

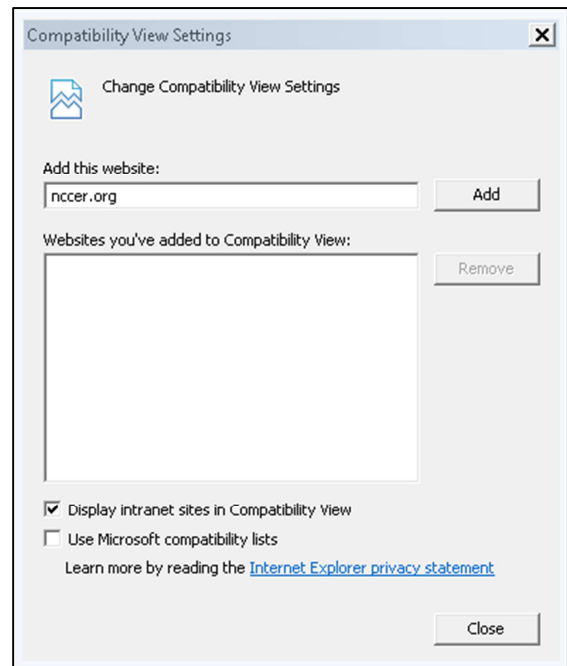


14 HOW TO TROUBLESHOOT INTERNET BROWSER ISSUES

If you are unable to navigate past the Arkiv menus, please follow these instructions. If the following steps do not resolve your issues, you may require the assistance of IT support.

If using Internet Explorer:

1. Open Internet Explorer
2. Click **“Tools”**
3. Click **“Compatibility View Settings”**
4. In the box under **“Add this website”**, type “nccer.org” and click the **“add”** button.
5. Also type “provexam.com” in the same box as noted above and click the **“add”** button.
6. Hit close
7. Click on the applicable link in the **“Choose Responsibilities”** window in Arkiv. It should now work. If not, please follow the next steps.



Additionally, please do the following:

1. Click **“Tools”**
2. Click **“Internet Options”**
3. A little over halfway down you will see “Browsing History”, click on the **“Delete”** button
4. Make sure there is a check in the box that reads **“Cookies and website data”**
5. Click **“delete”**
6. Click **“apply”**
7. Click **“ok”**
8. Exit Internet Explorer and log back into Arkiv

Note: Mozilla Firefox is recommended as the best browser that is designed to work with Arkiv. If using Google Chrome, a common issue users experience is not being able to scroll or see all of the dialogue and tables. To remedy this, hold down the **Ctrl** key on the keyboard and press the **+** (plus) key to zoom in and **-** (minus) key to zoom out. Often, this will adjust the zoom view in the web browser and correct the issue.