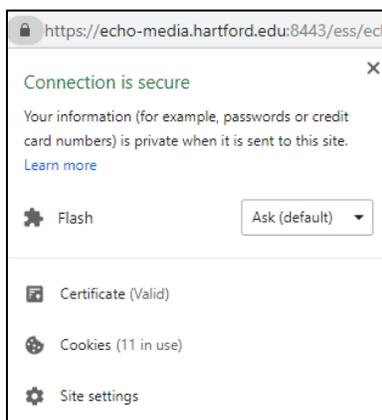


Enabling Flash for Viewing Video/Audio Content

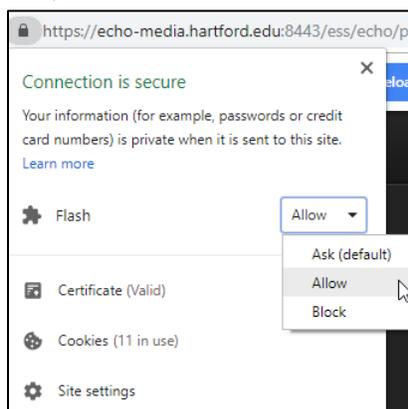
Enabling Flash in Chrome: Windows and Mac

Google Chrome has changed the way it interacts with Adobe Flash. In order to view any Flash videos or content on a webpage, you need to temporarily allow Flash. However, whenever you exit Google Chrome, the next time you launch the browser and need to view Flash content, you will have to repeat this procedure. There is no way to have Chrome save settings regarding Flash anymore. Flash support will be discontinued in 2020.

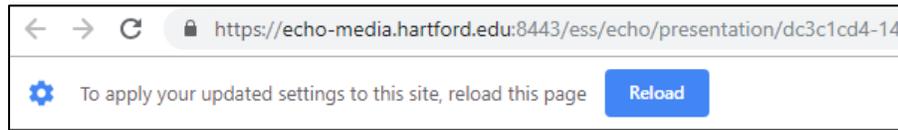
1. When you are in Google Chrome and on a website that has Flash content, you may see a message about needing Adobe Flash Player, or you may not see the content load properly. In the address bar at the top of the screen, you should see a lock icon to the left of the address. Click on the lock icon and the menu shown below will appear.



2. Click on the drop-down menu next to Flash, select **Allow**, and then close the menu by clicking on the **X** in the top right-hand corner of this menu (**not the X in the top right-hand of the entire window!**).



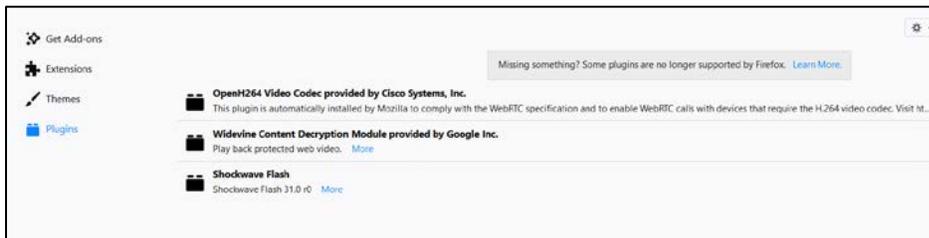
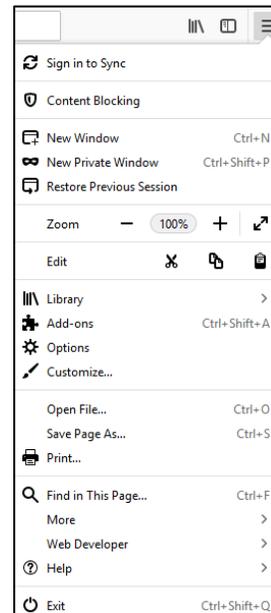
3. A message will appear asking you to reload the page. Click on **Reload** and the page should refresh.



4. You should now see the Flash content or video(s) loaded on the page.

Enabling Flash in Firefox: Windows and Mac

1. When you are in Firefox, click on the icon with Three lines in the top right-hand corner of the window, and then click on Add-ons in the menu that appears, as shown on the right.
2. The **Add-ons** menu will appear, and you should see something similar to what is shown below. Make sure that you are in the **Plugins** section; if not, on the left-hand side click on **Plugins**.



3. Click on the Plugin called **Shockwave Flash**, which is another name for the Flash plugin. Click on the drop-down menu and select **Always Activate**.



4. You can now close the tab at the top of the window. If you visit a webpage with Flash content, the content should load properly now.

Enabling Flash in Safari

Visit the following website for detailed instructions on how to enable Flash in Safari on a Mac.
<https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Office of Technology Services (OTS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 (on campus) or (844) 292-3213 (off campus)

Email: ots@hartford.edu **Website:** <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)

Website: <http://www.hartford.edu/mts>