

## Changing Internet Explorer Settings to Print Certificates of Completion in AgLearn *Job Aid*

**Introduction:** Due to security patches pushed through to our computers by IT, you may occasionally find that you cannot print certificates of completion when logged in to AgLearn. This problem can be solved by restoring your Internet Explorer settings as described below.

### **Instructions:**

1. When logged into AgLearn at [www.aglearn.usda.gov](http://www.aglearn.usda.gov):
  - a. Click on “Tools” in the tool bar along the top of the screen.
  - b. Click on “Internet Options.”
  - c. Click on “Advanced.”
  - d. Check to make certain “TLS 1.0” is checked. If it is unchecked, check it and skip to step f.
  - e. If TLS 1.0 is checked, then click on “Restore Defaults.”
  - f. Click on “OK.”
  - g. Then print your certificates.