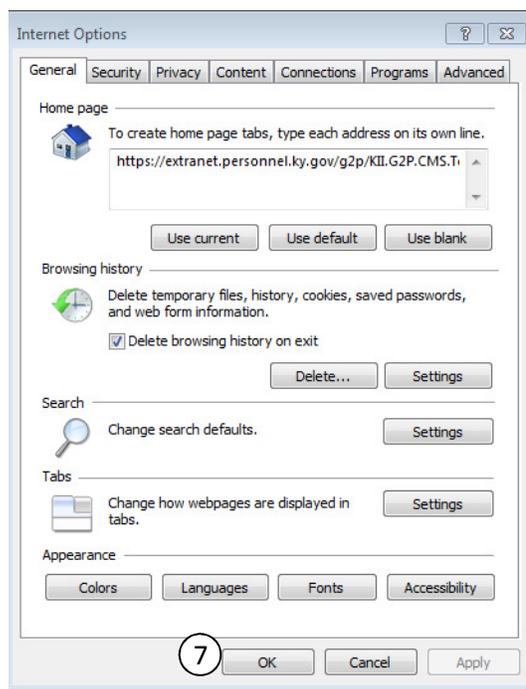
6. This process will take some time, but you will **receive a prompt** telling you that your browsing history has been deleted.

6



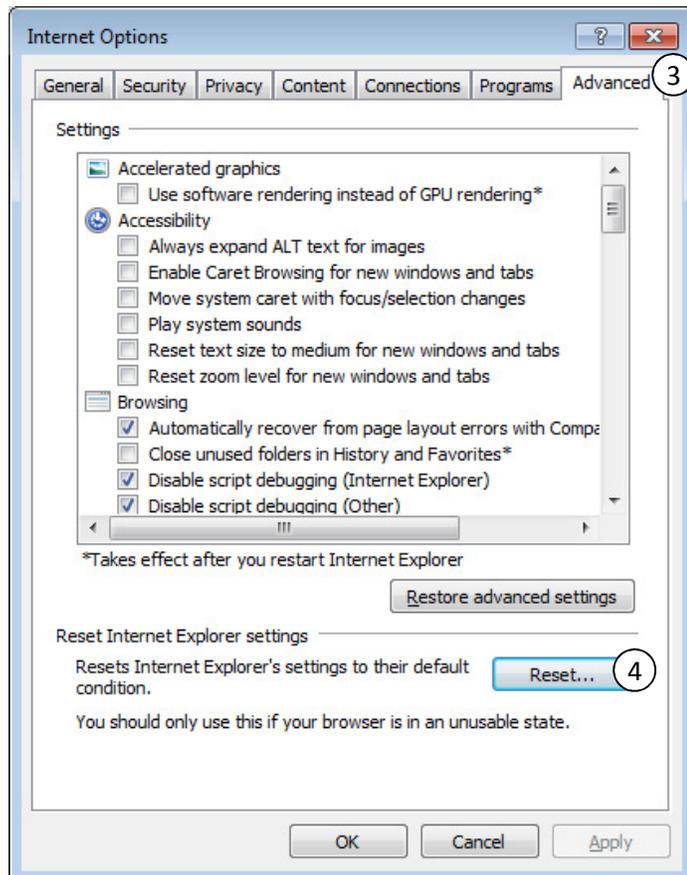
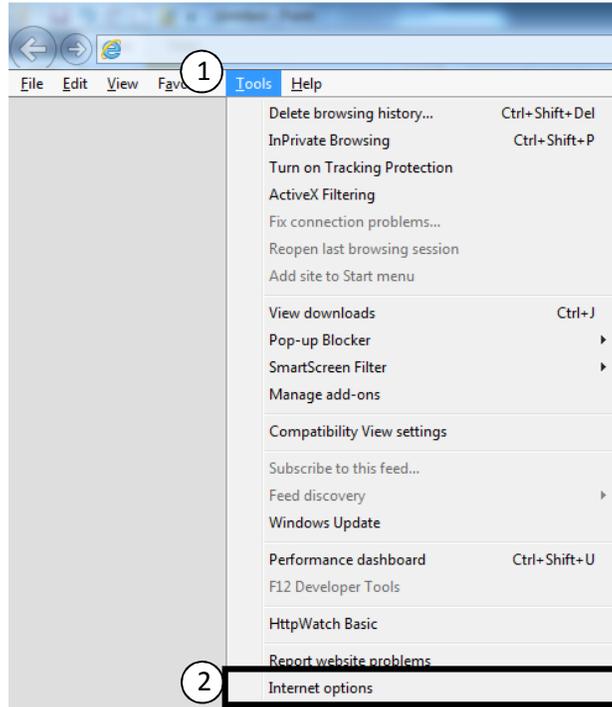
7. In the Internet Options box, Click **OK** to close the **Internet Options** window.
8. You can now click the 'X' to close the notification from Step 6 above.
9. You should be able to perform the task now. *If the issue remains, Internet Explorer may need to be reset to default settings (see section below).*

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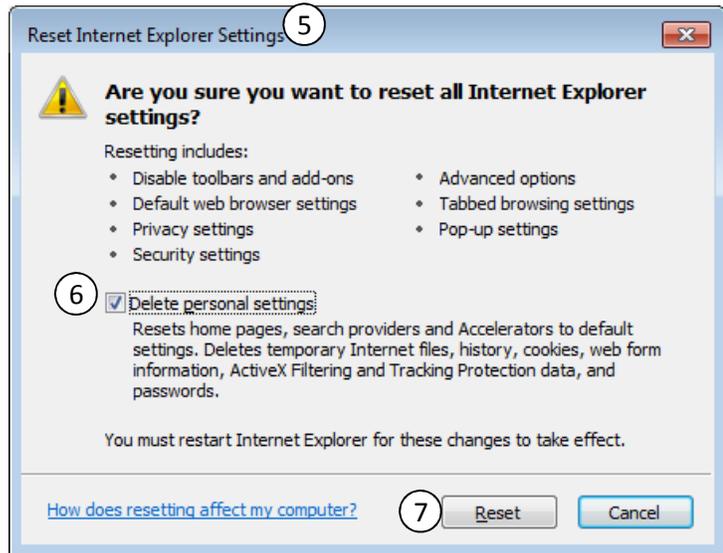


## Resetting Internet Explorer to the default setting & Pop UP Blocker:

1. Click **Tools**. ( If the menu bar is not visible, have the customer click the **ALT**-key on the keyboard so that they can see the menu bar).
2. Click **Internet Options** to display the **Internet Options** dialog box.
3. Click the **Advanced** tab.
4. Click **Reset....**



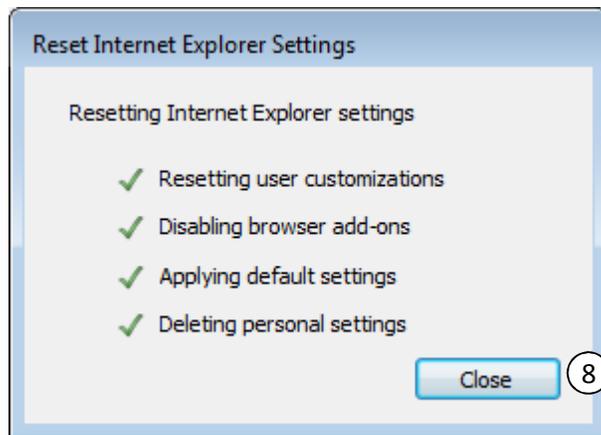
5. The **Reset Internet Explorer Settings** dialog box will be displayed.



6. Click the **'Delete Personal Settings'** checkbox.

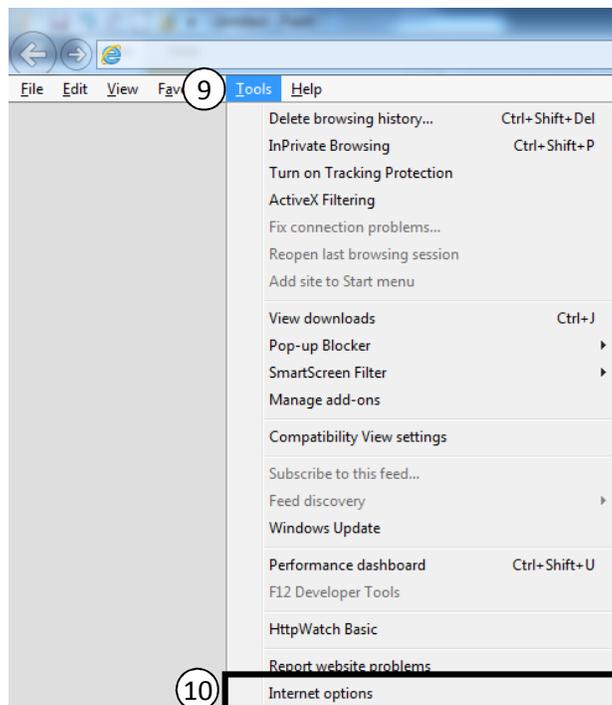
7. Click **Reset**.

8. After the **Reset Internet Explorer Settings** dialog box is displayed *with four green checkmarks*, ask the customer to click **Close**. The customer will need to manually shut down the browser by clicking the 'X' in the upper-right hand corner of each browser window and then restart Internet Explorer.



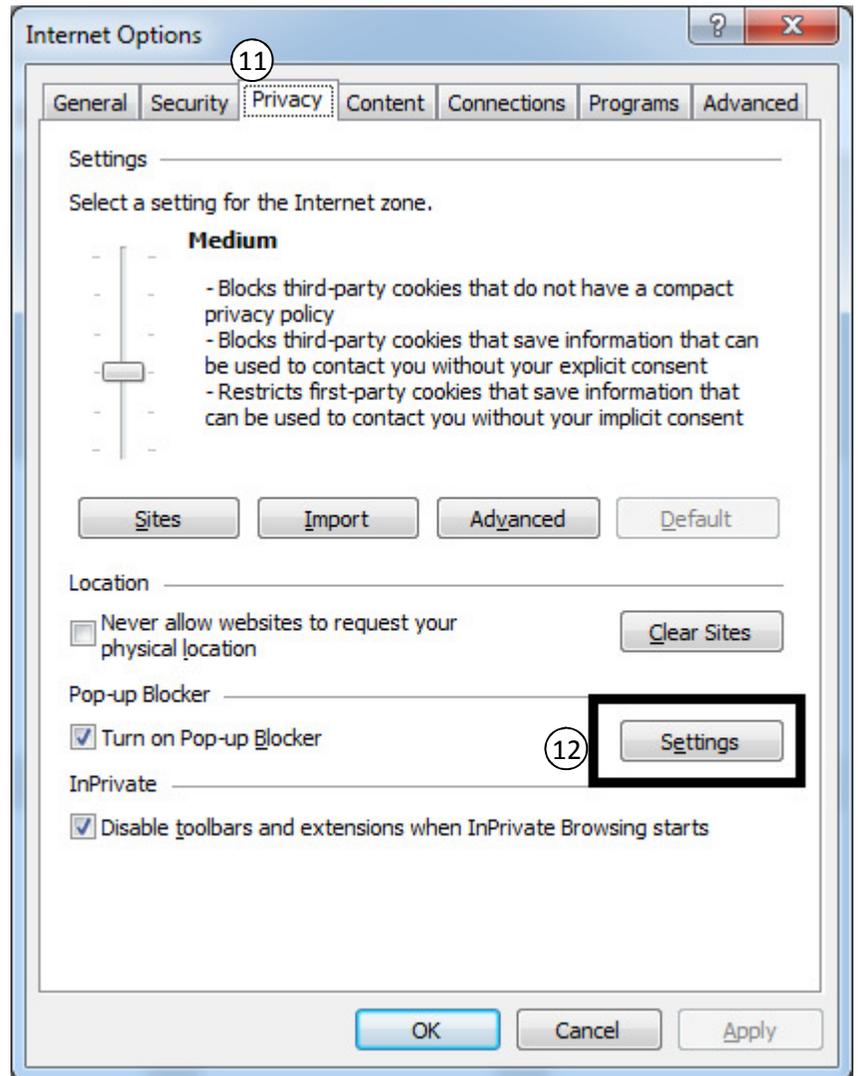
Once the browser has re-opened, we need to make sure that ky.gov website pop-ups are not blocked.

9. Click **Tools**. (If the menu bar is not visible, have the customer click the **ALT**-key on the keyboard so that they can see the menu bar).



10. Click **Internet Options**.

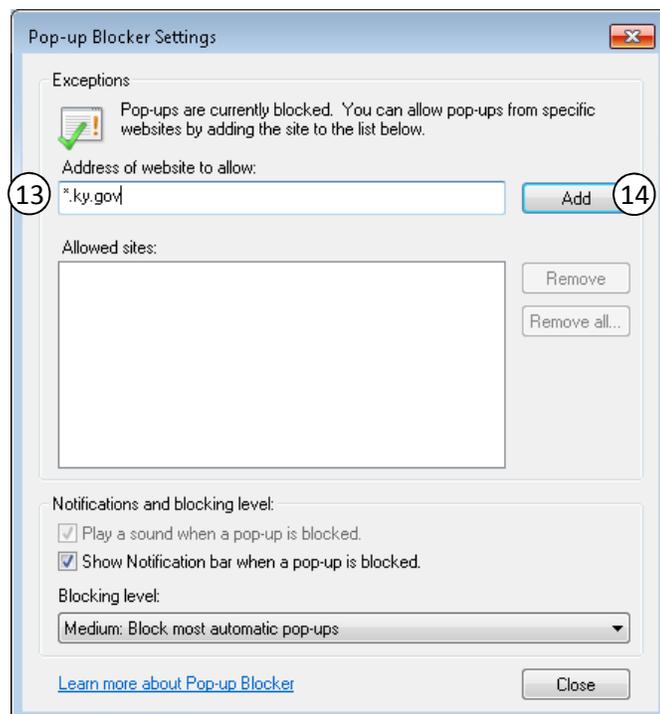
11. Click the **Privacy** tab.



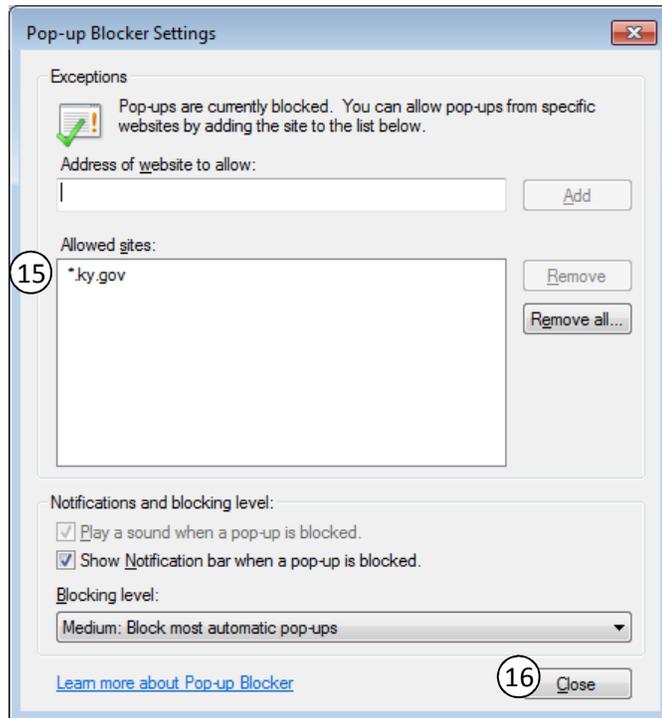
12. Click the **Settings** button in the **Pop-up Blocker** section of the dialog box.

13. In the **Pop-up Blocker Settings** dialog box, type **\*.ky.gov** in the **Address of website to allow:** field.

14. Click **Add**.



15. You will see “\*.ky.gov” in the **Allowed Sites:** area.



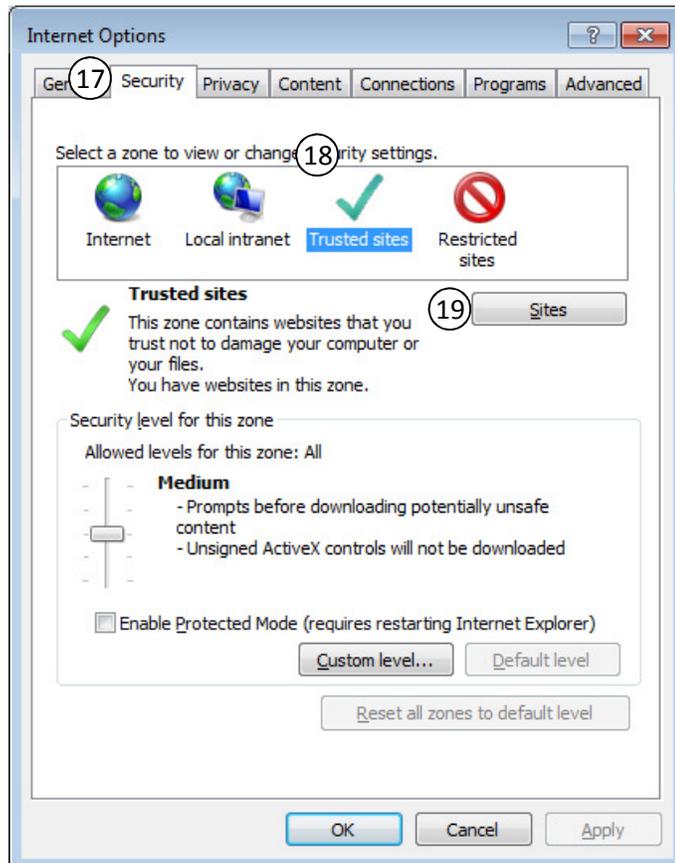
16. Click **Close**.

Next we need to add 'ky.gov' to Trusted Sites. The **Internet Options** dialog box is still open and visible on the screen.

17. Click on **Security** tab.

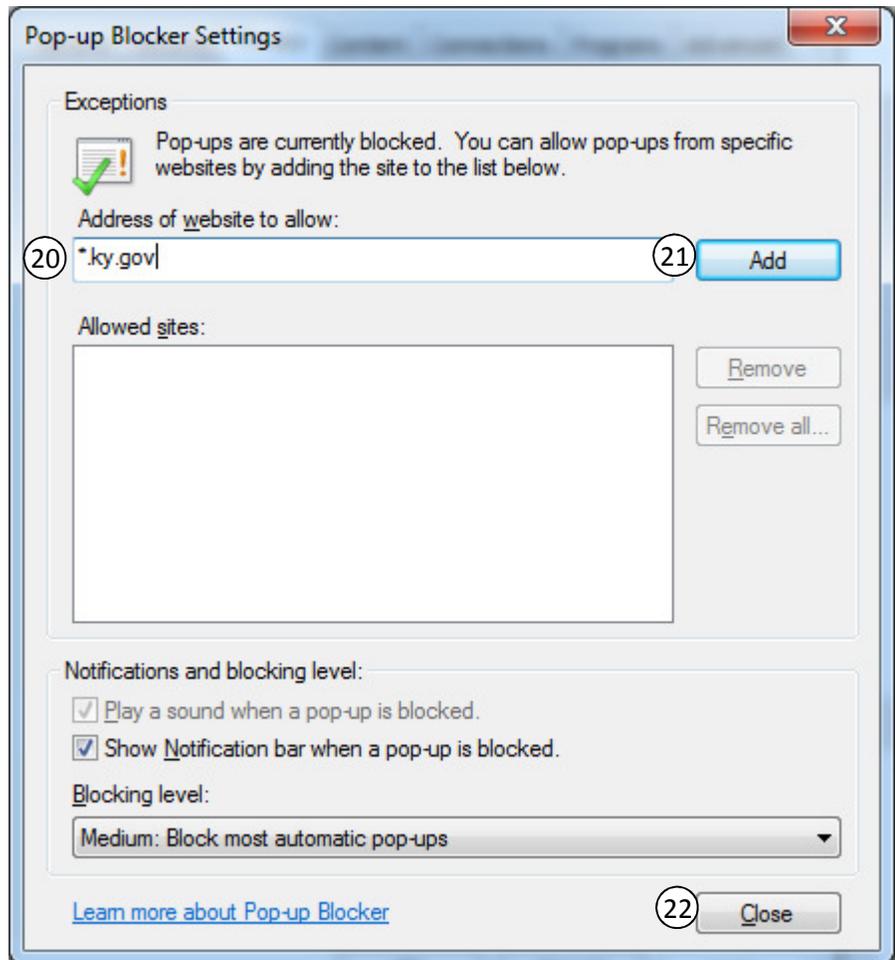
18. Click **Trusted Sites** checkmark.

19. Click the **Sites** button.



20. In the **Trusted Sites** dialog box, type **\*ky.gov** in the **Add this website to the zone:** field.

21. Click **Add**.



22. Click **Close**.

## Adobe Settings:

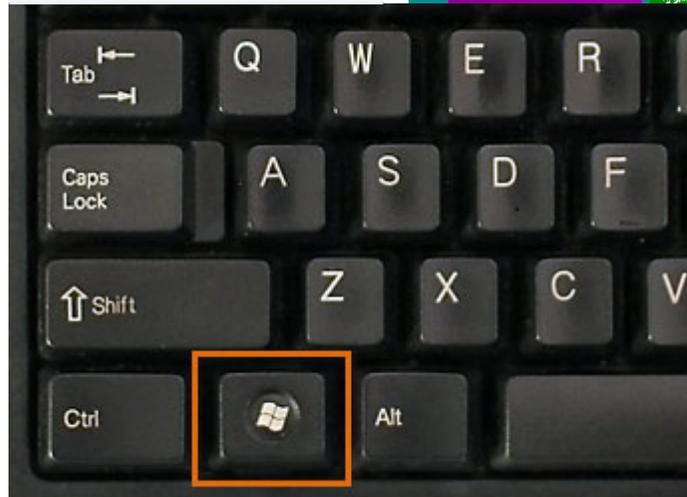
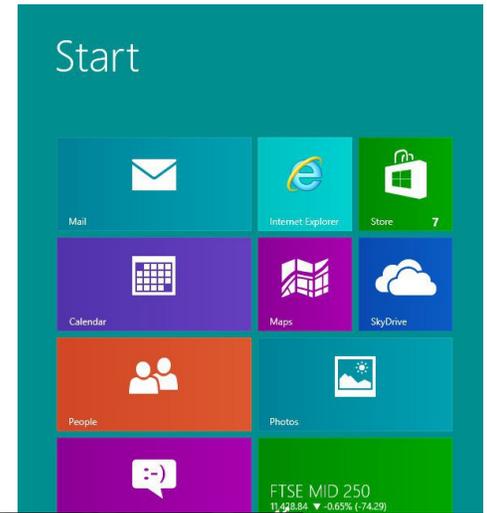
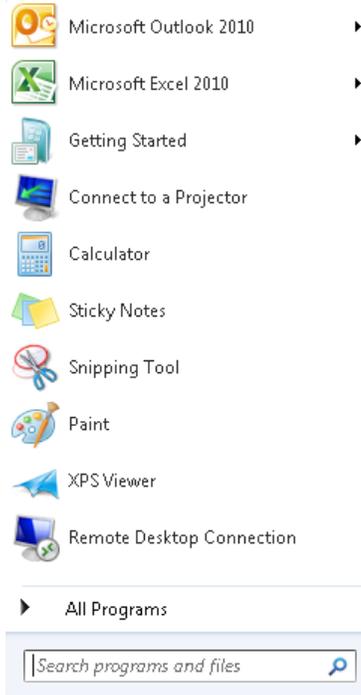
1. In the bottom left hand corner of your screen, click on the Windows Start button



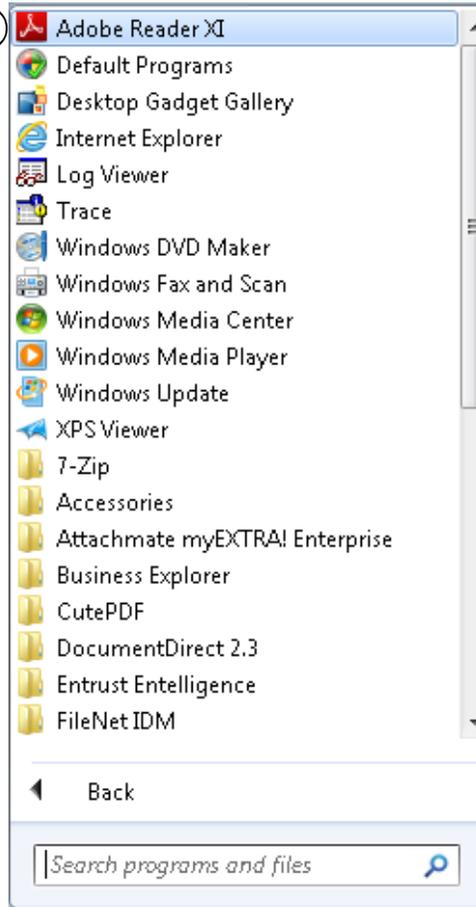
If you have Windows 7 or Windows 10, the Start menu will appear. If you have Windows 8.1, the Start Screen will appear. (Note: the Windows 10 Start menu will differ in appearance from what is seen here, but the cursor will default to the search bar just as it does with Windows 7.) If you have Windows 8, there will not be a Windows Start button. In that case, click the



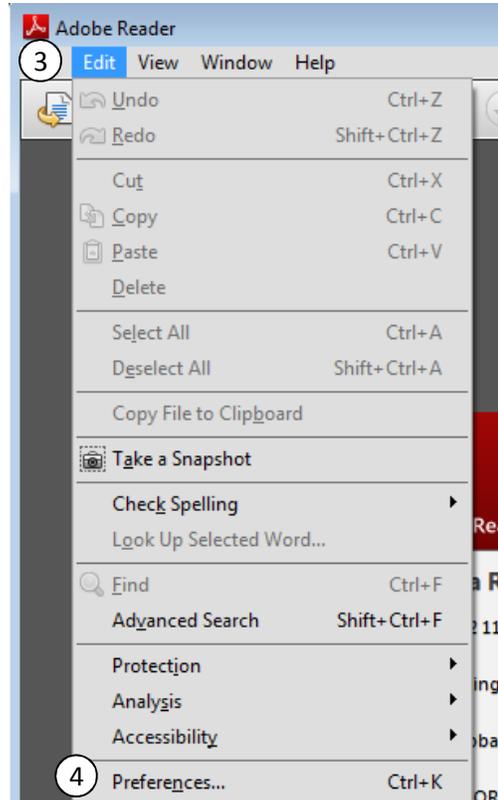
Windows key ( ) on your keyboard.



2. Type **Adobe Reader** and click on the **Adobe Reader** icon that is displayed on the Start menu or Start screen.

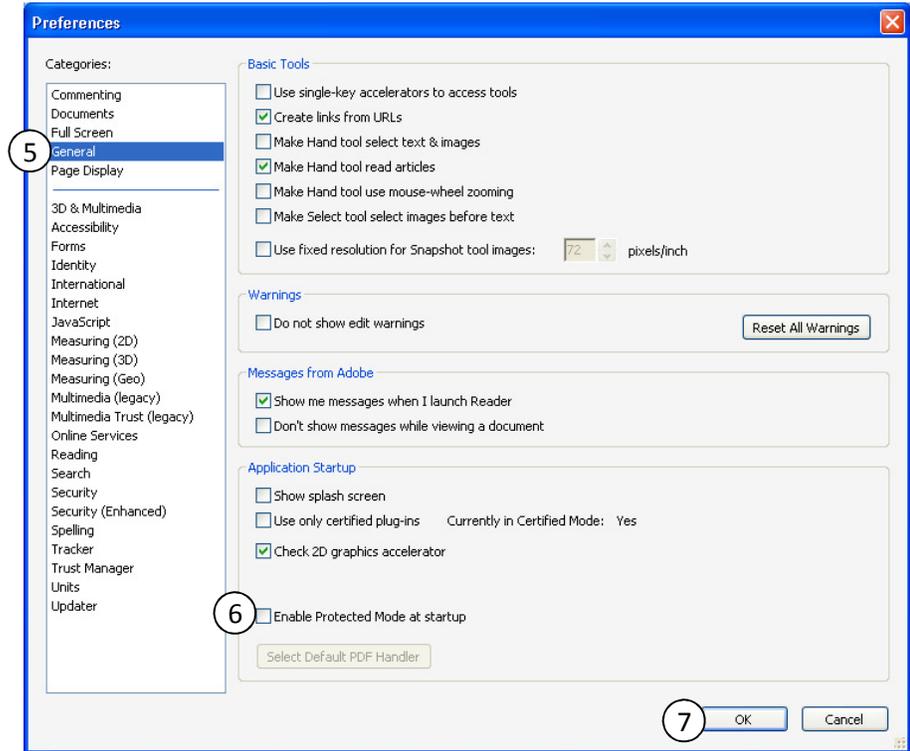


3. Adobe Reader will open. Click **Edit** in the menu bar.

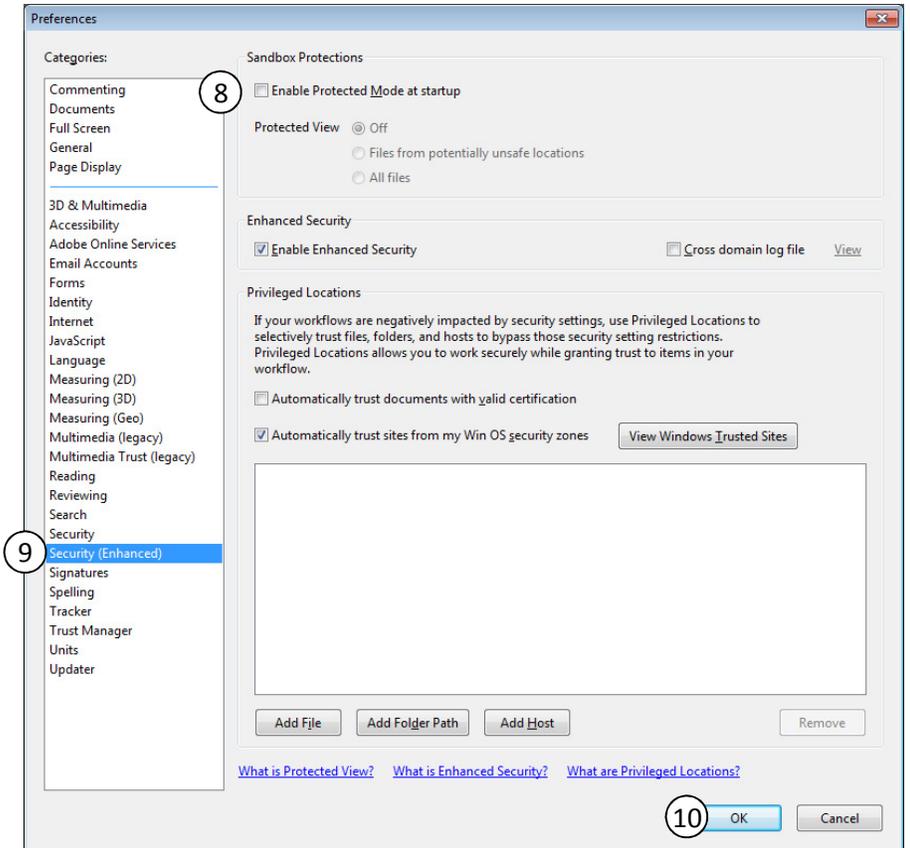


4. Click **Preferences**.

5. **If Adobe X:** Click the **General** category.
6. Un-check 'Enable Protected Mode at startup'.
7. Click **OK**.



8. **If Adobe XI:** Click on **Security (Enhanced)**.
9. Un-check 'Enable Protected Mode at startup'.



10. Click **OK**.

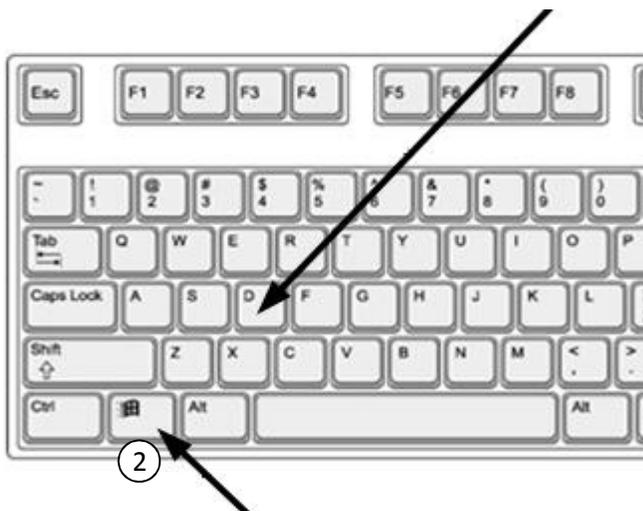
## Windows 8 Users

KHRIS prefers Windows 8 users to launch IE from desktop mode.

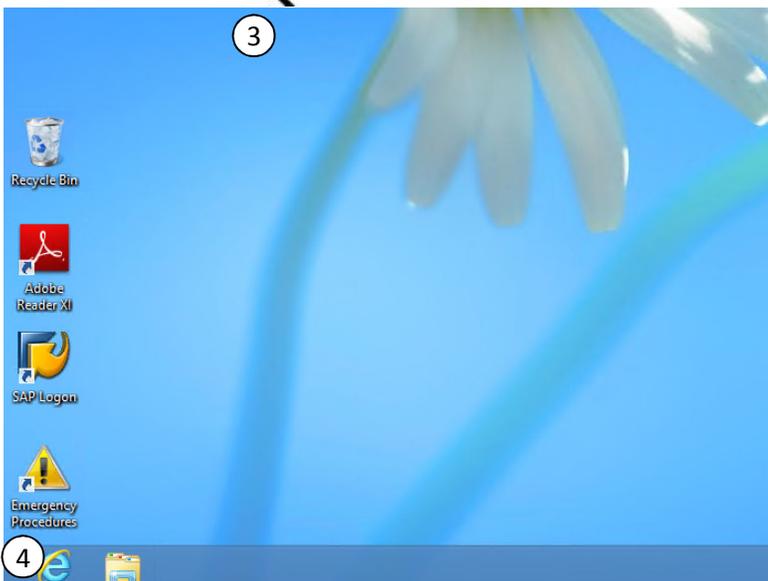
1. Users, who launch from the Metro screen, as seen here, will experience trouble when printing the confirmation page.



2. While holding down the Windows key () , press the D-key on your keyboard to be taken to the desktop. \*Ensure you the customer is still holding down the Windows key when the 'D' key is pressed.



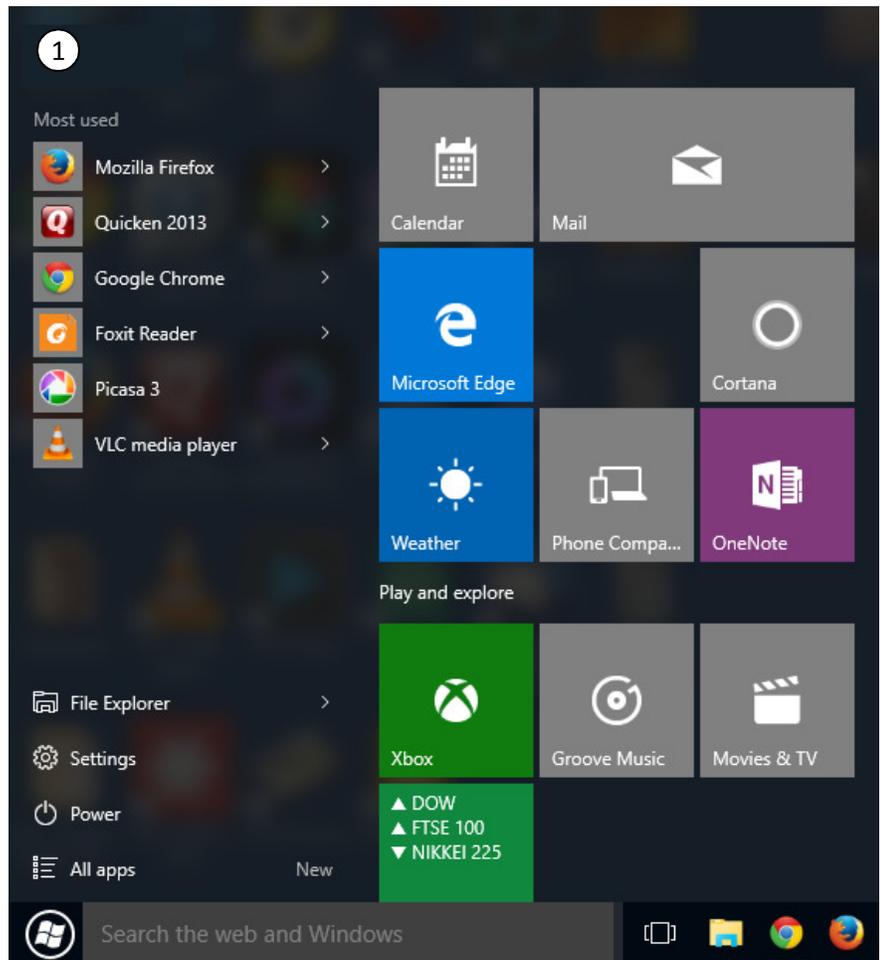
3. You will be taken to the Windows desktop.
4. Open Internet Explorer  from the task bar and access: <https://KHRIS.ky.gov>



## Windows 10 Users (Edge Browser)

Due to an incompatibility with Microsoft Edge (the default web browser in Windows 10), users should use Internet Explorer 11 instead.

1. Press the Windows key () on your keyboard to bring up the Start menu in Windows 10.



2. Click the entry entitled "Internet Explorer Desktop app."
3. Use Internet Explorer on Windows 10 as you would on other versions of Windows.

