

[What version of Internet Explorer](#)

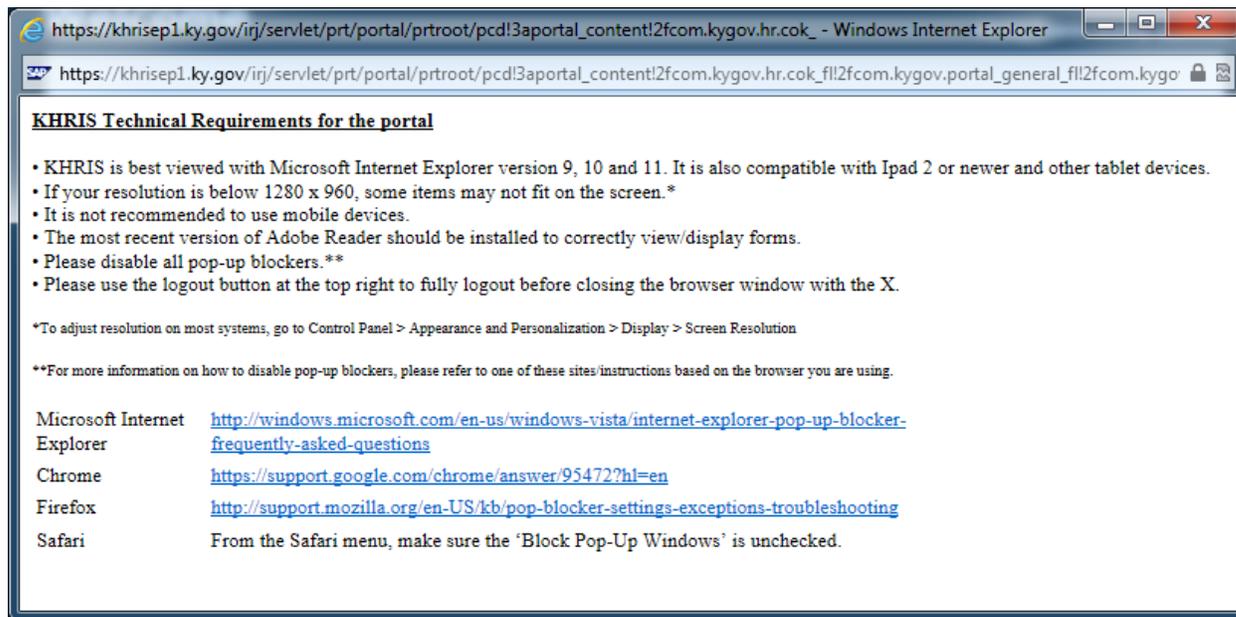
[Clear Browser History & Cache](#)

[Resetting IE to default & Pop up Blocker](#)

[Adobe Settings – Adobe X and XI](#)

[Compatibility View Settings](#)

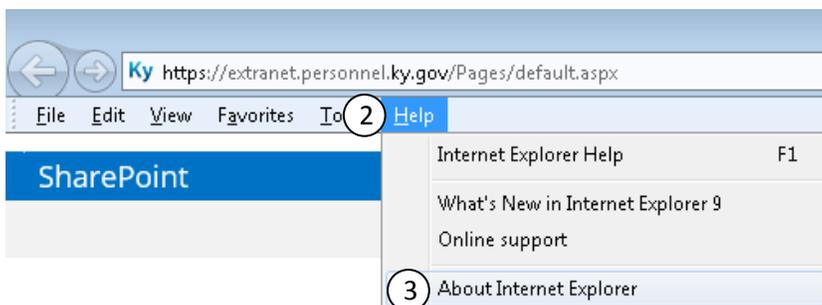
[Windows 8 User](#)



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 there is no tool bar showing, have them hit the **ALT** key so they can see the **Tool Bar**).
2. Click **Help**
3. Click **About Internet Explorer**

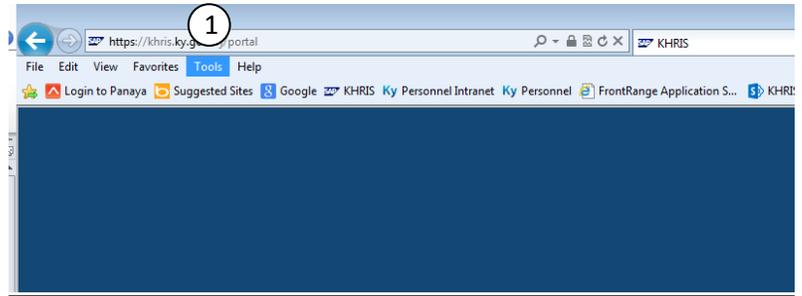


4. The **IE version** they have will come up

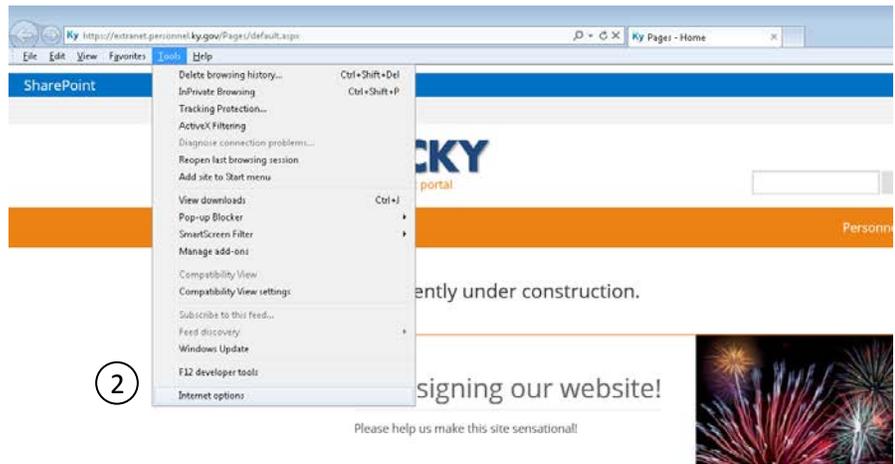


Clear Browser History & Cache

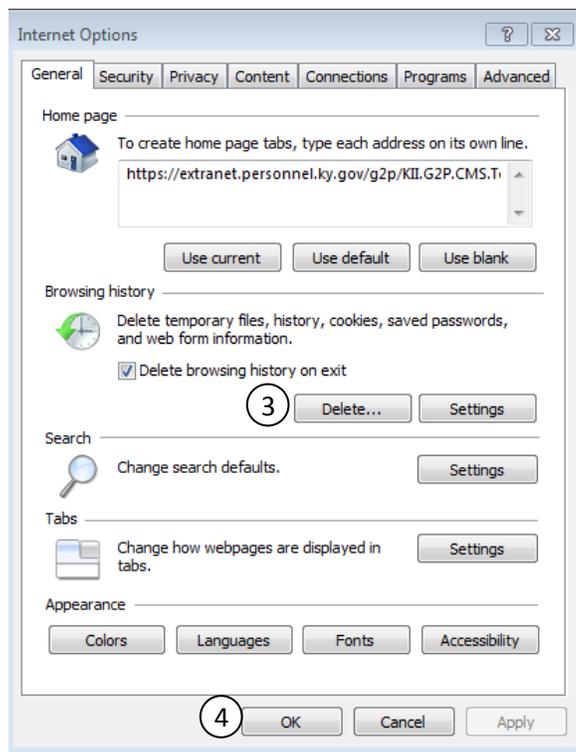
1. At the top left of your screen, Click on **Tools** and you will see a drop down. (If there is no tool bar showing, have them hit the **ALT** key so they can see the **Tool Bar**).



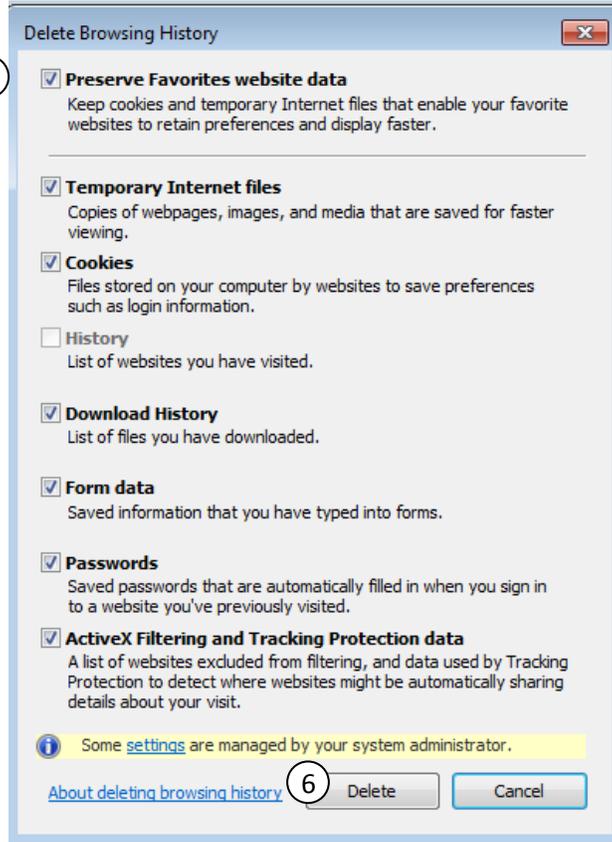
2. Click on **Internet Options** in drop down.



3. Click on **Delete**.
4. Click on **OK**.



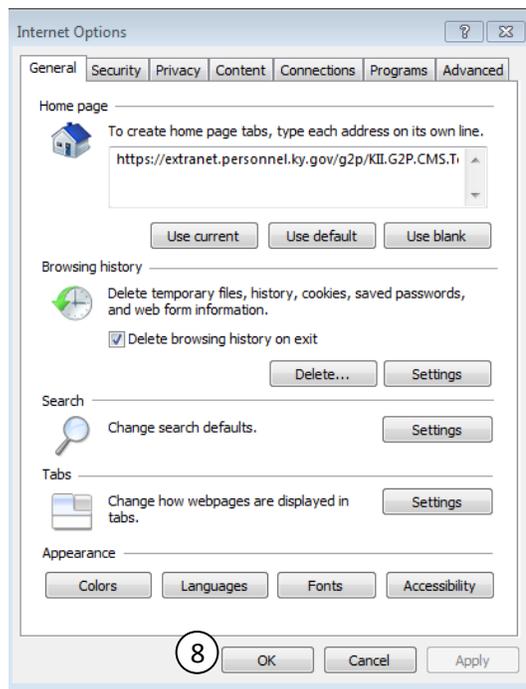
5. Please ensure that **Temporary Internet Files** and **Cookies** are selected. **Other checkboxes should be unselected.**
6. Click **Delete**.



7. This process will take some time, but you will **receive a prompt** telling you browsing history has been deleted. 'X' out of this box.



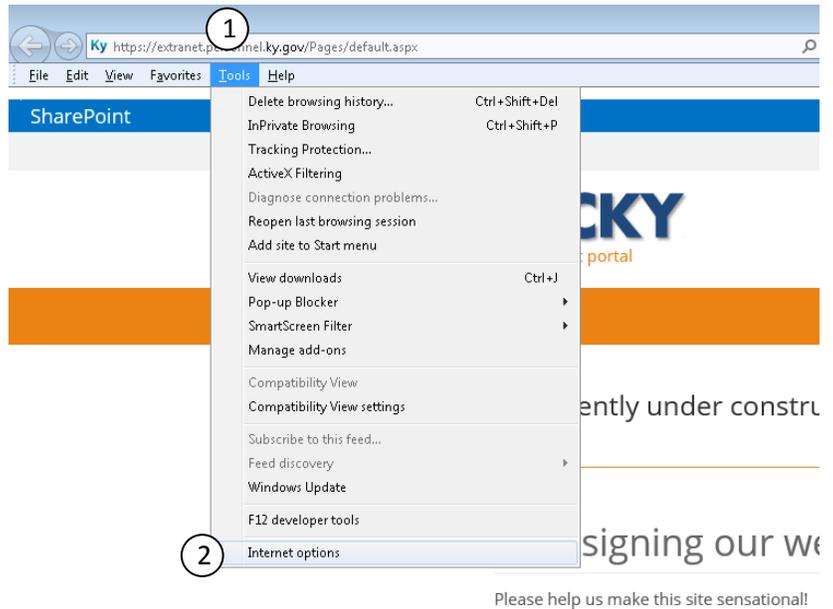
8. In the Internet Options box, Click **OK** to close the Internet Options window.



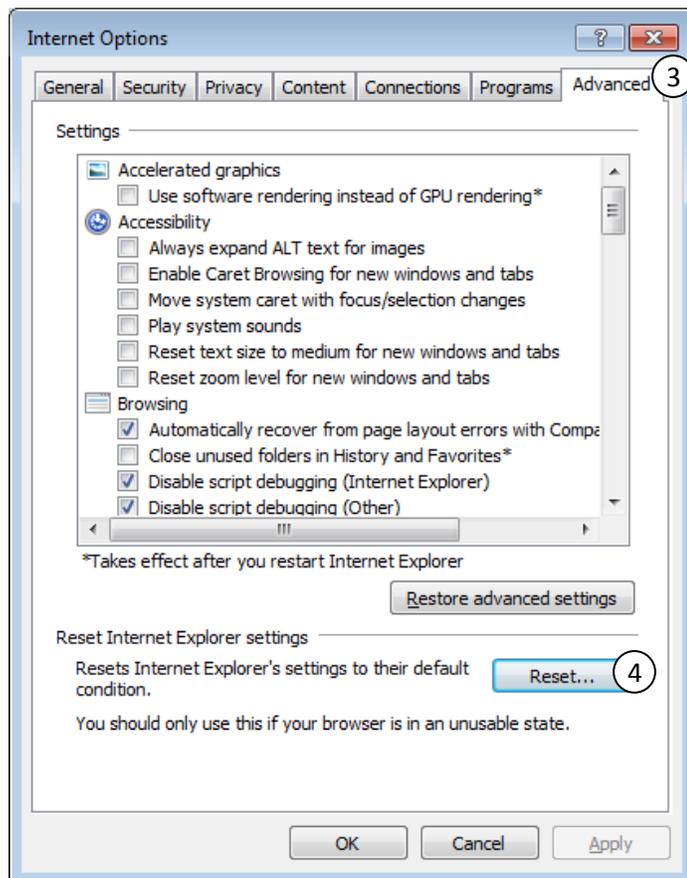
9. You should be able to perform the task now. *If the issue remains, Internet Explorer may need to be reset to default settings*

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

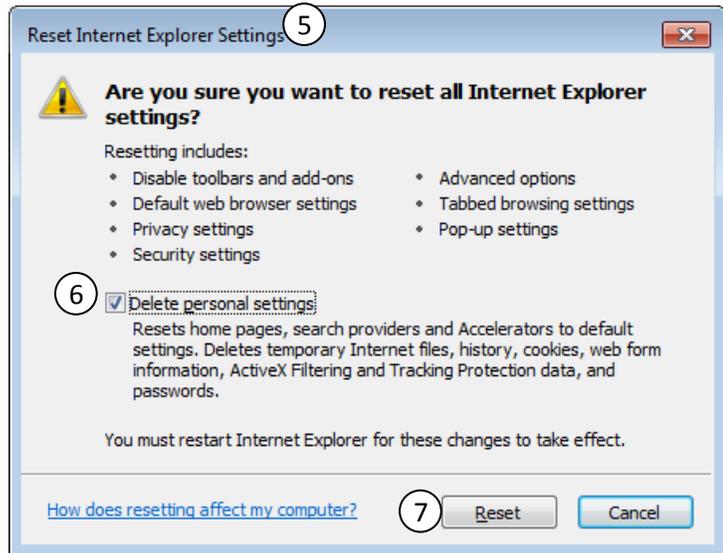
1. At the top left of your screen, Click on **Tools** and you will see a drop down. (If there is no tool bar showing, have them hit the **ALT** key so they can see the **Tool Bar**).
2. Click on **Internet Options** in dropdown.



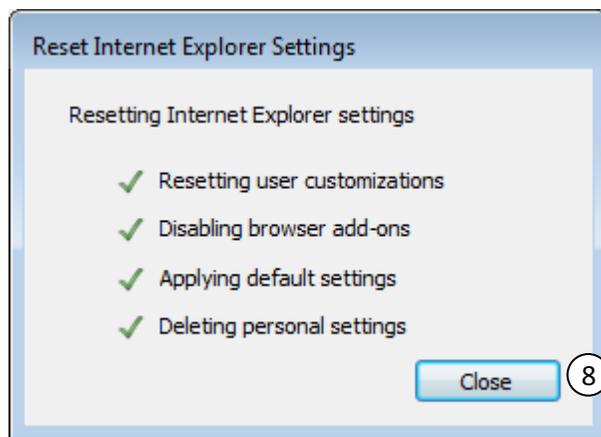
3. Click on the **Advanced** tab in the Internet Options section.
4. Click **Reset....**



5. The Reset Internet Explorer Settings section will appear.
6. Click in the box 'Delete Personal Settings'.
7. Click **Reset**.

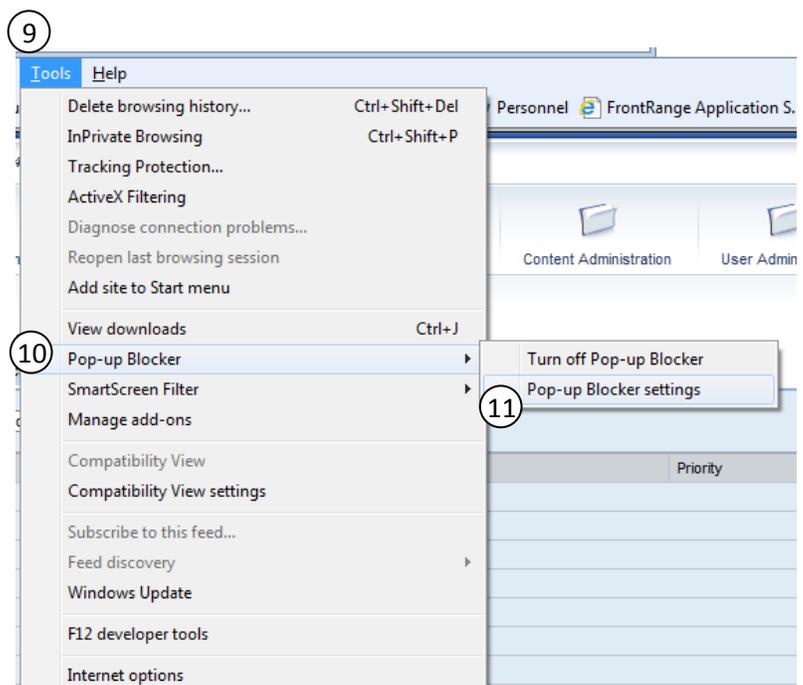


8. Click **Close**. You will need to manually shut down your browser by clicking the 'X' in the upper-right hand corner of each browser window and then restarting Internet Explorer.

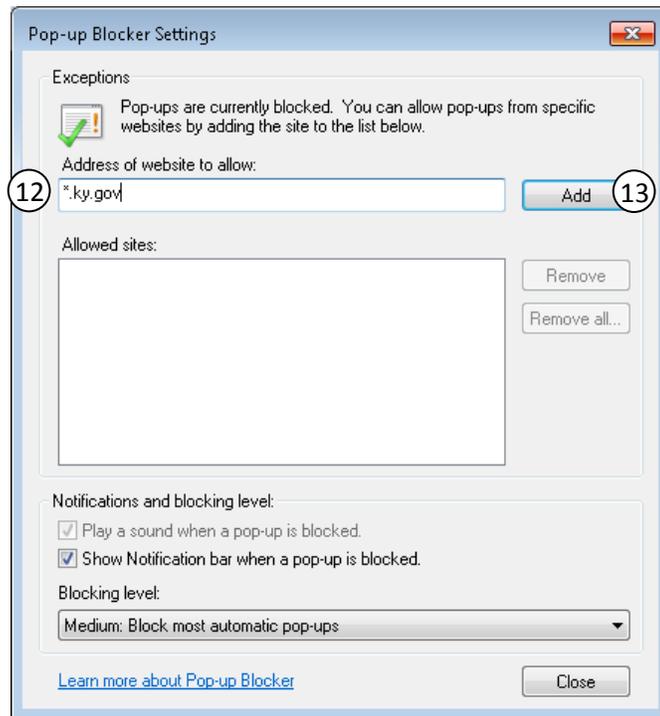


Once the browser has re-opened, we need to make sure ky.gov website pop-ups are not blocked.

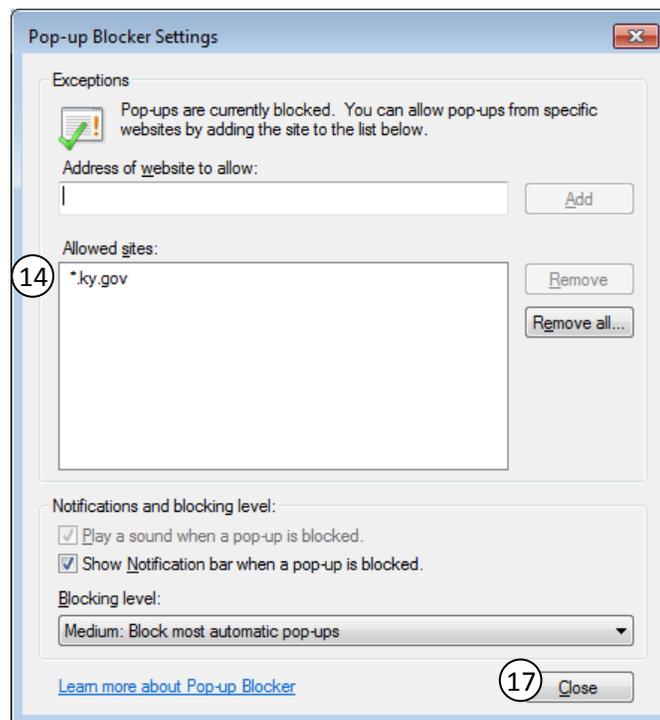
9. Click on **Tools**.
10. Select the **Pop-up Blocker** entry.
11. Scroll over to **Pop-up Blocker settings** and click.



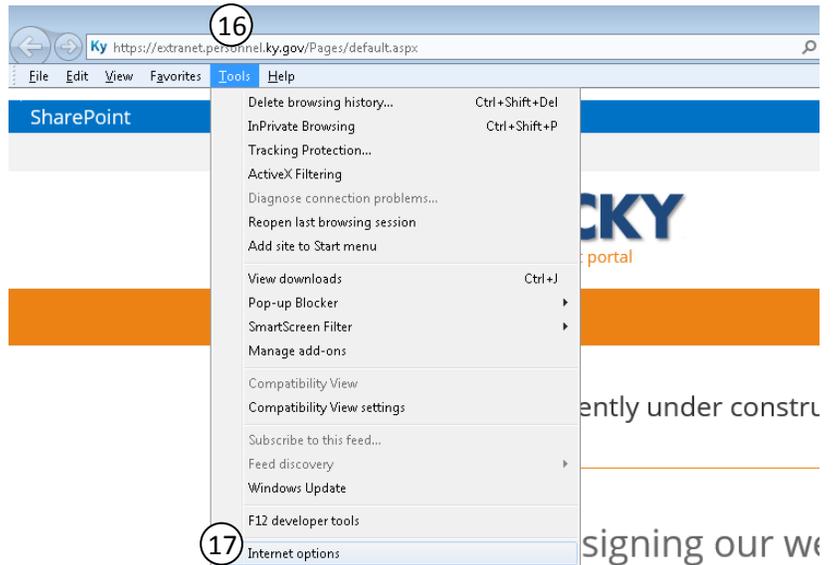
12. In the Pop-up Blocker Settings dialog box, type in ***.ky.gov** in the **Address of website to allow:** box.
13. Click **Add**.



14. You should see ***.ky.gov** in the **Allowed Sites:** box.
15. Click **Close**.

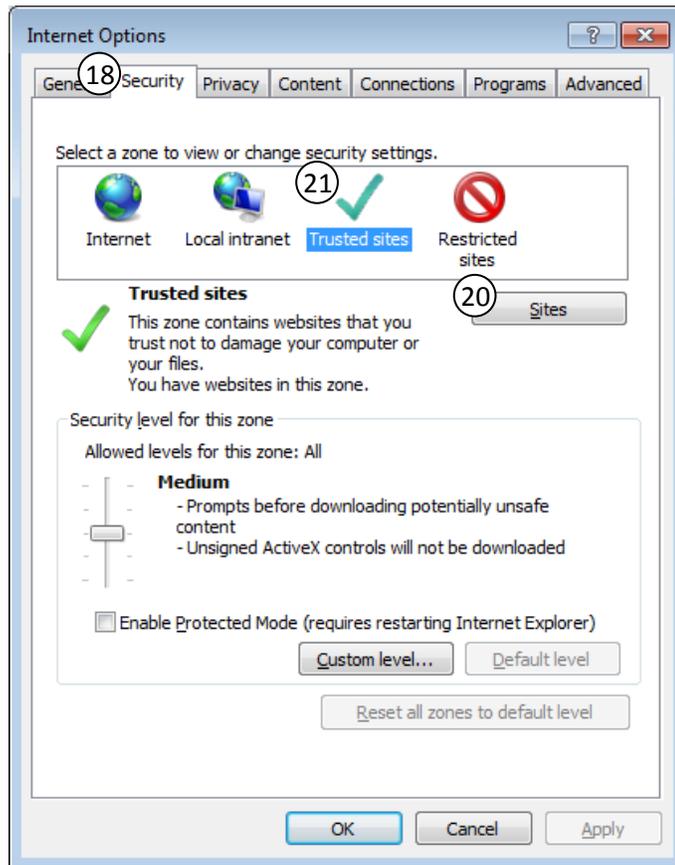


- 16. Next we need to add 'ky.gov' to Trusted Sites. Click on **Tools**.
- 17. Click on **Internet Options**.

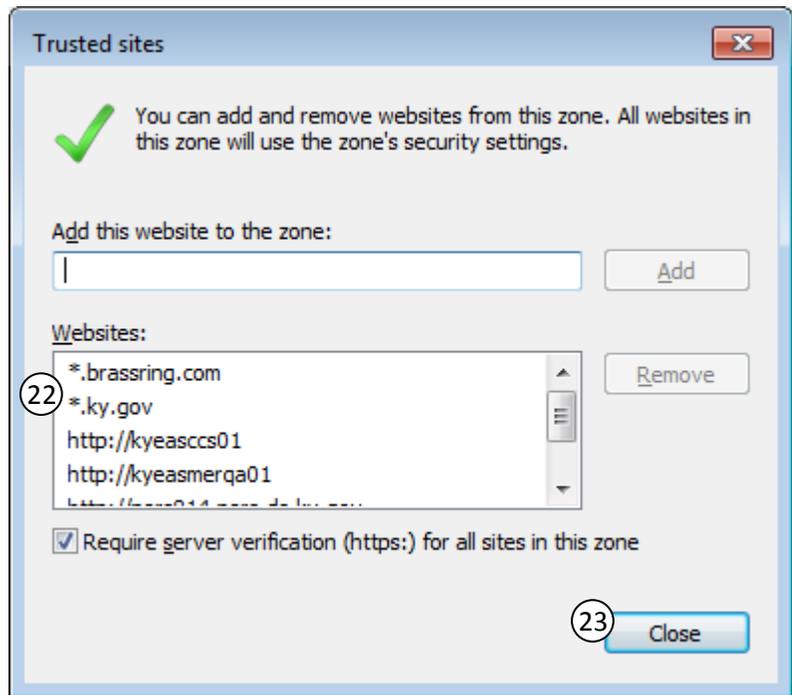


Please help us make this site sensational!

- 18. Click on **Security** tab.
- 19. Click **Trusted Sites**.
- 20. Click **Sites**.



21. In the **Trusted Sites** dialog box, type ***ky.gov** in the **Add this website to the zone:** field and click **Add**.
22. Click **Close**.

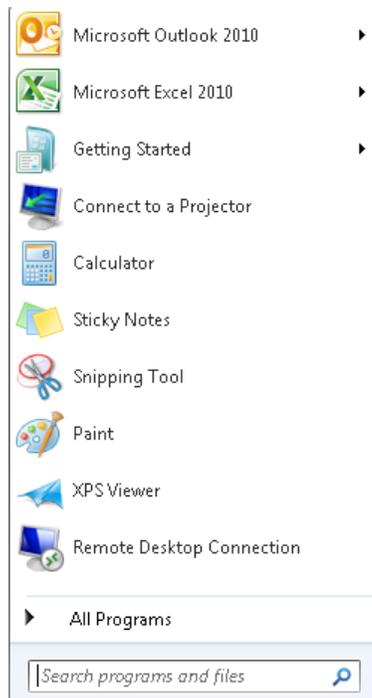


Adobe Settings:

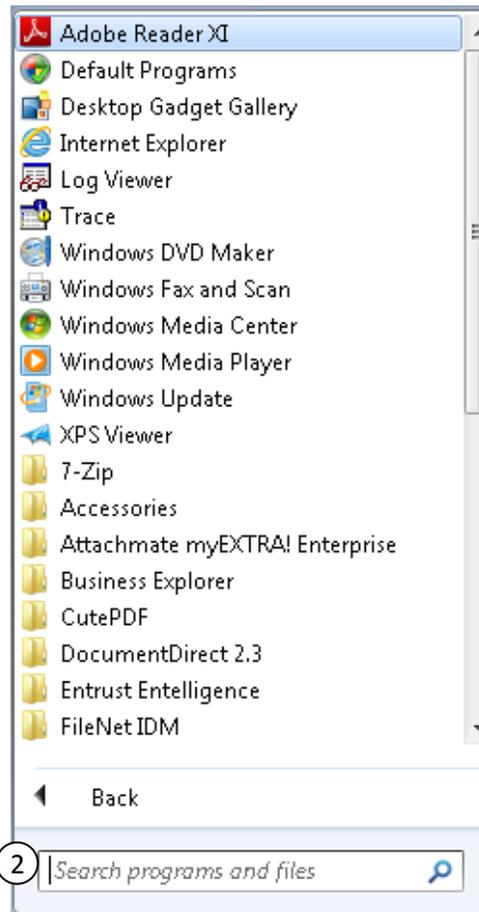
1. In the bottom left hand corner of your screen, click on the Windows Start button



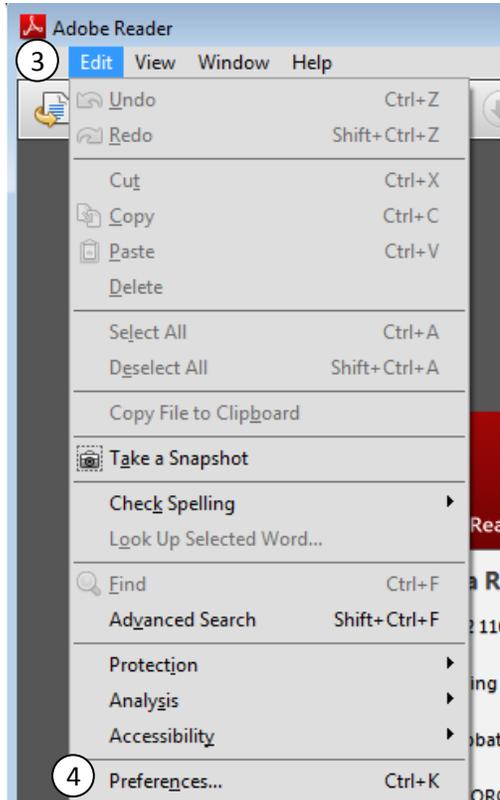
If you have Windows 7, the Start menu will appear. If you have Windows 8, the Start Screen will appear.



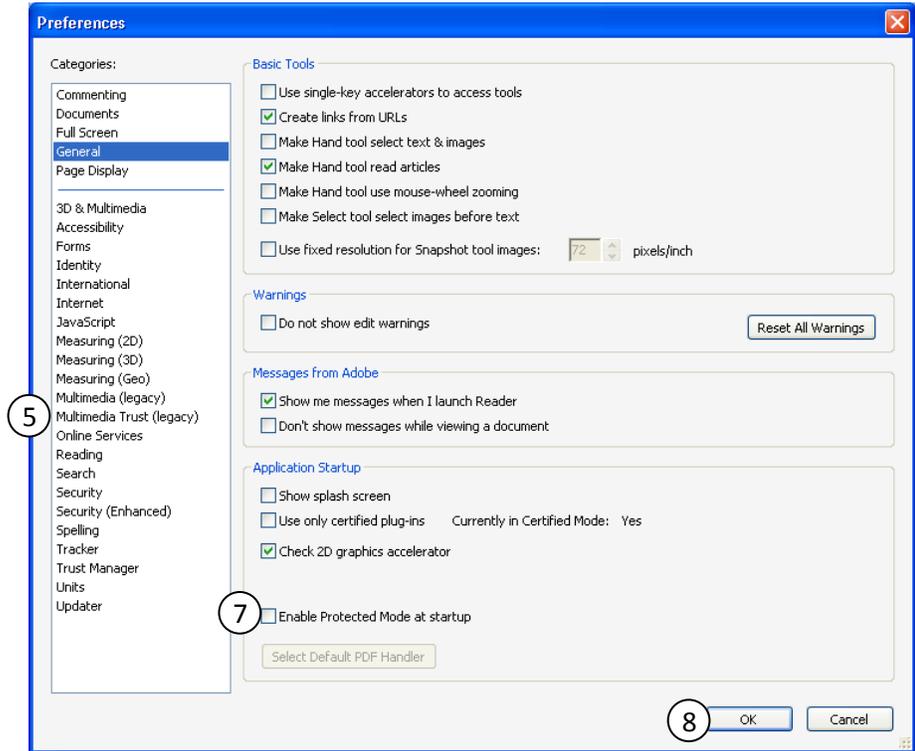
2. Type **Adobe Reader** and click on the **Adobe Reader** icon that is displayed on the Start menu or Start screen.



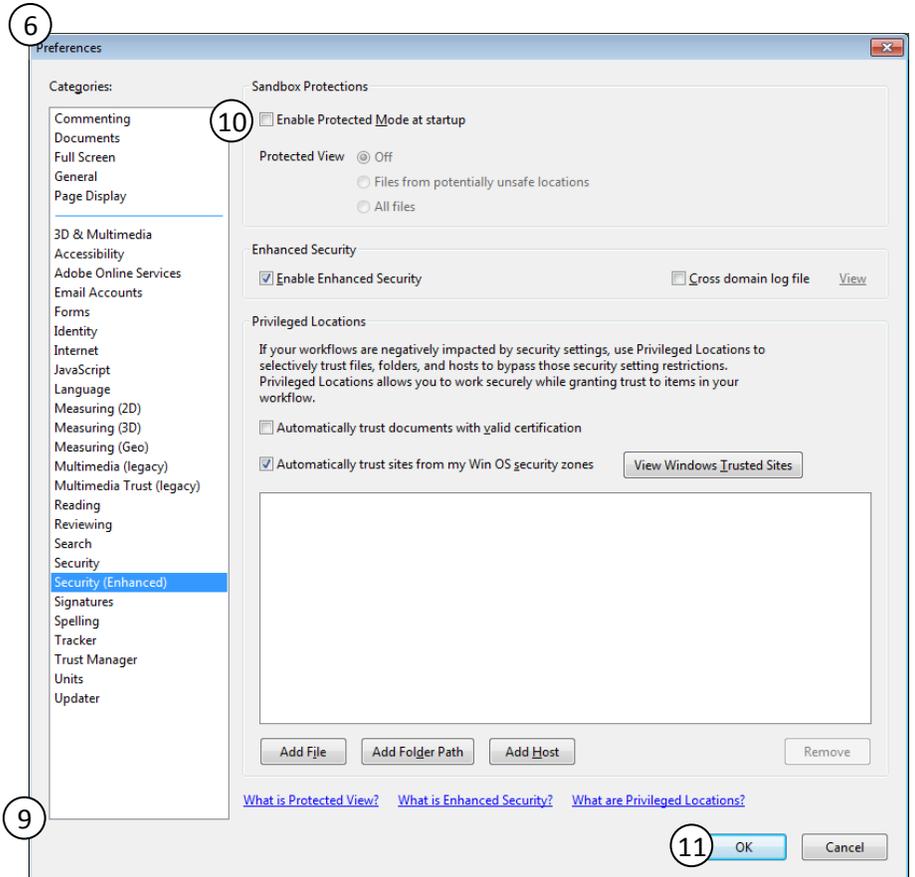
3. Adobe Reader will open. Click **Edit** in the menu.
4. Click **Preferences** in the dropdown box.



5. **If Adobe X:** Click on **General Category**.
6. Click on **Security (Enhanced) Category**.
7. Un-check 'Enable Protected Mode at startup'.
8. Click **OK**.



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



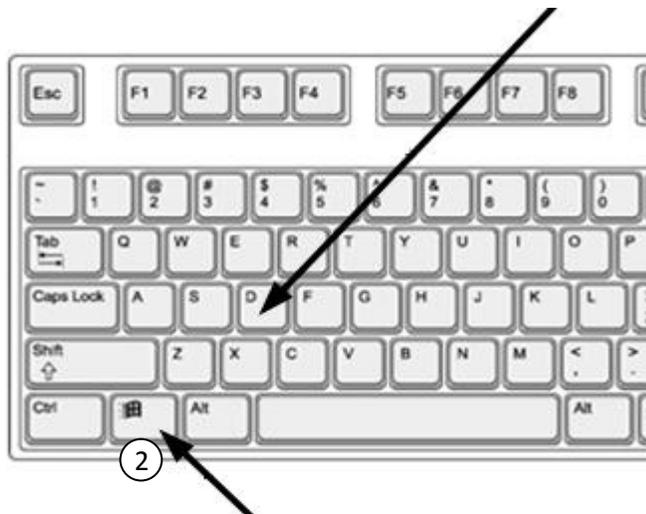
Windows 8 Users

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. Simultaneously press the Windows key () + D on your keyboard to be taken to the desktop.
*Ensure you the caller 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>

