

Troubleshooting Tips for Updating Browser Settings

In the early 2000s, Adobe Flash, a multimedia software platform used for production of animations, rich Internet applications, desktop applications, mobile applications, mobile games and embedded web browser video players was widely installed on desktop computers, and was commonly used to display interactive educational programs, online games, and to playback video and audio content, all of which make the internet a favorite forum for a new age of training and education across all sectors of business and industry. One of the largest targets for this new opportunity in training and education was the insurance industry. After a controversy with Apple, Adobe stopped developing Flash Player for Mobile and now Apple's mobile products (iPads and iPhones) do not work with Flash-enabled applications, including many training and educational programs.

Today, Adobe's Flash technology, as an integral part of the internet use, is "on its way out", and as browser providers begin their detachment from Flash technology, they are slowly making changes to their browsers and downloading them to internet users (without their knowledge) in their automatic updates. Consequently, internet users will find that one day everything is working well, and the next day "nothing" appears on their online courses.

AE21 Online has researched all of the major browsers and put together a list of the most commonly used browsers. If you are using one or more of these browsers for your adjuster licensing, training, or continuing education programs, and suddenly your screens are coming up "blank" or not displaying properly, check your browser settings first by accessing the troubleshooting links below:

Chrome

<https://www.ae21.com/resources/FlashSettingsforChrome.pdf>

Internet Explorer

<https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

Edge

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

Firefox (Mozilla)

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

Safari (note that this is only for Mac laptops or computers... NOT mobile devices. Apple iOS mobile devices DO NOT support Flash)

<https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>