

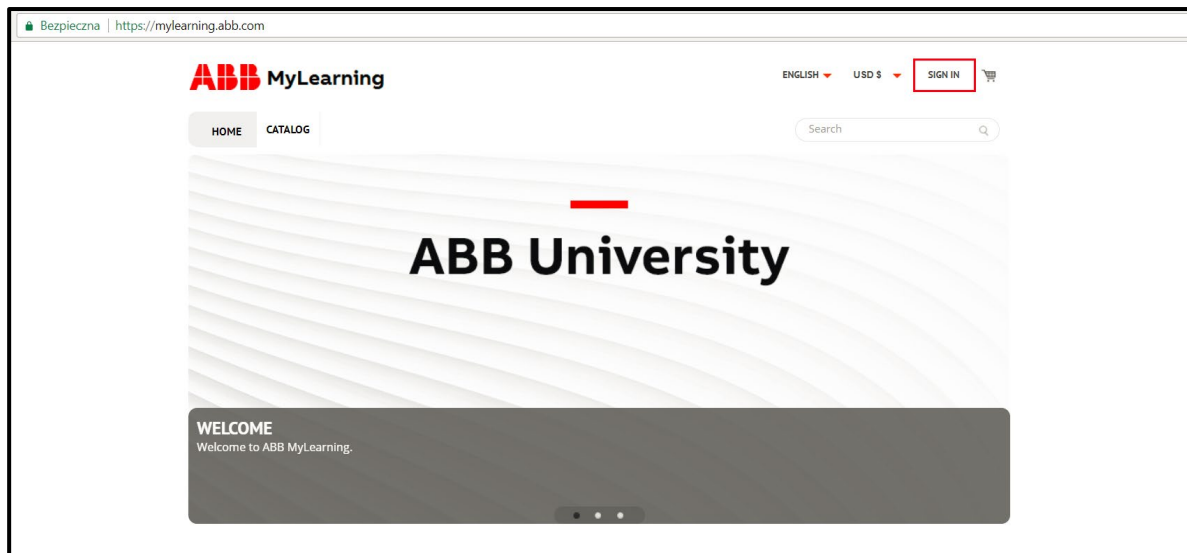
SCENARIO

Configure your browser settings to use MyLearning system properly

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

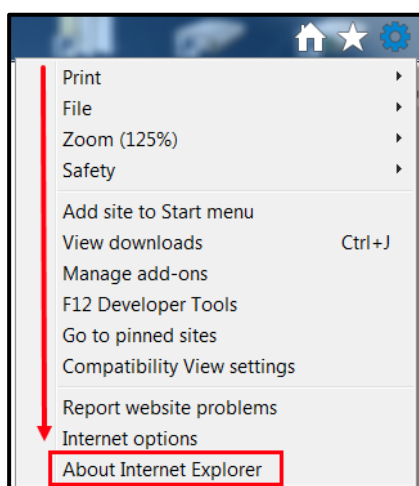
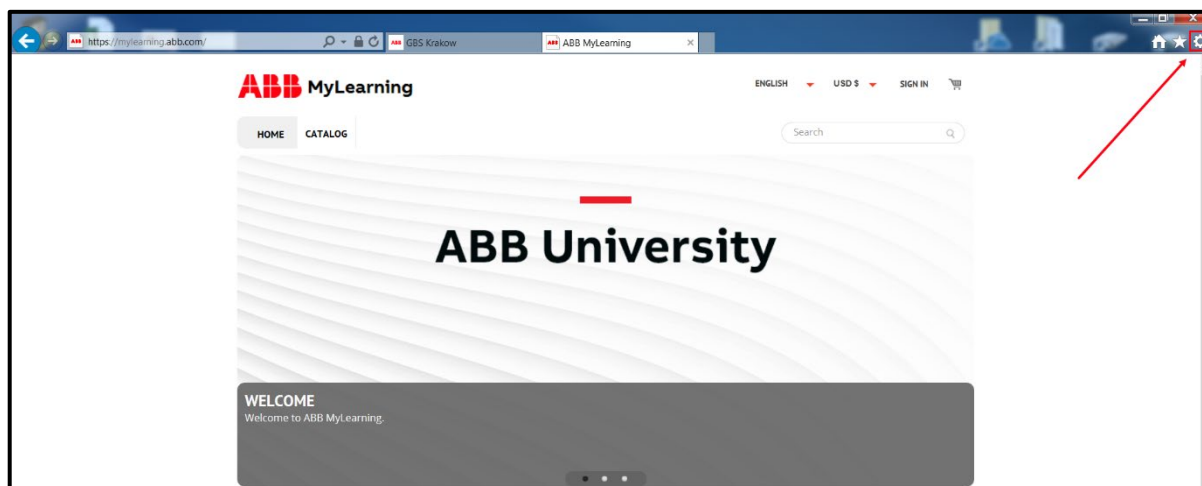
User is using IE and is not able to click Sign In button.....	2
How to add MyLearning to the trusted sites in Internet Explorer	5
How to add MyLearning to the trusted sites in Google Chrome	7
User does not see Classes in Catalog even though the access settings are correct.....	10
Adjust your Flash Player settings	12
Changes notes	16

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

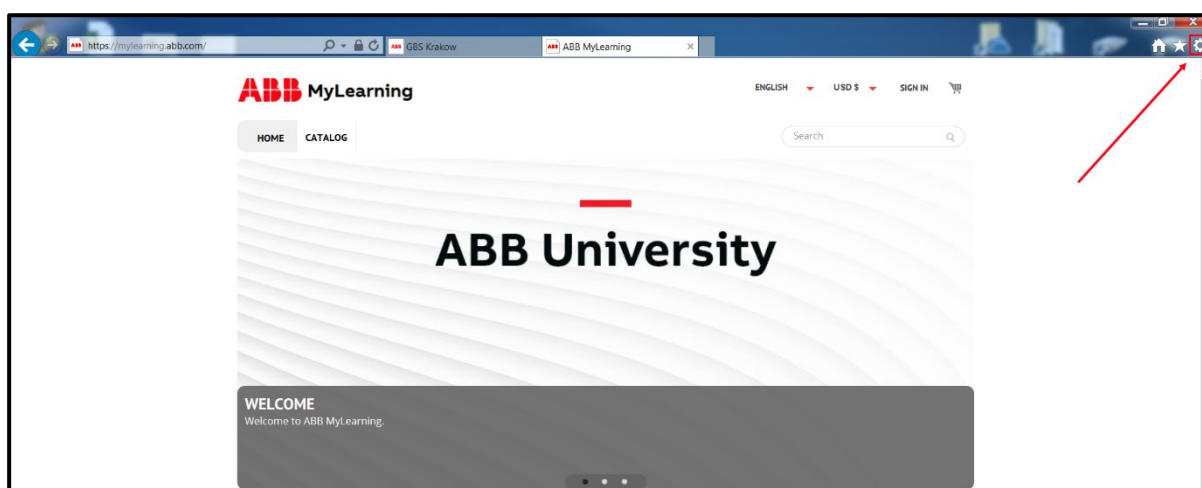


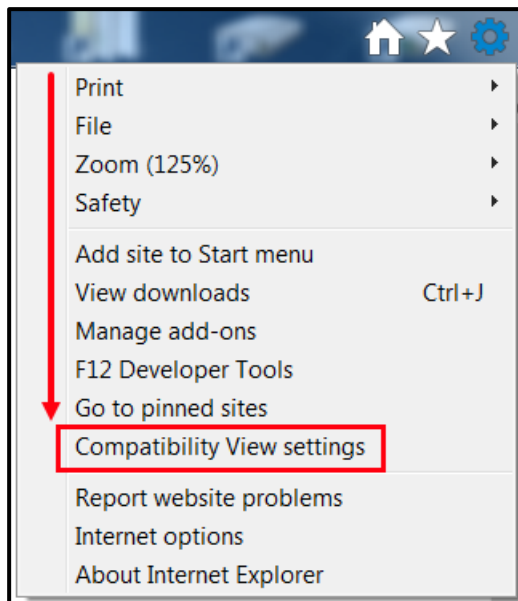
Adjust Internet Explorer settings

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

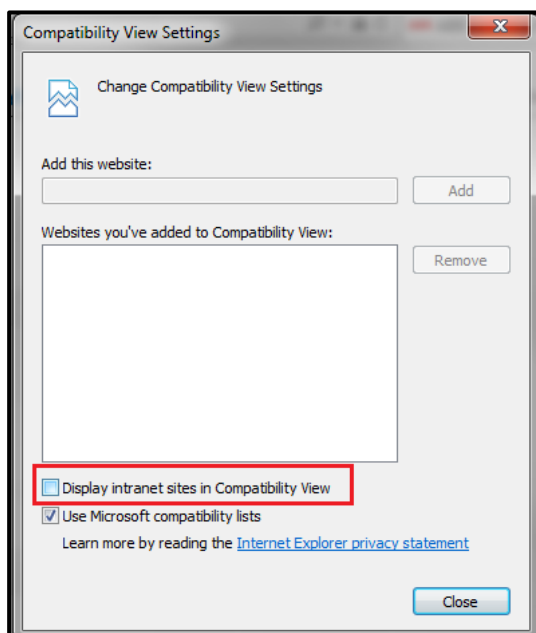


2. Then go to **settings** icon and choose **Compatibility View** settings.

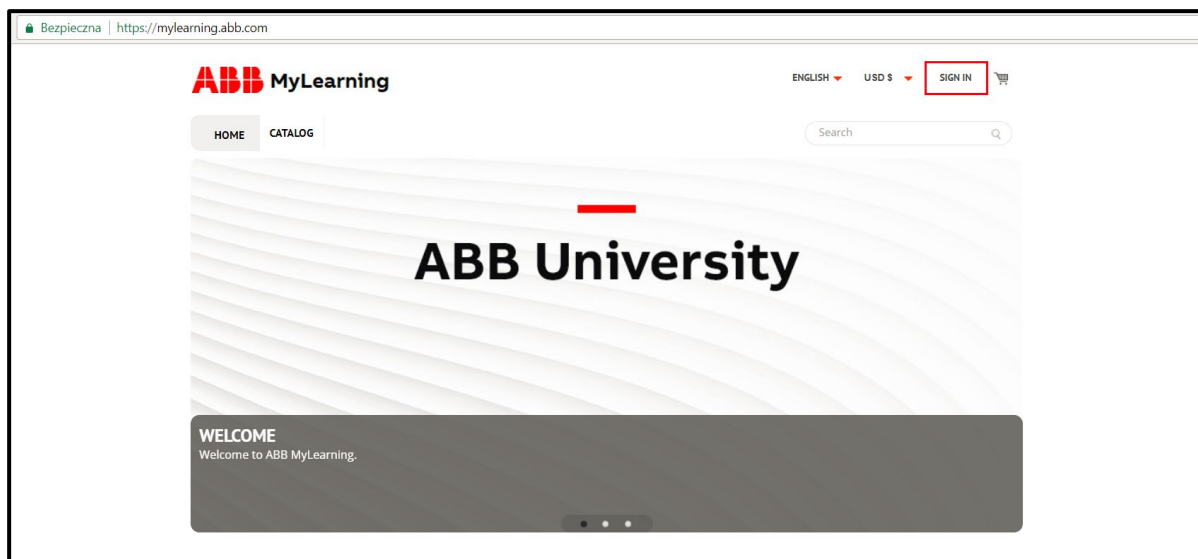




3. Untick the checkbox **Display intranet sites in Compatibility View**.

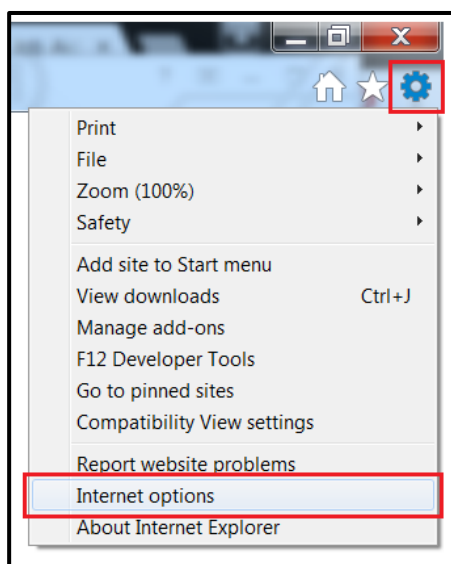


4. If the "**abb.com**" appears on the Websites you've added to Compability View listing, please remove it from there.
5. Then click **Close** to save the changes.
6. Close Internet Explorer browser and open it again. Go to <https://mylearning.abb.com/> - now you should be able to **Sign In** without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

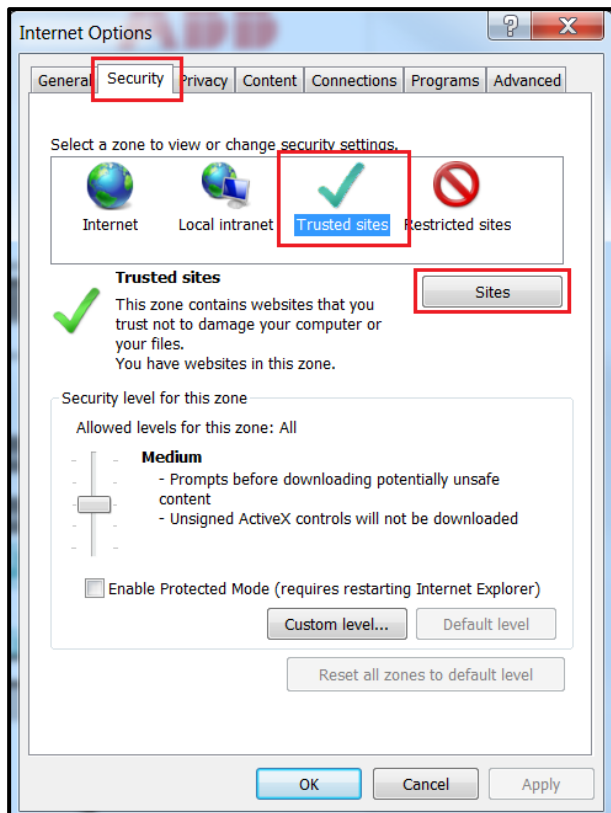


How to add MyLearning to the trusted sites in Internet Explorer

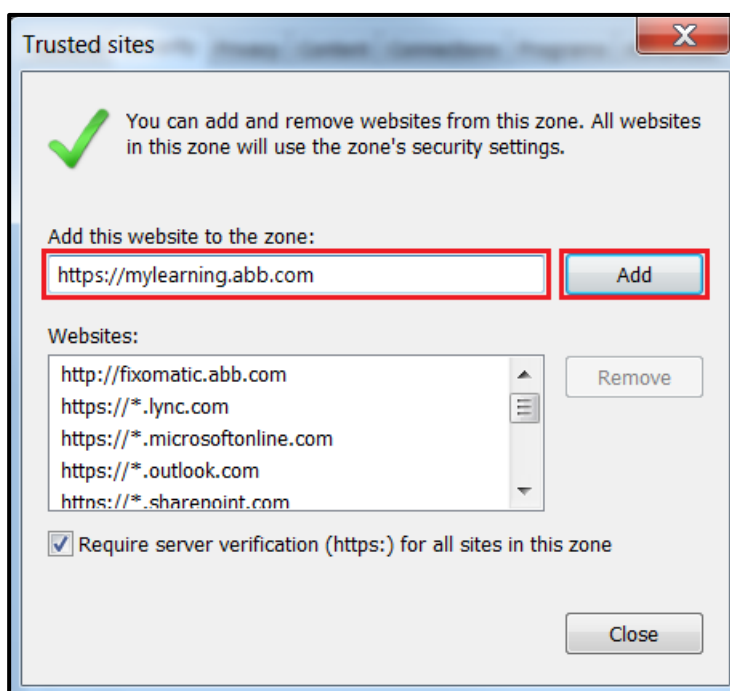
1. Go to the **settings** icon in your IE browser and choose **Internet options**.



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



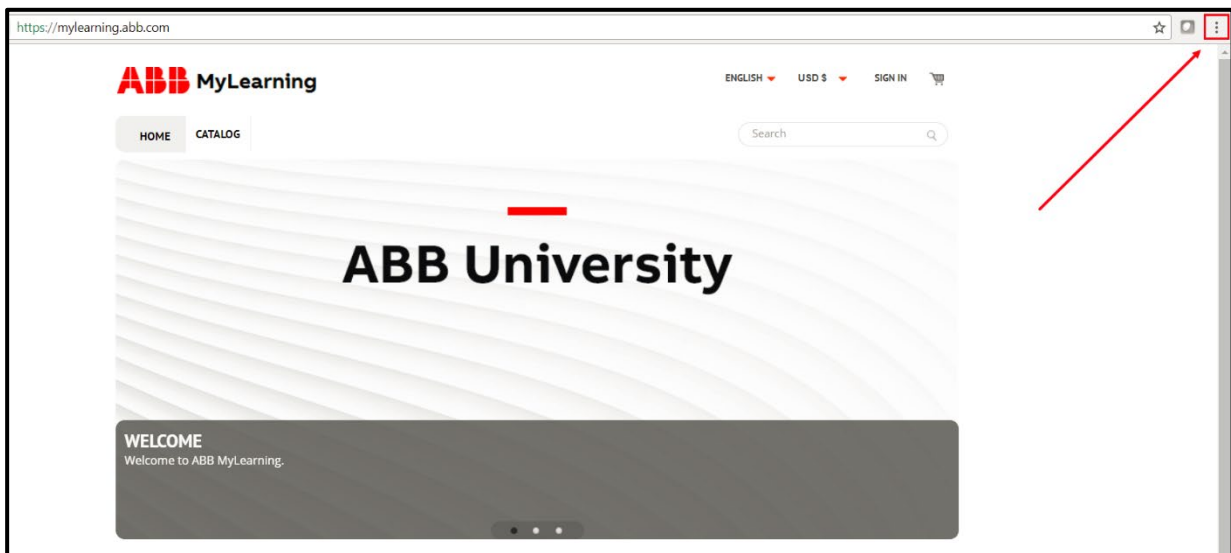
3. Fill marked field like in the picture below and click **Add**.



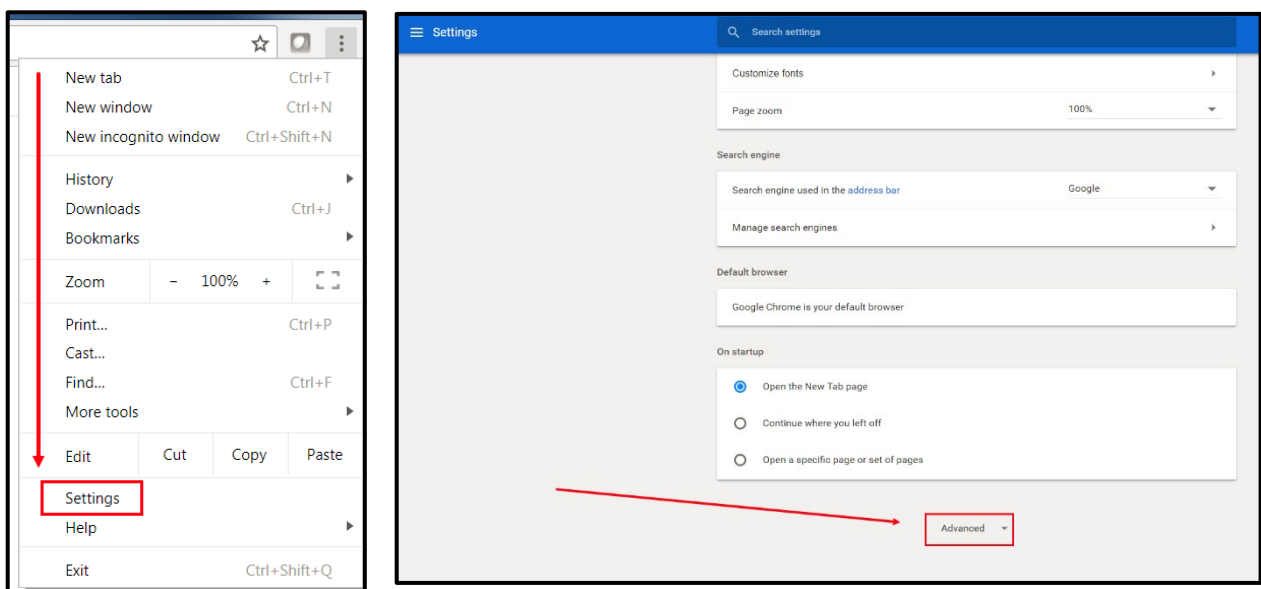
4. <https://mylearning.abb.com> has been added to the trusted sites.

How to add MyLearning to the trusted sites in Google Chrome

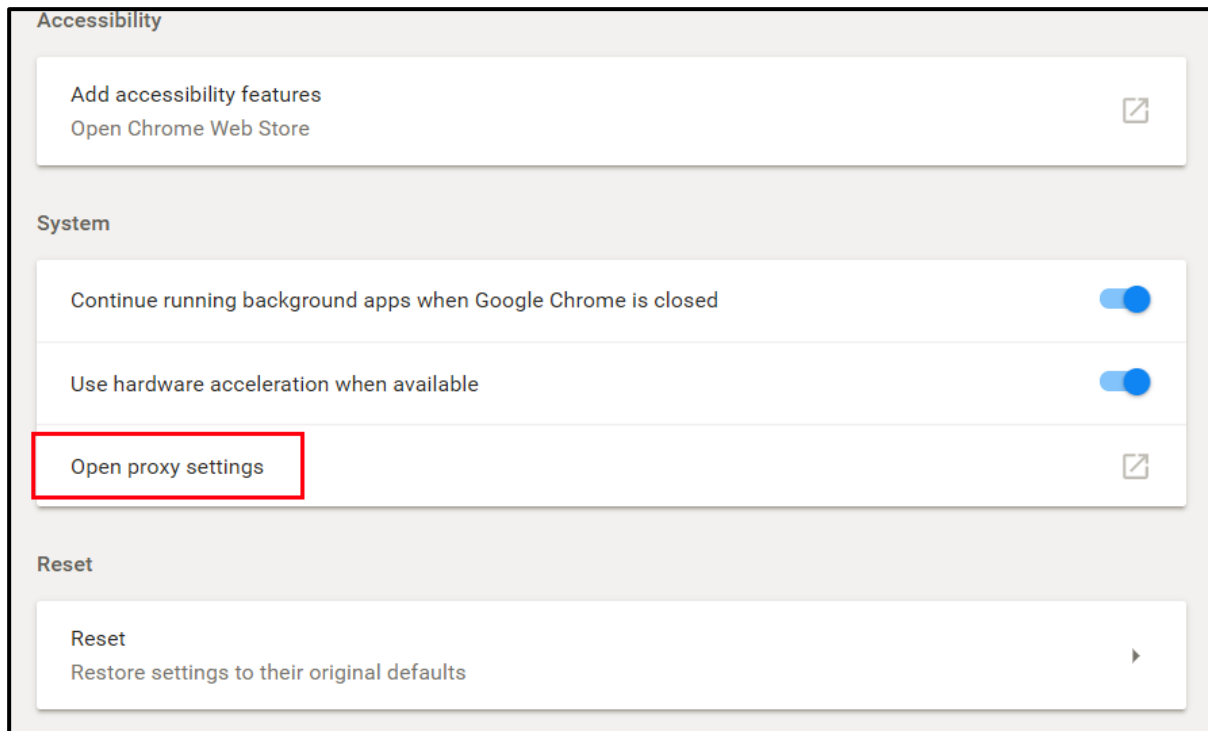
1. Go to the **Menu** icon in your Chrome browser.



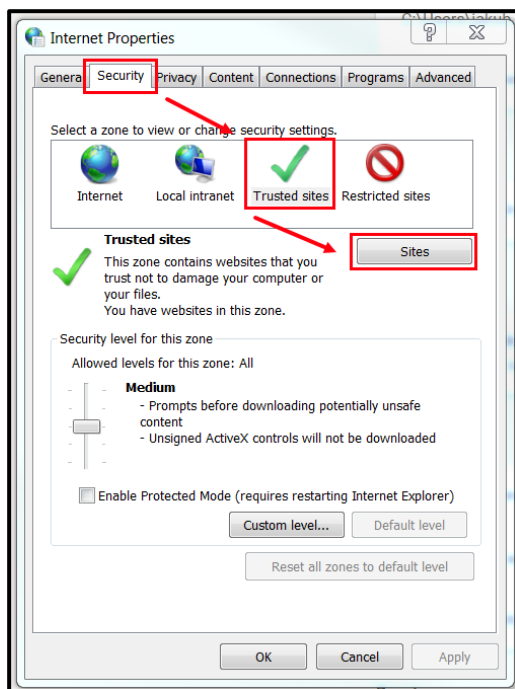
2. Pick the **Settings** option, scroll to the bottom and click **Advanced** to display more settings options.



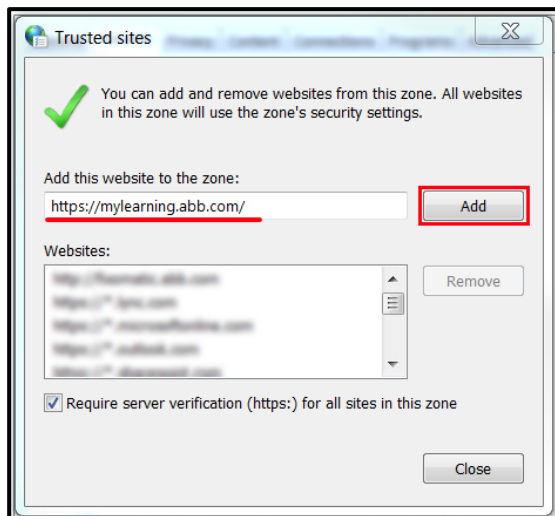
3. Click **Open proxy settings** (available in the System section)



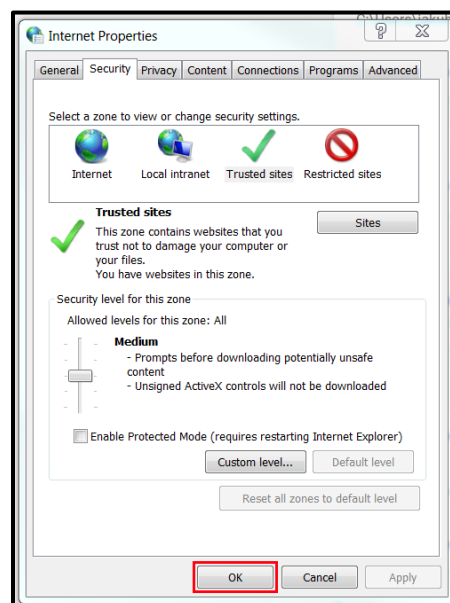
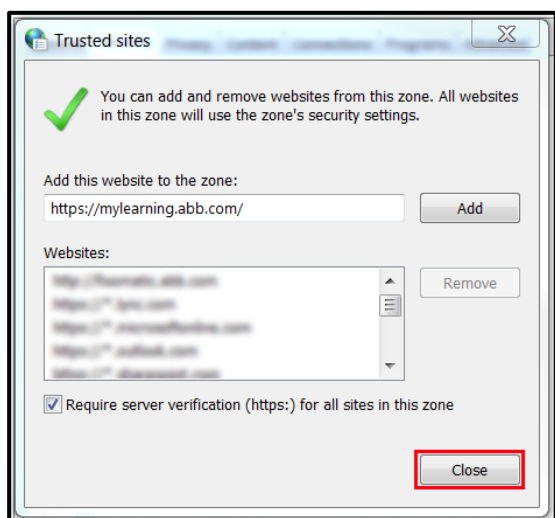
- From the next pop-up window, go to the the **Security** tab > **Trusted Sites** icon and click **Sites**.



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



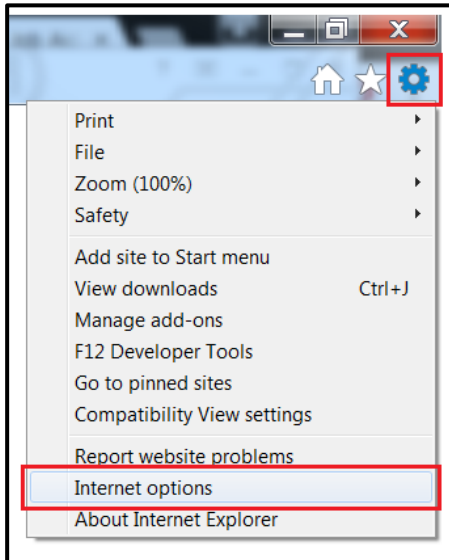
6. Click **Close** and then **OK**.



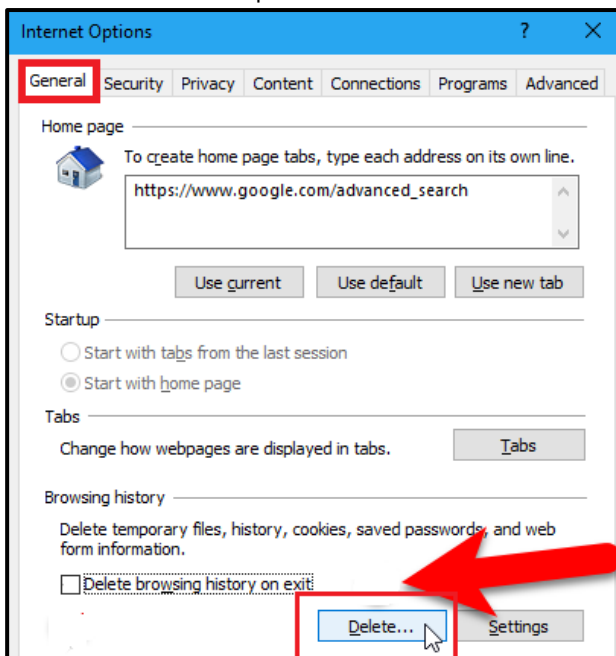
7. MyLearning has been added to Chrome's Trusted Sites successfully.

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

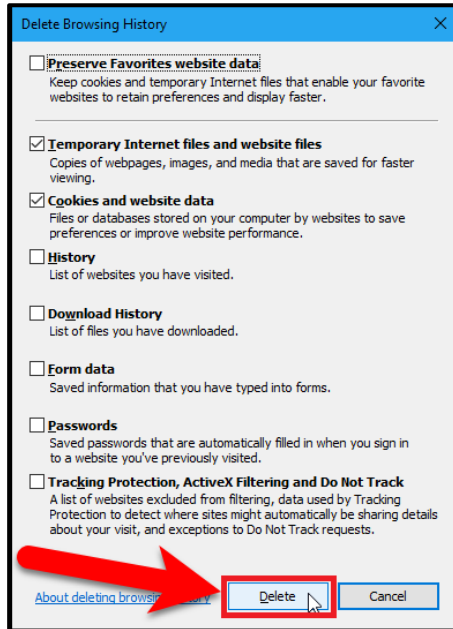
1. Go to settings icon and choose **Internet options**.



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

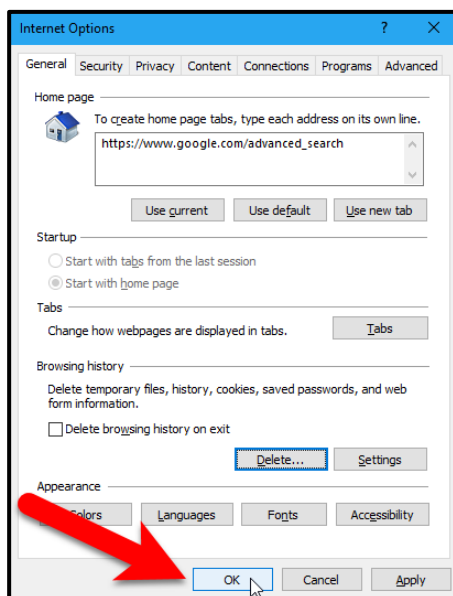


3. Check fields as per screen below and then click **Delete**.



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

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



² **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.

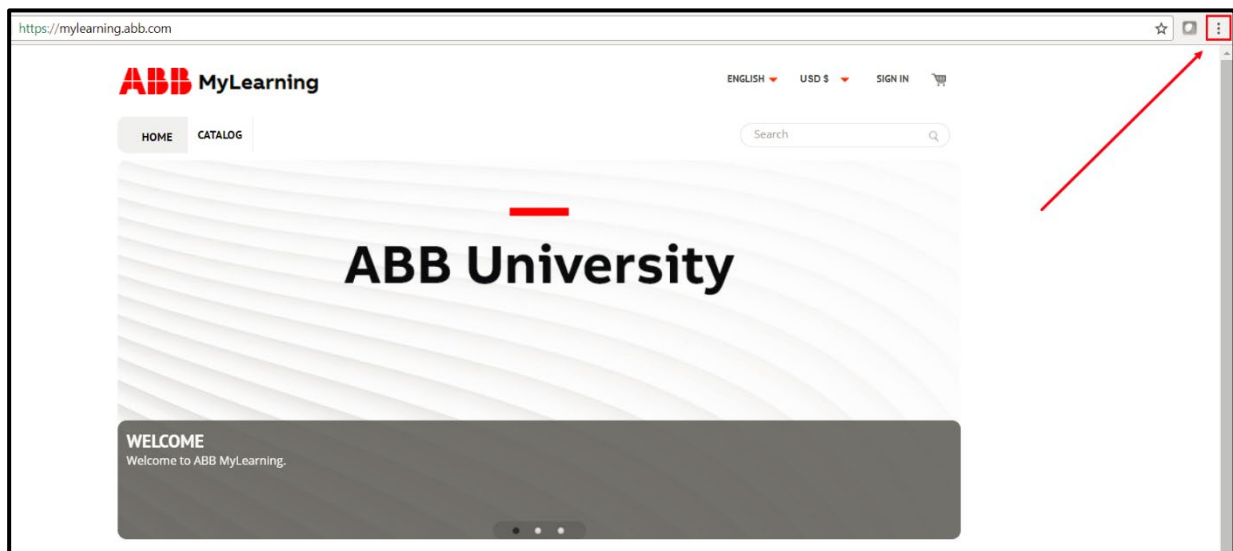
³ **NOTE:** You can also define the **Delete browsing history on exit** setting to avoid your browser storing MyLearning data. Please remember to turn off the **Preserve Favorites website data** if you have MyLearning added to your favorites website.

Adjust your Flash Player settings

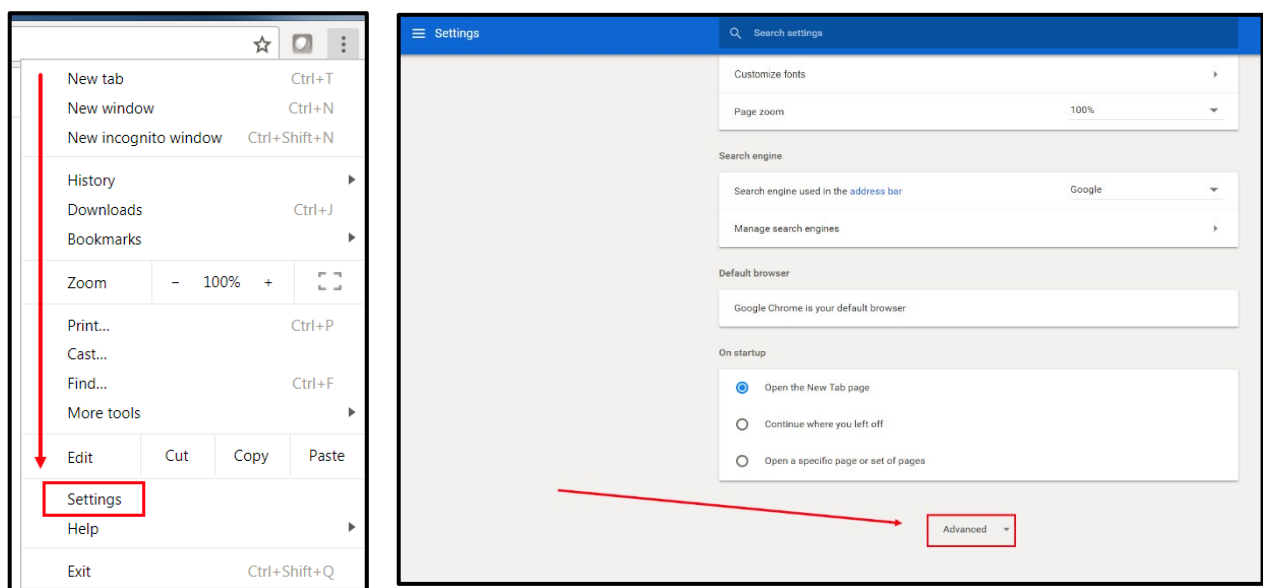
In case of some particular problems with displaying different elements in the system (e.g. Content), checking the Flash Player settings is the second most important action, right after adding MyLearning to the Trusted Sites in your browser.

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:

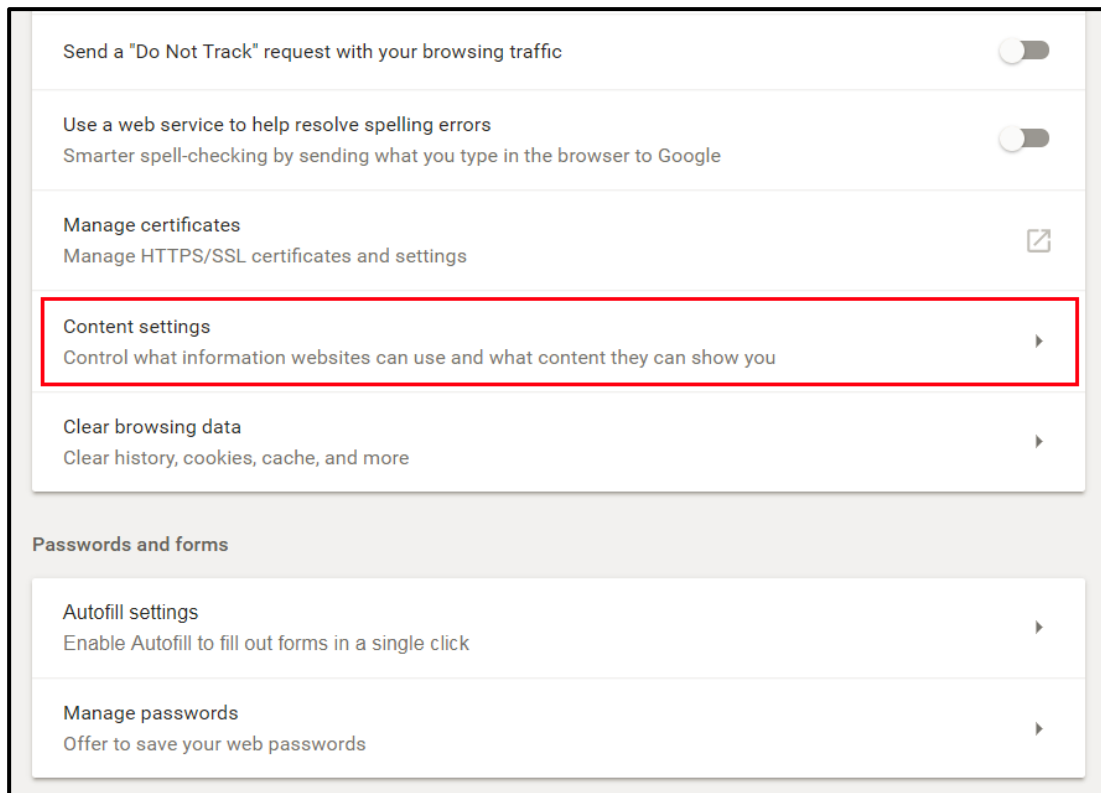
1. Go to the **Menu** icon in your Chrome browser.



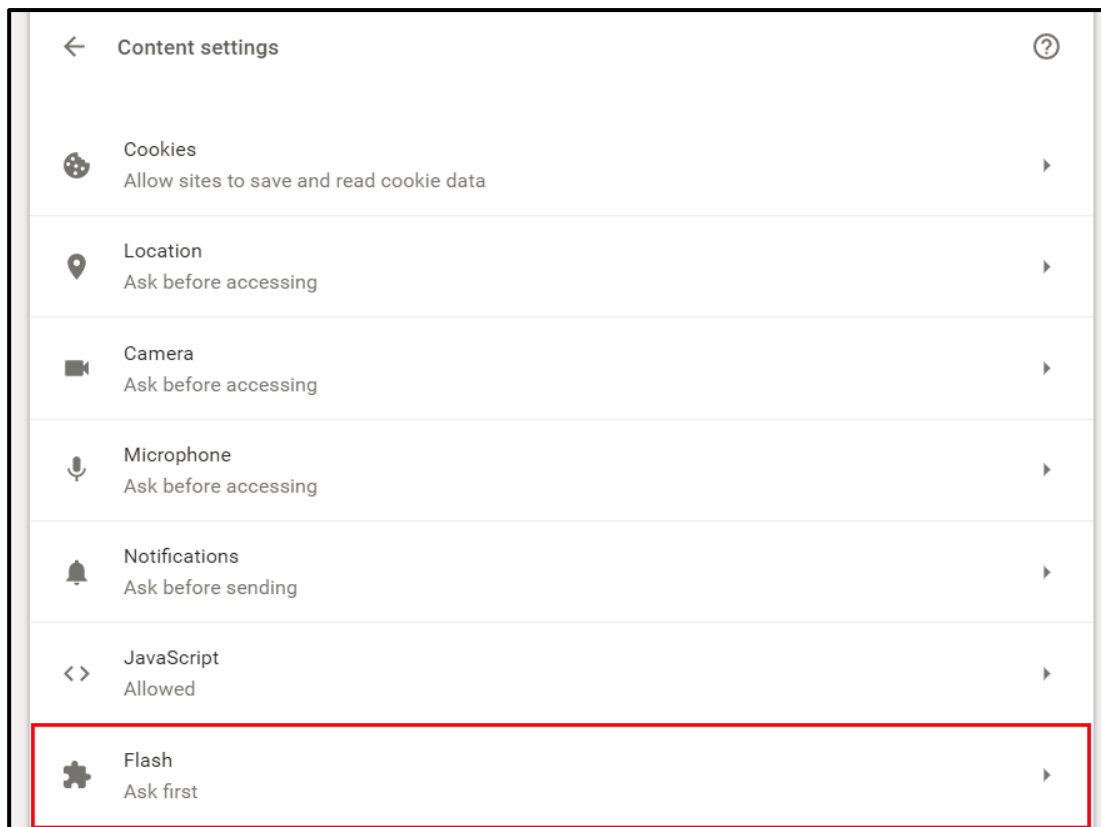
2. Pick the **Settings** option, scroll to the bottom and click **Advanced** to display more settings options.



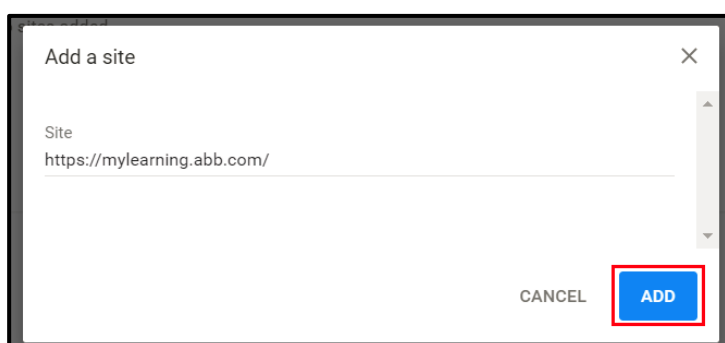
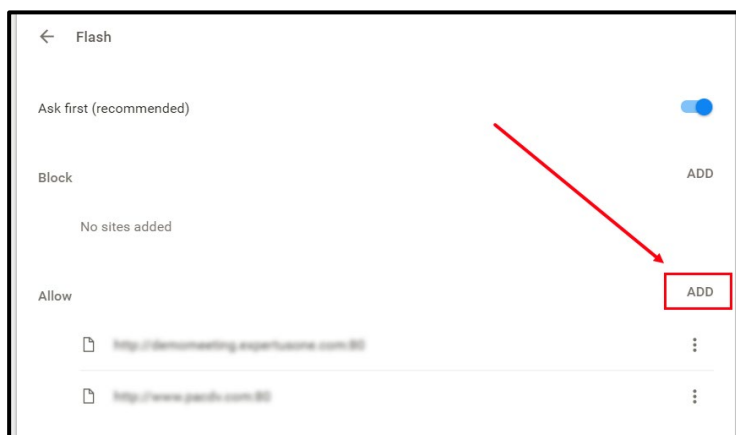
3. Go to the **Content Settings** available in the **Privacy and security** section.



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



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.

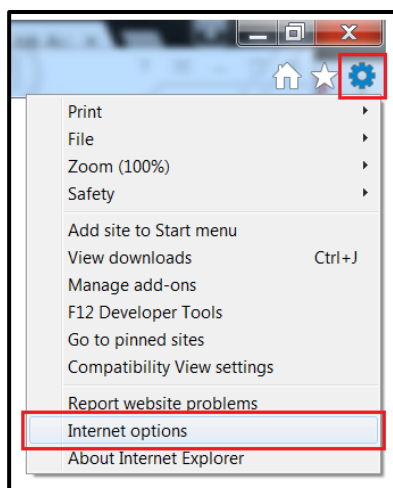


6. You have now successfully enabled the Flash plugin for MyLearning site.

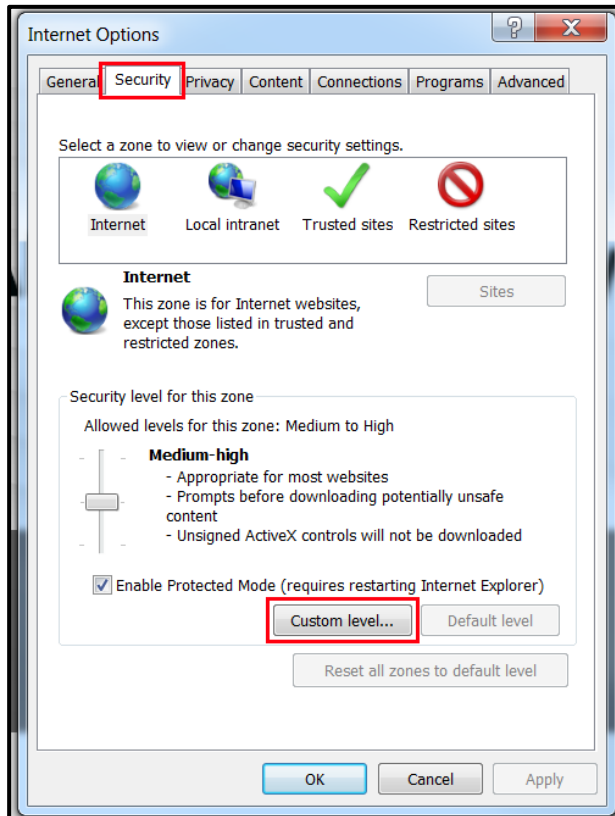
In case of **Internet Explorer**, the issue might be caused by the disabled **ActiveX** control. In order enable it, please follow the steps below:

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

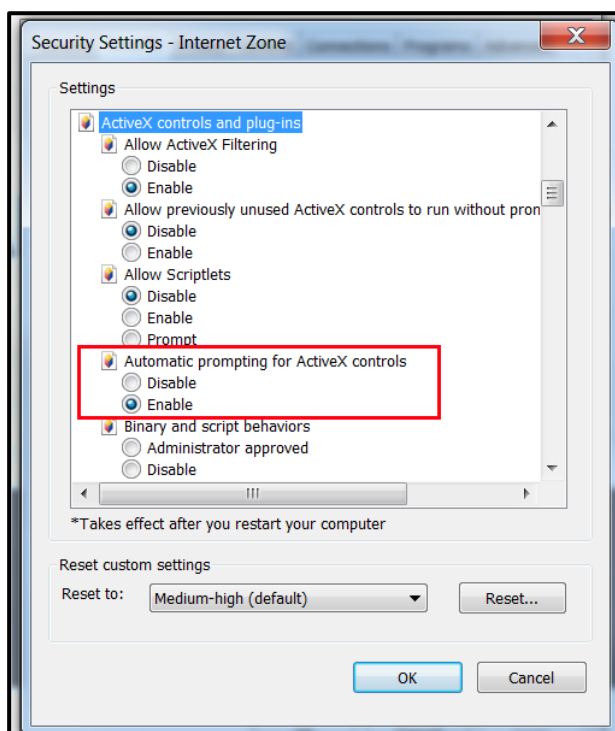
1. Go to the **settings** icon in your IE browser and choose **Internet options**.



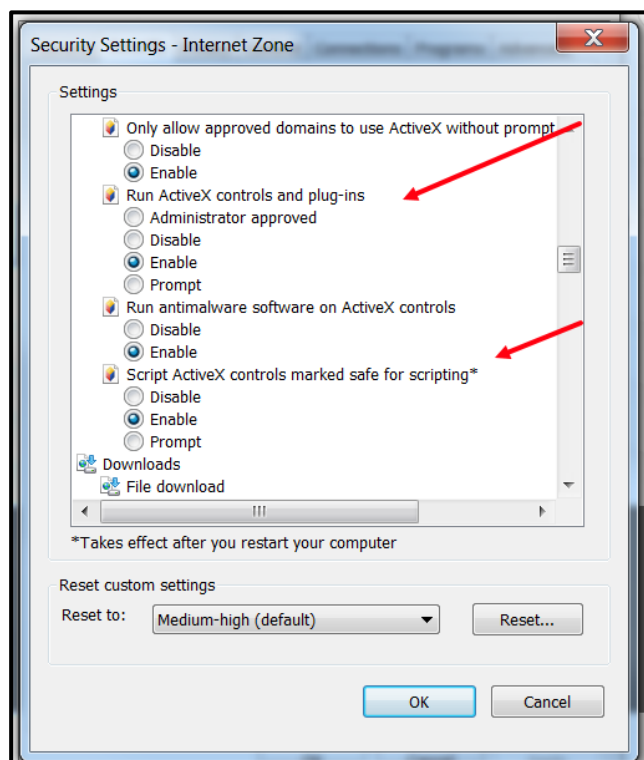
2. Go to **Security** tab and click the **Custom level** button.



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.



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



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

⁵ **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. 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