

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.