Help for technical issues with Enterprise Learning Management (ELM)

Having technical issues with the Enterprise Learning Management (ELM) system? Try one of the solutions below or contact your agency IT support or help desk.

Check general settings on your computer
- Validate the Pop-up blocker is turned OFF for “.state.mn.us”
- Validate that “.state.mn.us” is set as trusted site
- Validate that Active Content and Cookies are enabled
- Validate that Compatibility/Enterprise mode is turned OFF
- Clear your BROWSER CACHE (history) and re-launch (See instructions on following pages. Note: not all employees have permission to do this)

Verify your workstation meets state requirements
- Intel Core i3 – 2.12 GHz or faster processor
- 1 GB RAM or more (4 GB recommended)
- 8 mbps Internet connection or better* – DSL, Broadband, or 4G (LAN Connection through state.mn.us preferred)

Verify you are using approved operating systems
- Apple Mac OS X versions 10.6, 10.7, 10.8 or 10.9 (64-bit preferred)
- Microsoft Windows versions 7, 8, 8.1, or 10 (64-bit preferred)
- Other operating systems may work; however, they may not be supported.

Check internet browser settings and versions
- Pop-up Blocker turned off
- Microsoft Internet Explorer 9 or 11
- Firefox Release 24, 30, 38, 42 or newer
- Apple Safari Releases 6, 7, 8, 9 or newer
- Google Chrome Release 35, 43 or newer
- Other web browsers may work: however, they may not be supported.

Check add-Ons
- Flash Player 11 or newer (15.0 preferred)
- Adobe Acrobat Reader 15 or newer
- Microsoft Windows Media Player 10 Series
- Microsoft Silverlight 5.0
- Java 6.0 or newer

Mobile
- You can complete most ELM activities on a mobile device
- iOS (Apple) applications do NOT accept FLASH content, so any course developed using FLASH will not work on your device
How to clear browser cache, cookies, and temporary internet files

Instructions for Internet Explorer Versions 8 - 11

1. Close all browser windows. Open one Internet Explorer tab/window.
2. In your browser click the Tools button in the upper right corner of the browser and select Internet Options.
3. On the General tab, under Browsing history, click the Delete button.
4. On the Delete Browsing History pop-up window, do the following:
   a. Uncheck the Preserve Favorites website data checkbox.
   b. Select the next three checkboxes.
   c. Select the last checkbox, ActiveX Filtering and Tracking Protection data. The remaining checkboxes can remain unchecked.
   d. Click the Delete button.
5. While still on the General tab, under Browsing history, click the Settings button.
6. On the Temporary Internet Files and History Settings pop-up window, click the View files button. A new window, Temporary Internet Files, opens.
7. Any and all files displayed here should be deleted. Select all files in the right side of the window (pressing the Ctrl and A keys simultaneously works nicely), then press the Delete key on your keyboard. Click Yes to "Are you sure you want to delete the selected cookies?"
   Note: It's okay if some files remain after deleting cookies—not all files can be deleted.
8. Close the Temporary Internet Files window by clicking on the X in the upper right corner of the window.
9. Click the OK button on the Temporary Internet Files and History Settings window and, again, on the Internet Options window.
10. Close the browser window.
11. Finally, restart your browser, go to www.state.mn.us/employee and try to sign in again.

Instructions for Mozilla Firefox

1. Close all browser windows. Open one Chrome tab/window.
2. Click the menu button in the upper right corner of the browser.
3. Select History, and then History.... at the top of the popup window.
4. Select Clear browsing data.
5. Select Obliterate the following items from: the beginning of time.
6. Check the following four items:
   a. Click the drop-down menu next to Time range to clear to choose how much of your history Firefox will clear. Select Everything.
   b. Next, click the arrow next to Details to select exactly what information will get cleared.
      Select Browsing & Download History, Cookies, and Cache.
7. Click the Clear Now button. The window will close and the items you've selected will be cleared.
8. Close the browser window.
9. Finally, restart your browser, go to www.state.mn.us/employee and try to sign in again.
Instructions for Chrome

1. Close all browser windows. Open one Chrome tab/window.
2. Click the menu button in the upper right corner of the browser.
3. Select History, and then History.... at the top of the popup window.
4. Select Clear browsing data.
5. Select Obliterate the following items from: the beginning of time.
6. Select the following four items:
   * Browsing History
   * Download History
   * Cookies and other side and plugin data
   * Cached images and files
7. Finally, click the Clear browsing data button. The popup window will close and the items you've selected will be cleared.
8. Close the browser window.
9. Finally, restart your browser, go to www.state.mn.us/employee and try to sign in again.