# BLACKBOARD HOW TO

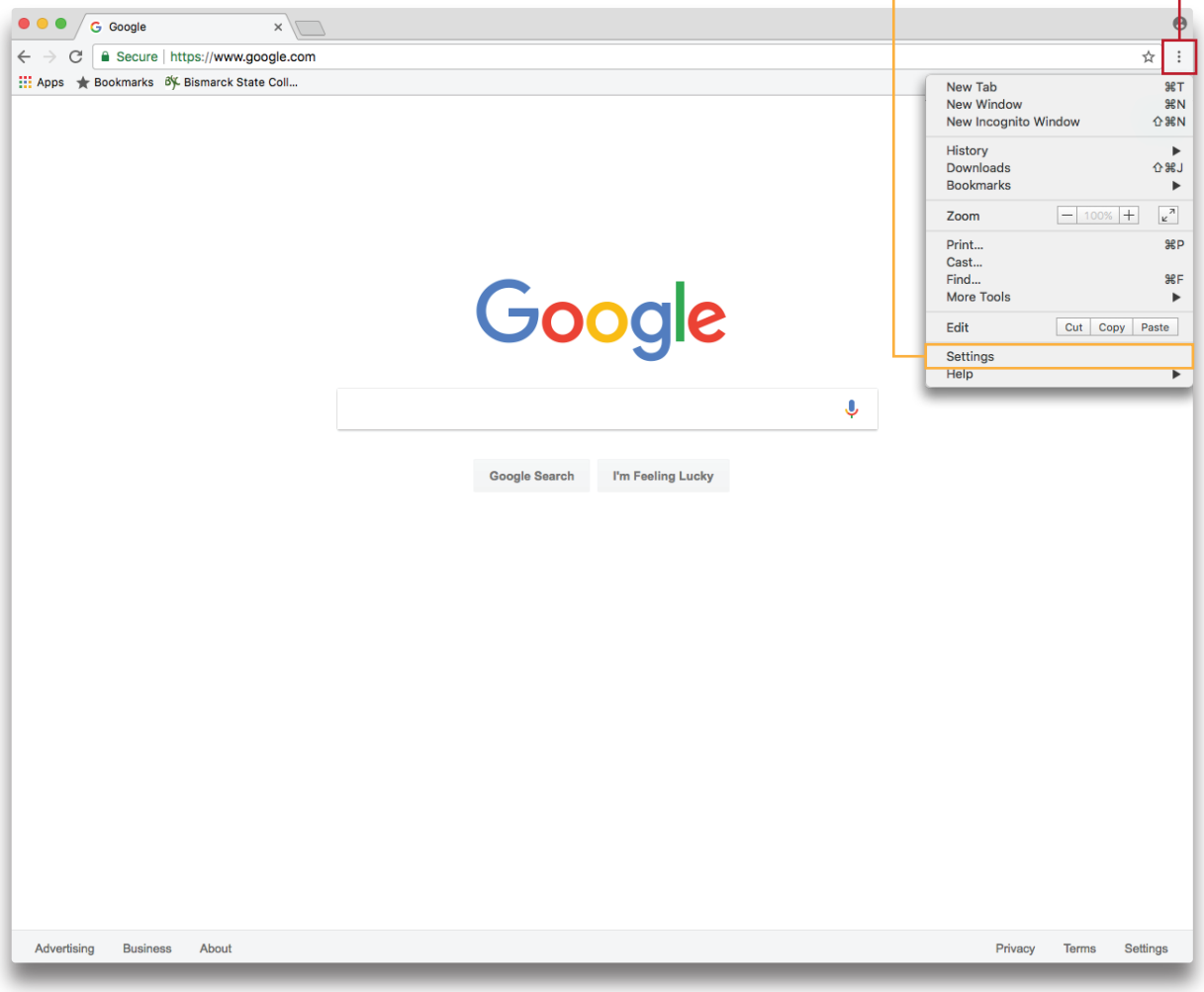
# TROUBLESHOOTING FLASH CONTENT

This tutorial is to show an instructor or student how to troubleshoot issues where flash content doesn't load properly. This could be self checks, lectures, animations, mini-sims and simulations.

When using the Chrome browser, you may have to update the settings to allow flash content to load.

Chrome Browser Settings - Allowing sites to run Flash content

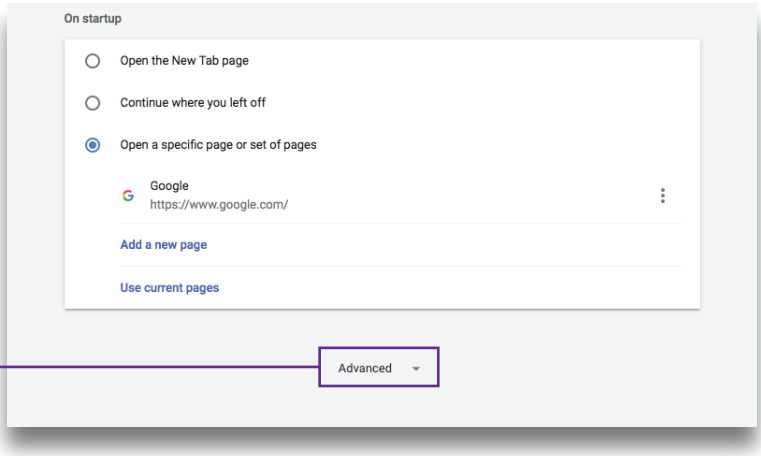
1. Click on the 3 vertical dots in the upper right hand corner of the browser
2. Click on Settings at the bottom of the menu

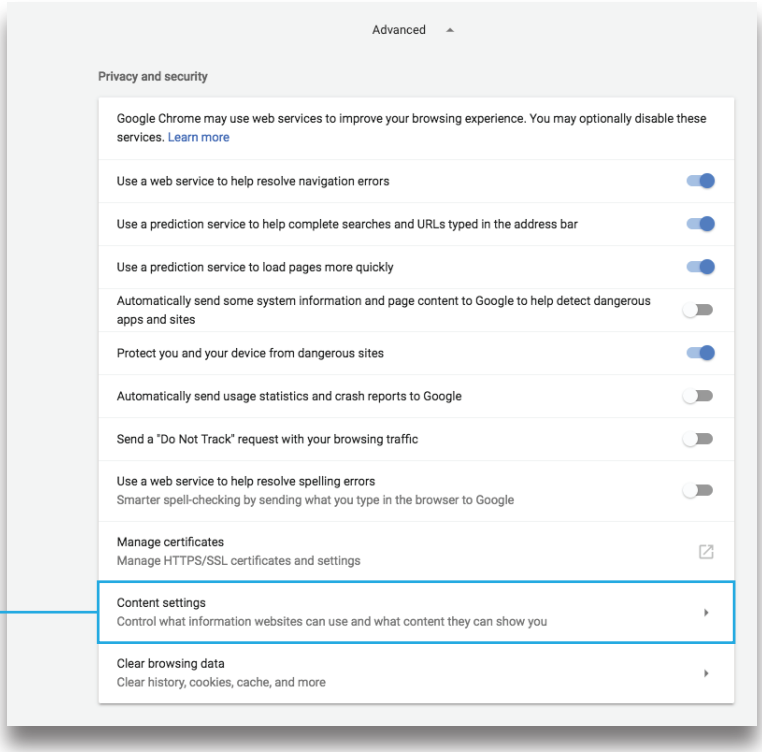


# BLACKBOARD HOW TO

# TROUBLESHOOTING FLASH CONTENT

3. Click on Advanced at the bottom of the page
4. Under the Privacy and Security section, click Content Settings

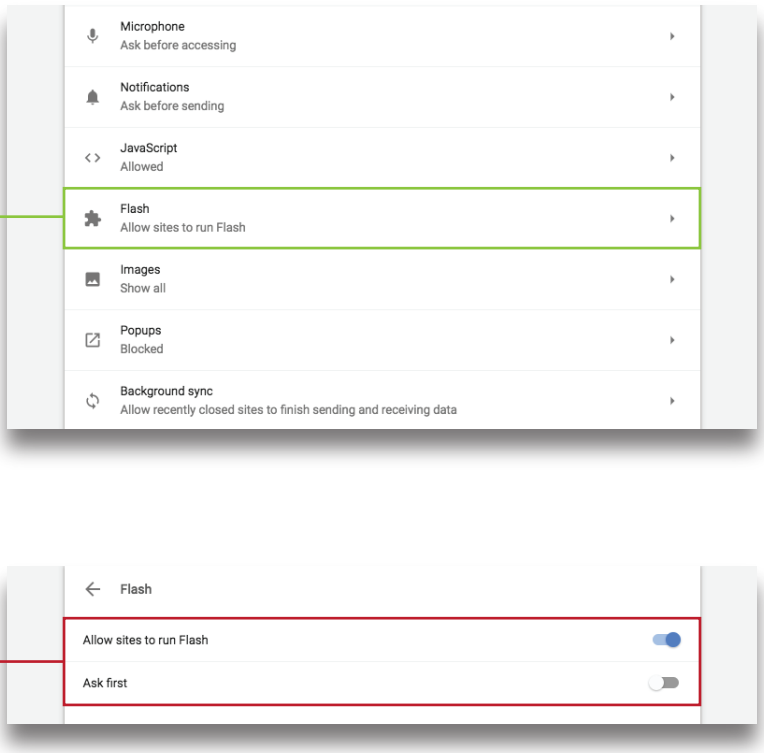


# BLACKBOARD HOW TO

# TROUBLESHOOTING FLASH CONTENT

5. Click Flash
6. Make sure Allow Sites to Run Flash is turned on and the ask permission first option is off




Another solution would be to try other browsers such as Internet Explorer, Firefox or Safari. You may even want to try another computer if one is available or ask a friend or colleague if they are experiencing the same problems.

Instructors Only:
Check the filename to make sure the naming conventions are correct. Remember, no spaces or special characters are allowed in filenames except for the underscore (_) and hyphen (-). If the content still doesn't load, contact your program manager to create a ticket for the Curriculum Development Center to review the issue.