## **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



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- 4. Ur	ick on Adv Ider the P	vanced rivacy a	l at the bottom of the page and Security section, click Content Setti	ings
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		0	Continue where you left off	
		۲	Open a specific page or set of pages	
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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.