

Notes

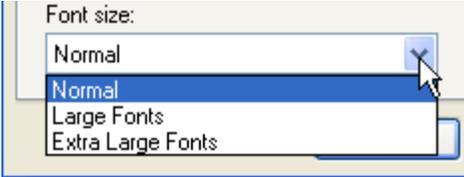
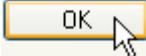
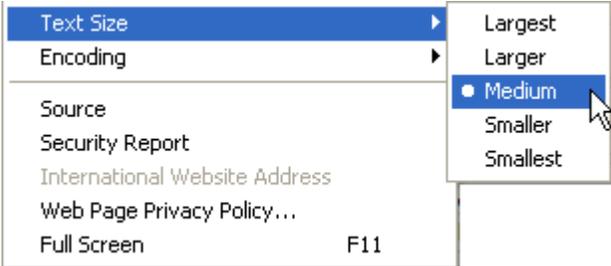
Be sure to check the date in the upper right hand corner to make sure you are using the latest version of this job aid.

Changing Display and Visual System Settings

A user has contacted you saying they cannot view AgLearn courses properly. Areas to check include the System Fonts and Internet Browser settings.

Note: If your agency prohibits software or configuration changes by unauthorized staff, you make need to contact IT support to make the changes listed below.

Tip: Be sure to click the  button to see job aid notes.

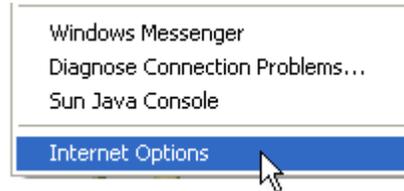
Step	Activity	View
1.	Click the Control Panel .	
2.	Double-click the Display icon.	
3.	Click the Appearance tab.	
4.	Select Normal from the Font size drop-down list.	
5.	Click OK to save the setting and close the dialog box.	
6.	Click the Internet Explorer icon to launch your browser.	
7.	From the View menu, select Text Size and verify that Medium has been selected. Make the change if necessary.	

Ask the user to test if this correction fixed the problem. If so, no further steps are necessary.

Notes

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8. From the **Tools** menu, select **Internet Options**.



9. In the Appearance section, click the **Accessibility** button.

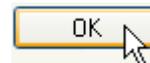


10. Verify that all Formatting checkboxes are **unchecked**.

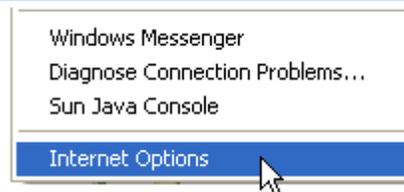


Ask the user to test if this correction fixed the problem. If so, no further steps are necessary.

11. Click **OK** to save any changes and close the Accessibility dialog box.



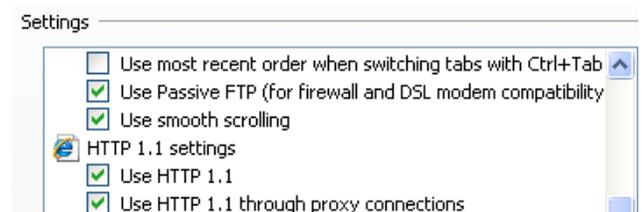
12. From the **Tools** menu, select **Internet Options**.



13. Click the **Advanced** tab.



14. Scroll down to the **HTTP 1.1 settings** section and verify that **both** checkboxes are selected. **Caution:** These settings may need to be changed back to the previous settings for other program use.



Have the user close his browser and launch a new session of Internet Explorer to test the change.

15. Click **OK** to save any changes and close the dialog box.

