

## Problems to open or download a document in your course

If you are using Internet Explorer and you are having problems to open or download a document from your course, follow these instructions to solve the problem.

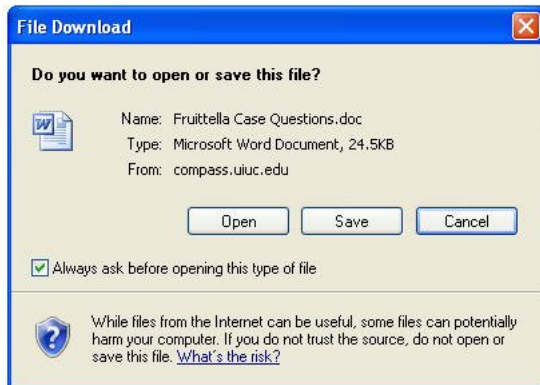
1) When you click on the document you get this message:



2) Then look at the top of the page, as it says, and Select Download file



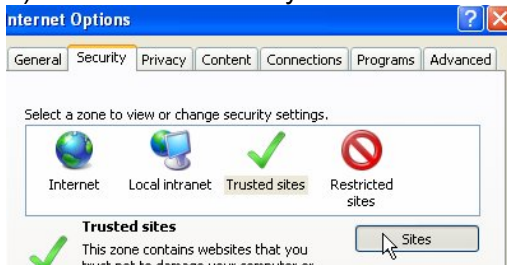
3) The site will go back to the screen to access your course, click on your course, select the file that you want to download again and you will be able to open or download it.



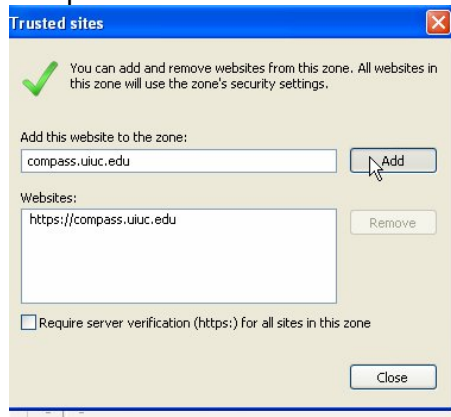
The above instructions will take care of the problem as it occurs, but you need to set up your IE browser so that this problem does not happen again. To configure your browser follow these instructions below:

1) Open your browser and go to TOOLS -> Internet Options

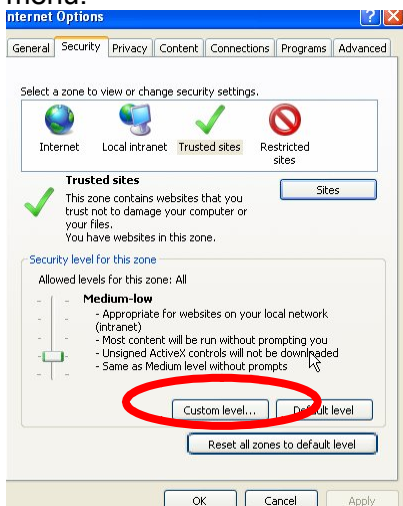
2) Click on the Security Tab and then on the “Sites” button



3) Add the site to the “Trusted Sites” by clicking on the “Add” button, and also insert “compass.uiuc.edu” in the Trusted Sites, too.



4) Click on the “Custom Level” button and select “Medium Low from the drop down menu.



5) Then press the “Reset” Button, accept the changes , and once you LOG OUT and log back into the program, you browser will always allow you to open the documents from your Illinois Compass course.

