

- **Navy Knowledge On-Line (NKO)**
-



N@VY
KNOWLEDGE ONLINE

User Registration Tutorial V 4.0

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Accessing NKO

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Navy Knowledge Online (NKO) can be accessed 24 hours per day, 7 days a week via the Internet at <https://www.nko.navy.mil> outside scheduled maintenance windows

NKO System Requirements

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NKO is a web-based system; any computer with Internet access can utilize the site. Users are not required to download and install any client software onto their computer. In order to access all of the features and functionality of NKO, you will need Microsoft Internet Explore (IE) 5.5 or higher web browser for Windows. This was the browser version adopted by Navy Marine Corps Intranet (NMCI), and NKO was designed to be compatible with this browser. See Microsoft Internet Explorer settings to optimize your computer for using NKO and Navy e-Learning (NEL).

Authorized NKO / Navy e-Learning Users

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The table below shows authorized NKO and NEL personnel with unrestricted access to NKO. If you do not fit into these categories, you will require a sponsor to access NKO with a Guest Account. Guest Users must apply for sponsorship with an NKO Community Administrator or have the person requesting that you obtain access to NKO, request to be a sponsor. See NKO Guest Account and / or NKO Sponsors for more details.

Authorized NKO / NEL Users
<ul style="list-style-type: none">• Active Duty / Retired / Reserve and their Dependants<ul style="list-style-type: none">• Navy• Marine Corps• Coast Guard • Delayed Entry Personnel• Naval Academy Midshipmen• Civil Service (Department of Navy)• Contractors (Department of Navy)

NOTE:

There have been instances where the user was inputting the correct registration information, but the Defense Enrollment Eligibility Reporting System (DEERS) database held incorrect information (SSN, birth date, service agency code and/or personnel category code). This will result in a "Not Validated" error message. When this happens, users must contact DEERS (1-800-538-9552) to verify their information. Corrections will have to be made at a Real-Time Automated Personnel Identification Systems (RAPIDS) office (PSD or PASS office) before continuing with the NKO account request process. To find the nearest RAPIDS office, click on this link: <http://www.dmdc.osd.mil/rs/owa/home>.

NKO Sponsor (NKO Ashore only)

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Normally, the NKO Administrator of the Naval Center of Learning or Primary Community that you are affiliated with should be the sponsor. However, authorized, registered users on NKO, who are in a position of authority, can request to be a sponsor. The Command Training Officer or Information Special Security Manager (ISSM) is often a good choice. Also, if you or your command is directing a group, or individual, who does not meet the NKO eligibility requirements, to access NKO, you could request to be a sponsor.

There are instances where someone may need to request a sponsor who should be an authorized user but when trying to register receives a response of “Authenticated but not authorized.” An example would be; a service member who retired from the Army and is now a DoN Contractor trying to access NKO. Due to the fact that NKO authenticates against DEERS the profile for this individual may come back as Retired Army versus DoN Contractor. In this instance a co-worker or supervisor could request to become their sponsor, and give the user access as a guest

The person who is requesting to be the sponsor must submit the request and provide the following:

NKO User name

Full Name

Position / Title

Sponsor's Command Name

Phone number

The reason the guest needs access to NKO

Requests to be a sponsor can be submitted via phone or email to the NKO Helpdesk:

COMM: (850) 452-1001, Option 1 Toll Free: (877) 253-7122, Option 2

DSN: 922-1001, Option 1 email: netc.helpdesk@navy.mil

The request to be a sponsor will be elevated to a Tier Two trouble ticket. A Tier Two Administrator will contact the person and determine their eligibility to be a sponsor. Prior to approval, an email will be sent to explain the responsibilities of a sponsor and how to perform sponsorship duties. The NKO Sponsor Authorization Request form will also be sent; it must be signed and returned.

When a guest enters a sponsor's name, an email is automatically generated to the sponsor stating they have a pending guest request. The sponsor must log into NKO, click on “Admin Tools” and select the “Manage Guest” quick link. From here they have the option to approve or reject the guest account. An email will then be automatically generated to advise the guest of the sponsor's decision.

If the sponsor rejects the guest, the guest cannot reapply with a different sponsor until a NKO Tier Two Administrator removes the rejected status.

NOTE:

Emails to the sponsor will be sent to the email address in the sponsor's NKO Account. To update your email address in NKO, click on the “Manage Profile” link at the top of your NKO Home page.

NKO Guest Accounts (NKO Ashore only)

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If you do not meet the requirement for a regular NKO Account and have a valid requirement to access NKO, you will require a Guest Account. Guest Accounts require an authorized sponsor. (See NKO Sponsor) If you are being directed to access the NKO site, it is probably from a Navy affiliated person and that person can request to be your sponsor.

The status of personnel who might require a guest account would be: DoD Contractors, Air Force, Army, National Guard personnel (Active, Reserve or Retired) and their Dependents. The above list will require a sponsored guest account to access NKO, **even** if one of the authorized users' criteria is met.

NKO DOES NOT ASSIGN SPONSORS FOR GUESTS. The person requiring a guest account is responsible for obtaining an approved sponsor. Guest users must apply for sponsorship with an NKO Community Administrator or have the person requiring you to access NKO, request to be a sponsor (see NKO Sponsor). Once you have obtained an approved sponsor, you must log into NKO <https://www.nko.navy.mil/> and click on the link to fill out a Guest Registration Request. The last entry in the Guest Registration is for the Sponsor's NKO USER NAME. The user name must be entered in the correct format (i.e. **john.doe**), lower case with any/all periods. This will generate an email to the sponsor stating that they have a pending guest request. The sponsor must log into NKO and approve or reject your guest account. An email will then be automatically generated to advise the guest of the sponsor's decision.

NOTICE: You must have previously arranged with your NKO sponsor in order to complete the guest registration process. Not all NKO users can sponsor Guest Accounts, only those with Administrator privileges.

NKO will not obtain personally identifying information about you when you visit our site unless you choose to provide such information to NKO. However, you must provide such information in order to register for an account on NKO.

Please enter the following information
* = REQUIRED

First Name: *

Middle Name:

Last Name: *

Social Security Number: *
Example: 123456789

Day of Birth: *

Month of Birth: *

Year of Birth: *

Sponsor's NKO Username: *

Privacy Act Statement
Authority: 10 U.S.C. Section 5013, Secretary of the Navy; 10 U.S.C. 5041 Headquarters Marine Corps; 5 U.S.C. 301, Departmental Regulations; 14 U.S.C. 93, Commandant, U.S. Coast Guard General Powers; 10 U.S.C. 8013, Secretary of the Air Force; 10 U.S.C. Section 3013, Secretary of the Army; E.O. 9397 (SSN).
Principal Purpose: This information will be used to verify the

Please enter the following information for approval.

Your user name is: james.rawlings.3

Password: * [Password Requirements](#)
Passwords must contain at a minimum nine (9) characters, including at least two lower case letters, two uppercase letters, two numbers, and two special characters.

Confirm Password: *

Primary Community: *

Office Phone Number: **
Example: XXX-XXX-XXXX ext.XXXXX

Zip code: *

Email: **

Alternate email:

* = REQUIRED
 ** Email and Office Phone Number are required fields for registration only. This information is displayed to other users on the NKO White Pages and other community pages. If you do not desire this information to be shared, click the Manage Profile link on the home page. Once in the Update Profile page you can remove your email and phone number and it will no longer be displayed.

NOTE:

Gaining access to NKO does not automatically grant a guest access to NEL. Once your NKO Guest Account request has been approved, you will need to follow this link and request an e-Learning account.

<https://ile-support.nko.navy.mil/index.cfm/fa/accounts.learner>.

Access to e-Learning is granted to those NKO Guests who require access to perform their duties, or to meet annual training requirements.

Foreign Nationals (NKO Ashore only)

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Current NKO policy restricts Foreign Nationals from accessing NKO; however Foreign Nationals with a nine (9) digit Foreign Identification Number (FIN) and a statement of work from the Navy may request to be sponsored into NKO.

User Registration

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To log into NKO, you must have an active user account. Having an NMCI account DOES NOT mean there is an NKO Account or that the user name will be the same.

You must register for an NKO Account and receive an NKO Username. You will be able to choose your own NKO Password. If your registration is successful, there is no waiting period. You can immediately use your NKO Username and password to access NKO.

You can create a new account by clicking on "Register as a new user" under New Users. Users, who do not qualify for a standard NKO Account, can register for a guest account by clicking on "Register as a new guest user". Review the NKO Guest Accounts section for more details.

The User Registration form displayed below appears when the "Register as a new user" link is clicked. Enter the required information requested into the form and click the "Continue" button. The information input on the form needs to be complete and correct for registration to succeed. Registration information is validated against DEERS prior to being accepted.

If verification is successful, a second form will appear with your username at the top. Usernames generally consist of your first name period and your last name (**john.doe**) all in lower case. Enter your desired password in the space provided, and complete the form. Passwords must contain at a minimum nine (9) characters, including at least two (2) lower case letters (aa), two (2) uppercase letters (AA), two (2) numbers (12), and two special characters (%*).

Additional information required when completing the registration form will be a Primary Community, phone number, zip code, and email address. This information is published in the NKO White Pages and is listed on community pages. After registration the phone number, zip code, and email address fields are optional and can be updated via the Manage Profile page.

The Primary Community selected during registration is one of the factors used to determine the content provided when logging into NKO.

- E1-E7: Select your Center of Learning as your primary community.
- E8-E9: Select your Center of Learning or the Leadership or Personal Development Centers as your Primary Community.
- All others: Select any public Navy-wide Community or Center of Learning as your Primary Community. Choose whichever group is most relevant or use My Career if unsure.

Note:

You can update your Primary Community at anytime by logging into NKO and selecting Manage Profile, which is accessible from the top navigation bar.

https://wwwa.nko.navy.mil - User Registration - Microsoft Inter...

NKO User Registration Page

For use by current members of the DoD community ONLY. If you are a guest user, please complete the Guest User Registration process.

NKO will not obtain personally identifying information about you when you visit our site unless you choose to provide such information to NKO. However, you must provide such information in order to register for an account on NKO.

To access this web site, you must first be authenticated as an authorized user. The information you submit below is encrypted and sent to a Department of Defense agency database and matched against up-to-date DoD personnel information.

View Further Information for categories of authorized users.

Please enter the following information
* = REQUIRED

First Name: *

Middle Name:

Last Name: *

Social Security Number: *
Example: 123456789

Day of Birth: *

Month of Birth: *

Year of Birth: *

Privacy Act Statement
 Authority: 10 U.S.C. Section 5013, Secretary of the Navy; 10 U.S.C. 5041 Headquarters Marine Corps; 5 U.S.C. 301, Departmental Regulations; 14 U.S.C. 93, Commandant, U.S.

Internet

NKO Registration - Microsoft Internet Explorer

NKO User Registration Page

Please enter the following information for approval.

Your user name is: **james.rawlings.3**

Password: * [Password Requirements](#)
 Passwords must contain at a minimum nine (9) characters, including at least two lower case letters, two uppercase letters, two numbers, and two special characters.

Confirm Password: *

Primary Community: *

Office Phone Number: **
 Example: XXX-XXX-XXXX ext.XXXXX

Zip code: *

Email: **

Alternate email:

* = REQUIRED
 ** Email and Office Phone Number are required fields for registration only. This information is displayed to other users on the NKO White Pages and other community pages. If you do not desire this information to be shared, click the Manage Profile link on the home page. Once in the Update Profile page you can remove your email and phone number and it will no longer be displayed.

All information provided is passed secure; additional information regarding security can be viewed by scrolling down on both the User and Guest Registration windows as shown below.

Privacy Act Statement

Authority: 10 U.S.C. Section 5013, Secretary of the Navy; 10 U.S.C. 5041 Headquarters Marine Corps; 5 U.S.C. 301, Departmental Regulations; 14 U.S.C. 93, Commandant, U.S. Coast Guard General Powers; 10 U.S.C. 8013, Secretary of the Air Force; 10 U.S.C. Section 3013, Secretary of The Army; E.O 9397 (SSN).

Principal Purpose: This information will be used to verify the identity of eligible users of the Navy Knowledge Online (NKO) system.

Routine Uses: Verify/validate eligibility within the Defense Eligibility Enrollment Reporting System (DEERS).

Disclosure: Voluntary. However, failure to provide the requested information may result in the inability to verify eligibility with DEERS to use the NKO system.

Registration Information

Why do we need your Social Security Number?

We request your Social Security number (SSN), date of birth (DOB), and full name during the registration process only to authenticate who you are. The information you provide is compared with your information in the DEERS Database. The information is used solely to verify that you are authorized to have an NKO account. This data is already in the DEERS database and the Secretary of the Navy is authorized to use the data for verification purposes. Your SSN will be stored with your account when it is created, but it is not shared with any other agency or organization, it is not part of your user name, and it is used only as a discriminator during multiple identity instances.

Is it safe?

Security during registration is ensured using a 128-bit Secure Socket Layer (SSL) connection. This is the highest industry standard and establishes an encrypted session between your computer and NKO. We use the same technology other major companies operating on the World Wide Web (WWW) use to protect personal information and guard against identity theft. Look for the little yellow padlock at the bottom of your browser window to ensure you have established a secure connection.

CAC Card authentication

NKO is also implementing a Public Key Infrastructure (PKI) Common Access Card (CAC) verification/validation system, whereby users will also be able to logon using their DoN CAC cards. DEERS verification will remain available for those users who do not possess CAC cards.

Registration Troubleshooting

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Registration Troubleshooting Guide		
Problem	Cause	Solution
User can not be Authenticated	User has an NKO Account but the user's name has changed OR There is not a matching DEERS record	Use the NKO "Update Account" procedures OR Correct DEERS account
User Authenticated, but Not Qualified or Not Authorized	User has a DEERS record, but does not fit into any of the authorized NKO Users categories	Correct DEERS Account if status is not correct OR Obtain Guest Account
User can not be Validated or Verified	User entered incorrect registration information OR No DEERS record OR DEERS contains incorrect information for the user	Verify correct information was entered into NKO OR Obtain a Common Access Card (CAC), which will create the needed DEERS entry OR Contact DEERS to verify information in DEERS

Problem: Error message that your information **CANNOT BE VALIDATED**.

Answer: The information you entered could not be found in DEERS. Potential reasons:

- Your name is different in DEERS or is hyphenated or has an apostrophe. Try omitting punctuation, spaces, suffixes, or using previous last names. Try entering your name several different ways. For example, if your name is John St. Doe, try St. Doe, St Doe, St. Doe etc... Or if your name is John O'Doe, try: O'Doe, ODoe, O Doe, O' Doe, etc...
 - You have had a name change. Follow the "Update Account" procedures.
 - You are not in DEERS
 - It is possible there is a discrepancy with your personal information in the verification system. You should go to your nearest RAPIDS office (PSD or PASS) (<http://www.dmdc.osd.mil/rs1/owa/home>) to verify your personal information.
- OR**
- Call DEERS to verify the spelling of your Name, SSN, Date of Birth, TRICARE status code, and ask them to check for accuracy in the Access Data Repository (ADR). In some cases, Sailors are showing up as separated from Active Duty in the ADR, but Active in the Reserves in the Personnel Data Repository (PDR). The DEERS phone number is 1-800-538-9552.

Problem: Error message that you are **NOT QUALIFIED**.

Answer: The information you entered was found in DEERS but you do not meet the criteria for an NKO Account. Potential reasons:

- You are separated (not retired) from the Military.
- You are a DoD Contractor (as opposed to a DoN Contractor), or you are in the Army, Air Force, National Guard (Active, Reserve or Retired) or a Dependent of one.
- Your Personnel Category code incorrectly lists you as something other than Active Duty, Reserve, Civil Service, Contractor, Retired, Reserve Retired, Medal of Honor Recipient or Disabled American Veteran

OR

You are not listed as being the dependent of a USN, USMC or USCG Active Duty, Reserve, Retired, Reserve Retired member.

Note:

NKO Accounts are available to Navy, Marine Corps and Coast Guard: Active, Reserve, Retired, and their Dependents, Civil Service, Delayed Entry Personnel, Naval Academy Midshipmen, and DoN Contractors. If you fall into one of these categories, you should be able to create an account by clicking the "Register as a new user" link on the login page. If you belong to one of these categories and are still unable to create an account, use one of these methods to contact the NKO Helpdesk:

COMM: (850) 452-1001, Option
DSN: 922-1001, Option 1

Toll Free: (877) 253-7122, Option 2;
email netc.helpdesk@navy.mil

Log into NKO

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To access NKO from the login page, after you have registered, enter your username and password into the form and click the "LOG IN TO NKO" button. Your username and password combination will be validated. If the username and password match, you will be admitted into NKO and forwarded to the NKO Homepage.

Passwords are case sensitive, which means that NKO can distinguish between upper and lower case letters in your password. If you find that you fail login authentication in NKO, please verify that the "CAPS Lock" key on your computer is turned off.

Note:

1. NKO Usernames must be all lower case. (**john.doe**)
2. Be sure you are using periods (.) in your username and not spaces.
3. Passwords are case sensitive. Make sure Caps Lock is off.

Password Changes, Forgot User Name, and Account Updates

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NKO has a feature that allows you to retrieve your username and reset your password if you forget them. You can also update your NKO Account information that is obtained from DEERS by using the “Update Account” link. This link is useful if you have a name change or other personal information changed in DEERS. You can login with your new password immediately after using either of these functions.

First make sure you have an existing NKO Account. Your NMCI Account is NOT the same as an NKO Account. You must register for an NKO Account and receive a NKO Username. View the User Registration section for more details.

Password Changes or Forgotten User Name

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1. If you cannot remember your password or user name click on either the “My Account” (Ashore), “[I forgot my User Name](#)” (SIPR/Afloat) or the “Reset Password” (Ashore), “[I forgot my Password](#)” (SIPR/Afloat) link. Both links will take you to the same maintenance page.
2. Fill in your Last Name, Social Security Number (no hyphen or spaces) and Date of Birth.
3. Click “Continue”.
4. If you are found in the system you will receive the following screen.
5. Take note of your username while on this page.

You have been located in our system.
Below you will find your unique username. Please make a note of it. If you have forgotten your password, please change it now; otherwise, click Cancel.

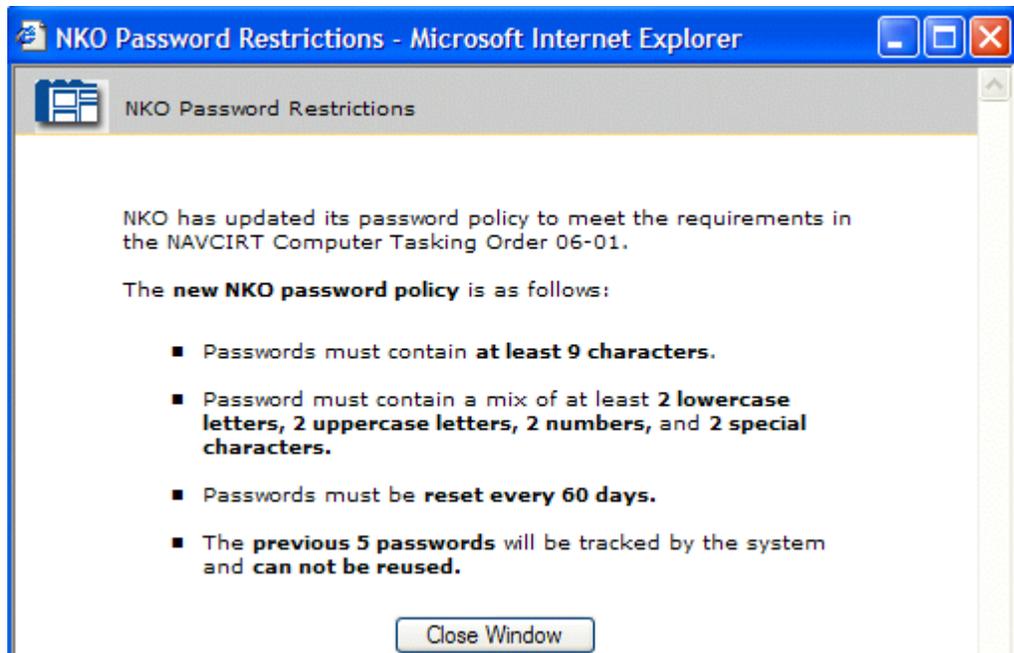
* = REQUIRED

Your username christopher.standley.4
is:

Password: * [Password Requirements](#)
Passwords must contain at a minimum nine (9) characters, including at least two lower case letters, two uppercase letters, two numbers, and two special characters.

Confirm Password: *

Now choose a password. Remember, it must contain at a minimum nine (9) characters, including at least two (2) lower case letters (aa), two uppercase letters (AA), two numbers (12), and two special characters (%*).



6. Type the password a second time to confirm it, and click “Change Password”.



If the password change was successful, the above message is displayed. Click “Close This Window” to return to the NKO Homepage. Your login password has been reset.

Account Updates

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If you are sure that you have an existing NKO Account, but cannot log in, follow the “Update Account” procedures. This link updates the information/data in your NKO Account with the most current information/data in your DEERS account. However, if the verification information you put in this form does not match the information in DEERS, you still will not be able to access NKO. Please follow these steps to update your NKO Account.

1. Click either the “My Account” (Ashore) “[I forgot my User Name](#)” (SIPR/Afloat) or the “Reset Password” (Ashore) “[I forgot my Password](#)” (SIPR/Afloat) link. Either link will take you to an account maintenance page.
2. Under “IMPORTANT NOTICE:” click the link “[Update Account](#)”.

For use by current members of the DoD community ONLY. To access this function you must first have registered on NKO.

IMPORTANT NOTICE: If your name has changed or is misspelled in our system, or if your date of birth in our system is incorrect, please use the Update Account page to update your information.

NKO will not obtain personally identifying information about you when you visit our site unless you choose to provide such information to NKO. However, you must provide such information in order to retrieve your NKO account.

Please enter the following information
* = REQUIRED

Last Name: *

Social Security Number: *

Day of Birth: *

Month of Birth: *

Year of Birth: *

3. An additional “First Name” field needed to reset your information is displayed.
4. Type in your updated personal information and click “Continue”.
5. If you receive any errors, make sure the information you entered is correct. If you still receive an error message, follow the registration-troubleshooting guide above.
6. You should now see the screen below. You’re First Name, Last name and Date of Birth will be filled in for your verification.
7. If your name has changed due to marriage, witness relocation etc, you need to remove the checkmark in the box marked “Do NOT change my username:” This will up-date your NKO Username to match your updated information. Click “Update”.

For use by current members of the DoD community ONLY. To access this function you must first have registered on NKO.

Please review the information below to ensure it is correct. If not, click the **Go Back** button.

If you choose to update your username now, all of your Instant Messenger contacts and preferences will be lost.

Please review the following information:

First Name:

Last Name:

Date of Birth:

Do NOT change my username:

Your information has been successfully updated!
 Below you will find your unique username. Please make a note of it. If you changed your username, your old username is no longer valid.

If you have forgotten your password, please change it now; otherwise, click Cancel.

* = REQUIRED

Your username **christopher.standley.4**
is:

Password: * [Password Requirements](#)

Passwords must contain at a minimum nine (9) characters, including at least two lower case letters, two uppercase letters, two numbers, and two special characters.

Confirm Password: *

- If you were successful, the screen above displays showing your username. Now is a good time to write it down. NOTE: Your user name is always lowercase.

Choose a password. Remember, it must contain at a minimum nine (9) characters, including at least two (2) lower case letters (aa), two (2) uppercase letters (AA), two (2) numbers (12), and two special characters (%*).

- Type the password a second time to confirm it, and click on “Change Password”.

Your password has been successfully changed.

- The message above is displayed. Click on “Close This Window” to return to the NKO Homepage. Your login password has been reset.

NOTE:
 If you have followed these instructions and are still unable to access NKO, review the Registration Troubleshooting guide or contact the NKO Helpdesk at 1-877 253 7122 option 2 then option 1; COMM: (850) 452-1001, Option 1; DSN: 922-1001, Option 1 for assistance or email netc.helpdesk@navy.mil.

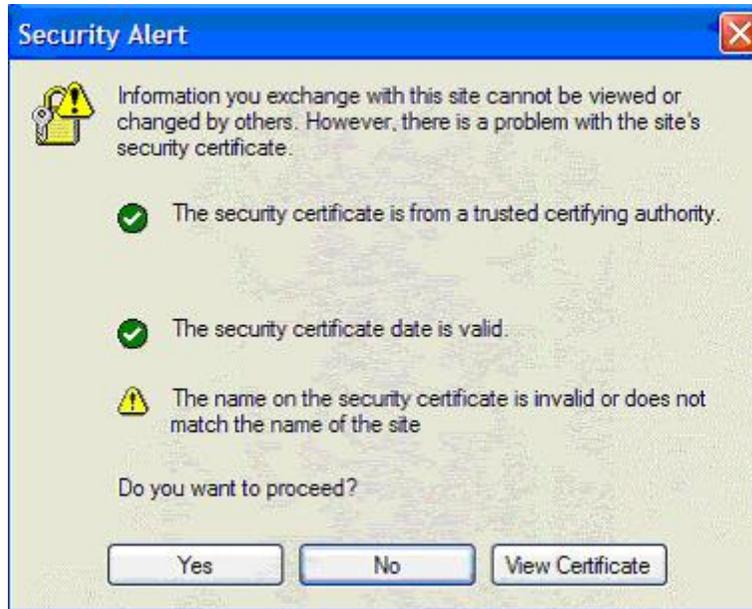
NOTE:
 Guests cannot update their own Guest Accounts. Guest Accounts require a NKO Tier Two ticket if the information in DEERS and NKO do not match. However, if a member has a Guest Account and then becomes eligible for a Regular Account the account should update automatically, if it does not, follow the Update Account procedures.

Security Certificate

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If the warning below appears when trying to access the NKO site, you may want to install the DoD security certificate found under “Download security certificate”.

Security Alert



Certificates are electronic identity cards designed to enhance security for systems being accessed by many different users from many different locations. These DoD Certificates are small files that are installed by your browser, instructing it to trust data coming from NKO. Click “Download Security Certificate” to view installation instructions and download the certificate. Please keep in mind that these certificate instructions are designed for users with Microsoft IE 5.5 or higher web browser.

Microsoft Internet Explorer 6.0 Settings

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1. Open Internet Explorer (IE) and from the Menu Bar, click on "Tools".
2. Click "Internet Options".
3. On the General Tab. Under "Temporary Internet files", click the "Delete Cookies" button and click "OK" on the window that pops up.
4. Click the "Delete Files" button (checking the box to delete all offline content). Click "OK".
5. Click the "Settings" button. Select the option "Every visit to the page".
6. Click "OK".
7. Click on the Security Tab and select the "Internet" icon.
8. Under "Security level for this zone" click "Custom Level" Button.
9. Click the "RESET" button on the bottom right. Settings will be on Medium.
10. A message will appear asking "Are you sure you want to change the security settings for this zone?" Click "Yes".
11. Click on the "Trusted Sites" icon and select "Default Level".
12. Click the "Sites..." button.
13. Uncheck the box "Require server verification (https :) for all sites in this zone".
14. Click in the top box "Add this Web site to the zone:" and type "*.navy.mil" without the quotation marks.
15. Click the "Add" button.
16. Click "OK".
17. Click on the Privacy Tab.
18. Under "Settings", Click on the "Advanced" button.
19. Checkmark "Override automatic cookie handling".
20. Under "First-party Cookies" and "Third-party Cookies", select the "Accept" options.
21. Checkmark "Always allow session cookies".
22. Click "OK".
23. Click on the Content Tab.
24. Under Content Advisor, ensure the button says, "Enable". If it says "Disable" you must disable it. You must know the password you set or you will not be able to disable it and you will not be able to launch any e-Learning courses.
25. Click on the Advanced Tab.
26. Scroll down to Microsoft VM menu. (If you do not have any entries for Microsoft VM, check for Sun Java and make sure that those options are enabled).
27. If you do have the Microsoft VM, uncheck any Java (Sun) box (es) and ensure all three items are selected for Microsoft VM.
28. Scroll to the bottom and check the box "Empty Temporary Internet Files folder when browser is closed".
29. Click "Apply" and "OK".

Please reboot the computer after making the above changes to refresh the system files.

Microsoft Internet Explorer 5.5 Settings

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1. Open Internet Explorer and, from the Menu Bar, click on "Tools".
2. Click "Internet Options".
3. Under the General Tab, in the "Temporary Internet files" section, click "Delete Files" button, and click "OK".
4. Click the "Settings" button.
5. Select the option "Every visit to the page".
6. Click the View Files button.
7. On your keyboard, press Ctrl and "A" at the same time.
8. Press the delete key to delete all files.
9. Once the files are deleted, click the "X" at the top right of screen.
10. Click "OK".
11. Click on the Security Tab and select the "Internet" icon.
12. If "Security level for this zone" is set to "Custom", press the "Default Level" button. The vertical slider will now be set to Medium.
13. Click on the "Trusted Sites" icon and select "Default Level".
14. Click the "Sites..." button.
15. Uncheck the box "Require server verification (https:) for all sites in this zone".
16. Click in the top box "Add this Web site to the zone:" and type "*.navy.mil" without the quotation marks.
17. Click the "Add" button.
18. Click "OK".
19. Click "Apply".
20. Click on the Content Tab.
21. Under Content Advisor, ensure the button says, "Enable". If it says "Disable" you must disable it. You must know the password you set or you will not be able to disable it and you will not be able to launch any courses.
22. Click on the Advanced Tab.
23. Click "Restore Defaults" button.
24. Click "Apply".
25. Scroll down to Microsoft VM menu.
26. Ensure all three items are selected.
27. If there is a Java (Sun) menu above Microsoft VM, ensure its box is unchecked.
28. Click "Apply".
29. Click "OK".

Please close all programs and reboot the computer to refresh the system settings.

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