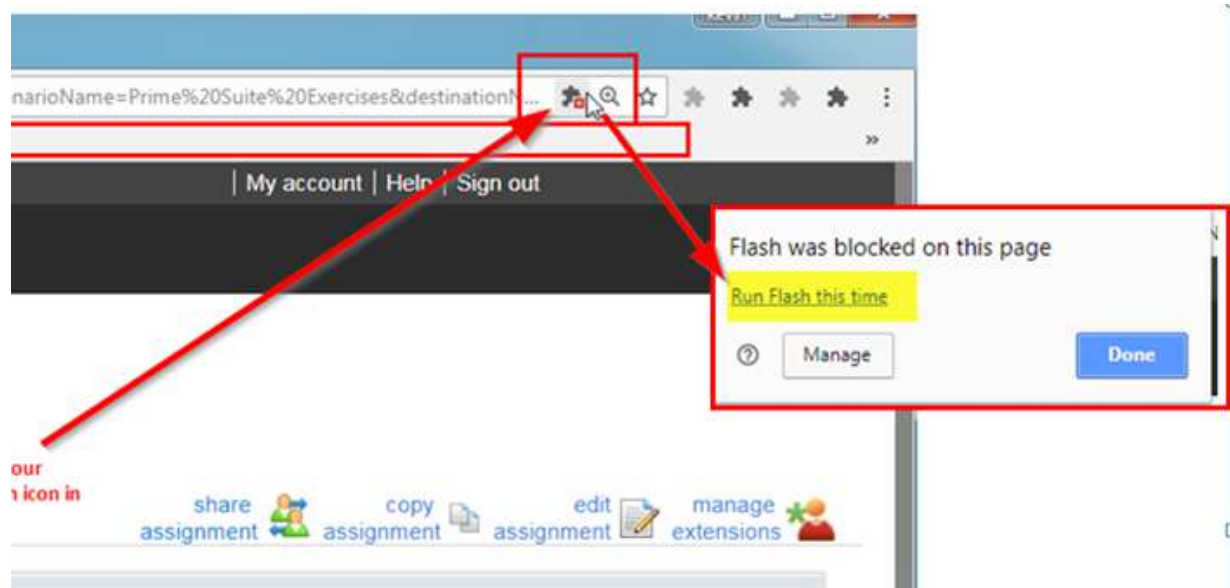


Troubleshooting content loading concerns that are Adobe Flash based

Go to <http://connect.mheducation.com/connect/troubleshoot.do> to determine if Flash is installed but please remember that you will need to ensure that flash is also activated/allowed.

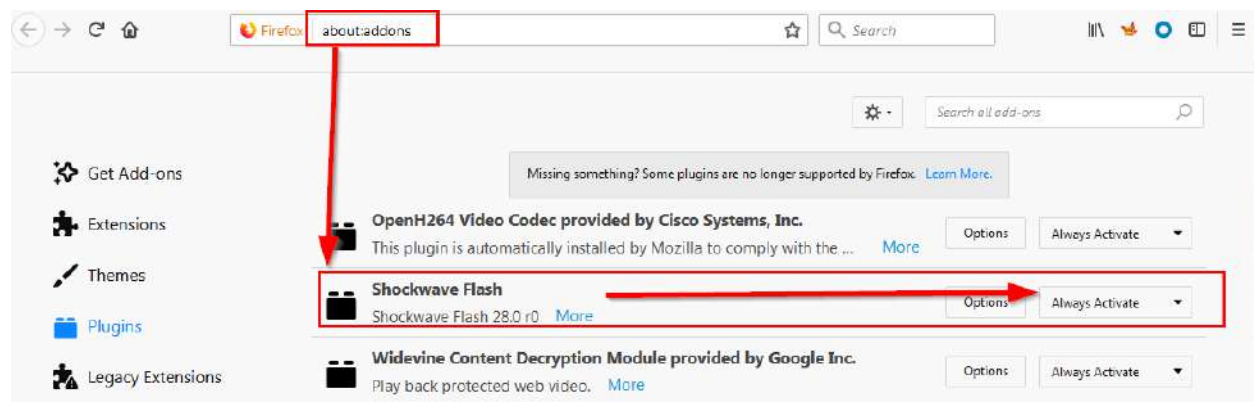
Note: Even after following the instructions below, you may also be prompted to "allow" Adobe flash (Similar to the image below).

Use the links below to view step by step instructions with images.



Firefox (Windows) - <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-firefox.html>

- Choose Firefox > Tools > Add-ons.
- Select Plugins.
- In the list of Add-ons, look for Shockwave Flash (another name for Flash Player) and check the status that appears to the right of the plug-in name.
- Select Always Activate.
- Close the dialog box.



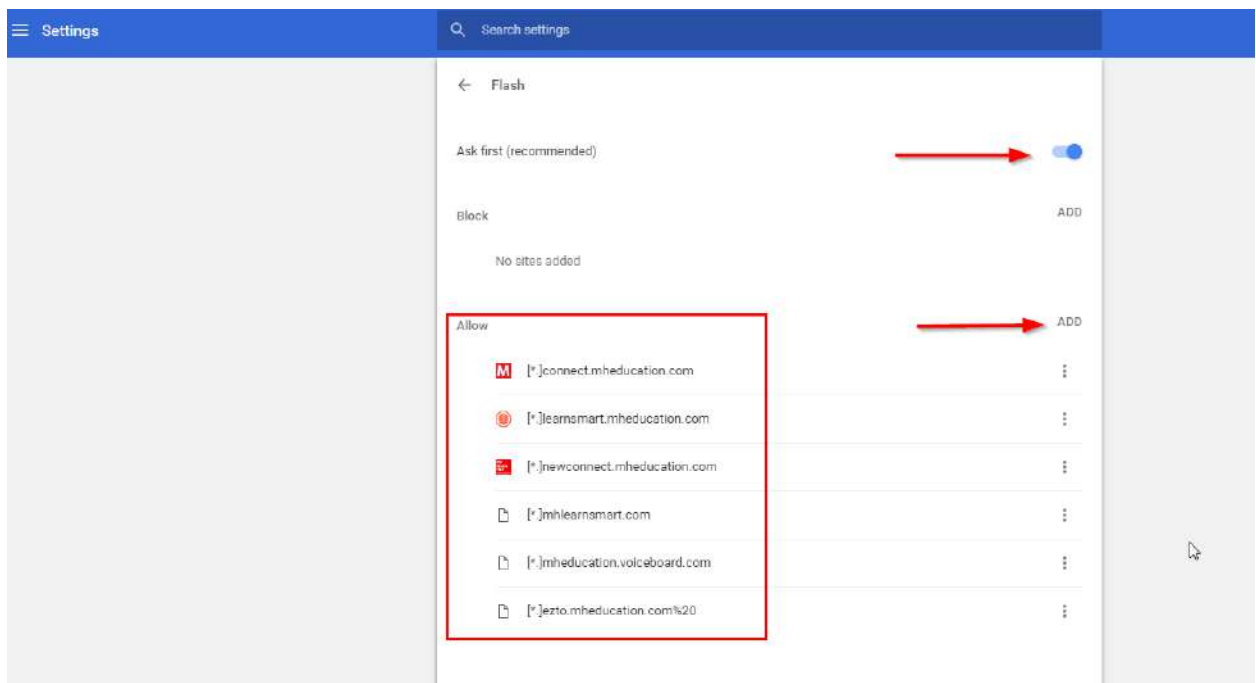
Google Chrome (Windows) - <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>

- Go to `chrome://flags/#run-all-flash-in-allow-mode`
- On the Plug-ins screen that appears, find the Adobe Flash Player listing. Check the status (Enabled or Disabled).
- Click Enable
- Click “Relaunch Now”

In Google Chrome, Please also navigate to `chrome://settings/content/flash` and add the following url’s as shown below.

- `[*.]connect.mheducation.com`
- `[*.]newconnect.mheducation.com`
- `[*.]learnsmart.mheducation.com`
- `[*.]mhlearnsmart.com`
- `[*.]mheducation.voiceboard.com`
- `[*.]voicethread.com`
- `[*.]jezto.mheducation.com`

Refresh your Browser using F5



Internet Explorer (Windows)- <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

- Click the Tools icon in the upper-right corner of Internet Explorer. (The icon looks like a gear.)
- In the pop-up menu that appears, click Manage Add-ons.
- In the dialog box that appears, select Toolbars and Extensions.
- In the list of Add-ons, look for “Shockwave Flash Object” (another name for Flash Player).
- In the Status column, check to see whether Shockwave Flash Object is Disabled. If it is disabled, click the row for Shockwave Flash Object to highlight it.
- In the lower-right corner of the Manage Add-ons dialog box, click Enable.




- Close the Manage Add-ons dialog box.

Edge (Windows) - <https://helpx.adobe.com/flash-player/kb/flash-player-issues-windows-10-edge.html>

- Click the "... " button to access the Edge menu.
- Select the Settings menu item.
- Scroll down to the Advanced Settings section and click the View advanced settings button.
- Locate the Use Adobe Flash Player section and toggle the switch on to enable Adobe Flash Player.

Refresh your web page or open a new browser tab.

Google Chrome (MAC) - <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>

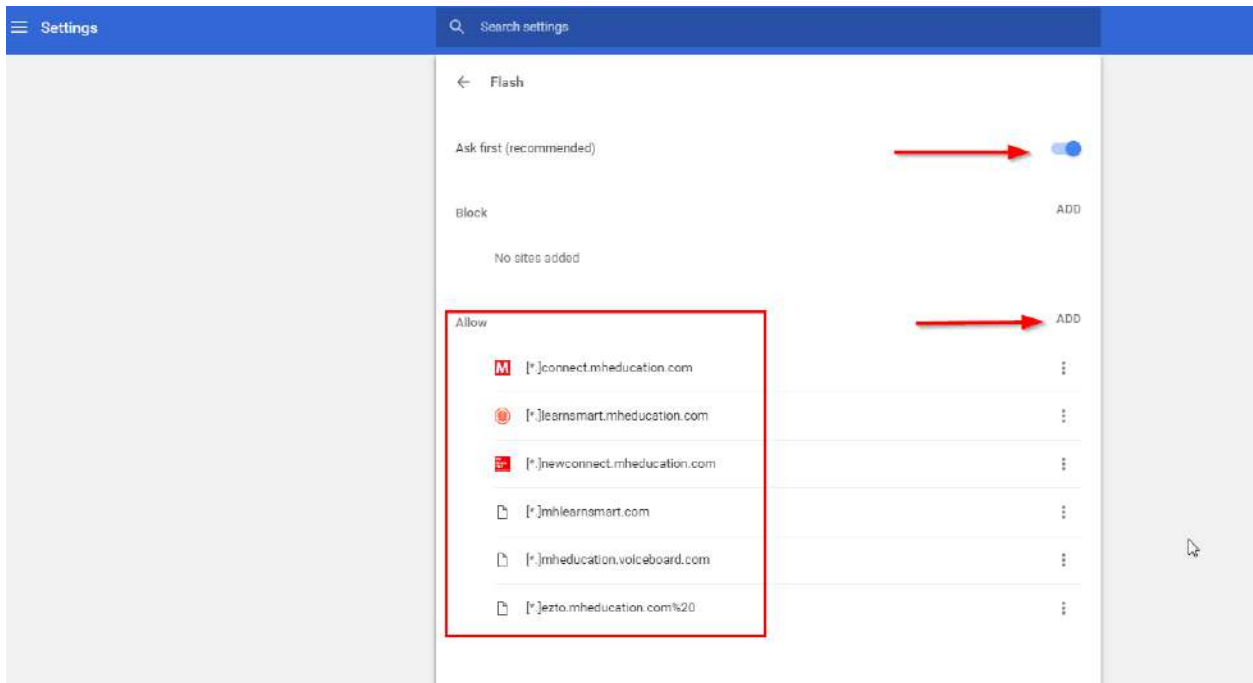
1. On your computer, open Chrome.
2. Go to a page you trust that has Flash content.
3. To the left of the web address, click Lock  or Info .
4. To the right of Flash, click the Arrows .
5. Choose **Always allow on this site**.

Reload the page.

In Google Chrome, Please also navigate to `chrome://settings/content/flash` and add the following url's as shown below.

- `[*.]connect.mheducation.com`
- `[*.]newconnect.mheducation.com`
- `[*.]learnsmart.mheducation.com`
- `[*.]mhlearnsmart.com`
- `[*.]mheducation.voiceboard.com`
- `[*.]ezto.mheducation.com`

Refresh your Browser using F5



Safari (MAC OS 11.0 or later) – <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

- Open Safari, and choose Safari > Preferences.
 - Note: If you are viewing Safari in full-screen mode, mouse over the top of the browser screen to see the menu.
- Click the Security tab. Ensure that **Enable JavaScript** and **Allow Plug-ins** are selected. Click Website Settings.
- Select Adobe Flash Player.

From the **When visiting other websites** menu, choose On.

Firefox (MAC) - <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-firefox.html>

- Choose Firefox > Tools > Add-ons.
- Select Plugins.
- In the list of Add-ons, look for Shockwave Flash (another name for Flash Player) and check the status that appears to the right of the plug-in name.
- Select Always Activate.

Close the dialog box.