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:



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.





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

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 <u>has</u> 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: <u>https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/</u>.

If you <u>do not</u> 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: <u>https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/</u>.

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

Troubleshooting Flash Player: Google Chrome

- Open Google Chrome and type *Chrome://settings/content* into the URL box and press enter.
- 2. Click the arrow next to the Flash option.

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

 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.

	← Flash	
	Allow sites to run Flash	-
	Ask first	-
5. In the <i>Allow</i> section click <i>Add</i> on th	e _{Block}	ADD
right side.	No sites added	
	Allow	ADD

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.

Add a site		×
Site [*.]intermountain.net		
	CANCEL	ADD

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

Troubleshooting Flash Player: Internet Explorer

- 1. Open Internet Explorer.
- Click the *gear icon* in the top right hand corner and select *Manage Add-ons* to open the Add-ons window.
- Under Show:, click the drop down menu and select All Add-Ons.
- 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.

- 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 <u>https://helpx.adobe.com/flash-player.html</u>.

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 <u>do not</u> 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: <u>https://intermountainhealthcare.org/locations/primary-childrens-hospital/for-referring-physicians/pediatric-grand-rounds/</u>. 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

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





Gmail Images

		☆ 🔁	0
New tab			Ctrl+T
New window	r		Ctrl+N
New incogni	to wind	ow Ctrl+	Shift+N
History			
Downloads			Ctrl+J
Bookmarks			
Zoom		100% +	53
Print			Ctrl+P
Cast			
Find			Ctrl+F
More tools			
Edit	Cut	Сору	Paste
Settings			
Help			
Exit		Ctrl+	Shift+O

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



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

Content settings

Control what information websites can use and what content they can show you

Clear browsing data

Clear history, cookies, cache, and more

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

- 5. Under the *Basic* tab, make sure the only two boxes checked are *Cookies and other site data* and *Cached images and files*
- \times Clear browsing data Basic Advanced Time range Last hour ¥ Browsing history Clears history and autocompletions in the address bar. Cookies and other site data ~ Signs you out of most sites. Cached images and files Frees up less than 139 MB. Some sites may load more slowly on your next visit. CANCEL CLEAR DATA

- 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

Clear browsing data × Basic Advanced Time range All time v Browsing history 5,518 items Download history 679 items Cookies and other site data ~ From 213 sites Cached images and files ~ 139 MB Passwords None Autofill form data **—** CLEAR DATA CANCEL

8. Close out of Google Chrome and Reopen

Clear Internet Cache Files: Internet Explorer

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





 $h \star$

F

ŝ

k

- Print File Zoom (125%) Delete browsing history... Ctrl+Shift+Del Safety Ctrl+Shift+P InPrivate Browsing Add site to Start menu Turn on Tracking Protection View downloads Ctrl+J Turn on Do Not Track requests Manage add-ons ActiveX Filtering F12 Developer Tools Webpage privacy policy... Go to pinned sites Check this website Compatibility View settings Turn on SmartScreen Filter... Report website problems Report unsafe website Internet options About Internet Explorer
- In the drop-down menu hover over *Safety* and in the secondary menu click on *Delete Browsing History*

 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	Safari File Edit View History Bookmarks Window Help
2. In the drop-down menu click on Preferences	SafariFileEditViewAbout SafariSafari ExtensionsPreferences発,Clear HistoryServices▶Hide Safari光HHide Others\C 第HShow All\C 第Q
 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 	Advanced Ceneral Tabs AutoFIII Passwords Search Security Privacy Notifications Extensions Advances Smart Search Field: Show full website address Accessibility: Never use font sizes smaller than Press Tab to highlight each item on a webpage Option-Tab highlights each item. Bonjour: Include Bonjour in the Bookmarks menu Include Bonjour in the Favorites bar Internet plug-ins: Stop plug-ins to save power Style sheet: None Selected Default encoding: Western (ISO Latin 1) Stow Develop menu in menu bar Stow Develop menu in menu bar

 You should now see a <i>Develop</i> tab in the Safari menu bar. Click on <i>Develop</i> tab 	Safari File Edit View History Bookmarks Develop Window Help
	Develop Window Help Open Page With > User Agent >
	AC02K2D95DNMP Bryan's iPad
	Enter Responsive Design Mode \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
	Connect Web Inspector て分第1 Show Error Console て第C Show Page Source て第U Show Page Resources て第A
5. In drop-down menu click on	Show Snippet Editor Show Extension Builder
Empty Caches. Close down	Start Timeline Recording 飞谷第T
Safari and Reopen	Empty Caches C 第E Disable Caches
	Disable Images Disable Styles Disable JavaScript Disable Extensions Disable Site-specific Hacks Disable Local File Restrictions Disable Cross-Origin Restrictions
	Allow JavaScript from Smart Search Field Allow JavaScript from Apple Events Treat SHA-1 Certificates as Insecure