System Requirements

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Disabling Pop-Up Blockers

**Safari**

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<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong> Click on the ‘Safari’ tab. Select ‘Preferences’.</td>
<td><img src="image1.jpg" alt="Screenshot of Safari preferences" /></td>
</tr>
<tr>
<td><strong>Step 2:</strong> Click on ‘Security’. Uncheck the box that says ‘Block pop-up windows’.</td>
<td><img src="image2.jpg" alt="Screenshot of Safari security settings" /></td>
</tr>
</tbody>
</table>
Note:

1. These instructions are for Window 10. If you have window 7 or less, please refer to “Enabling Flash and Popups on Google Chrome (Window 7 or less).
2. You must manually enable pop and flash for any new page or popups window.

<table>
<thead>
<tr>
<th>Processing Steps</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong> Log into the Employee Training Center Using Google Chrome.</td>
<td><img src="image-url" alt="Screen Shot" /></td>
</tr>
</tbody>
</table>
### Processing Steps

<table>
<thead>
<tr>
<th>Step 2:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once login, Click the &quot;Secure&quot; button next to the URL.</td>
<td><img src="https://example.com/image1.png" alt="Screen Shot" /></td>
</tr>
</tbody>
</table>

### Step 3:  
Change Flash option to “Always allow on this site.”

![Screen Shot](https://example.com/image2.png)
Processing Steps

<table>
<thead>
<tr>
<th>Step 4:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh the page and launch the course.</td>
<td><img src="image" alt="Screen Shot" /></td>
</tr>
</tbody>
</table>
## Mozilla Firefox

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong> Look at the right hand side of your screen for the ‘Mozilla Firefox Menu’.</td>
<td><img src="image" alt="Mozilla Firefox Menu" /></td>
</tr>
</tbody>
</table>

**Step 2:** Select ‘Options’.

![Options in Firefox menu](image)
### Instructions

**Step 3:**
Click on the ‘Content’ icon.

![Content Icon](image1.png)

**Step 4:**
Uncheck the box that says ‘Block pop-up windows’.
Close out of tab.

![Block Pop-up Windows](image2.png)
<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong></td>
<td><img src="image1" alt="Step 1 Screen Shot" /></td>
</tr>
<tr>
<td>On the top right-hand corner, you will see three horizontal dots, which is called the Edge menu.</td>
<td>Select the Edge menu.</td>
</tr>
<tr>
<td><strong>Step 2:</strong></td>
<td><img src="image2" alt="Step 2 Screen Shot" /></td>
</tr>
<tr>
<td>Select ‘Settings’.</td>
<td></td>
</tr>
</tbody>
</table>
### Instructions

**Step 3:**
A Settings window will open.

Scroll down until you find the Advanced settings section.

Select ‘**View advanced settings**’.

---

**Step 4:**
The advanced settings will extend.

Under the ‘**Block pop-ups**’, select the button to turn it OFF.

The color should be white instead of blue, as shown in the picture.
Disabling Toolbars

**Google**
1. Go to ‘Options’
2. Click on ‘Browsing’
3. Uncheck ‘Pop-up Blocker’

**Yahoo**
4. Click on ‘Pop-up Blocker’ Icon
5. Uncheck ‘Enable Pop-up Blocker’
Installing Flash Player

When having difficulties accessing your training, you may be experiencing an outdated flash player. Before completing the following instructions, please confirm the following:

- Pop-up blockers have been disabled
- Browsers are up-to-date

If you have been experiencing the following error messages below, and have confirmed your pop-up blockers are disabled and your browsers are up-to-date, please follow the instructions below.

Error Message:

![Error Message]

An error has occurred:
Error initializing communications with LMS
Press 'OK' to view debug information to send to technical support.

![Error Message]

Player Version 2.10.3 Internal Error
The Skillsoft Course Player has encountered an error while communicating with the Learning Management System. As a result, your session will now be closed.

Please click here for additional information.
This page can’t be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and try connecting to https://el.lawroom.com again. If this error persists, it is possible that this site uses an unsupported protocol or cipher suite such as RC4 (link for the details), which is not considered secure. Please contact your site administrator.

[Change settings]
# How to Check if your Flash Player is Installed

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong></td>
<td><img src="Image" alt="Mozilla Firefox" /> <img src="Image" alt="Google Chrome" /> <img src="Image" alt="Microsoft Edge" /> <img src="Image" alt="Internet Explorer" /> <img src="Image" alt="Safari" /></td>
</tr>
<tr>
<td>Open one of the following browsers you wish to use to launch your trainings:</td>
<td></td>
</tr>
<tr>
<td>- Google Chrome</td>
<td></td>
</tr>
<tr>
<td>- Mozilla Firefox</td>
<td></td>
</tr>
<tr>
<td>- Internet Explorer</td>
<td></td>
</tr>
<tr>
<td>- Safari</td>
<td></td>
</tr>
<tr>
<td>- Microsoft Edge (Available on Windows 10 only)</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> Open up <strong>only one</strong> browser. If your other browsers are open, please close them.</td>
<td></td>
</tr>
</tbody>
</table>

| Step 2: |  |
| Copy the link below and paste it to the browser window you wish to update your flash player: | ![Flash Player Help](Image) |
| https://helpx.adobe.com/flash-player.html |  |
| The link will open to Flash Player Help as shown on the right. |  |
| Select **Check Now** to check if you have the Flash Player installed. |  |
### Instructions

**Step 3:**
If you see any of the messages as shown on the right, please install the latest version of the Flash Player.

**Note:**
Please click on one of the following browsers below for further Flash Player installation instructions:

- Google Chrome
- Mozilla Firefox
- Internet Explorer
- Safari
- Microsoft Edge

### Screen Shots

![Install Flash Player in five easy steps](image)

1. Check if Flash Player is installed on your computer

![Error message](image)

Sorry, Flash Player is either not installed or not enabled. Please go to step 2.

![Another error message](image)

Flash Player is pre-installed in Google Chrome, but not enabled. You can skip the steps below. See Enable Flash Player on Google Chrome.
Enabling Flash Player for Google Chrome on a PC

Note:

1. These instructions are for Window 10. If you have window 7 or less, please refer to “Enabling Flash and Popups on Google Chrome (Window 7 or less).
2. You must manually enable pop and flash for any new page or popups window.

<table>
<thead>
<tr>
<th>Processing Steps</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong></td>
<td></td>
</tr>
<tr>
<td>Log into the Employee Training Center Using Google Chrome.</td>
<td><img src="image" alt="Screen Shot of Employee Training Center" /></td>
</tr>
</tbody>
</table>

**Processing Steps**

1. Log into the Employee Training Center Using Google Chrome.
**Processing Steps**

**Step 2:**
Once login, Click the "Secure" button next to the URL.

**Step 3:**
Change Flash option to “Always allow on this site.”
### Processing Steps

<table>
<thead>
<tr>
<th>Step 4:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh the page and launch the course.</td>
<td><img src="image" alt="Screen Shots" /></td>
</tr>
</tbody>
</table>
### Step 5:
Open Google Chrome again.

Copy and paste the link below to go back to the Flash Player Help window. [https://helpx.adobe.com/flash-player.html](https://helpx.adobe.com/flash-player.html)

Click **Check Now**.

### Step 6:
Your flash player should be successfully enabled now.
## Installing Flash Player for Firefox on PC

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong> Open Firefox and go to the Flash Player Help window (see Page 3, Step 2). From there, click on the Adobe Flash Player download link (a new tab window will open).</td>
<td></td>
</tr>
</tbody>
</table>

**Step 2:** Uncheck the two boxes under Optional offers. After you uncheck the two boxes, click Install now.
### Instructions

| Step 3: | The screen will show as initializing. |

[Image of Adobe Flash Player initializing]

### Screen Shots

#### Adobe Flash Player

- **Step: 2 of 3**

```
What's new?
Staying Secure
Ensure your Flash Player installation is secure and up to
date. Simply select “Allow Adobe to install updates”
during the installation process or choose this option
anytime in the Flash Player control panel.
```

#### Step 4:

A window will pop-up, asking if you would like to save file.

Click **Save File**.

[Image of file download window]

#### Step 5:

The flash player will then be downloaded.

At the top right-hand corner, click on the **down arrow** to view the download.

[Image of file download progress bar]
### Instructions

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| Step 6: | Your recent downloads will then show.  
Double click on `flashplayer25_xa_install.exe`. |
| Step 7: | Another window will open, asking if you want to run this file.  
Click Run. |
| Step 8: | Another window will appear asking for permission to make changes to the computer.  
Click Yes. |
### Instructions

**Step 9:**
The Adobe Flash Player will then start to install.

**Note:** If you receive an error message to close out certain programs while installing the Adobe Flash Player, please close the following programs that will be listed, and then click **Continue**.

### Screen Shots

#### Adobe Flash Player
Installation will begin shortly...

#### Please close the following program(s), then click Continue.

- Mozilla Firefox

#### Adobe Flash Player Installer
Installation complete

#### Adobe Flash Player Installer
Finish
<table>
<thead>
<tr>
<th><strong>Instructions</strong></th>
<th><strong>Screen Shots</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 11:</strong> Your screen will show this after installation is completed.</td>
<td><img src="https://helpx.adobe.com/flash-player.html" alt="Flash Player Installation" /></td>
</tr>
<tr>
<td><strong>Step 12:</strong> Open Firefox. Copy and paste the link below to go back to the Flash Player Help window. <a href="https://helpx.adobe.com/flash-player.html">https://helpx.adobe.com/flash-player.html</a> Click <strong>Check Now</strong>.</td>
<td><img src="https://helpx.adobe.com/flash-player.html" alt="Flash Player Check" /></td>
</tr>
<tr>
<td><strong>Step 13:</strong> Your flash player should be successfully installed now. <strong>Note:</strong> It is recommended that you restart your computer after installation.</td>
<td><img src="https://helpx.adobe.com/flash-player.html" alt="Flash Player Check" /></td>
</tr>
</tbody>
</table>

Last Revised: 12/4/2017
Dropbox Location: Projects\AFIT\ETC\Template
# Installing Flash Player for Internet Explorer on PC

## Instructions

### Step 1:
Open Internet Explorer and go to the Flash Player Help window (see Page 3, Step 2).

From there, click on the **Adobe Flash Player download** link (a new tab window will open).

### Step 2:
Uncheck the two boxes under **Optional offers**.

After you uncheck the two boxes, click **Install now**.

## Screen Shots

![Flash Player Help](image_url1)

**1. Check if Flash Player is installed on your computer**

![Install Flash Player](image_url2)

**2. Download the latest version of Flash Player**

![Optional offers](image_url3)

**3. Install Flash Player**

![Uncheck these boxes](image_url4)
### Instructions

**Step 3:**
The screen will show as initializing.

**Step 4:**
On the bottom of the screen, you will see the option to Run or Save the installment.

Click **Run**.
### Instructions

<table>
<thead>
<tr>
<th>Step 5:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>A window will appear asking for permission to make changes to the computer.</td>
<td><img src="image" alt="User Account Control" /></td>
</tr>
<tr>
<td><strong>Click Yes.</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 6:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Adobe Flash Player will start to download.</td>
<td><img src="image" alt="Adobe Flash Player Installer" /></td>
</tr>
</tbody>
</table>

**Note:** If you receive an error message to close out certain programs while installing the Adobe Flash Player, please close the following programs that will be listed, and then click **Continue.**
### Instructions

**Step 7:**
After the Adobe Flash Player finishes installing, click **Finish**.

### Screen Shots

**Step 7:** After the Adobe Flash Player finishes installing, click **Finish**.

**Step 8:** Your screen will show this after installation is completed.

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Employee Training Center ● employeetrainingcenter@fullerton.edu ● 657-278-2064

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**Last Revised:** 12/4/2017
**Dropbox Location:** Projects\AFIT\ETC\Template
Step 9:
Open Internet Explorer.

Copy and paste the link below to go back to the Flash Player Help window.
https://helpx.adobe.com/flash-player.html

Click Check Now.

Step 10:
Your flash player should be successfully installed now.

Note: It is recommended that you restart your computer after installation.
Enabling Flash Player for Microsoft Edge on a PC (Available on Windows 10)

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1:</strong></td>
<td></td>
</tr>
<tr>
<td>Open Microsoft Edge.</td>
<td><img src="image1" alt="Image" /></td>
</tr>
<tr>
<td>On the top right-hand corner, click on the three horizontal dots as shown on the right.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2:</strong></td>
<td></td>
</tr>
<tr>
<td>A menu window will open.</td>
<td><img src="image2" alt="Image" /></td>
</tr>
<tr>
<td>Select <strong>Settings</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

Last Revised: 12/4/2017
Dropbox Location: Projects\AFIT\ETC\Template
### Instructions

<table>
<thead>
<tr>
<th>Step 3:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Settings window will open. Scroll down until you find the Advanced settings section. Select <strong>View advanced settings</strong>.</td>
<td><img src="image1.png" alt="Screen Shots" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 4:</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td>The advanced settings will extend. Under the <strong>Use Adobe Flash Player</strong>, select the button to turn it ON. The color should be blue instead of white, as shown in the picture.</td>
<td><img src="image2.png" alt="Screen Shots" /></td>
</tr>
</tbody>
</table>
**Step 7:**
Exit out of Microsoft Edge, and re-open the browser.

Copy and paste the link below to go back to the Flash Player Help window. [https://helpx.adobe.com/flash-player.html](https://helpx.adobe.com/flash-player.html)

Click **Check Now**.

Your flash player should be successfully enabled now.
Installing Flash Player for Safari on Mac

**Step 1:**
Open Safari and go to the Flash Player Help window (see Page 3, Step 2).

From there, click on the Adobe Flash Player download link (a new tab window will open).

**Step 2:**
Click Install now.
### Instructions

#### Step 3:
The screen will show as initializing.

#### Step 4:
The flash player will then be downloaded.

At the top right-hand corner, click on the **down arrow** to view the download.
<table>
<thead>
<tr>
<th>Instructions</th>
<th>Screen Shots</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 5:</strong></td>
<td></td>
</tr>
<tr>
<td>Double click on <strong>AdobeFlashPlayer_25_ast_install.dmg.</strong></td>
<td><img src="image1.png" alt="Screen Shot of AdobeFlashPlayer_25_ast_install.dmg" /></td>
</tr>
<tr>
<td><strong>Step 6:</strong></td>
<td></td>
</tr>
<tr>
<td>A window will pop-up.</td>
<td><img src="image2.png" alt="Screen Shot of Adobe Flash Player Installer" /></td>
</tr>
<tr>
<td>Double-click on <strong>Install Adobe Flash Player</strong> folder.</td>
<td></td>
</tr>
</tbody>
</table>
**Step 7:**
Another window will pop-up asking if you are sure if you want to open it.

Click **Open**.

---

**Step 8:**
A window will then pop-up to ask you to type in your username and password of your Mac.

After you type in your username and password, click **OK**.
**Step 9:**
Your installation of the Adobe Flash Player will begin.

After your Adobe Flash Player finishes installing, click **Finish**.
**Instructions**

**Step 10:**
Open up Safari.

Copy and paste the link below to go back to the Flash Player Help window.

https://helpx.adobe.com/flash-player.html

Click **Check Now**.

Your flash player should be successfully installed now.

**Step 11:**
Your flash player should be successfully installed now.

**Note:** It is recommended that you restart your computer after installation.