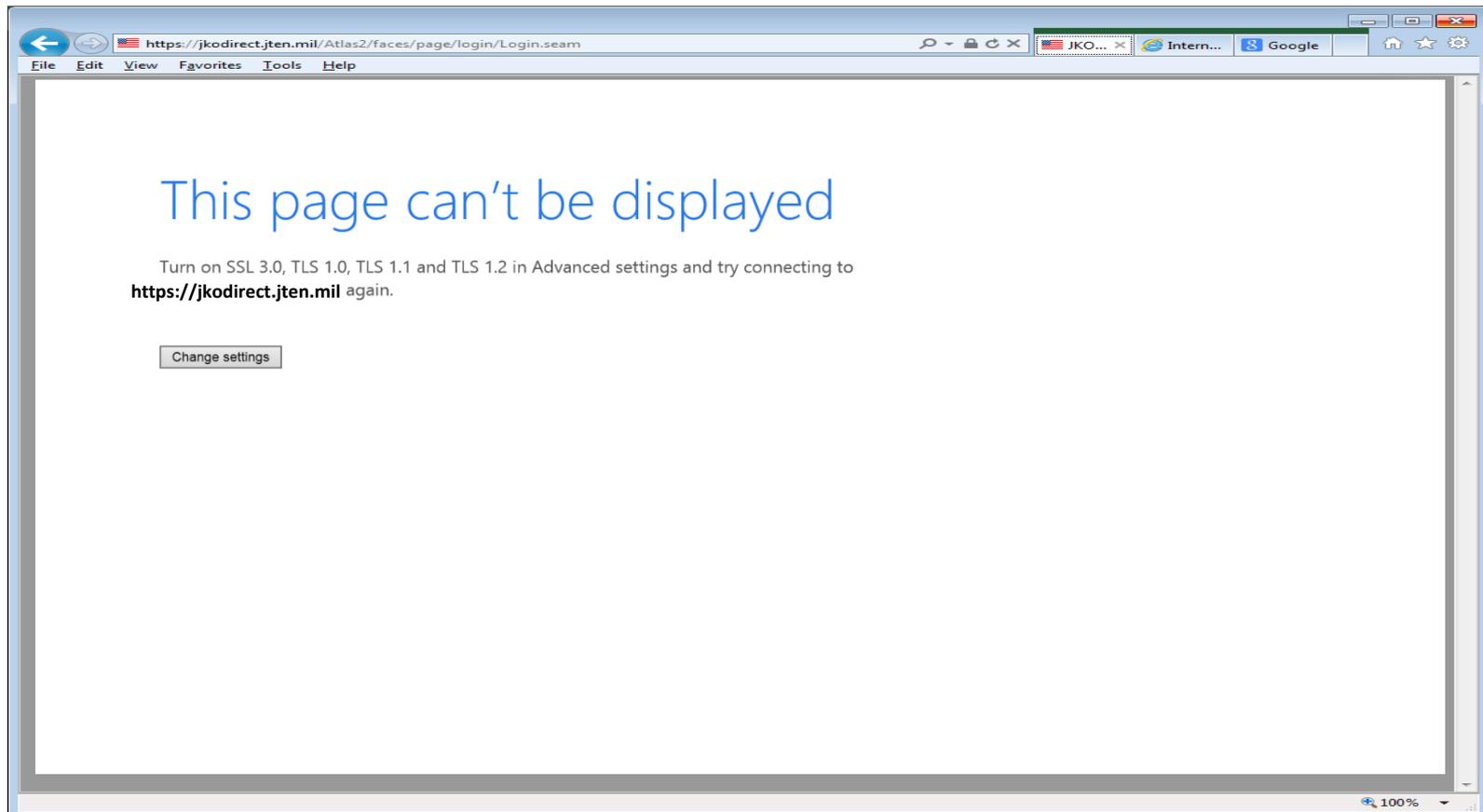


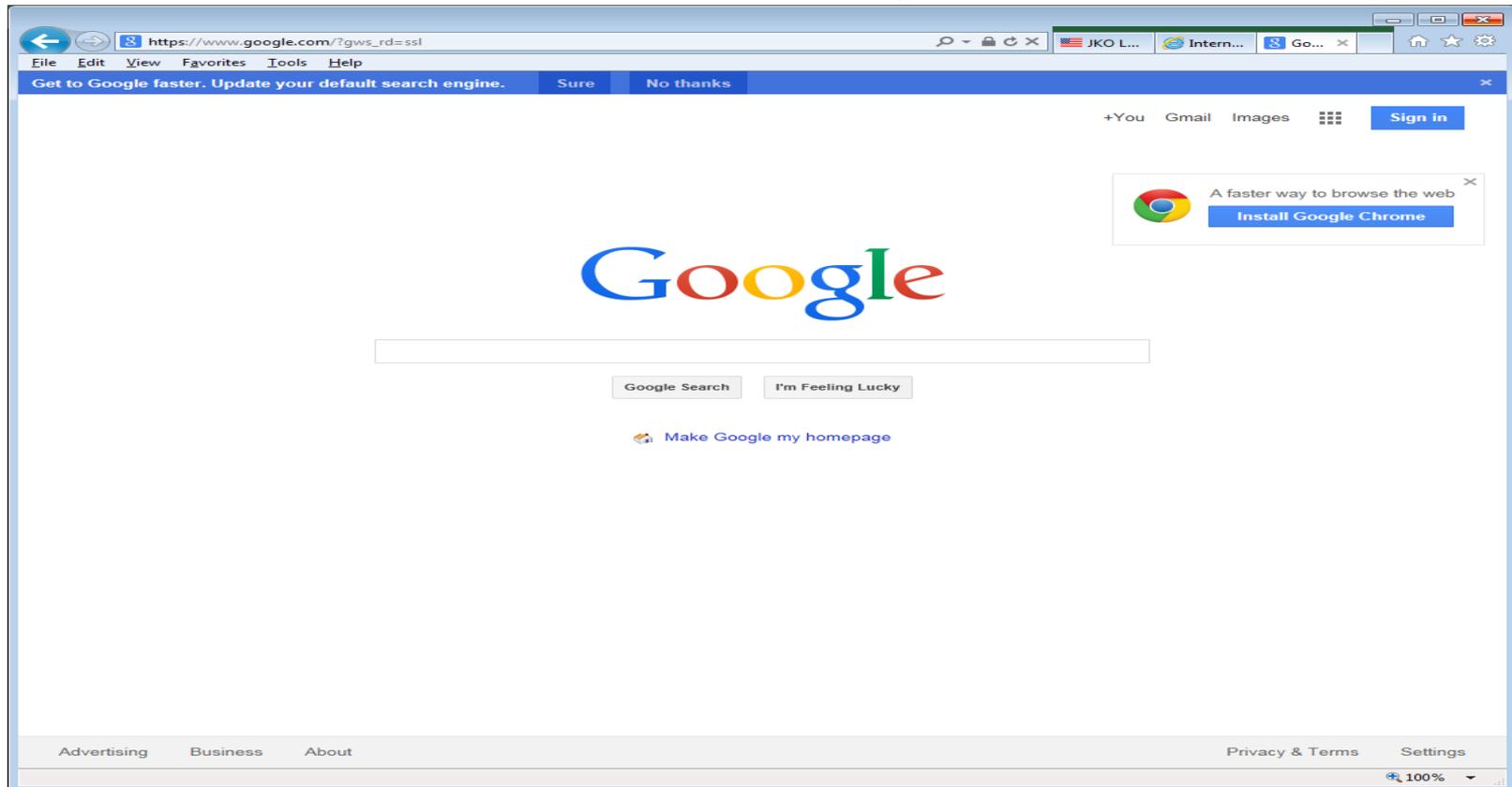
How-to Set TLS Options in Internet Explorer 9 and 10

If you have problems accessing the JKO LMS or you see the below error message,
GO TO THE NEXT PAGE
And verify your TLS settings in Internet Explorer



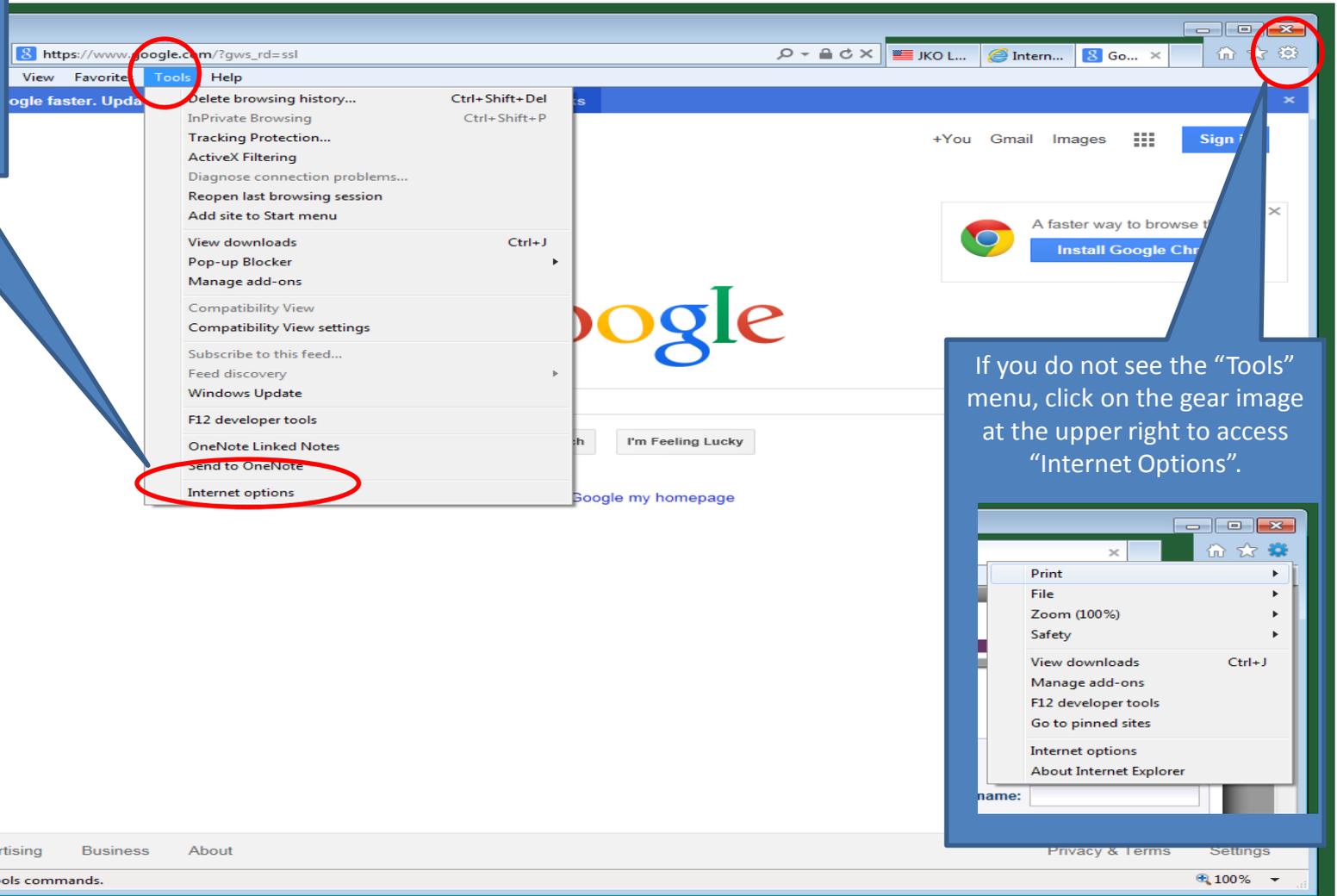
How-to Set TLS Options in Internet Explorer 9 and 10

The Joint Knowledge Online (JKO) LMS requires that the “TLS” options be enabled in Internet Explorer.
Begin by opening MS Internet Explorer.



Tools → Internet Options

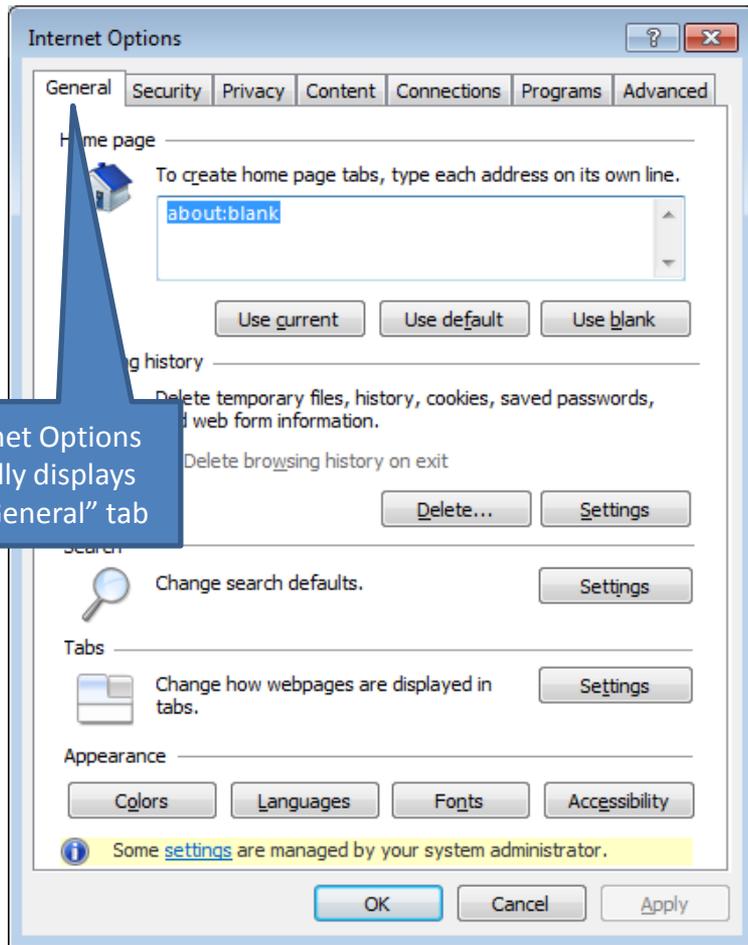
Click on the "Tools" menu and then select "Internet Options" from the drop down menu.



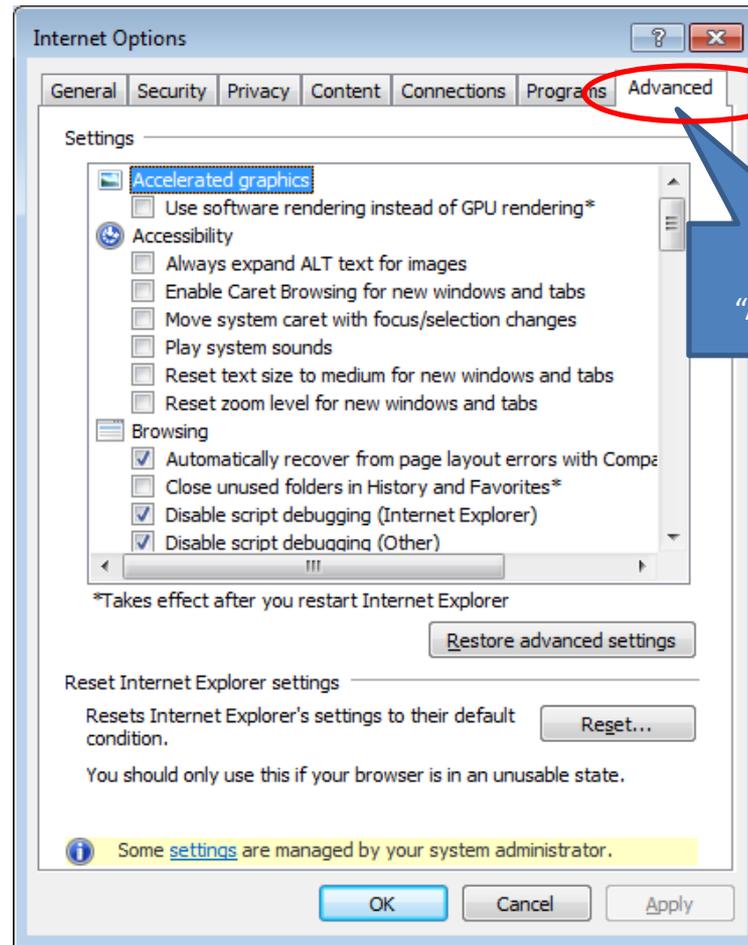
If you do not see the "Tools" menu, click on the gear image at the upper right to access "Internet Options".

Internet Options

General Tab and Advanced Tab



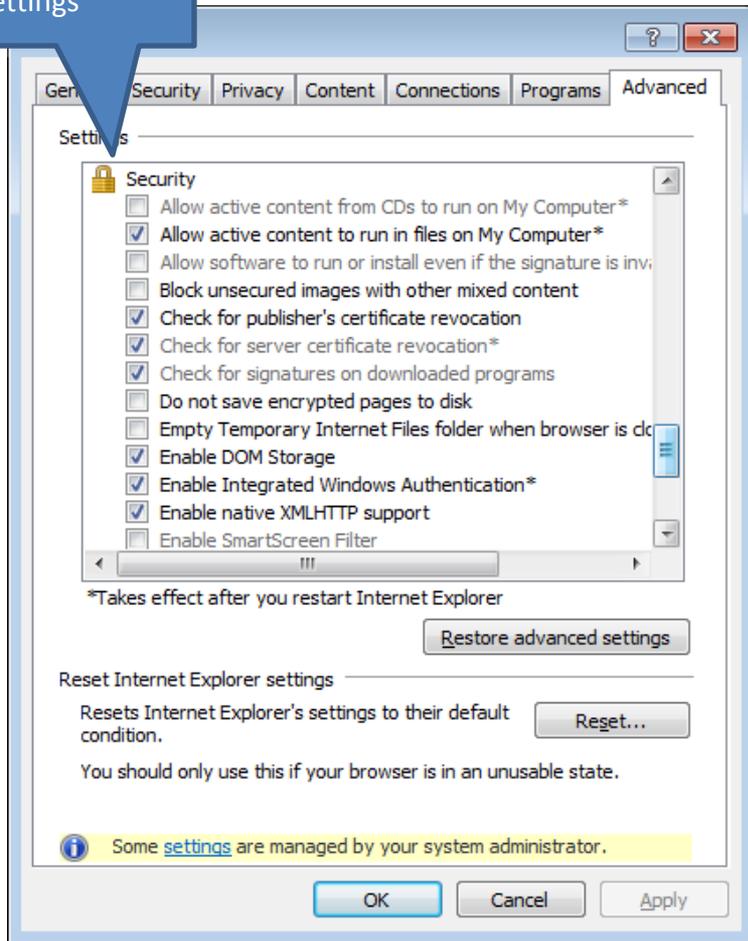
Internet Options initially displays the "General" tab



Select the "Advanced" tab

Internet Options Advanced Tab

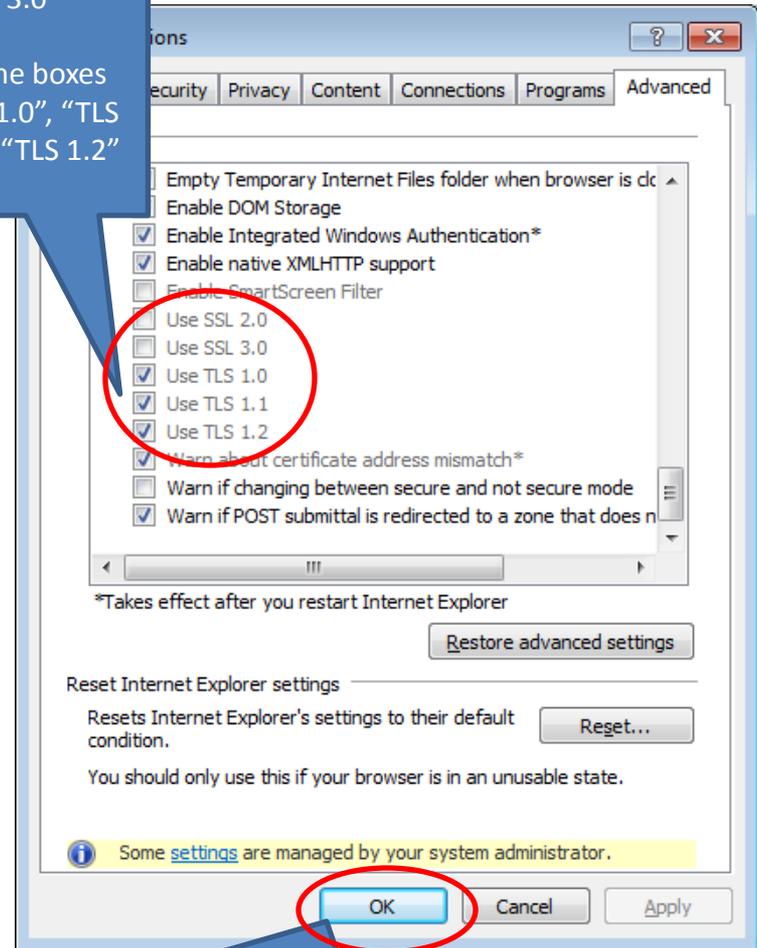
On the "Advanced" tab scroll down to locate the "Security" settings



Uncheck the boxes for "SSL 2.0" and "SSL 3.0"

Check the boxes for "TLS 1.0", "TLS 1.1" and "TLS 1.2"

If you are at a DoD workstation, only your help desk will be able to adjust your Internet Explorer TLS settings.



Click the "OK" button to save your selections and you are done.