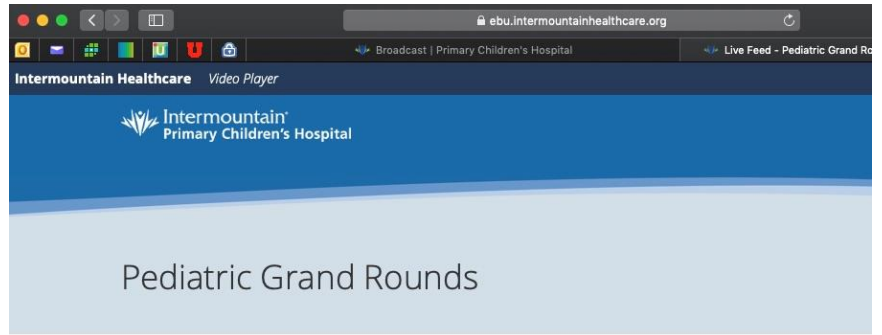


# Troubleshooting Flash Player: Safari

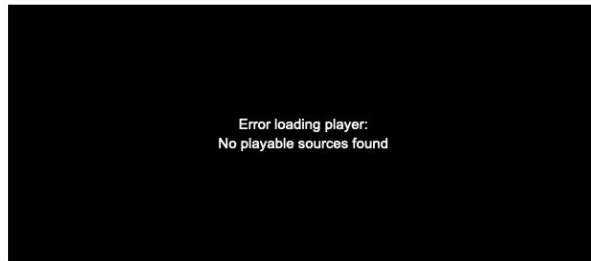
## For APPLE/MAC Users

Pediatric Grand Rounds Live requires Adobe Flash Player to view the live broadcast. If you try to view the live broadcast and you get an error, then you need to enable or re-enable Adobe Flash by taking the following steps:

If you get this error, stay on the webpage.

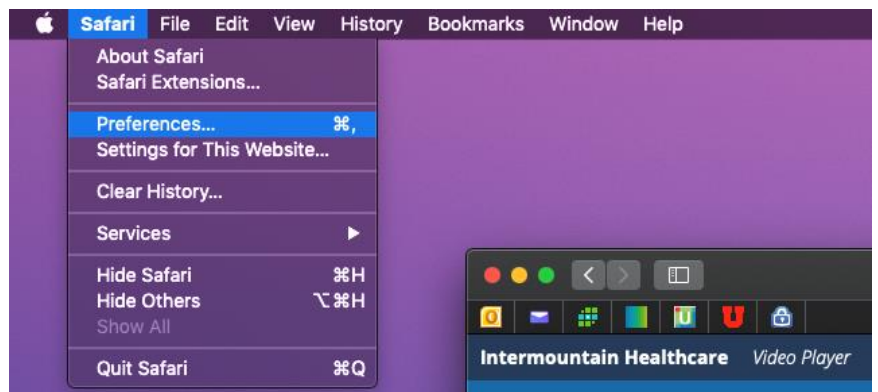


Click the video player below 10-15 minutes before the event start time to watch the LIVE broadcast.



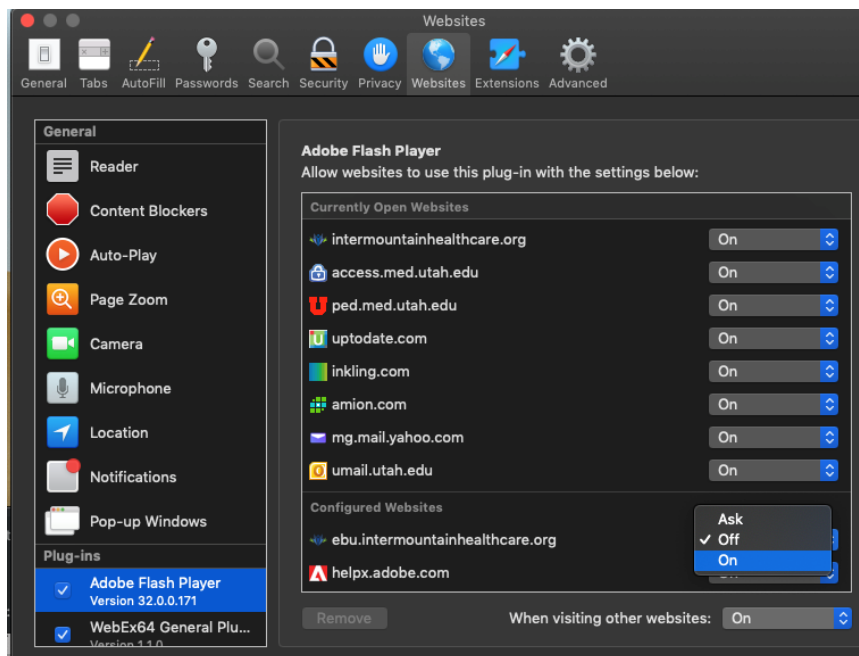
STREAM ISSUES? If the stream appears to pause or stop playing, try stopping and starting the player again. Additionally, try refreshing the page and starting the player again.

Go to the top black menu bar. Select: "Safari" – "Preferences" (shortcut is command and comma key while safari window is active) and select the "Websites" tab in the pop-up window.

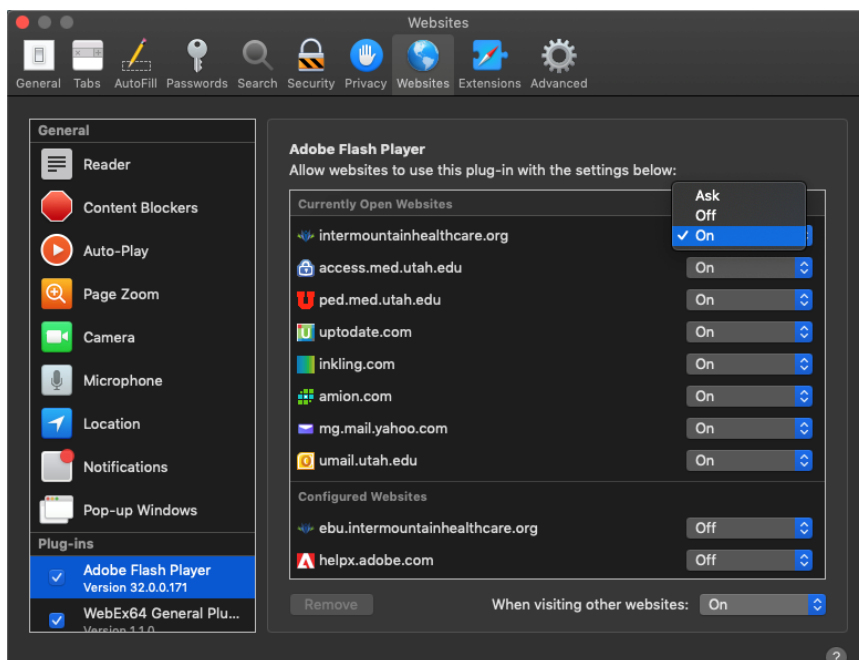


Then click on Adobe Flash Player under Plug-ins on the left side panel (might need to scroll down). Make sure that the checkbox next to Adobe Flash Player is checked\*. Select "ON" for adobe websites that are there.

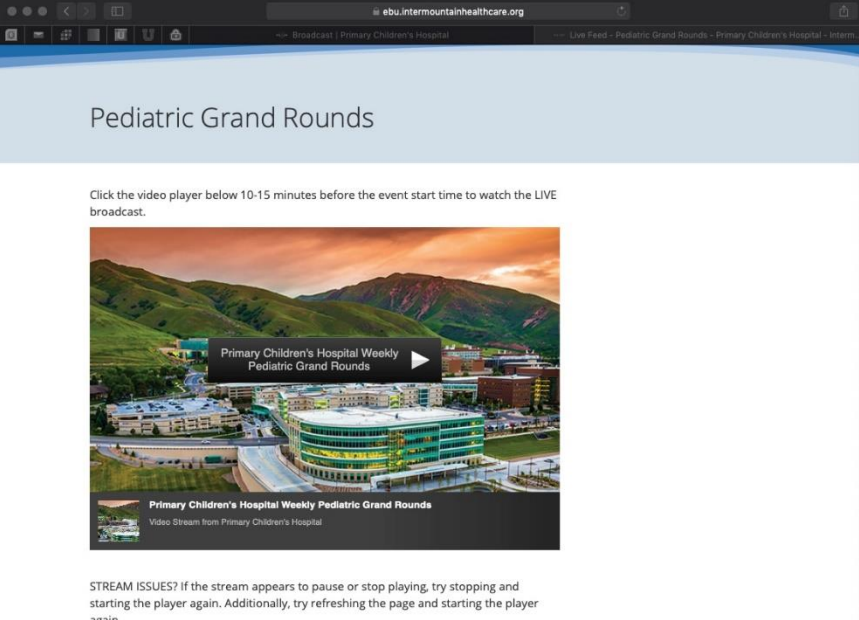
\*If there is no Adobe Flash player under plug-ins on the left side panel, you will need to follow the "Installing Adobe Flash Player" instructions on the next page and retry this step after installation.



Select "ON" for any of the Intermountain Websites and adobe websites that are there. Don't choose Ask because that does not work (it never actually asks!). If someone has done this before, the reason they need to do it again is probably because their Safari version or MacOS or Flash Player has updated or auto-updated at some point since the last time they watched Grand Rounds, and it automatically reset the website preference to "off" or "ask".



You DON'T need to put in your information and credentials. Stay on the same webpage from and just refresh the webpage. Then you will see this image.



ebu.intermountainhealthcare.org

Broadcast | Primary Children's Hospital

Live Feed - Pediatric Grand Rounds - Primary Children's Hospital - Intern

## Pediatric Grand Rounds

Click the video player below 10-15 minutes before the event start time to watch the LIVE broadcast.

Primary Children's Hospital Weekly Pediatric Grand Rounds

Primary Children's Hospital Weekly Pediatric Grand Rounds

Video Stream from Primary Children's Hospital

STREAM ISSUES? If the stream appears to pause or stop playing, try stopping and starting the player again. Additionally, try refreshing the page and starting the player again.

# Installing Adobe Flash Player

## For APPLE/MAC Users

### Installation Steps:

Check if flash player is installed on your mac by going to <https://helpx.adobe.com/flash-player.html>.

Click Check Now. If your computer has flash installed then scroll down to the "YOUR SYSTEM INFORMATION" table under "Your browser name" it will tell you which internet browser you can use to view the live feed. If the browser you originally tried is listed, then go back to that open tab and refresh the page... then you should be able to see the broadcast. If the browser you originally tried is NOT listed, then open the browser listed and copy and paste this address into the browser address bar: <https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/>.

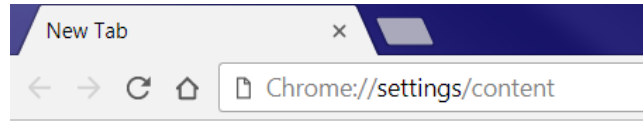
If you do not have flash installed, please first go to Safari – preferences -websites, see if Adobe Flash Player is listed under Plug-Ins, make sure it is checked, and that "On" is chosen on the right side for any intermountain websites *and* for helpx.adobe.com. Then, reload the adobe page and check again. If flash then looks like it's installed, go back to your open Safari tab with the grand rounds broadcast and try to reload. If flash is still not appear to be installed, complete steps 2 through 5 to load Adobe Flash. Make sure at step 5 you can see the tire swing swinging and the clouds moving by.

Once flash is installed, if you don't have the broadcast already open to be able to refresh it, then open the browser that flash is accessible from and, in the browser address bar, copy and paste this address: <https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/>.

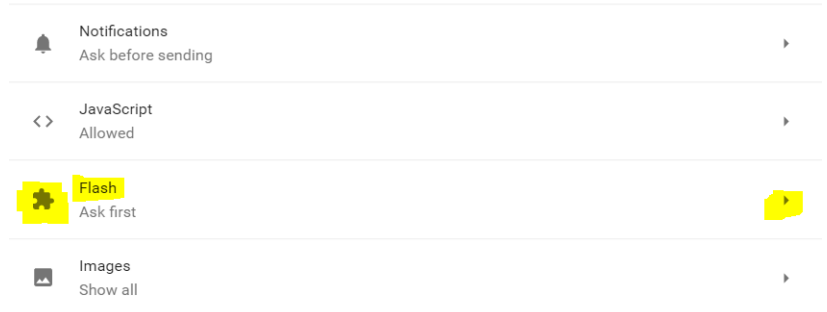
If you have any problems installing Adobe Flash Player please contact your help desk.

# Troubleshooting Flash Player: Google Chrome

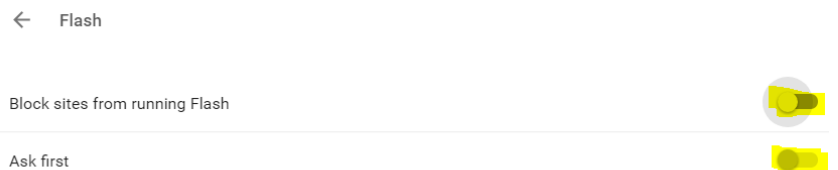
1. Open Google Chrome and type **Chrome://settings/content** into the URL box and press enter.



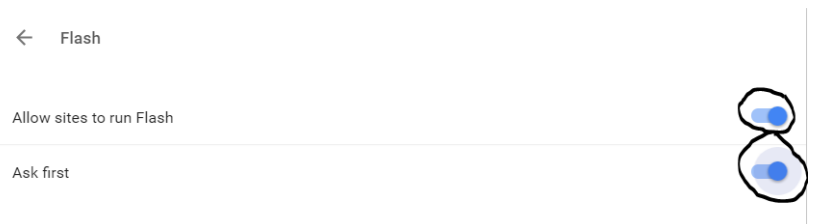
2. Click the arrow next to the Flash option.



3. If you have **Block sites from running Flash**, move the switch to the right to **Allow sites to run Flash**.



4. Make sure the **Ask first** switch is on to the right.\*

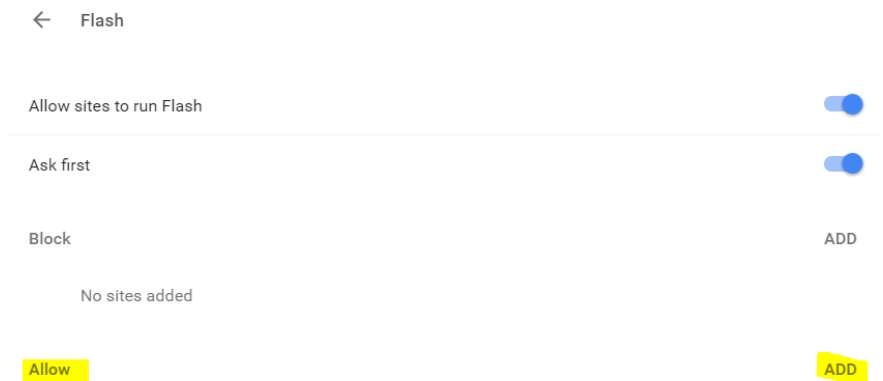


Your Flash settings will be kept until you quit Chrome.

Ask first

\*In new versions of Chrome, the “Ask First” option will be turned on by default on the same slider.

5. In the **Allow** section click **Add** on the right side.



6. Add the following sites

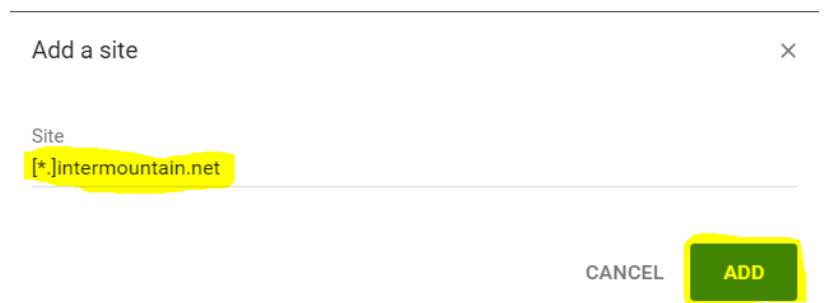
**[\*.]ihc.com**

**[\*.]intermountain.net**

**[\*.]intermountainhealthcare.org**

**[\*.]intermountainphysician.org**

(Make sure there are no extra spaces before or after the site. If using an Intermountain machine, the websites may be already added and the “Add” feature may be disabled.)



7. Click **Add** and **Close the tab**.

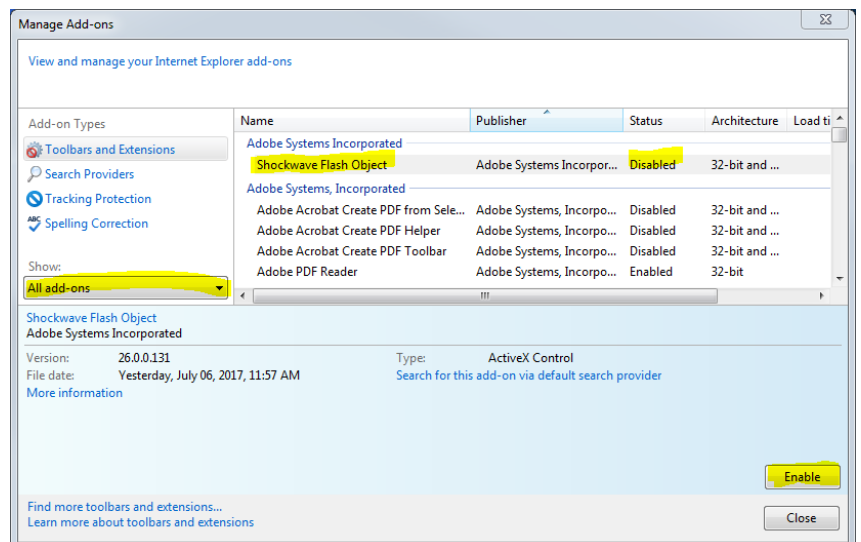
8. Reload the video page and video should now play.

# Troubleshooting Flash Player: Internet Explorer

1. Open Internet Explorer.
2. Click the **gear icon** in the top right hand corner and select **Manage Add-ons** to open the Add-ons window.



3. Under **Show:**, click the drop down menu and select **All Add-Ons**.
4. Locate the Adobe Systems Inc. **Shockwave Flash Object** component and verify the Shockwave Flash Object plug in is **Enabled**.



If not click the Enable button in the bottom right.

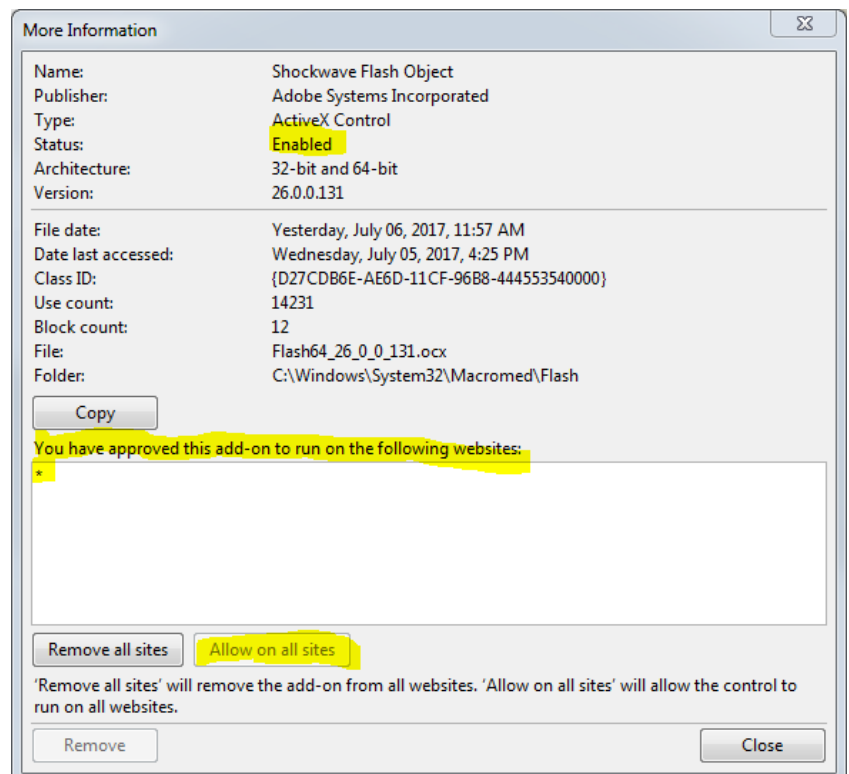
5. Double-click the **Shockwave Flash Object** component.

6. Verify the **approved websites** contains an **"\*"**.

If not click the **Allow on all sites** button and the **"\*"** should now appear.

7. Click **Close** and **Close** again to Exit dialog windows.

8. Reload the video page and video should now play.



# Installing Adobe Flash Player

## For PC/Laptop/Windows Users

### Installation Steps:

Check if flash player is installed on your PC/laptop by going to <https://helpx.adobe.com/flash-player.html>.

Click Check Now. If your computer has flash installed then scroll down to the "YOUR SYSTEM INFORMATION" table under "Your browser name" it will tell you which internet browser you can use to view the live feed. If the browser you originally tried is listed, then go back to that open tab and refresh the page... then you should be able to see the broadcast. If the browser you originally tried is NOT listed, then open the browser listed and copy and paste this address into the browser address bar: <https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/>.

If you do not have flash installed, go to the second step on the webpage and click "Adobe Flash Player download". Flash player will begin to download. After finishing the download, double click on the file that downloaded and follow the prompts to install Flash. If flash was already installed, when you click the adobe flash player download link, you may get a prompt saying "helpx.adobe.com wants to: Run Flash". Click Allow. The page will refresh and the flash animation at the bottom of the screen will appear.

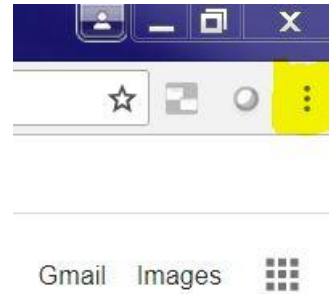
Once flash is installed, if you don't have the broadcast already open to be able to refresh it, then open the browser that flash is accessible from and, in the browser address bar, copy and paste this address: <https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/>. If you still can't see the broadcast after following these steps, follow the "Troubleshooting Flash Player" instructions above for your corresponding web browser (Safari, Chrome, Explorer).

If you have any problems installing Adobe Flash Player please contact your help desk.

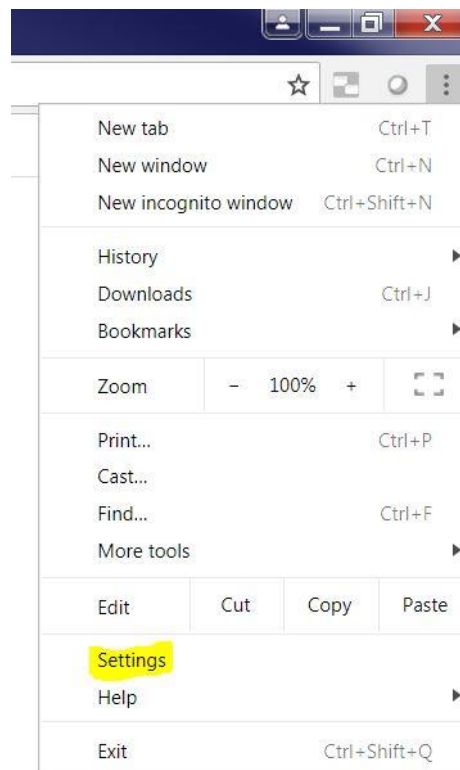
**If troubleshooting Flash Player doesn't work, try clearing your internet cache in the following steps. Please note that the following steps will log you out of any current logins on the internet.**

# Clear Internet Cache Files: Google Chrome

1. Open Google Chrome and click on the **3 dots in top right corner**

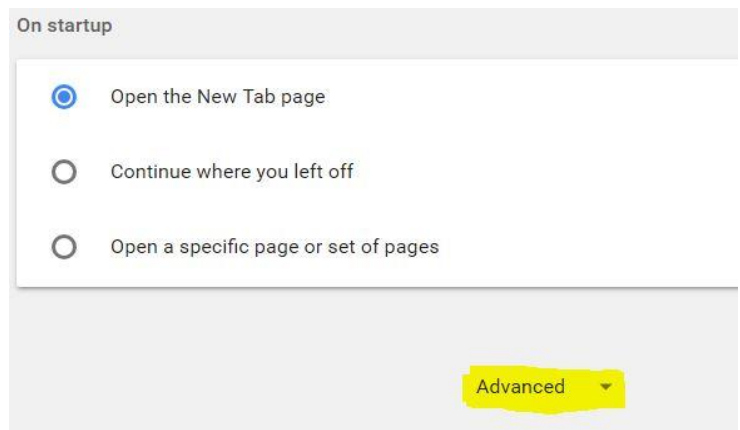


2. In the drop-down menu click on **Settings**

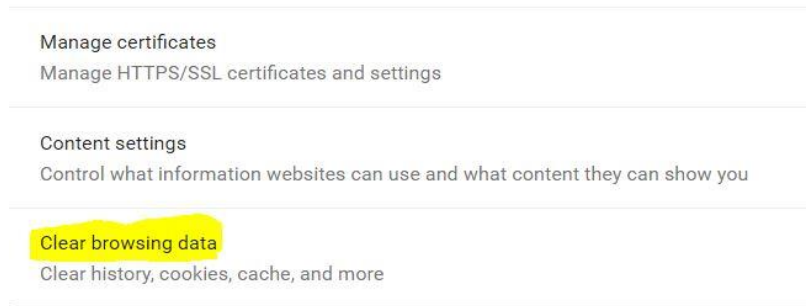
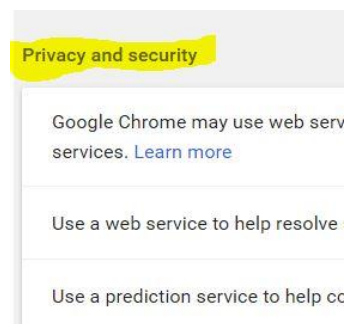




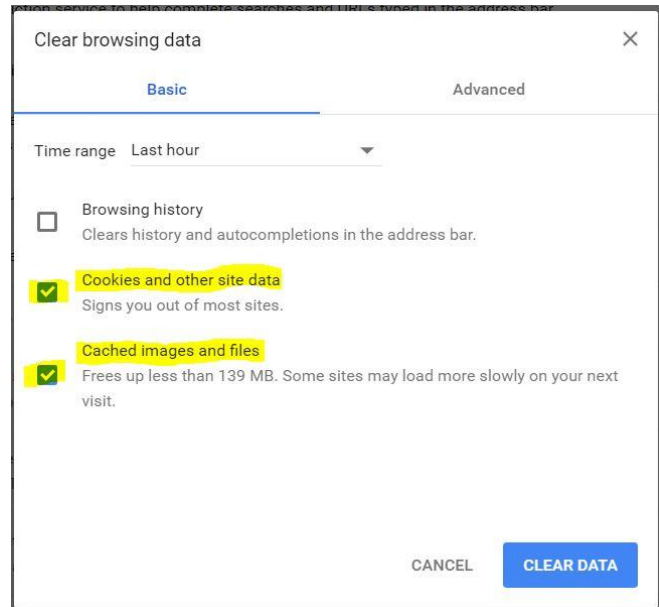
3. Scroll down and click on the **Advanced** option at the very bottom



4. Scroll to the bottom of the **Privacy and Security** portion and click on **Clear Browsing Data**

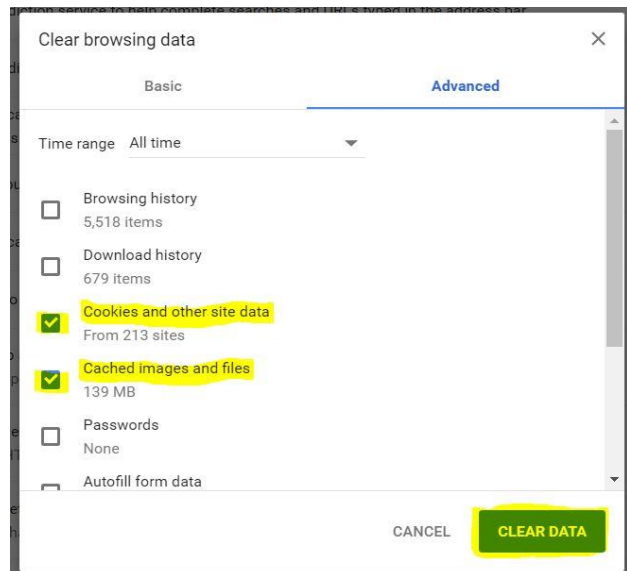


5. Under the **Basic** tab, make sure the only two boxes checked are **Cookies and other site data** and **Cached images and files**



6. Under the **Advanced** tab, make sure the only two boxes checked are **Cookies and other site data** and **Cached images and files**

7. Click **Clear Data** Button at the bottom



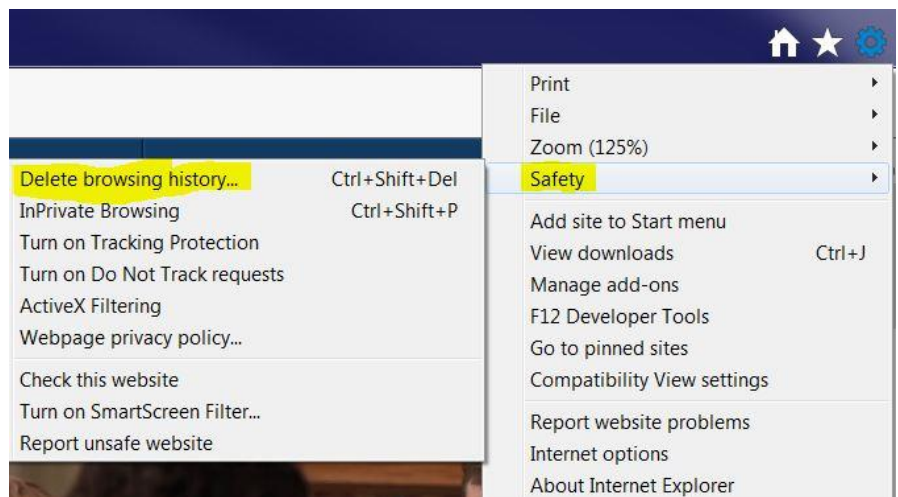
8. Close out of Google Chrome and Reopen

# Clear Internet Cache Files: Internet Explorer

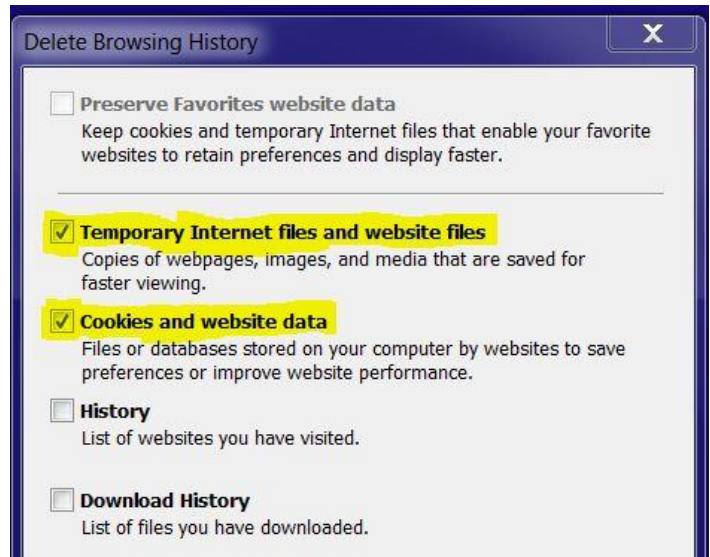
1. Open **Internet Explorer** and click on the **Gear** icon in the top right



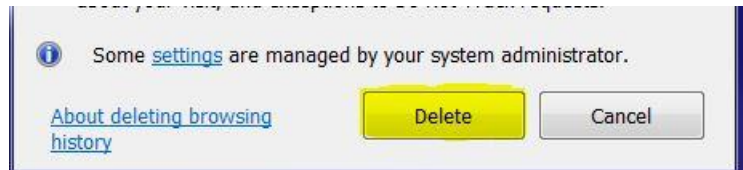
2. In the drop-down menu hover over **Safety** and in the secondary menu click on **Delete Browsing History**



3. In the pop-up window, make sure the only two boxes checked are **Temporary Internet files and website files** and **Cookies and website data**



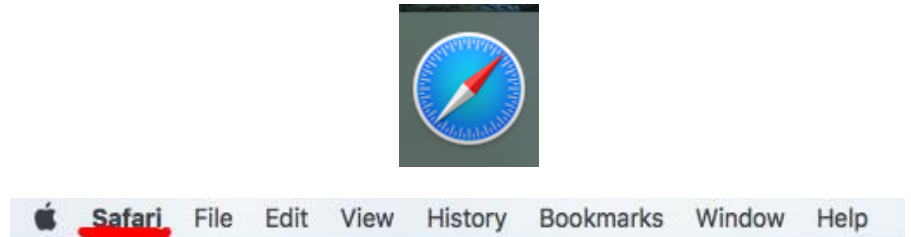
4. Click the **Delete** button at the bottom



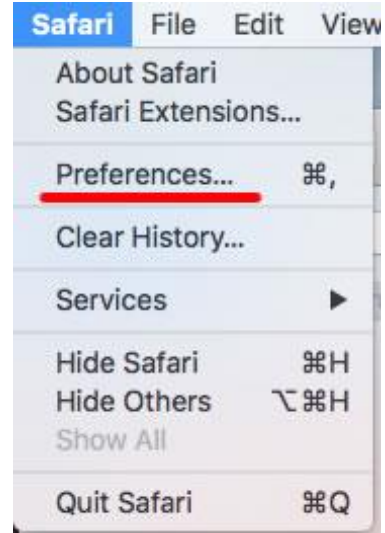
5. Close out of Internet Explorer and Reopen

# Clear Internet Cache Files: Safari

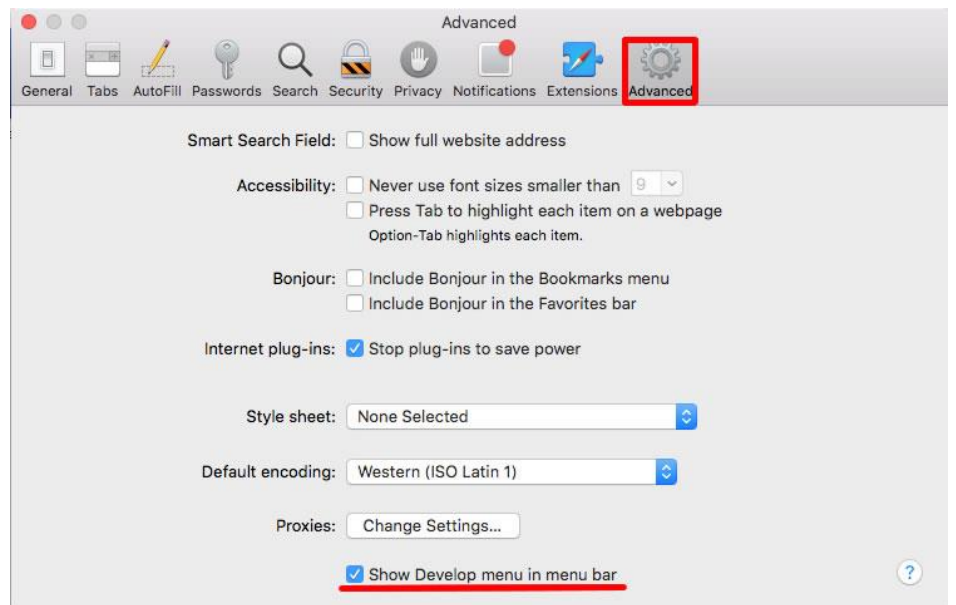
1. Open **Safari** and in the top menu, click on **Safari**



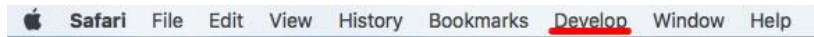
2. In the drop-down menu click on **Preferences**



3. In the pop-up window, click the **Advanced** tab. Then at the bottom, make sure the **Show Develop menu in menu bar** box is checked



4. You should now see a **Develop** tab in the Safari menu bar. Click on **Develop** tab



5. In drop-down menu click on **Empty Caches**. Close down Safari and Reopen

