

## 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, all major browser companies have announced that Adobe's Flash technology will go away by 2020. Until then, as this integral part of the internet use, is "on its way out", browser providers are beginning to detach themselves from Flash technology, and as such, 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.

**\*Major Announcement\*** Effective September 2018, **Google Chrome** became the first to officially disable Flash technology from their browsers, without informing its users, and only allow the enablement of Flash on a "per browser use" application that is poorly explained and supported, and impractical for online users. Thus, **we can no longer recommend Google Chrome for AE21's online courses.**

AE21 Online has put together a list of the most commonly used browsers that continue to support Flash. If you have been using Chrome for your your adjuster licensing, training, or continuing education programs, and suddenly your screens are coming up "blank" or not displaying properly, we recommend that you use one of these browsers and ensure that they are "Flash" enabled via the instructions provided in the links below:

### Internet Explorer (Versions 9 – 11)

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

### Firefox (Mozilla)

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

### Microsoft Edge

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

### Apple 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>