



TechTip #23 - Configuring your Internet Explorer browser (All online users)

This TechTip is to help end-users, or their IT support person, to adjust settings on a PC which is going to be used for SkillCheck Online Testing Service.

Firstly, you must determine which version of Internet Explorer you are using and then follow the instructions below for the version on your PC.

To determine version of Internet Explorer on your PC, go to the top of the web browser, and click on Help, and then “About Internet Explorer”. It will tell you if you are using version 6.0 or 7.0 - follow instructions below for your version of Internet Explorer.

Internet Explorer 6.x

Step #1: Make sure that your screen resolution is set to 1024 x 768. This will be necessary in order to view the full screen of all tests.

To Change the Screen Resolution:

- a. Click on your Windows start button and go to **Control Panel**, make sure you are in **Classic view** and open up the **Display Icon**.
- b. Click on the **Settings tab**.
- c. In the **Screen Resolution** area move the slider to the right so that you see 1024 by 768 pixels.
- d. Click the “**Apply**” button then the “**OK**” button.

Step #2: To configure your Internet Explorer browser (Version 6.x) for SkillCheck online testing, please do the following:

- a. Make sure that you have administrative rights for the computer on which you will be testing.
- b. Make sure that you have a recent version of Java installed (1.5.0 or newer).

To check for this, click Start and go to your Control Panel which needs to be displayed in the Classic view. There should be a Java icon there, double-click to open it and click “**About**” to have the version displayed.

If it is an older version, please go to www.java.com to download a more current one. You will also need to download Java if there is no Java icon displayed on the control panel.

- i. On the main Java page, do not click on the green button that says Free Java Download. Instead, in the orange box at the top of page, click on the text link that says Download.
- ii. Then on the next page install the newest version of Java which will be presented to you.
- iii. When prompted to “**Run or Open**” or “**Save**”, select **Run or Open**---not save.
- iv. After accepting licensing agreement, take the typical or standard installation; do **not** select “**Custom**”.

- v. When you see the Google page displayed, uncheck any boxes in this window before hitting next, you **DO NOT** want any of this stuff Google is trying to give you.
- vi. Complete download and installation.
- vii. Close all open browsers, and open a new Internet Explorer browser.

Step #3:

- a. Click **View**, then **Toolbars** --- make sure that the only items with checkmarks next to them are **“Standard buttons”** and **“Address bar”**.
- b. Click **Tools** and choose **Internet Options**.
- c. On the **General tab**, in the Temporary Internet Files section -- click the **Settings** button.

In the **“Check for New Versions of Stored Pages”** section, select the **“Every visit to the page”** option.

In the **“Amount of Disk Space to Use”** field set the value to **1** and then click the **“OK”** button. This will take you back to the Internet Options window.

- d. On the **General tab**, in the **Temporary Internet Files** section, click the **“Delete Files”** button, and check the **“Delete All Offline Content”** box. Then click **OK**. This will take you back to the Internet Options window.
- e. At the top of the window, click the **Security tab**. Click the **“Default Level”** button, and make sure the slider is set to **“Medium”**. Then click **“Apply”**.
- f. At the top of the window, click the **Privacy tab**.

If you see a **Popup Blocker Section** at the bottom of this window, uncheck the **“Block pop-ups”** option.

Be aware that special toolbars in your web browser like the Yahoo toolbar, Google toolbar, etc (which we unchecked and disabled earlier under **“View”**) have built in popup blockers. In addition check any security software that you have installed (McAfee, Norton's, Adaware, etc.) for any popup blockers.

- g. Click the **Advanced tab** at the top of the window, and in the lower-right corner click the **“Restore Defaults”** button. Click **Apply**. Then click **OK**.

Step #4: At this point, go to http://www.skillcheck.com.au/online_login.htm

Toward the right side of the screen, under the "Take a Test" heading, type or paste in your eTicket number and try the test again.

Internet Explorer 7.x

To successfully launch a SkillCheck Online Test:

Step #1: Make sure that your screen resolution is set to 1024 x 768. This will be necessary in order to view the full screen of all tests.

To Change the Screen Resolution:

- e. Click on your Windows start button and go to **Control Panel**, make sure you are in **Classic view** and open up the **Display** Icon.
- f. Click on the **Settings tab**.
- g. In the **Screen Resolution** area move the slider to the right so that you see 1024 by 768 pixels.
- h. Click the **“Apply”** button then the **“OK”** button.

Step #2: To configure your Internet Explorer browser (Version 7.x) for SkillCheck online testing please do the following:

- a. Make sure that you have administrative rights for the computer on which you will be testing.
- b. Make sure that you have a recent version of Java installed (1.5.0 or newer).

To check for this, click **Start** and go to your **Control Panel** which needs to be displayed in the **Classic view**. There should be a Java icon there, double-click to open it and click **“About”** to have the version displayed.

If it is an older version, please go to www.java.com to download a more current one. You will also need to download Java if there is no Java icon displayed on the control panel.

- i. On the main Java page, do **not** click on the green button that says Free Java Download. Instead, in the orange box at the top of page, click on the text link that says Download.
 - ii. Then on the next page install the newest version of Java which will be presented to you.
 - iii. When prompted to **“Run or Open”** or **“Save”**, select **Run or Open**---not save.
 - viii. After accepting licensing agreement, take the typical or standard installation; do **not** select **“Custom”**.
 - ix. When you see the Google page displayed, uncheck any boxes in this window before hitting next, you **DO NOT** want any of this stuff Google is trying to give you.
 - x. Complete download and installation.
 - iv. Close all open browsers, and open a new Internet Explorer browser.
- c. Look at the upper left hand corner of your web browser to find where it says **“File, Edit, View, Favorites, Tools and Help”**.

If you do not see these links, go to right hand of screen to where you see the link to **“Tools”**. Click on **Tools**, and when the next little box opens, scroll down to **Menu Bar**, and click to the left of it so that it places a check mark there. You will now see **“File, Edit, View, Favorites, Tools and Help”** on the upper left hand side.

- d. Click **View**, then **Toolbars** --- make sure that the only items with checkmarks next to them are “**Standard Buttons**” and “**Address Bar**”.

If you have anything with checkmarks besides Menu Bar, Links, or Lock the Toolbar, please **uncheck** those items such as Google, Yahoo, My Search bar or anything else that may contain a pop up blocker.

- e. Next, go back to the top of the web browser. Go past View, past Favorites, and click on **Tools**, and then **Internet Options**.
- f. On the **General tab** in the “**Browsing History**” section, click the “**Settings**” button.

In the “**Check for New Versions of Stored Pages**” section, select the “**Every time I visit the webpage**” option.

In the “**Amount of disk space to use**” field set the value to **8**. Click the “**OK**” button.

This will take you back to the **Internet Options** window.

In the “**Browsing History**” section, click the “**Delete**” button.

On the “**Delete Browsing History**” window, “**Temporary Internet Files**” section, click the “**Delete Files**” button. A “**Delete Files**” dialog will appear. Click the “**Yes**” button.

On the lower right corner of this “**Delete Browsing History**” window click the “**Close**” button. This will bring you back to the **Internet Options** window.

- g. Click the **Security tab**. In the “**Select a zone to view**”...area, click on the **Internet icon**. Confirm the “**Security level for this zone**” is set to “**Medium-high**”. If not, click on the “**Default Level**” button.
- h. Click the **Privacy tab**, and at the bottom of this page you should see a reference to a **pop up blocker**, make sure that this is **unchecked**.
- i. Click the **Advanced tab**. In the lower-right corner click the “**Restore Advanced settings**” button. Click **Apply**, and **OK**.

Step #3: At this point, go to http://www.skillcheck.com.au/online_login.htm.

Toward the right side of the screen, under the "Take a Test" heading, type or paste in your eTicket number and try the test again.

Note: While you are loading the test, you may see a box that says this program has known compatibility issues. This is not true; it is just a quirk with Windows Vista trying to force you to update to a newer version of the Activex client. Just hit **Run Program** and test should continue to load.

Optional: After completing your testing, go back to Tools, then Internet Options, and then click on the Privacy tab, put the checkmark back in the popup blocker, and click on Apply, and then OK.

Note: Additional settings may need adjusting if your PC is behind a firewall or proxy server (uncommon at home but common in work environment, public libraries, schools, job centres, etc.) Contact SkillCheck Pacific Pty Ltd at online@skillcheck.com.au for further assistance if a proxy server is present.