2015

KYLOC Website Browser Requirements & Troubleshooting

Prepared by the

Kentucky Logistics Operation Center

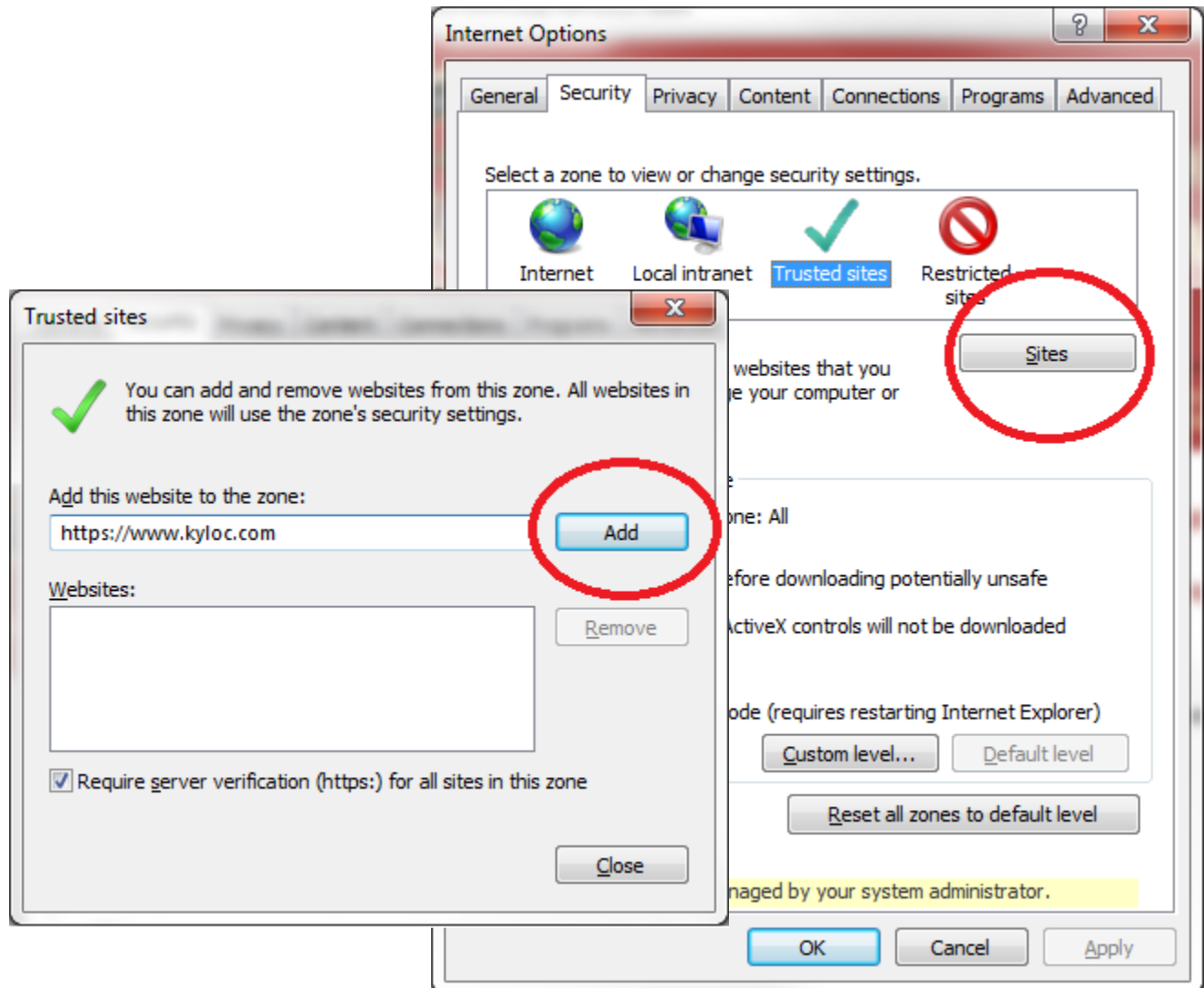4/10/2015

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Overview

KYLOC's websites are designed work on any browser, but ideally run best on Internet Explorer (IE). In some cases, your IE browser settings may need to be optimized so that KYLOC's websites are presented to you properly. Before contacting KYLOC customer service, please check your IE browser and for the settings described on the following pages. Please contact your local IT support if you have questions about viewing or changing these settings.

Note: The menu options referenced as "Tools" below often will be displayed as a gear icon in IE.

Add KYLOC website to IE's list of Trusted Sites

In IE, select Tools->Internet options->Security->Click on "Trusted Sites" and then click on the "Sites" button. Under "Add this website to the zone" type "www.kyloc.com" Click Add and OK out of the dialog boxes.
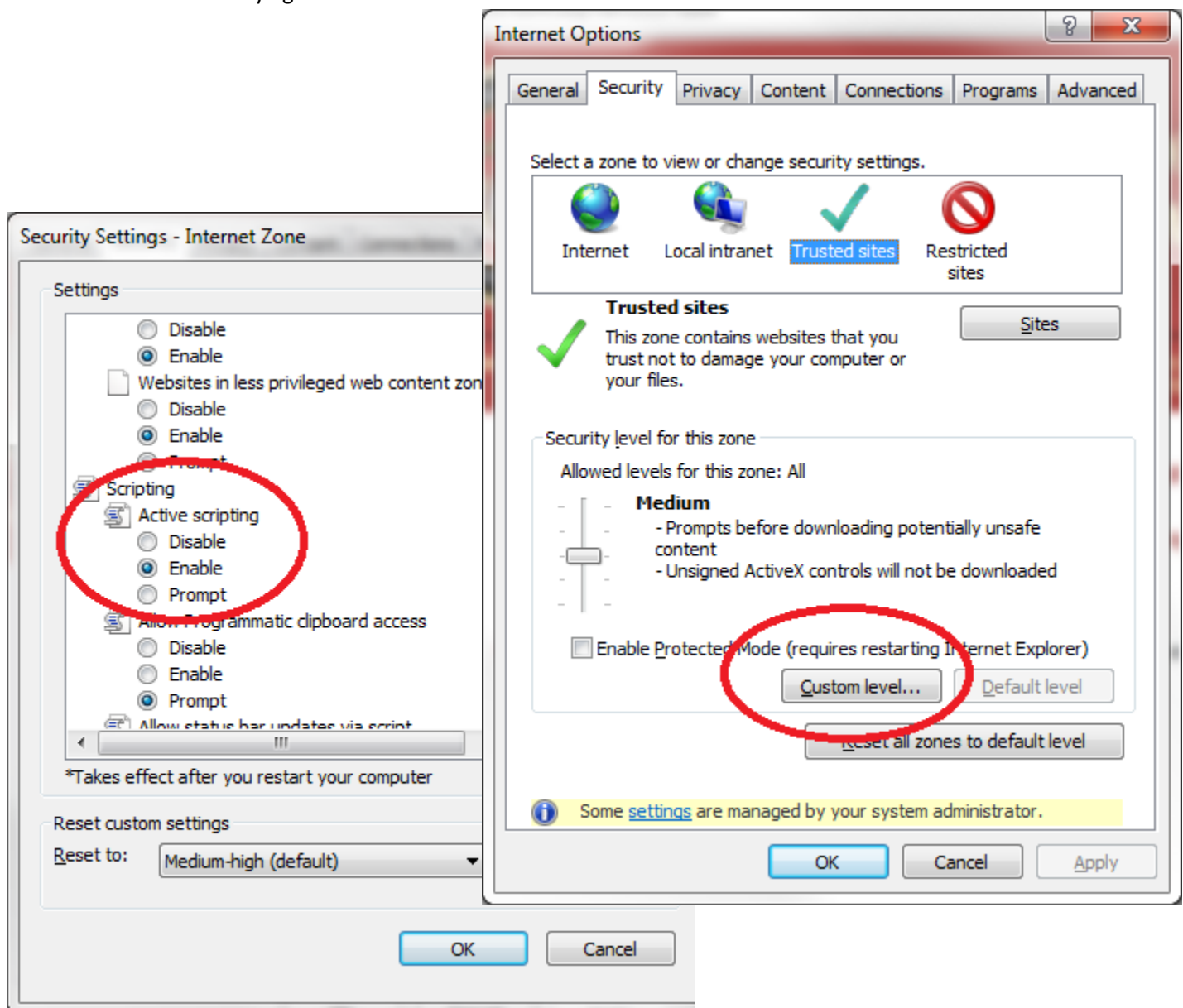
Enable Active Scripting

All KYLOC sites require Active Scripting to be enabled. Some KYLOC websites may inform you of this with a message:
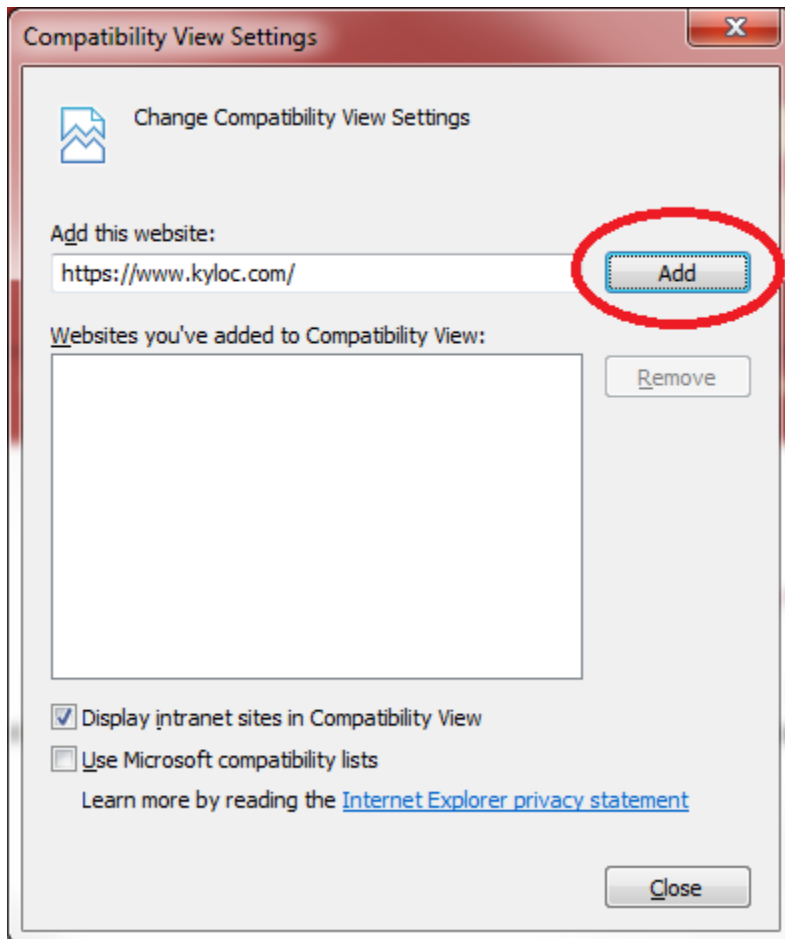
Warning!

Your browser is not configured to run JavaScript.
We are sorry but our site **requires** JavaScript.
Please contact IT support for assistance.
If you proceed, unexpected results may occur.

To enable Activing Scripting: In IE menu, go to Tools->Internet options->Security->Custom Level. Scroll near to the bottom where it says "Scripting" and set "Active Scripting" to "Enabled" and OK out. Close the browser and try again.
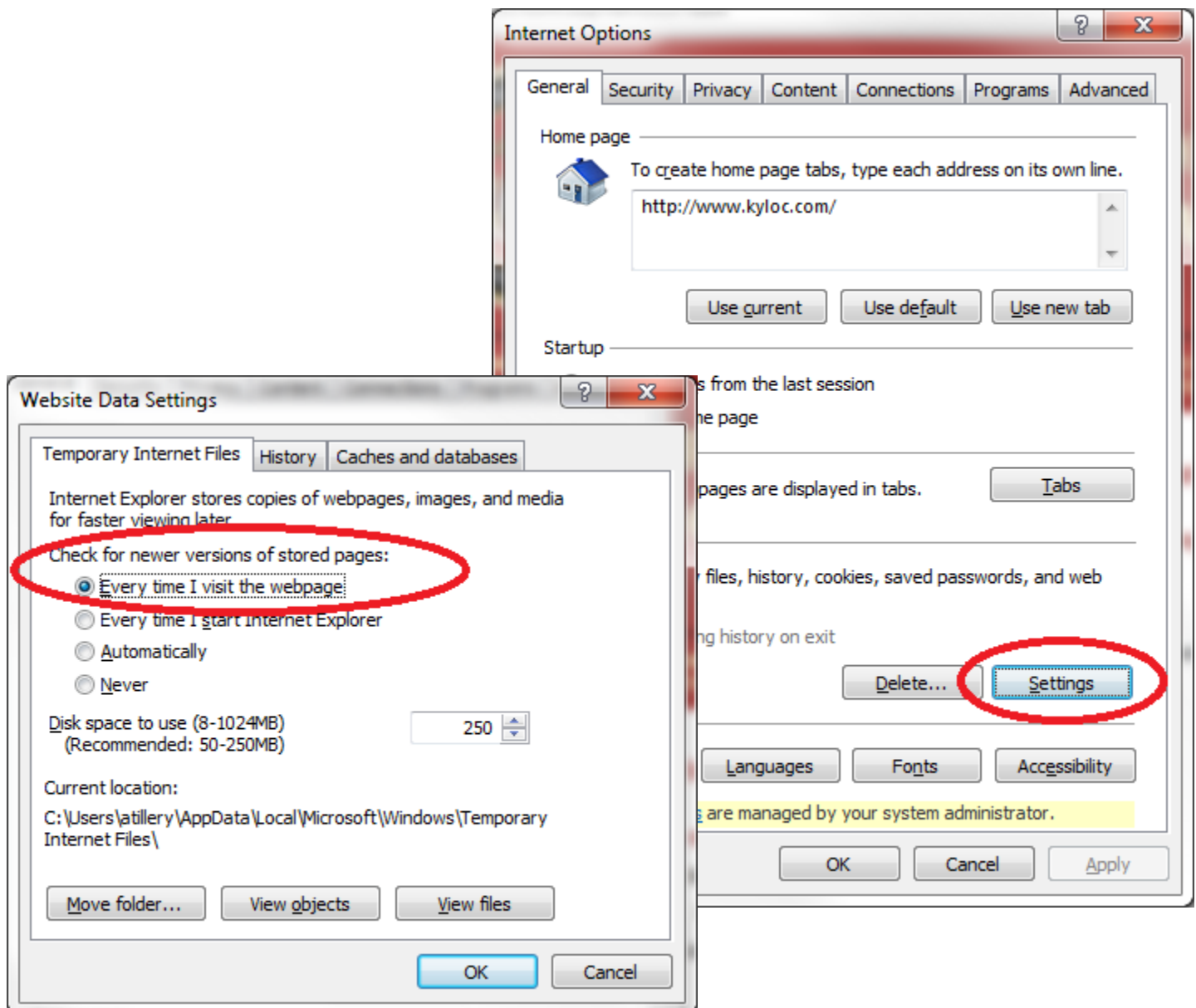
Add KYLOC's website to Compatibility View

In IE menu, go to Tools-> Compatibility View Settings. Under "Add this website" click Add to insert kyloc.com into the "Websites you've added to Compatibility View"

Set IE to Check for Newer Versions of Stored Pages on Every Visit

In IE menu, go to Tools->Internet options->General and click the "Settings" button. Under "Check for newer versions of stored pages" select "Every time I visit the webpage" and OK out.
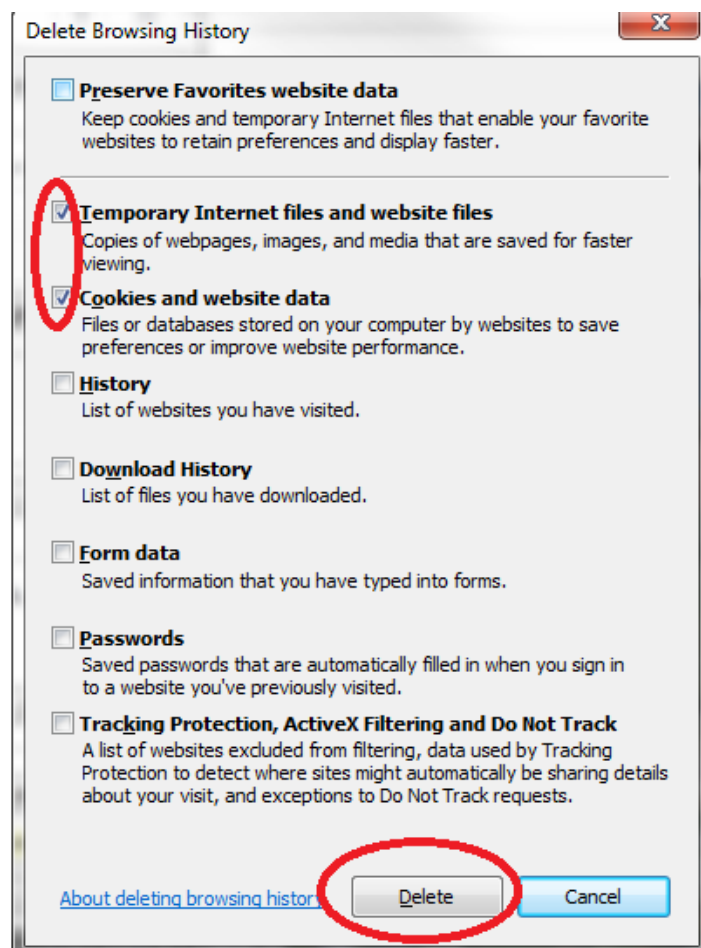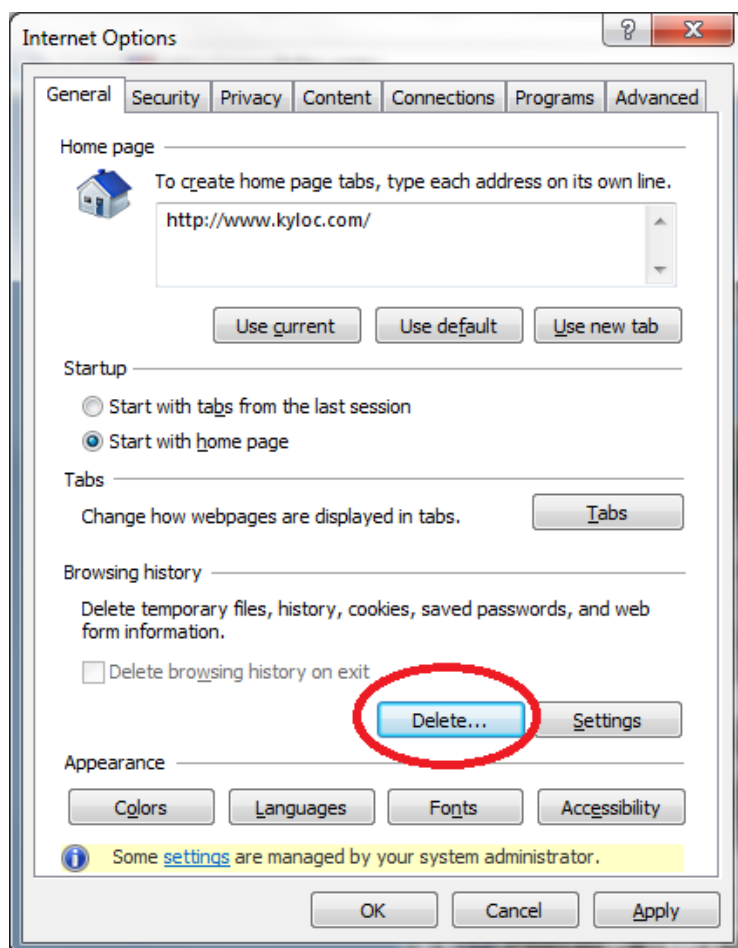
Delete Cookies & Temporary Internet Files

If you believe the website is not providing you the correct and/or most recent information, it's possible that IE is showing you information based on a stored cookie or temporary internet file that is outdated or as not cleared on its own properly. You can remedy this by deleting your cookies and temporary internet files.

Warning! Deleting cookies and temporary internet files will do so for all websites you have visited in IE (not just KYLOC sites). While the repercussions of this will probably not be severe, some conveniences (such as saved passwords) on other sites which cookies and temporary internet files have granted you may no longer be available immediately, but will re-establish themselves after the first visit in most cases.

To do delete cookies and temporary internet files: In the IE menu, go to Tools->Internet options->General and click the "Delete. . ." button. Check the boxes for Temporary Internet files and Cookies and website data and click the Delete button and OK out. Close all instances of IE, and try logging in again.

Clear SSL State

If you are experiences problems logging in via your military Common Access Card (CaC); In IE menu, go to Tools->Internet options->Content and click the "Clear SSL state" button. OK out, close all instances of IE, and try logging in again with your CaC.