

If you are experiencing issues with launching the tutorial(s) or issues with delays when playing the videos, please review the following:

## 1. Use a Browser that Supports the Tutorials

- Windows: Internet Explorer 6 and later, Firefox 1.x and later, Safari 3 and later, Google Chrome, Opera 9.5 and later.
- Mac: Safari 3 and later, Firefox 1.x and later, Google Chrome.
- Linux: Firefox 1.x and later.

## 2. Disable Pop-Up Blockers

- Be sure to disable pop-up blockers or the tutorial may not be able to launch.
- Note: All browsers handle pop-ups differently. You may need to reference support documentation for your particular browser.
- If your pop-up blockers are not disabled you may also experience difficulties with opening attachments.

## 3. Download Speed

- If you are experiencing any freezing or lag issues when video is trying to load it is most likely due to a slow internet connection. Please test that your internet connection speed is adequate. A download speed of 10 mbps is considered to be the minimum speed for playing video – 20-30 mbps is best. You can test your connection by visiting <http://www.speedtest.net/>. If your speed is low, consider contacting your ISP (Internet Service Provider).

## 4. Flash

- To play the tutorials, you will require Flash Player 6.0.79 or later. If you do not have this installed on your computer, you can download it here: <http://www.adobe.com/go/getflash>.

## 5. iPads

- iPad does not support flash. Some of the other android tablets that do support flash will play the tutorial successfully.

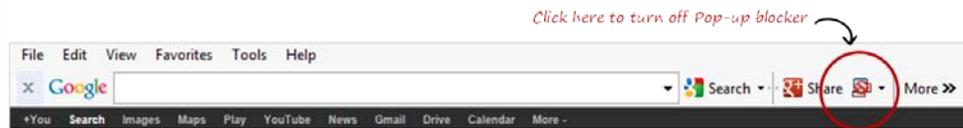
## 6. Downloading Attachments

- **Attachments will not open**

Some modern web browsers (or their plug-ins) will automatically block pop-ups. These pop-up blockers can also prevent your attachments from opening. You may need to turn off your pop-up blockers or adjust their settings to allow pop-ups from specific websites.

- **Manage pop-ups in Internet Explorer**

At the top of the Internet Explorer menu bar click on the pop-up blocker icon to allow pop-ups.



- **Manage pop-ups in Google Chrome**

Google Chrome prevents pop-ups from automatically appearing and cluttering your screen. Whenever the browser blocks pop-ups for a site, the  icon appears in the address bar. Click the icon to see the pop-ups that have been blocked or to manage pop-up settings for the site.

- **See pop-ups for a specific site**

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the  icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in Content Settings.

To manually allow pop-ups from a site, follow the steps below:

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. In the "Privacy" section, click the **Content settings** button.
5. In the "Pop-ups" section, click **Manage exceptions**.

- **Allow all pop-ups**

You can allow all pop-ups by disabling the pop-up blocker. Follow these steps:

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. In the “Privacy” section, click the **Content settings** button.
5. In the “Pop-ups” section, select “Allow all sites to show pop-ups.”  
Customize permissions for specific websites by clicking **Manage exceptions**.

- **Web browser security**

If your attachments still will not open, reset your web browser security settings to their defaults. Here’s how it’s done in Internet Explorer:

1. Open **Internet Explorer**.
2. Go to **Tools > Internet Options**.
3. Select the **Security** tab, and click the **Reset all zones to default level** button. (If it’s grayed out, it means the security zones are already using default settings.)
4. Select the **Privacy** tab, and click the **Default** button. (If it’s grayed out, it means privacy is already using default settings.)
5. Select the **Advanced** tab, and click the **Reset** button.
6. Click **OK** to exit **Internet Options**.

Close all web browser windows for the changes to take effect. Then test your content again.