



# VIRTUAL CAMPUS BROWSER SUPPORT INTERNET EXPLORER 8+ RECOMMENDED SETTINGS

## STEP 1: ACCESSING "INTERNET OPTIONS"

- Within Internet Explorer, use the keyboard command: "**ALT**" + "**T**" for the "Tools" menu to appear.
- From the "Tools" menu, please click on "**Internet Options.**"

## STEP 2: CLEARING BROWSER CACHE (TEMPORARY INTERNET FILES)

In order to speed up website navigation, Internet browsers are designed to download and store certain web content locally on your computer's hard drive in an area referred to as the "cache." However, sometimes the browser may not recognize changes made to a website, or the cache may attempt to resume previous interactive sessions that are no longer valid; this may result in inconsistencies with certain websites and even slow down your browsing speed over time. As such, this step is particularly important when troubleshooting any website-related issues. Please clear your cache by following the appropriate set of instructions for your version of Internet Explorer:

- Under the "**GENERAL**" tab you will see a heading for "Browsing History" towards the center of the Internet Options dialog.
- Click on the "**Delete**" button.
- On the next screen, **uncheck** "**Preserve favorites website data,**" and ensure that "**Temporary Internet Files**" and "**Cookies**" are both selected. The other choices on this screen are recommended, but not required.
- Select the "**Delete**" button at the bottom of this dialog.
- Click on the "**Settings**" button, also located under "Browsing History," and verify that "**Every time I visit the webpage**" is selected.
- Click "**OK**" to apply the change (if applicable) and to close this dialog.
- You may now proceed to STEP 4 below.

## STEP 3: CONFIRMING BROWSER SECURITY & LAN SETTINGS

- Click on the "**SECURITY**" tab at the top of the Internet Options dialog.
- Select the "**Trusted Sites**" icon, then click on the "**Sites**" button that appears below and to the right of the row of icons.
- There will be a field labeled "Add this website to the zone". Please type "<https://learn.dau.mil>" into this field and click the "**Add**" button to apply this addition.
- Click on "**Close**" or "**OK**" at the bottom of the Trusted Sites dialog.
- Ensure that the "Trusted Sites" icon is still highlighted, then click on the "**Custom Level**" button toward the bottom of the Internet Options dialog.
- In the subsequent window, locate the heading for "Reset custom settings". This will be located below the full list of settings at the very bottom of the dialog.
- Select "**Low**" (or the lowest setting permitted by your network) from the drop-down menu. Then, click on the "**Reset**" button to apply the change.
- When prompted to confirm, click "**Yes.**"
- Click on the "**OK**" button to close the Security Settings dialog.
- Choose the "**CONNECTIONS**" tab at the top of the Internet Options dialog.
- Click on "**LAN settings.**"

- If there's a **check** next to "Use a proxy server for your LAN," please click on the "**ADVANCED**" button. Otherwise, skip to Step 5 below.
- At the bottom of the Proxy Settings dialog, enter "**learn.dau.mil**" in the Exceptions field.

#### **STEP 4: CHECK POP-UP BLOCKER SETTINGS**

Pop-up blockers have been known to prevent certain course windows or documents from displaying. To ensure you are not impacted, please make an exception to your browsers pop-up blocker settings.

- Click on the "**PRIVACY**" tab at the top of the Internet Options dialog.
- Under the "Pop-up Blocker" heading, please select the "**Settings**" button.
- Type: "**dau.mil**" into the field labeled, "Address of website to allow."
- Click on the "**Add**" button and then select "**Close**" at the bottom of this dialog.

#### **STEP 5: VERIFY THE INSTALLATION OF ADOBE FLASH PLAYER**

Many web-based courses require this Active-X control (browser add-on) to display course content. This may not be required for the course you're enrolled in. However, it is highly recommended that you have this feature enabled for the DAU Virtual Campus. Please confirm that "Flash" is enabled by following the appropriate set of instructions for your version of Internet Explorer:

- Select the "**PROGRAMS**" tab at the top of the Internet Options dialog.
- Click on the "**Manage add-ons**" button.
- On the left-side of the screen, adjust the "Show" drop-down box to reflect "**All add-ons.**"
- In the list of add-ons, locate "Adobe Systems Incorporated" and ensure that the "**Shockwave Flash Object**" is enabled.
- If the status is already set to "Enabled," there is nothing for you to change. However, if the status is set to "Disabled," please click on the Shockwave Flash Object and choose the "**Enable**" button located below the list of components.
- Click on the "**Close**" button at the bottom to close this dialog and then proceed to STEP 7 below.

#### **STEP 6: CONFIRM "ADVANCED" BROWSER SETTINGS**

- Select the "**Advanced**" tab at the top of the Internet Options dialog. *If this tab is not available, please ask your system administrator to confirm the following configurations.*
- Locate the "Browsing" category in the list of settings.
- Ensure that "**Disable script debugging (Internet Explorer)**" and "**Disable script debugging (Other)**" are both checked.
- Locate the "Security" category and ensure the following options are CHECKED:
  - o "**Empty Temporary Internet Files folder when browser is closed**" (Highly recommended)
  - o At least one of the following (if not all three) should be checked.
    - "**Use TLS 1.0**"
    - "**Use TLS 1.1**"
    - "**Use TLS 1.2**"
- If "Use SSL 2.0" has a checkmark, please **de-select** this option. It is also recommended that "Use SSL 3.0" be de-selected due to security concerns.

- Click **“Apply”** (if available) and then click **“OK”** to close the Internet Options dialog.

### **STEP 7: RESTART YOUR BROWSER**

In order for any modifications to become effective, you will need to close ALL Internet Explorer windows. You may then start a new session by accessing the DAU Virtual Campus at: <https://learn.dau.mil/>

### **STEP 8: ENABLE “COMPATIBILITY VIEW”**

- Before logging in, please hold down the **“ALT”** and **“T”** keys.
- From the **“Tools”** menu that displays, please select **“Compatibility View Settings.”**
- **“dau.mil”** should already be typed in the **“Add this website”** field. Please click the **“Add”** button the right so that it drops down into the list of **“Websites you’ve added to Compatibility View.”**
- Click on the **“Close”** button at the bottom of this dialog (our website may automatically refresh to activate this setting)
- Proceed to login.

#### **NOTE:**

If you are using a **work-issued computer** that has Internet Explorer version 11, Compatibility View may show as **“Enterprise Mode”** in your browser.