

Having problems?

Try the following:

- **Check you have the latest version of Flash installed** - Have you got the latest version of Adobe Flash Player which is 10?

After you have arrived on the first page of the lesson:

- 1) Right Click on the image displayed:
- 2) Your version of flash will be listed at the bottom of the Drop Down Menu that appears

- **Have you cleared your temporary internet files and cookies?**

For XP users please follow these instructions:

Go to tools at the top of the page and choose internet options

Choose general tab and under temporary internet files delete cookies and delete files.

For Vista users please follow these instructions:

Go to tools at the top of the page and choose internet options

Click on general tab and under browsing history click on the delete button

Here delete temporary internet files and cookies

- **Is every visit to page selected?** When you are in Internet Explorer go to tools at top of page. Click 'Settings' in Temporary internet settings. Here ensure the 'Every visit to page' radio button is checked.

There may be some old memory that is stopping the functioning of the program.

Please unplug your LAN, hub or your wireless box from the mains for a period of thirty seconds.

- **Is Java script enabled?** Go to tools in Internet explorer. Choose Security Tab. Then click 'Custom Level' box. Once clicked, scroll down and until you get to Scripting (active scripting). Here click 'Enable' radio button.
- **Have you logged in and out?** Try exiting session and logging in again. This means you enter you passwords etc again.