

KHRIS Portal/Tech Assistance

[What version of Internet Explorer](#)

[Clear Browser History & Cache](#)

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

[Adobe Reader Settings](#)

KHRIS Portal System Requirements

PLEASE READ ALL. Below we have provided a summary of the minimum system requirements you will need to access your KHRIS information.

Browser Versions recommended for the KHRIS portal:

Microsoft Internet Explorer version 11* or higher, including Windows Edge browser.
Chrome most versions **
Safari on tablets - all versions
Safari on Mac - all versions
Android internet application on tablet - most versions ***
Firefox all versions

Mobile Operating Systems recommended for the KHRIS portal:

IOS
Android later versions ***

Pop-up Blockers:

Pop-up blockers MUST be TURNED OFF to use KHRIS.
Pop-up blockers prevent pop-up windows from opening. This protects you from unwanted advertising solicitations. If your pop-up blocker security settings are set to "on" some content may also be inadvertently blocked.
From Internet Explorer, click Tools > slide mouse down to Pop-up Blockers > Choose Turn-off Pop-up blockers
Tablets and mobile devices vary regarding how to turn off pop-up blockers, please refer to your devices user guide.

Screen resolution:

If your resolution is below 1280 x 960, some items may not fit on the screen.
Zooming your screen to more than 100% may cause issues, therefore, it is recommended to keep your screen at 100%.

Viewing forms within KHRIS (Salary statement, Time statement etc.):

The most recent version of Adobe Reader should be installed to correctly view/display forms.

Logging Out of KHRIS:

Please remember to LOGOUT properly.
When you are finished in KHRIS, click the LOGOFF button in the upper right corner (NOT the red X).
Improperly logging out of KHRIS could lock your records and you will be unable to view/change your data.

* Internet Explorer 11 users may need to include KHRIS.ky.gov as a trusted site. To do so, follow this path. Open Internet Explorer 11 > Click Tools > Click Internet Options > Click the Security tab > Click on Trusted Sites > Click the Sites button > Type KHRIS.ky.gov then click the Add button > Close all windows and the browser then try again.

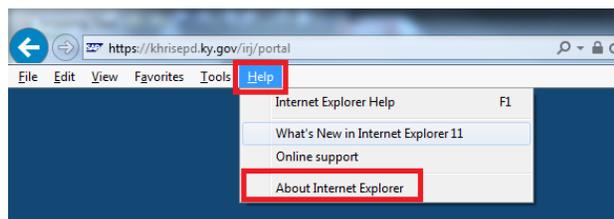
** Beginning September 2015, Google Chrome version 45 or newer will no longer be compatible with Adobe Reader. Adobe Reader allows you to view online forms in a pdf format (Portable Document Format). For example, in the KHRIS portal that would mean the Establish Position and Appointment forms. If you have Google Chrome version 45 or newer, please use another browser such as Internet Explorer when using these forms.

*** May experience limited KHRIS functionality.

What Version of Internet Explorer:

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

1. At the top of the browser window, Click **Tools** on the menu. (If the menu is not visible, press the **ALT**-key on the keyboard to make the menu visible).
2. Click **Help**.
3. Click **About Internet Explorer**.



4. The **IE version** they have will be displayed.
5. If a version of Internet Explorer prior to version 11 is installed, Internet Explorer should be upgraded to version 11. IE 11 is compatible with Windows 7 or later.

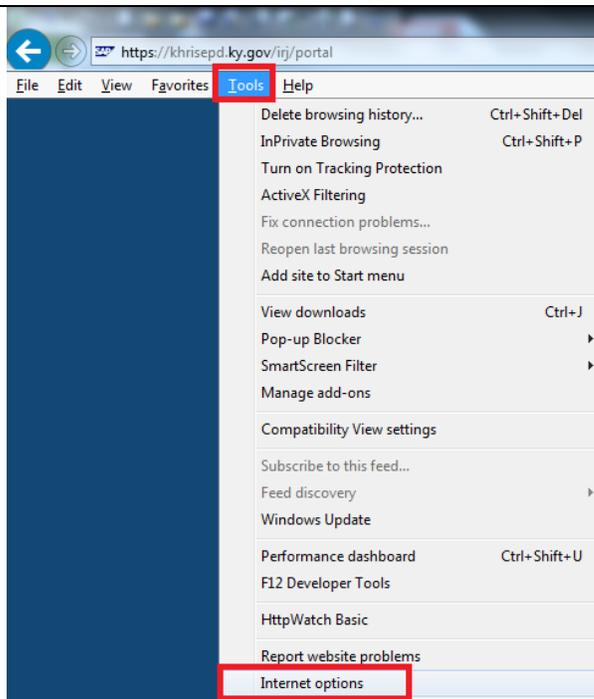


Clear Browser History and Cache

If the KHRIS portal is behaving in unexpected ways, a first step to correct the issue should be to clear the browser cache and cookies. Users should log off the portal before clearing cache and cookies.

Internet Explorer

1. At the top of the browser window, Click **Tools** on the menu. (If the menu is not visible, press the **ALT**-key on the keyboard to make the menu visible).
2. Click **Internet Options**.



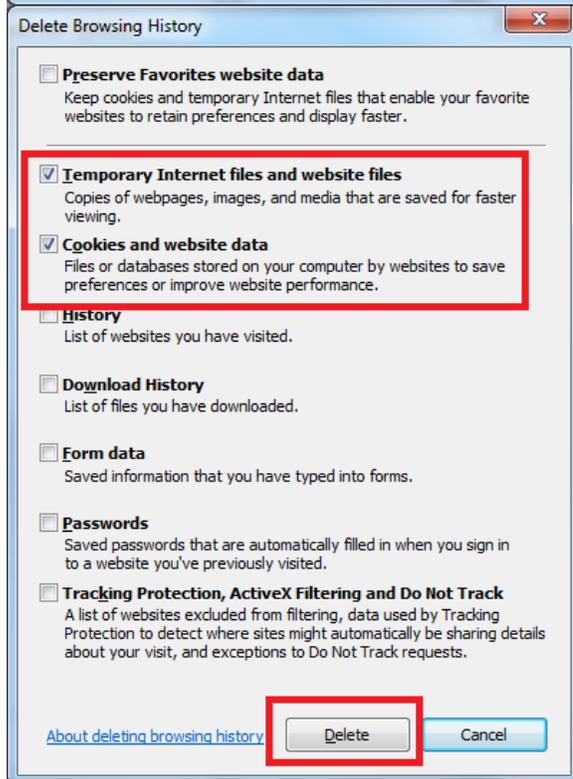
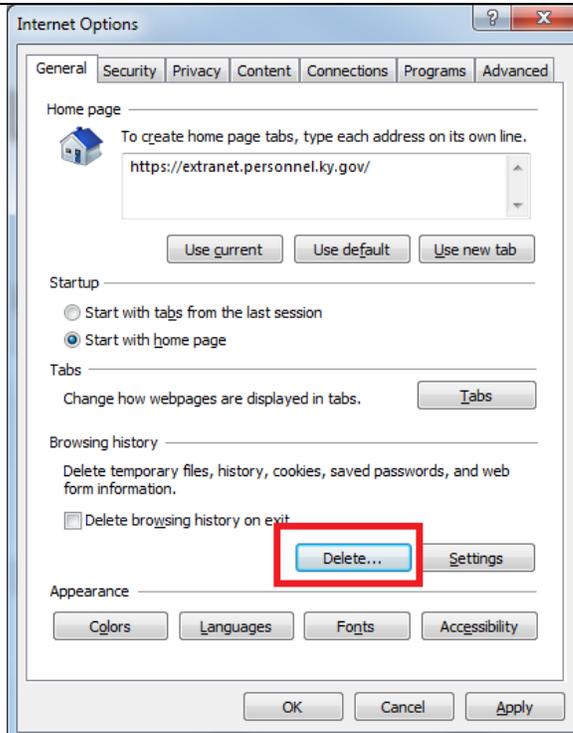
3. The **Internet Options** dialog box is displayed.

4. Click the **Delete** button.

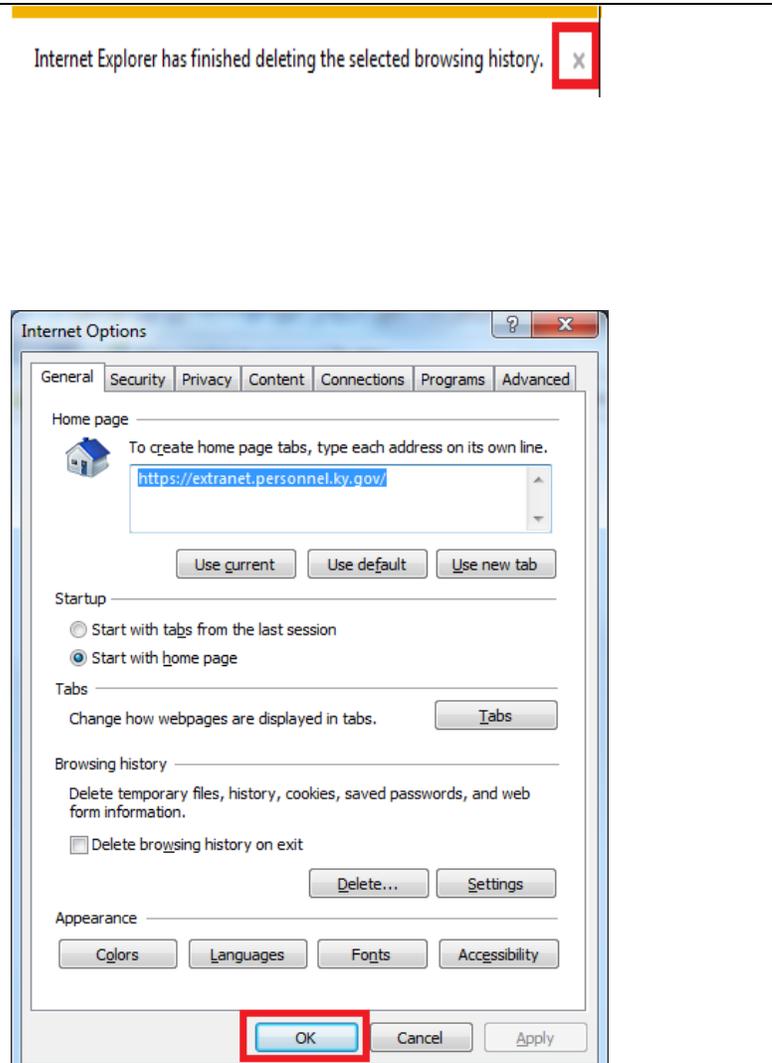
5. The **Delete Browsing History** dialog box is displayed.

6. Please ensure that **Temporary Internet Files** and **Cookies** are selected. Other checkboxes can be either selected or unselected.

7. Click **Delete**.



- This process may take some time depending upon the speed of the PC, but you will receive a prompt telling you that the browsing history has been deleted. 'X' out of this notification.
- In the **Internet Options** box, Click the **OK** button to close the dialog box.

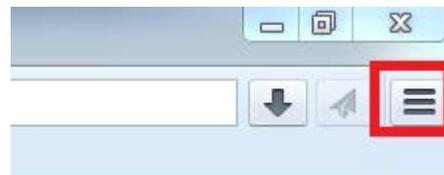


The top screenshot shows a notification box with the text "Internet Explorer has finished deleting the selected browsing history." and a red 'X' button in the top right corner. The bottom screenshot shows the "Internet Options" dialog box with the "General" tab selected. The "Home page" section has a text box containing "https://extranet.personnel.ky.gov/". The "Startup" section has "Start with home page" selected. The "Browsing history" section has "Delete browsing history on exit" checked. The "OK" button at the bottom is highlighted with a red box.

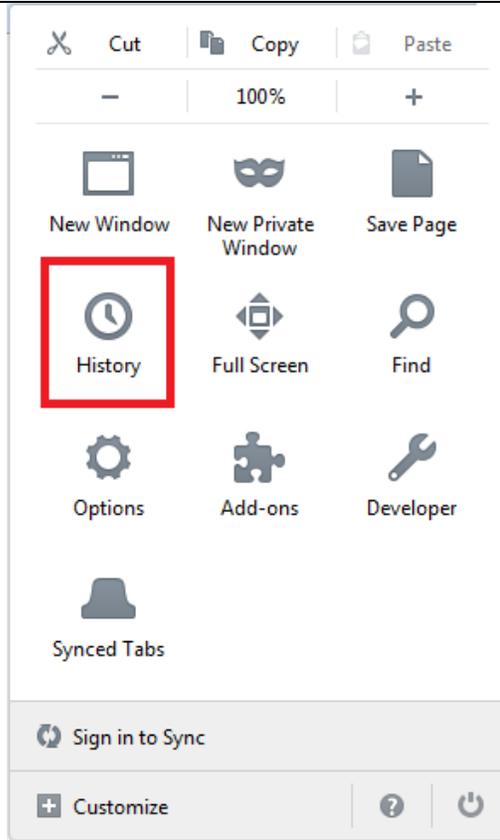
The KHRIS portal should perform normally now. *Otherwise, Internet Explorer may need to be reset to default settings. Please refer to the next section.*

Mozilla Firefox

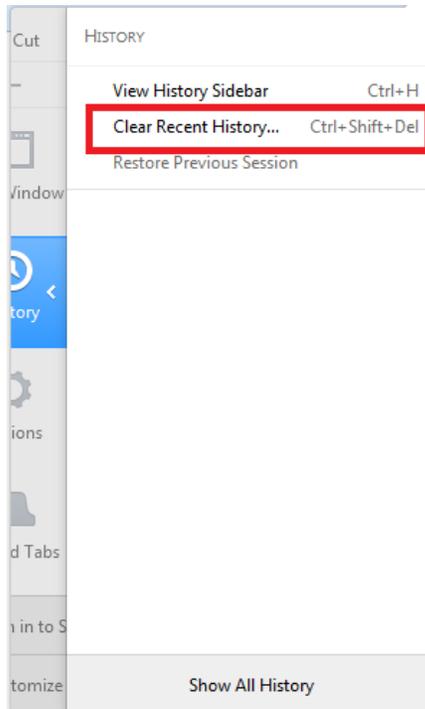
- Click the **Open Menu** button.



11. Click **History**.



12. Click **Clear Recent History ...**

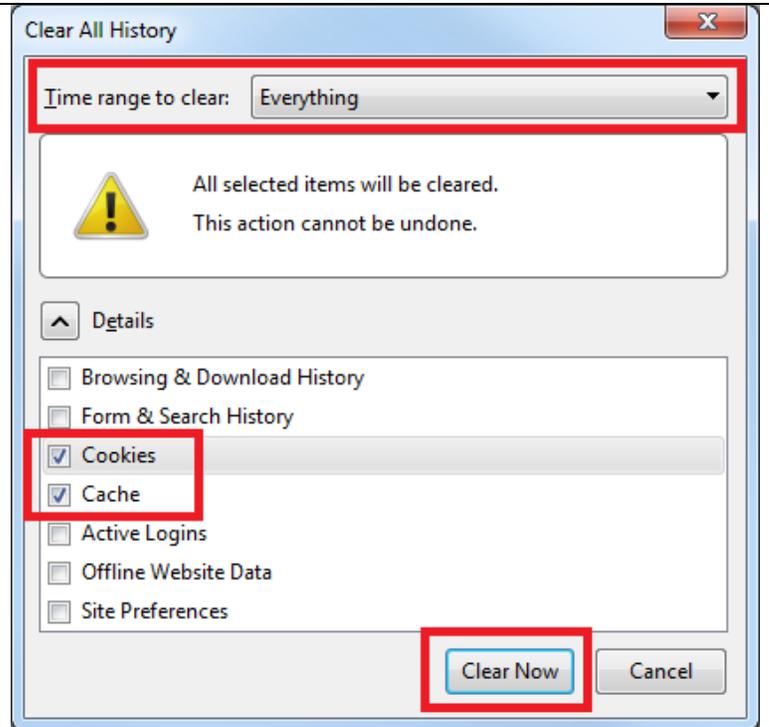


13. The **Clear All History** dialog box is displayed.

14. In the **Time range to clear:** drop-down menu, select **Everything**.

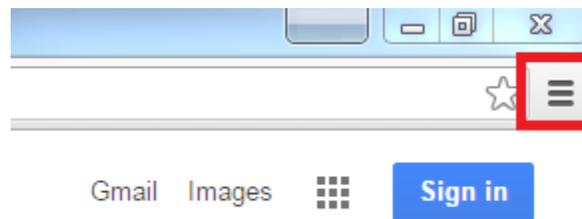
15. Ensure that the **Cookies** and **Cache** checkboxes are checked.

16. Click the **Clear Now** button.

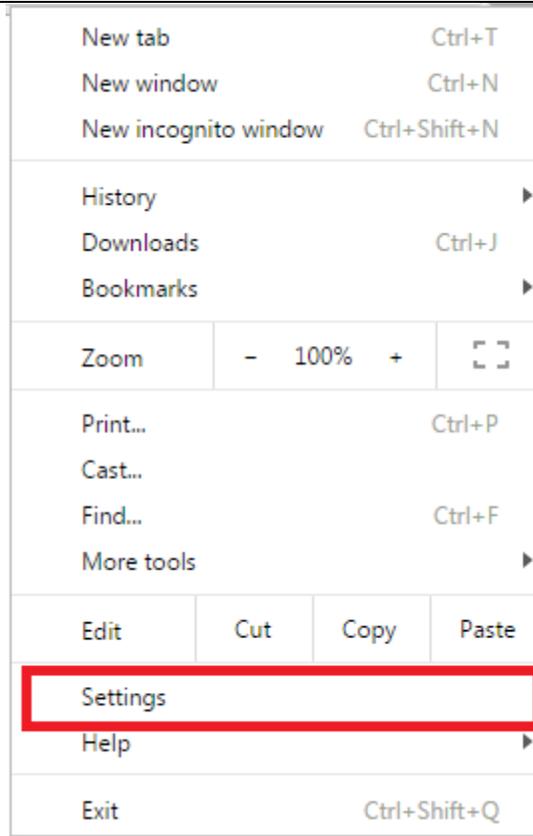


Google Chrome

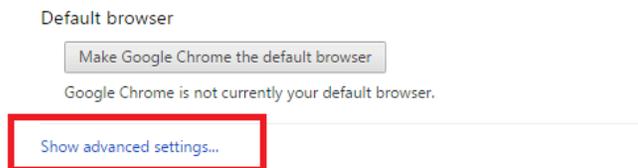
1. Click the **Menu** button.



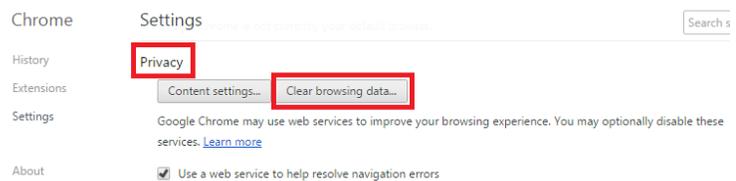
2. Click **Settings**.



3. Scroll down and click the **Show advanced settings...** link.

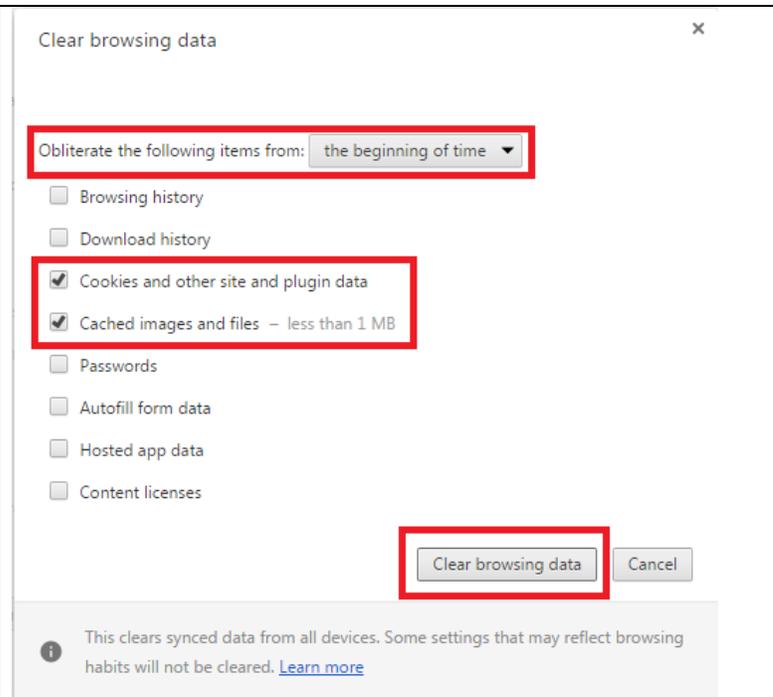


4. Scroll down to the **Privacy** section and click the **Clear browsing data ...** button.



5. In the **Obliterate the following items from:** drop-down menu, select the **beginning of time**. Ensure that the **Cookies and other site and plugin data** and **Cached images and files** checkboxes are checked.

6. Click the **Clear browsing data** button.

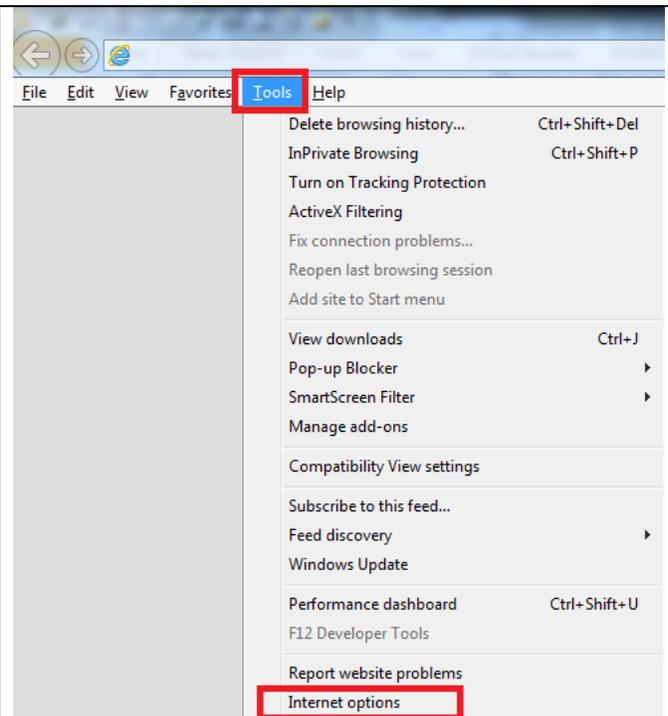


Resetting Internet Explorer to default settings & updating Internet Explorer settings:

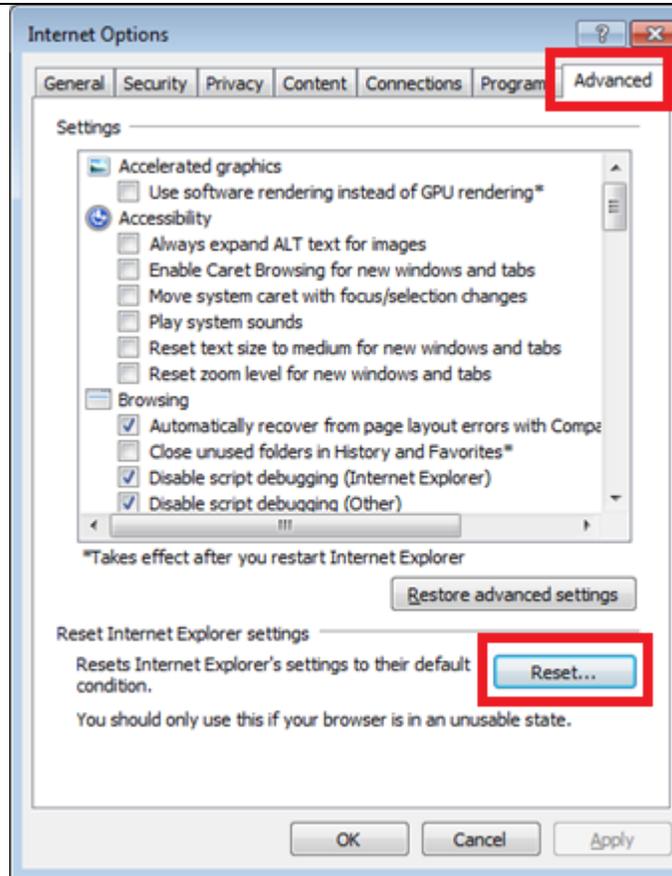
Resetting Internet Explorer to default settings.

1. At the top of the browser window, Click **Tools** on the menu. (If the menu is not visible, press the **ALT**-key on the keyboard to make the menu visible).

2. Click **Internet Options**.

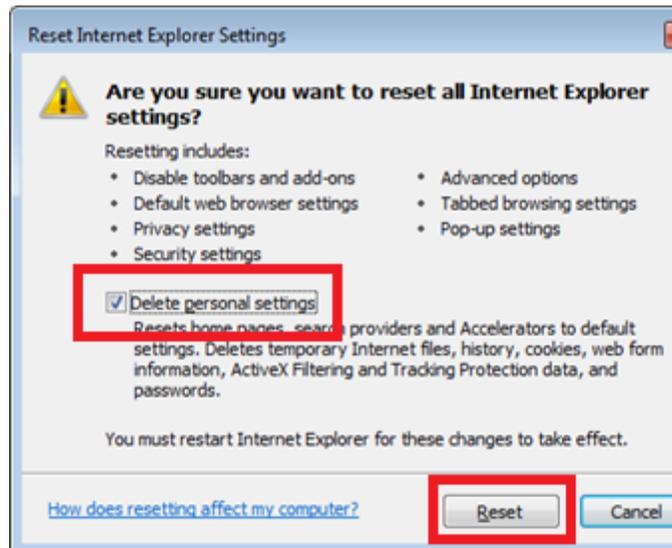


3. The **Internet Options** dialog box is displayed.
4. Click on the **Advanced** tab at the top of the **Internet Options** dialog box.



5. Click the **Reset....** button.

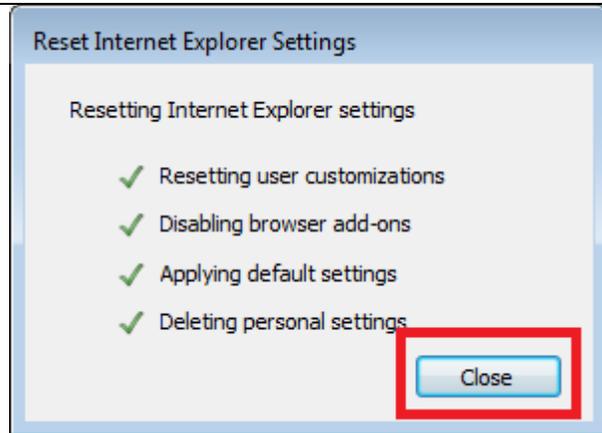
6. The **Reset Internet Explorer Settings** dialog box is displayed.



7. Click the **“Delete Personal Settings”** checkbox.

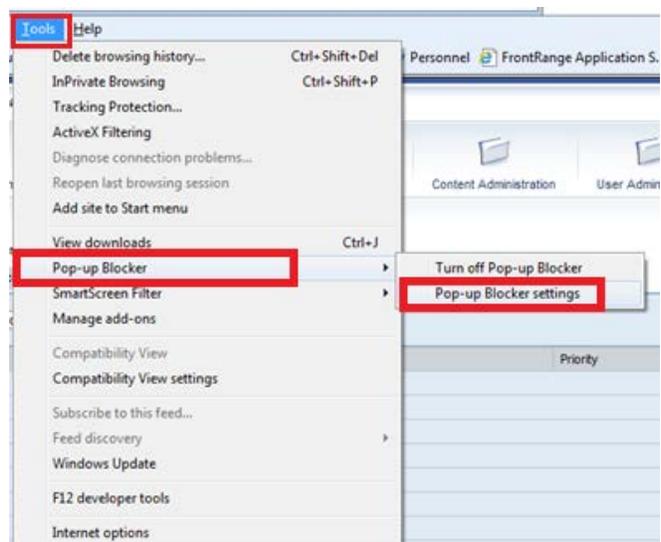
8. Click the **Reset** button.

9. A new **Reset Internet Explorer Settings** dialog box is displayed. After all items in the dialog box list display green checkmarks, click the **Close** button. 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.

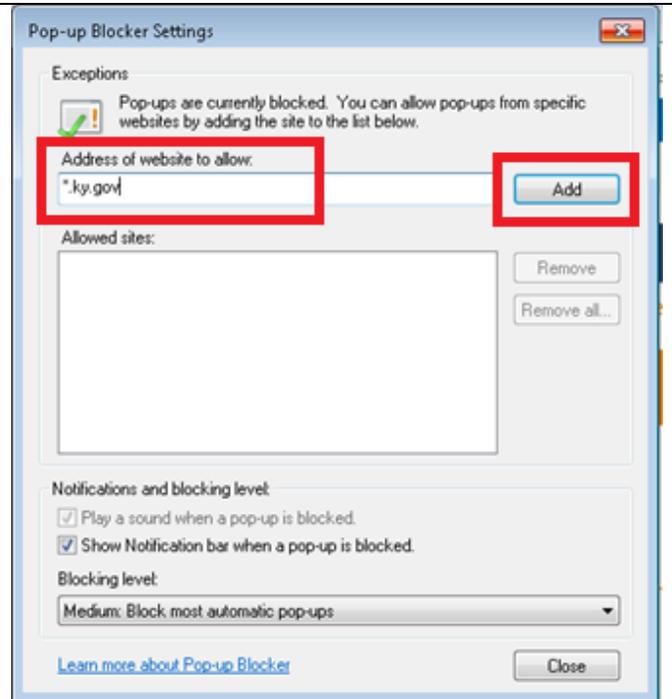


Allow pop-up windows from ky.gov websites.

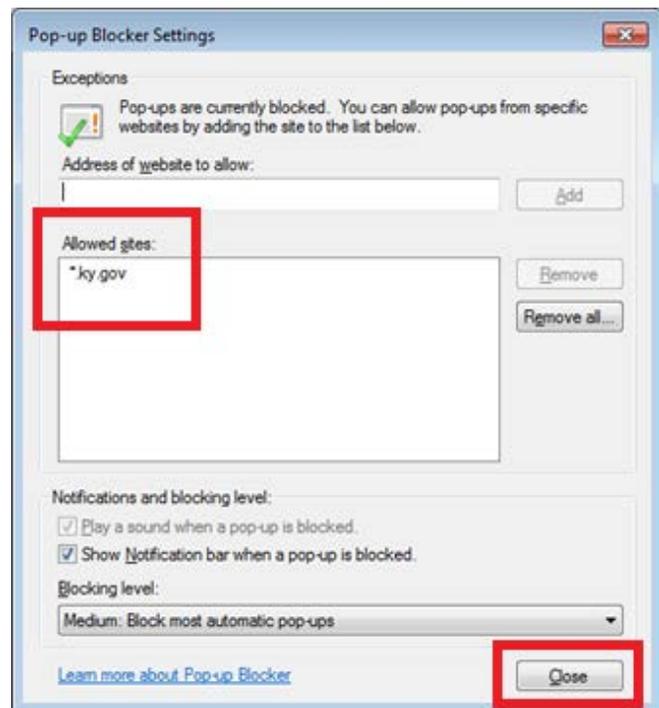
1. At the top of the browser window, Click **Tools** on the menu. (If the menu is not visible, press the **ALT**-key on the keyboard to make the menu visible).
2. Select the **Pop-up Blocker** entry.
3. Click **Pop-up Blocker settings**.



4. The **Pop-up Blocker Settings** dialog box is displayed.
5. In the Pop-up Blocker Settings dialog box, type in “*.ky.gov” in the **Address of website to allow:** field.
6. Click **Add**.



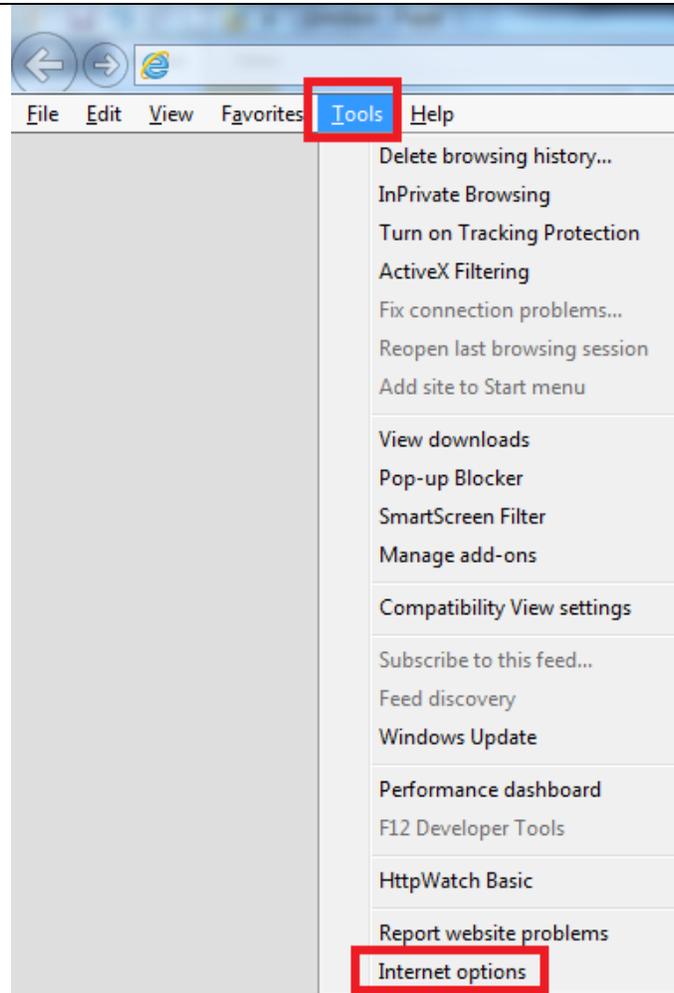
7. You will see “*.ky.gov” in the **Allowed Sites:** field.



8. Click the **Close** button.

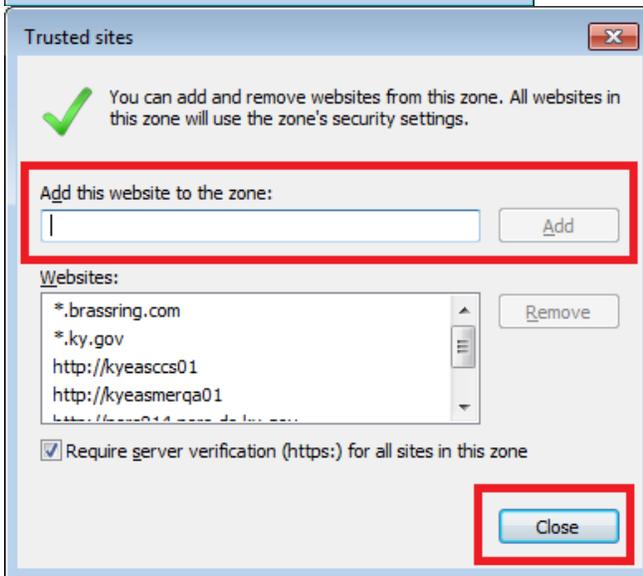
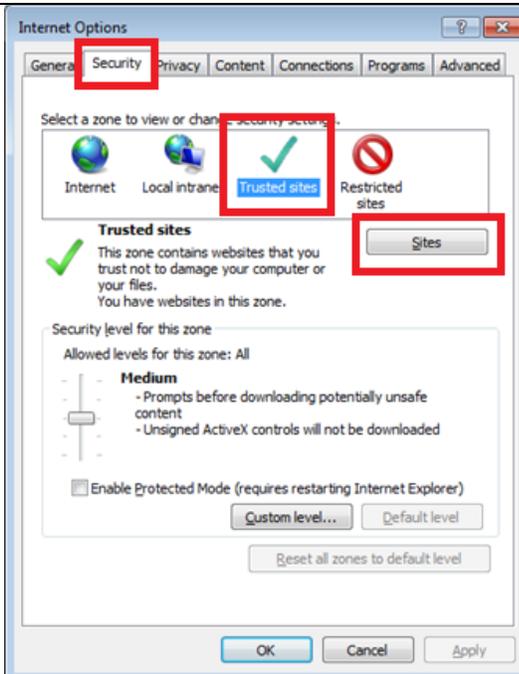
Add "ky.gov" to the Trusted Sites list in IE.

1. At the top of the browser window, Click **Tools** on the menu. (If the menu is not visible, press the **ALT**-key on the keyboard to make the menu visible).
2. Click **Internet Options**.
3. The **Internet Options** dialog box is displayed.
4. Click the **Security** tab.
5. Click **Trusted Sites**.
6. Click the **Sites** button.



7. The **Trusted sites** dialog box is displayed.
8. In the **Trusted Sites** dialog box, type **"*ky.gov"** in the **Add this website to the zone:** field and click the **Add** button.

9. Click the **Close** button.



Adobe Reader Settings:

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



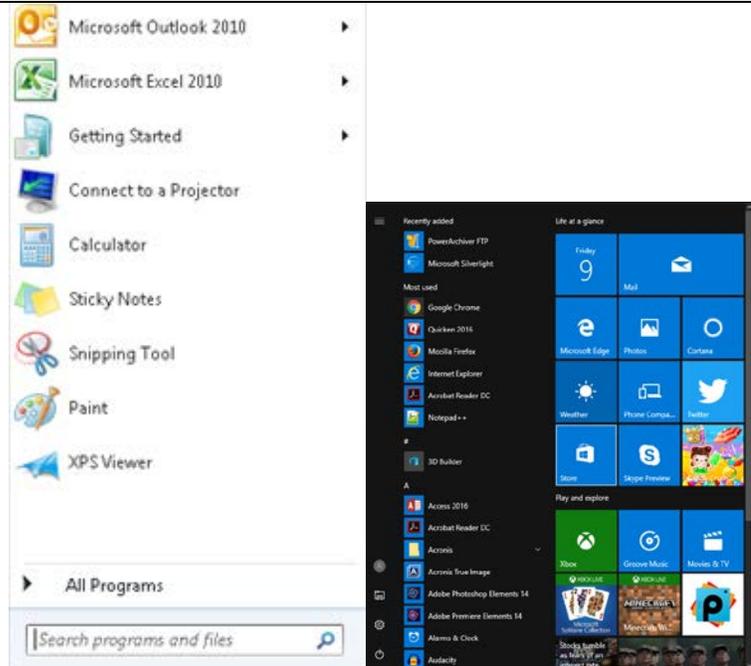
(Windows 7)



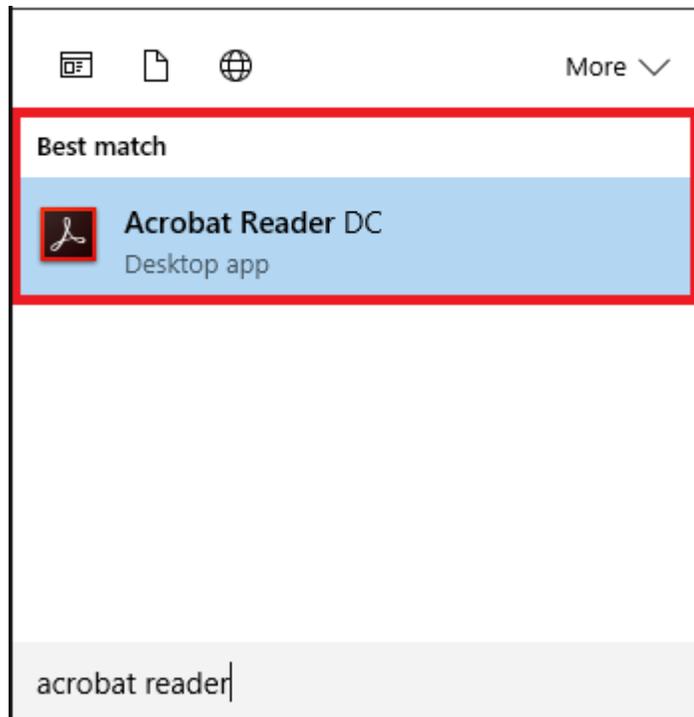
(Windows 10)

2. The Start menu will be displayed. Type “**Acrobat Reader**”. (Left screenshot is the Windows 7 Start Menu; right screenshot is the Windows 10 Start Menu.)

3. If **Acrobat Reader** is installed, it will be displayed on the Start Menu. Click Acrobat Reader’s icon to launch the program.



4. Acrobat Reader will open. Click **Edit** in the menu.



5. Click **Preferences**.
6. The **Preferences** dialog box is displayed.
7. Under the **Categories** section, **Security (Enhanced)**.
8. Un-check "Enable Protected Mode at startup".
- 9.

10. Click **OK**.

