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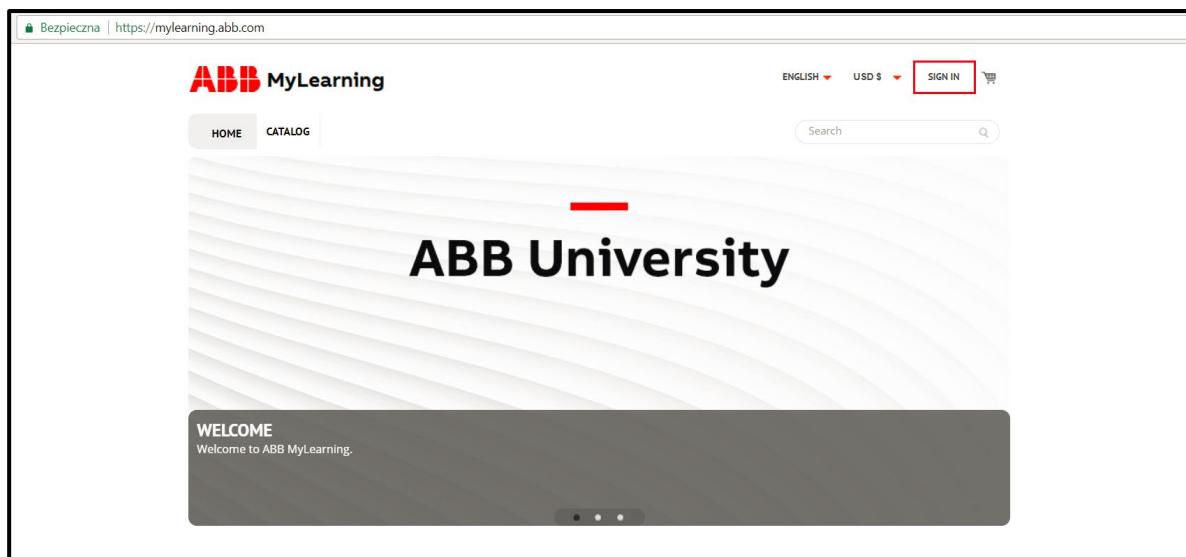
**SCENARIO**

# Configure your browser settings to use MyLearning system properly

User configures browser settings in order to make the new LMS working properly on PC

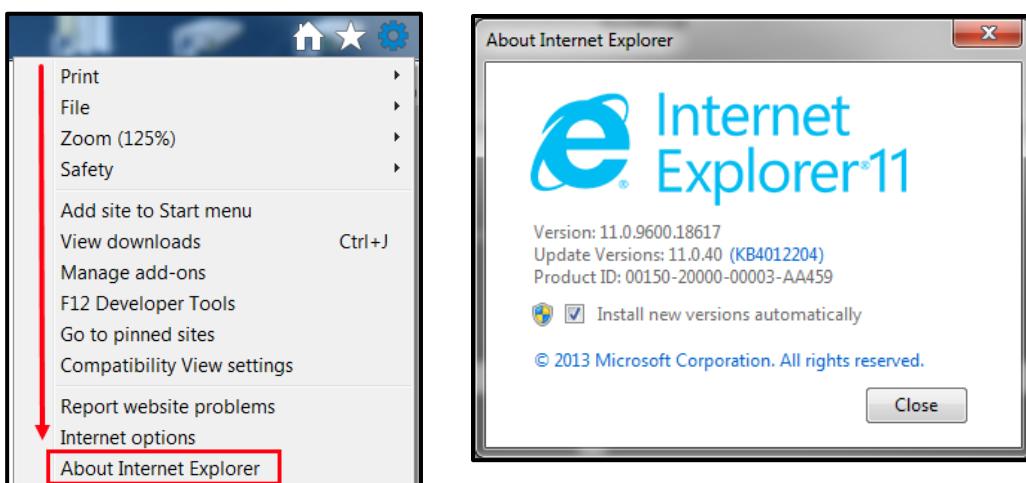
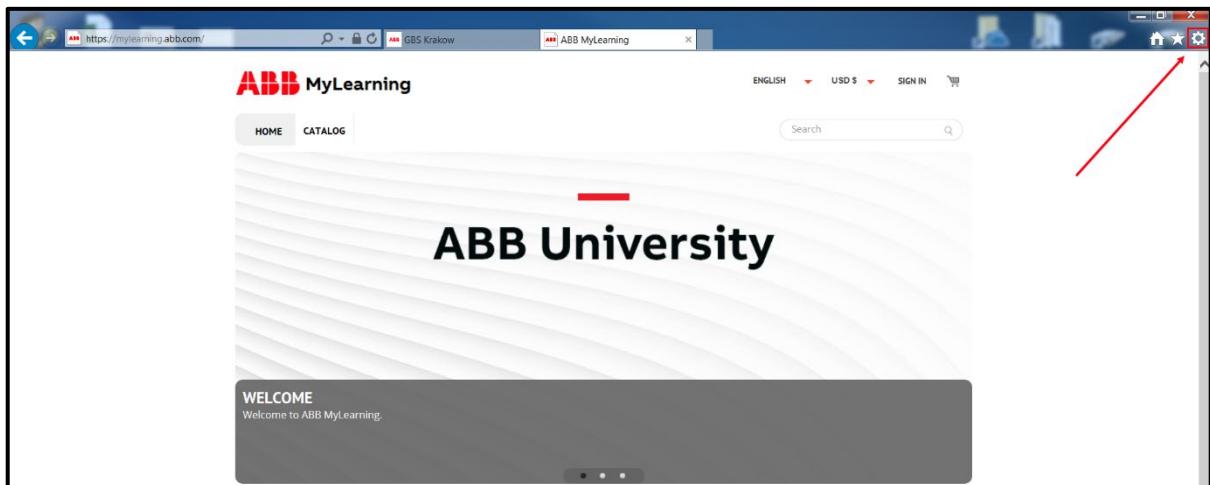
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## User is using IE and is not able to click Sign In button

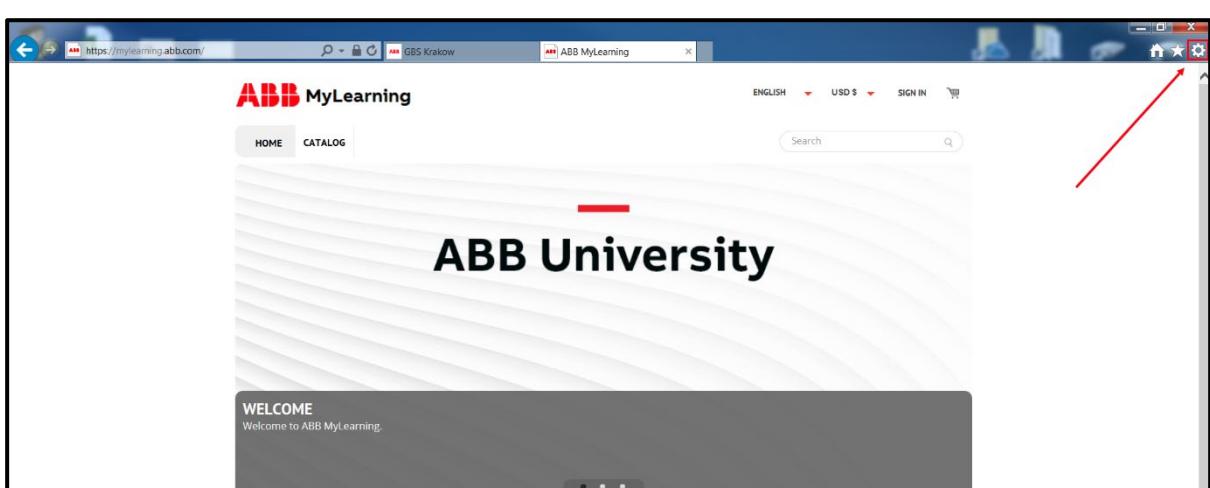


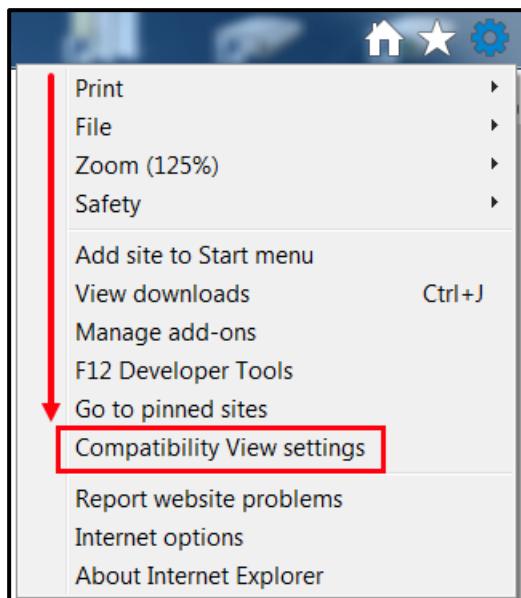
## Adjust Internet Explorer settings

1. Go to settings icon and choose **About Internet Explorer** option to ensure that your browser is up-to-date

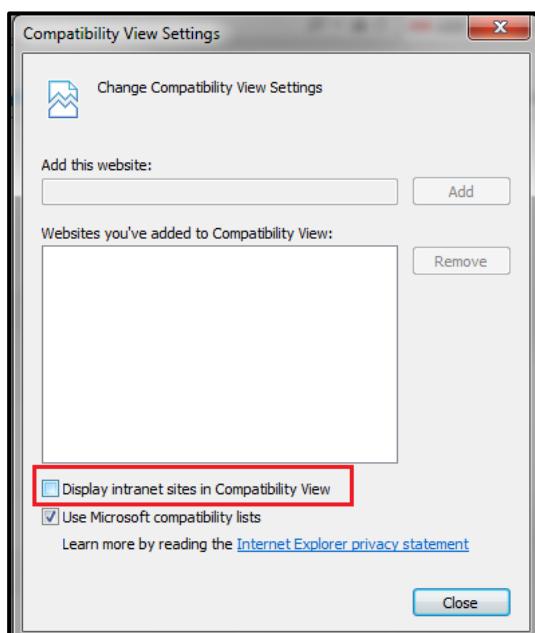


2. Then go to **settings** icon and choose **Compatibility View settings**.

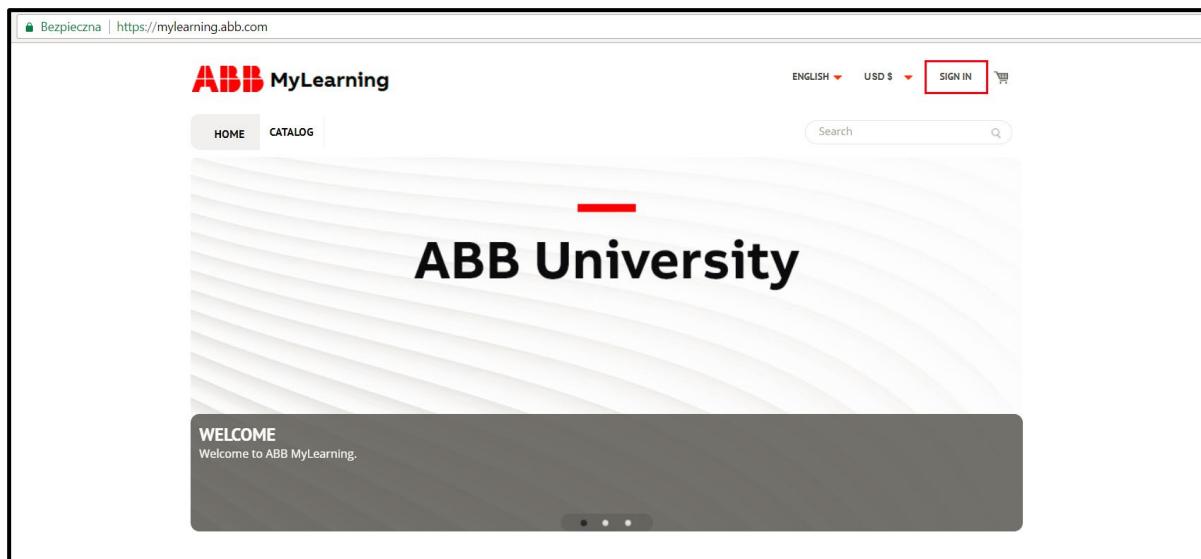




3. Untick the checkbox **Display intranet sites in Compatibility View**.

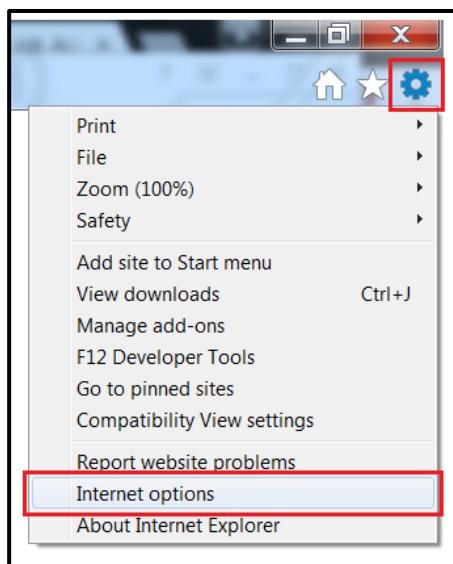


4. If the "abb.com" appears on the Websites you've added to Compatibility View listing, please remove it from there.
5. Then click **Close** to save the changes.
6. Close Internet Explorer browser and open it again. Go to <https://mylearning.abb.com/> - now you should be able to **Sign In** without any troubles.

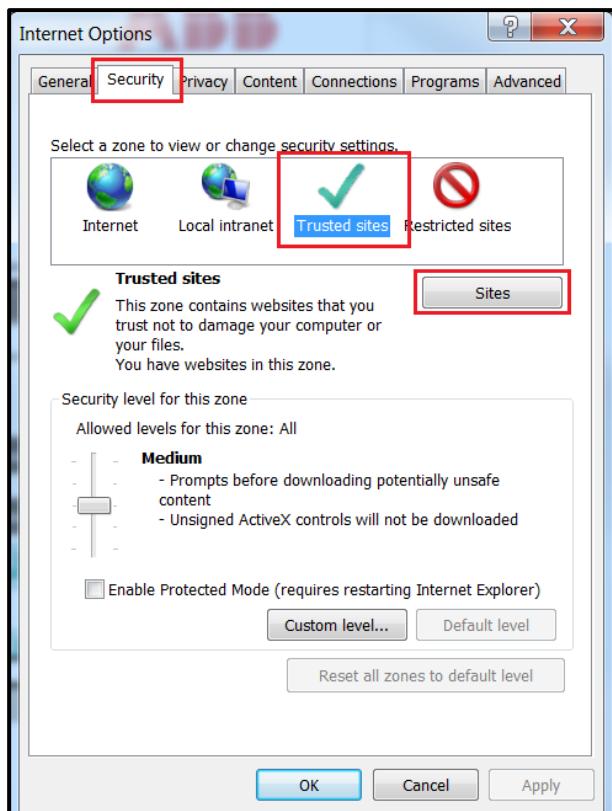


## How to add MyLearning to the trusted sites in Internet Explorer

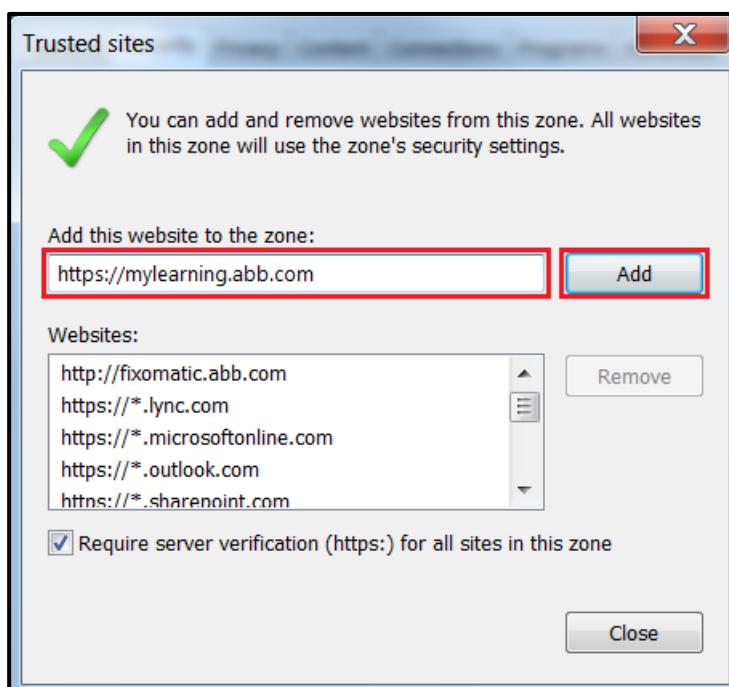
1. Go to the **settings** icon in your IE browser and choose **Internet options**.



2. Go to **Security** tab, select  and click on 



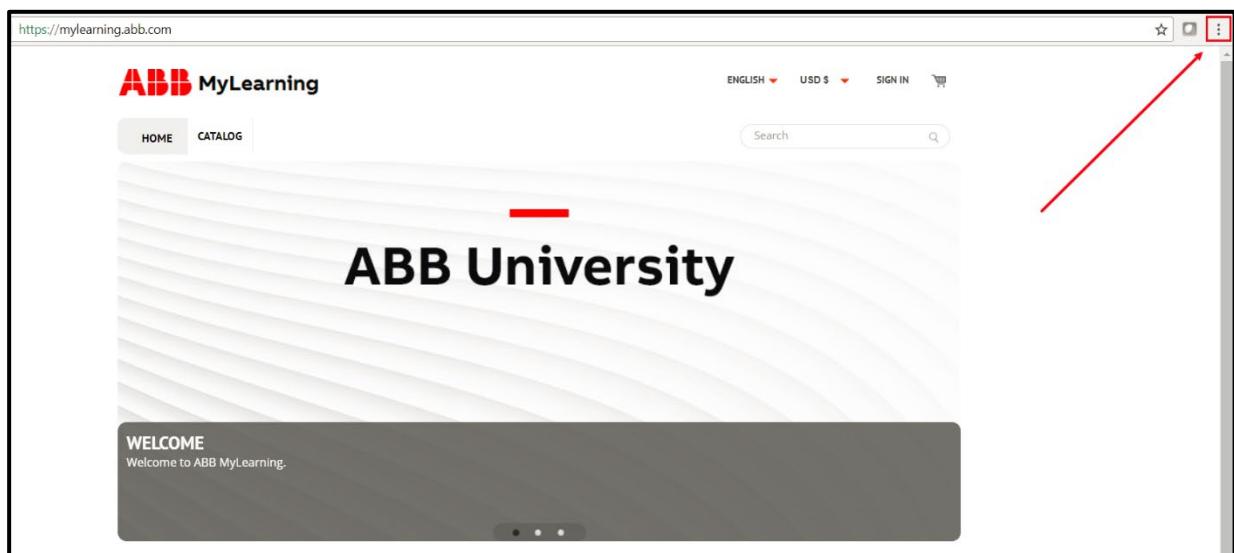
3. Fill marked field like in the picture below and click **Add**.



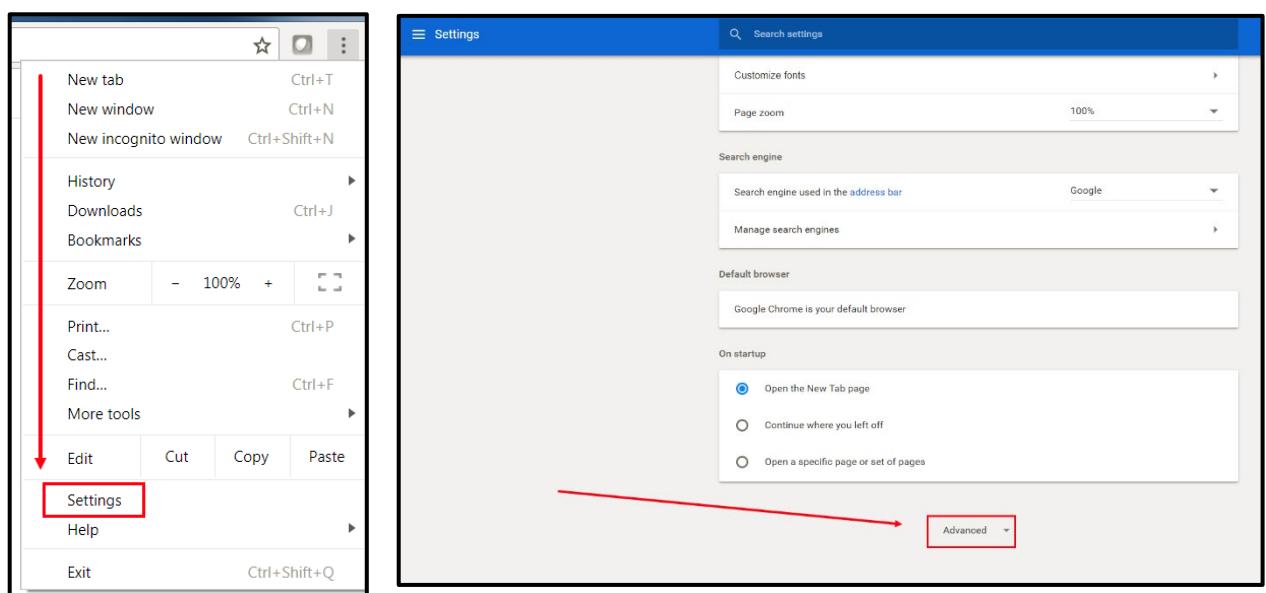
4. <https://mylearning.abb.com> has been added to the trusted sites.

## How to add MyLearning to the trusted sites in Google Chrome

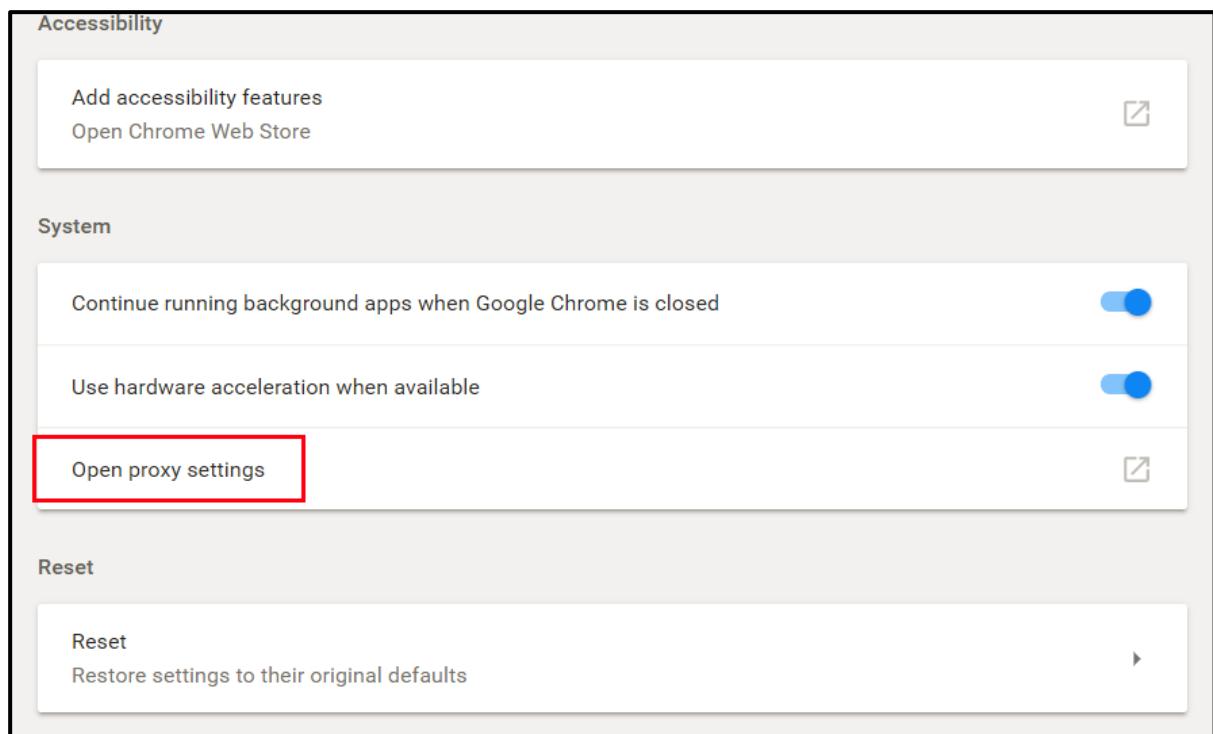
1. Go to the **Menu** icon in your Chrome browser.



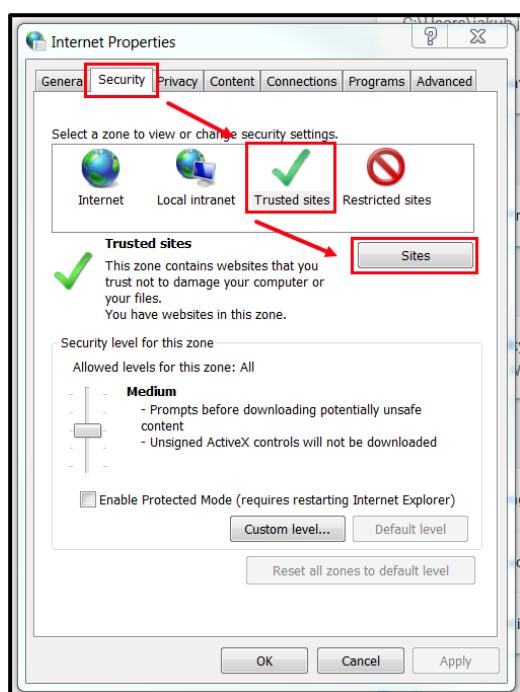
2. Pick the **Settings** option, scroll to the bottom and click **Advanced** to display more settings options.



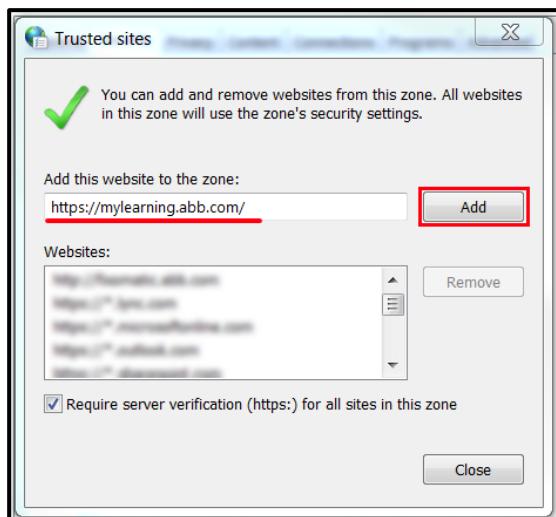
3. Click **Open proxy settings** (available in the System section)



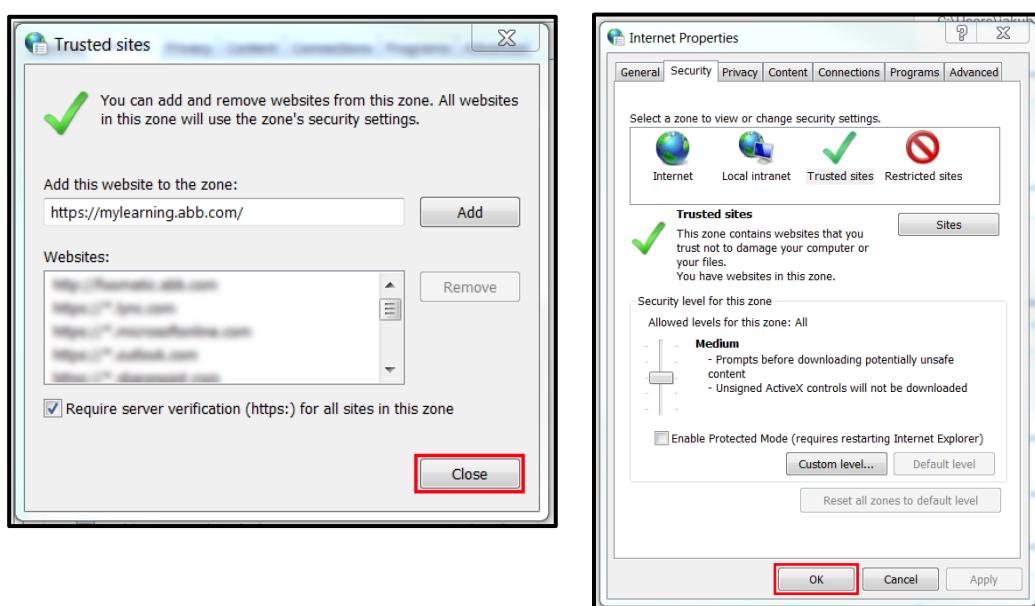
4. From the next pop-up window, go to the the **Security** tab > **Trusted Sites** icon and click **Sites**.



5. Enter the URL of your Trusted Site and click **Add**.



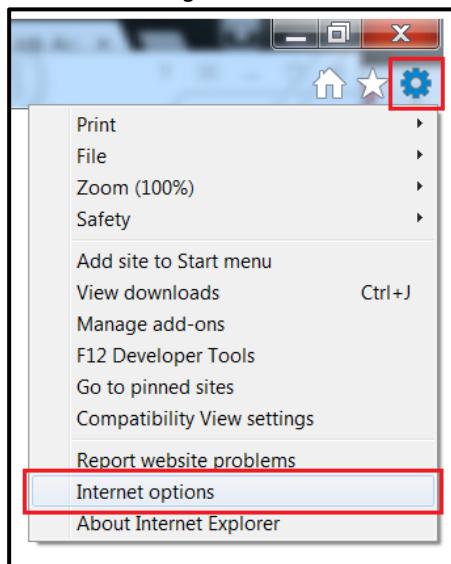
6. Click **Close** and then **OK**.



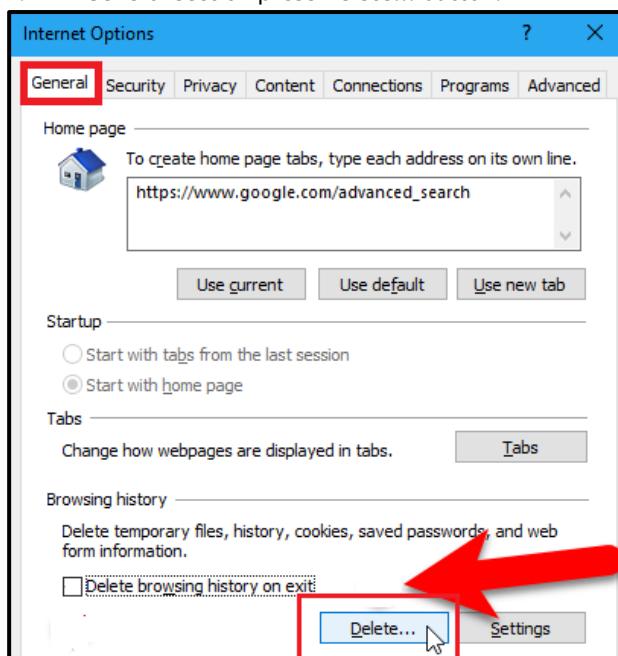
7. MyLearning has been added to Chrome's Trusted Sites successfully.

## User does not see Classes in Catalog even though the access settings are correct

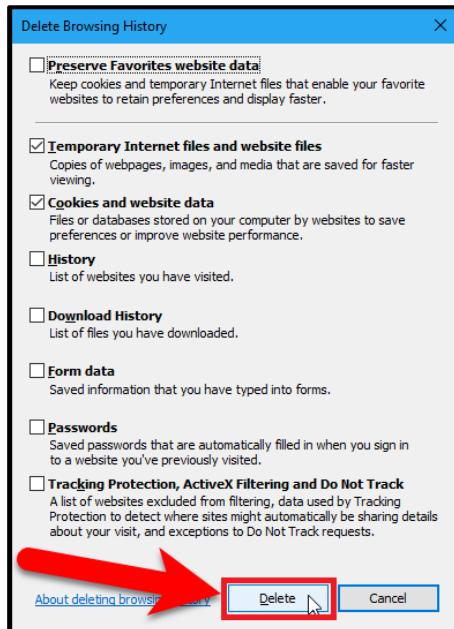
1. Go to settings icon and choose **Internet options**.



2. In **General** section press **Delete...** button.

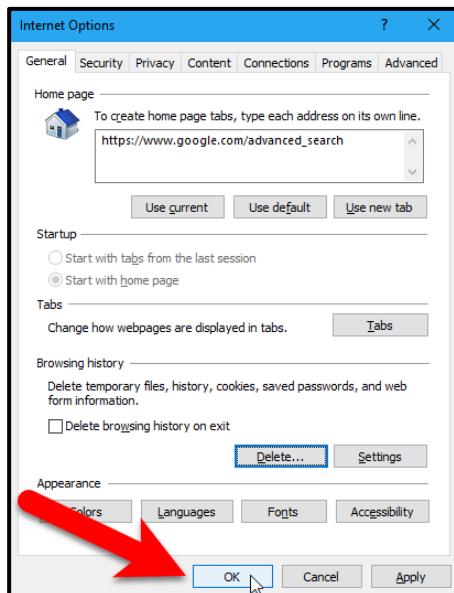


3. Check fields as per screen below and then click **Delete**.



<sup>1</sup> **NOTE:** Deleting temporary files will result in wiping out your website preferences also.

4. Click **OK** to exit the window.



<sup>2</sup> **NOTE:** Removing the cache & cookies files from your browser is **highly recommended** before reporting any issues in the system to the Support Team. If you do not provide information that you have done that already, you will be asked to perform this action anyway.

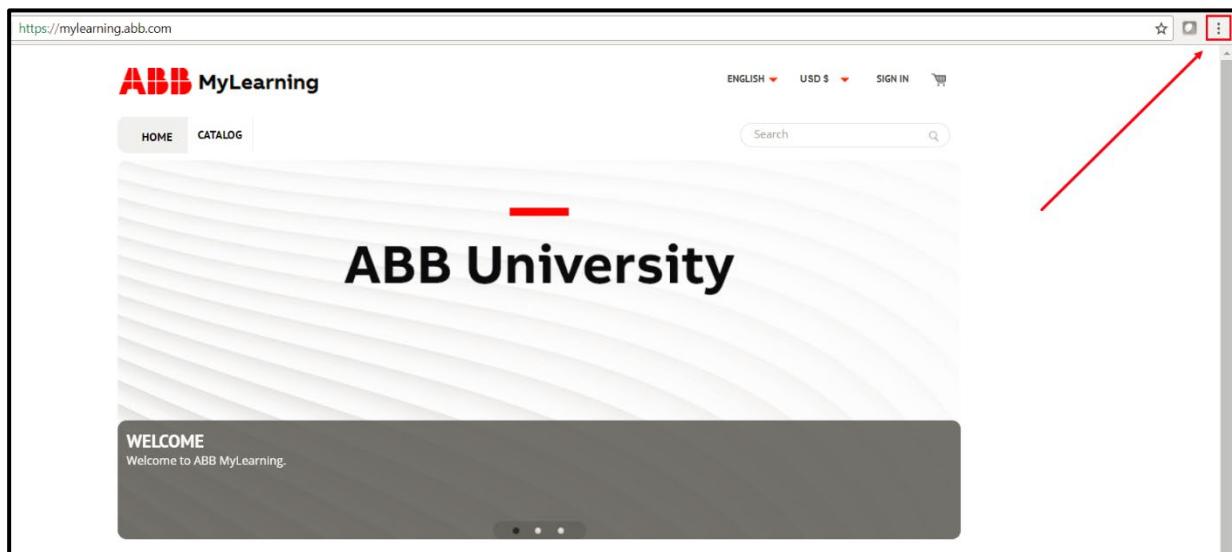
<sup>3</sup> **NOTE:** You can also define the **Delete browsing history on exit** setting to avoid your browser storing MyLearning data. Please remember to turn off the **Preserve Favorites website data** if you have MyLearning added to your favorites website.

## Adjust your Flash Player settings

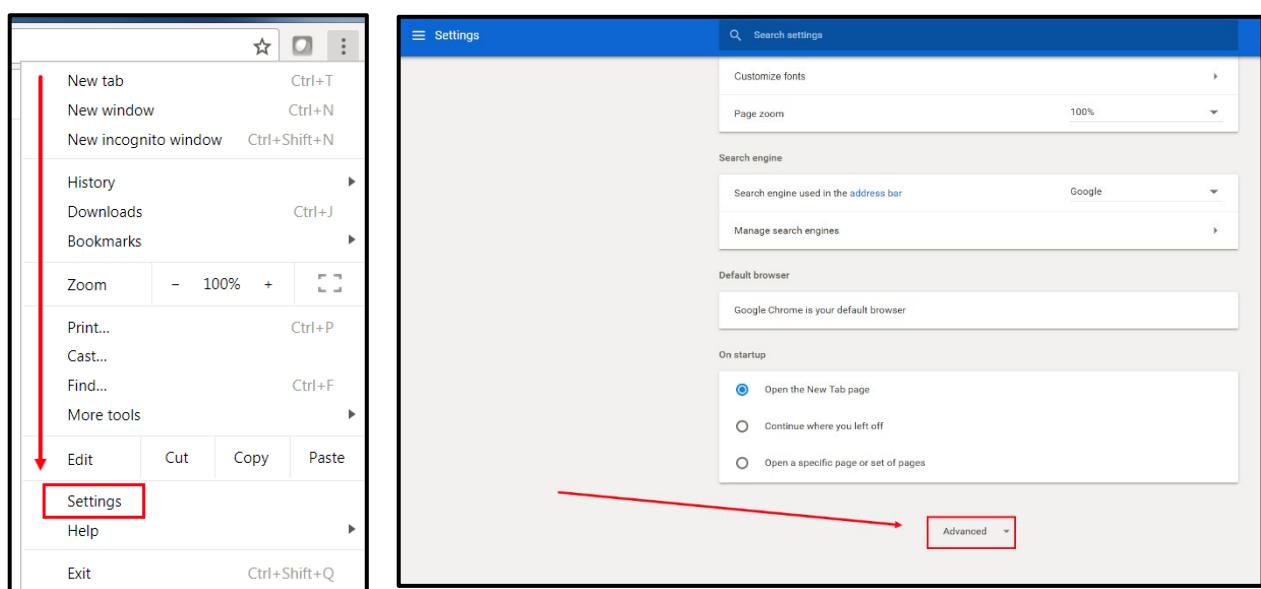
In case of some particular problems with displaying different elements in the system (e.g. Content), checking the Flash Player settings is the second most important action, right after adding MyLearning to the Trusted Sites in your browser.

In case of **Google Chrome**, the issue might be caused by the disabled **Flash Player** plugin. In order to turn it back on, please follow the steps below:

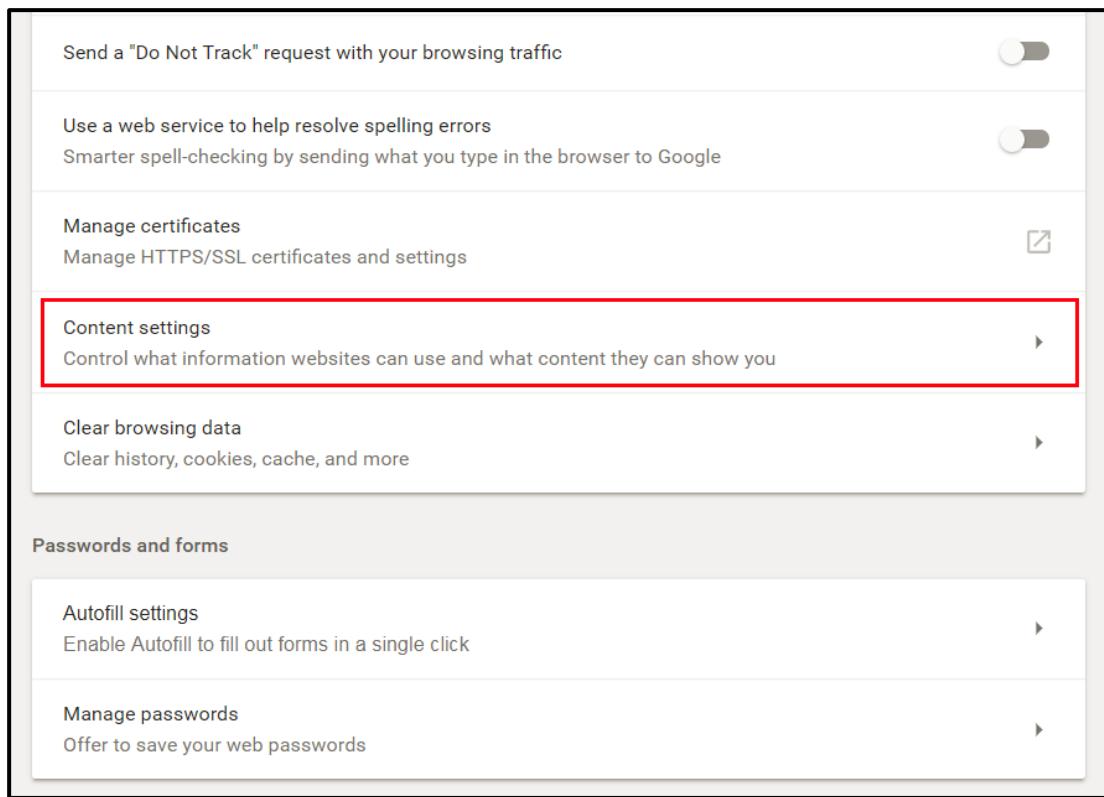
1. Go to the **Menu** icon in your Chrome browser.



2. Pick the **Settings** option, scroll to the bottom and click **Advanced** to display more settings options.



3. Go to the **Content Settings** available in the **Privacy and security** section.



Send a "Do Not Track" request with your browsing traffic

Use a web service to help resolve spelling errors

Smarter spell-checking by sending what you type in the browser to Google

Manage certificates

Manage HTTPS/SSL certificates and settings

**Content settings**

Control what information websites can use and what content they can show you

Clear browsing data

Clear history, cookies, cache, and more

**Passwords and forms**

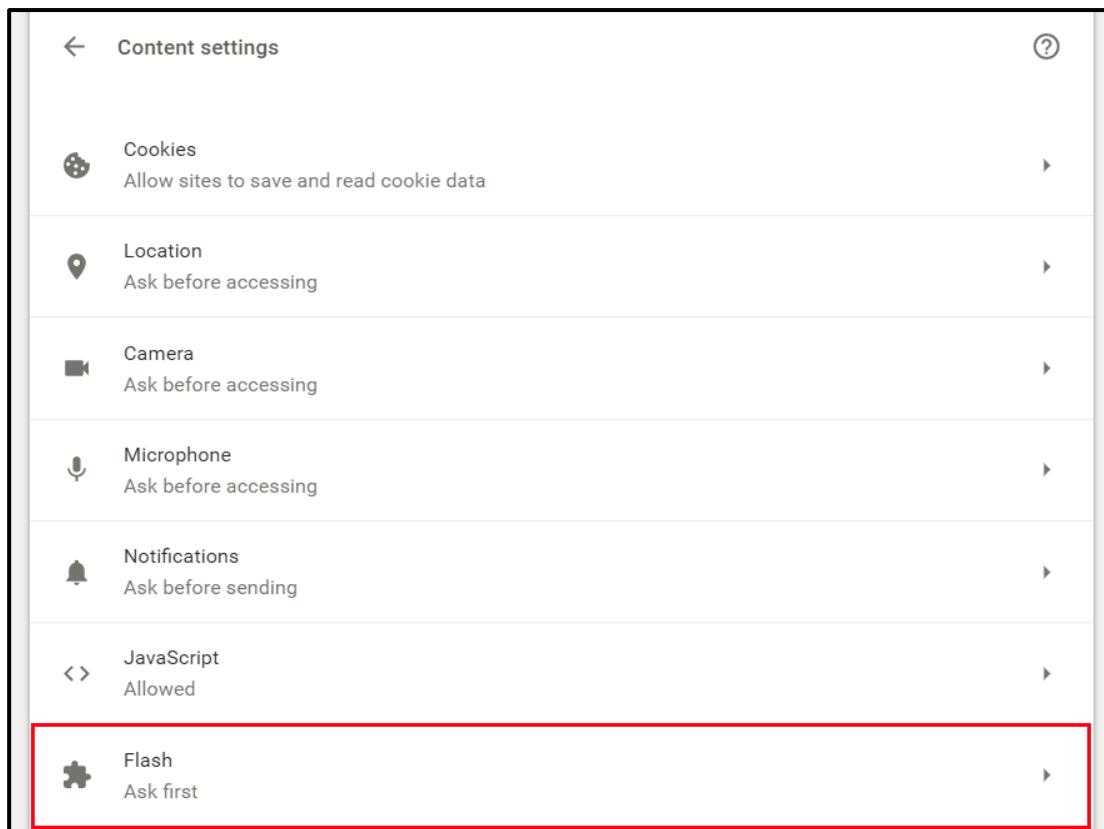
Autofill settings

Enable Autofill to fill out forms in a single click

Manage passwords

Offer to save your web passwords

4. Pick **Flash** from the next screen.



← Content settings ?

 Cookies   
Allow sites to save and read cookie data

 Location   
Ask before accessing

 Camera   
Ask before accessing

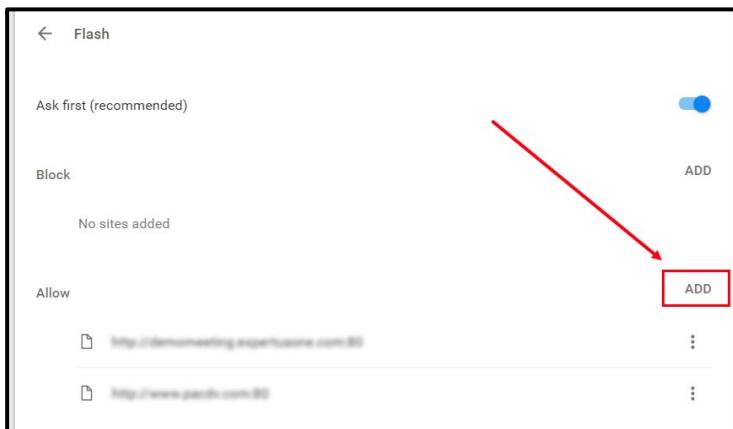
 Microphone   
Ask before accessing

 Notifications   
Ask before sending

 JavaScript   
Allowed

** Flash**   
Ask first

5. In the following screen, click **Add** (accessible from the **Allow** section) and provide the <https://mylearning.abb.com/> address in the pop-up window. Then click **Add** button.

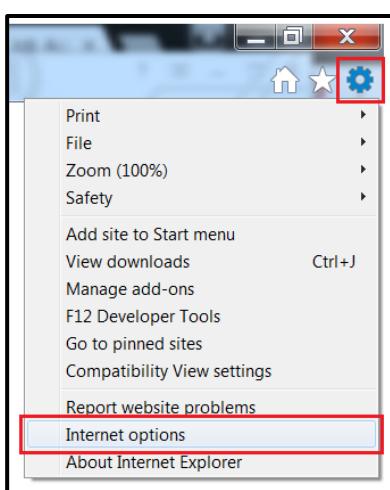


6. You have now successfully enabled the Flash plugin for MyLearning site.

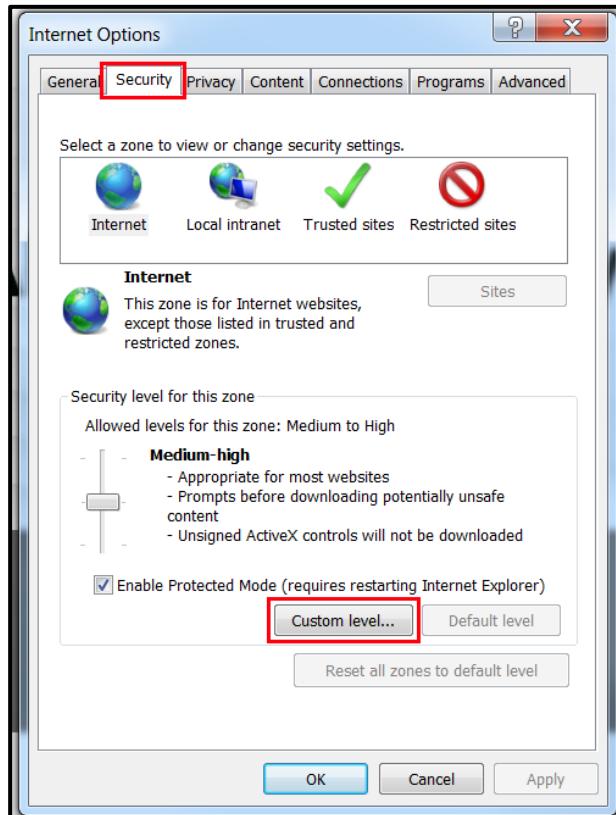
In case of **Internet Explorer**, the issue might be caused by the disabled **ActiveX** control. In order enable it, please follow the steps below:

<sup>4</sup> **NOTE:** It is necessary to reset the browser settings before enabling the ActiveX plugin in your Internet Explorer.

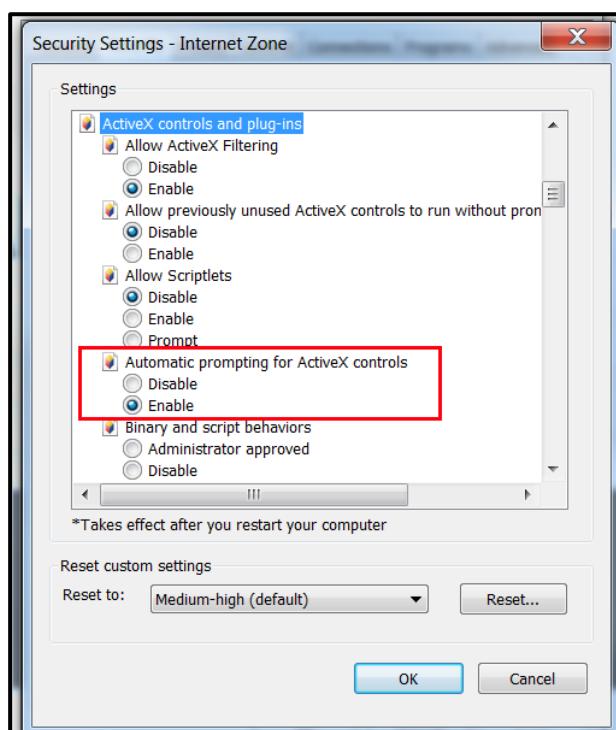
1. Go to the **settings** icon in your IE browser and choose **Internet options**.



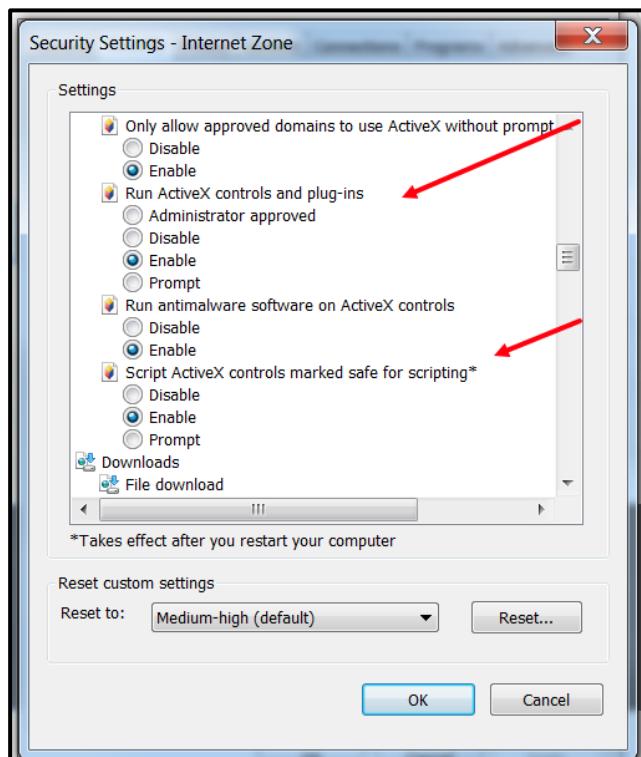
2. Go to **Security** tab and click the **Custom level** button.



3. In the following pop-up, scroll down until you see the **ActiveX controls and plug-ins** section. **Enable** the **Automatic prompting for ActiveX controls** by ticking the relevant radio button.



4. Then scroll down to the **Download signed Active controls, Run ActiveX controls and plugins** and **Script ActiveX controls marked safe for scripting** and mark them as **Enabled** or **Prompt**.



5. Now MyLearning system should be working properly on your computer.

<sup>5</sup> **NOTE:** In case of any issues, please contact MyLearning support via [MyIS](#). If you are an external User, you can contact us via [PL-MyLearningappsupport@abb.com](mailto:PL-MyLearningappsupport@abb.com). You can find further support materials [here](#), [here](#) and [here](#).

## Changes notes

**2019-02-11** Additional NOTE added to User does not see Classes in Catalog even though the access settings are correct section; NOTES numbered; Changes notes section included