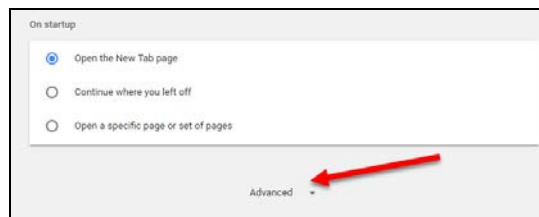
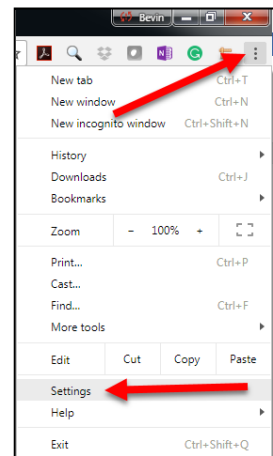


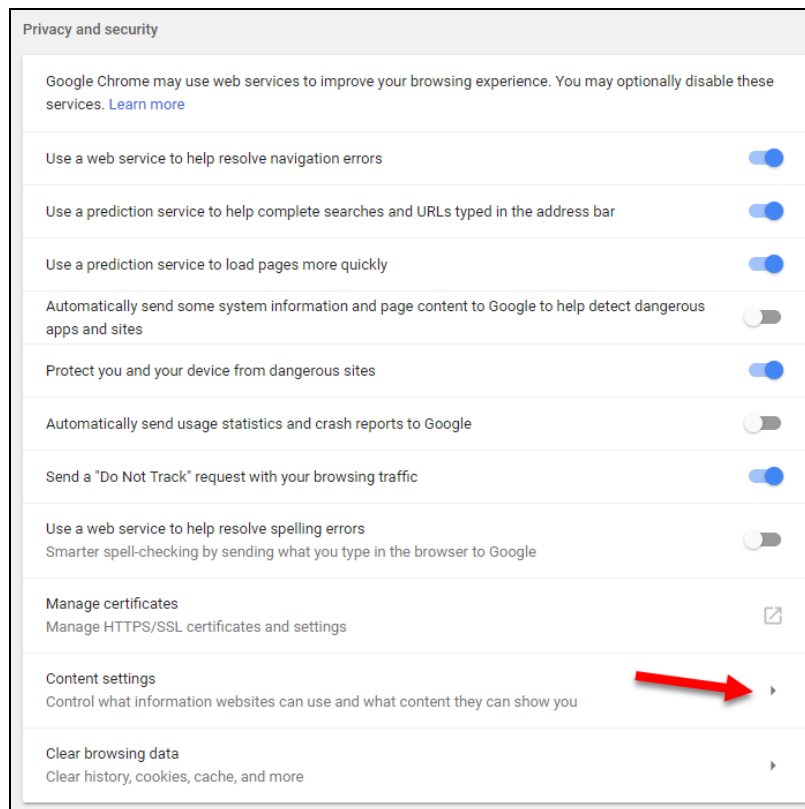
Updating Flash for viewing Video/Audio content

Enabling Flash in Chrome: PC

1. In Google Chrome, you need to go into the Settings Menu. To do that, on the top right-hand corner, look for the button with 3 dots, click on that and in the menu that appears click on **Settings**.
2. In the new window that opens, scroll down to the bottom of the page and click on **Advanced**.



3. Scroll down to the *Privacy and Security* section of the window, and click on **Content Settings**.



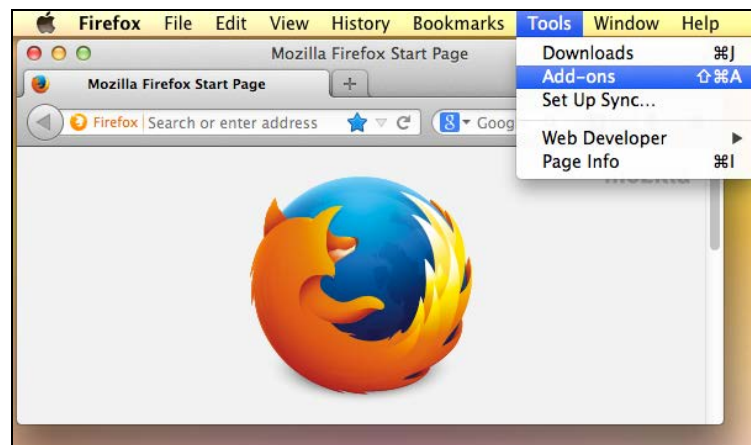
4. In the new menu that appears, click on **Flash**.



5. Under Allow, click on the add button. For site, type in <https://ensemble.hartford.edu:443>. Click on Add.

Enabling Flash in Firefox: Mac OS

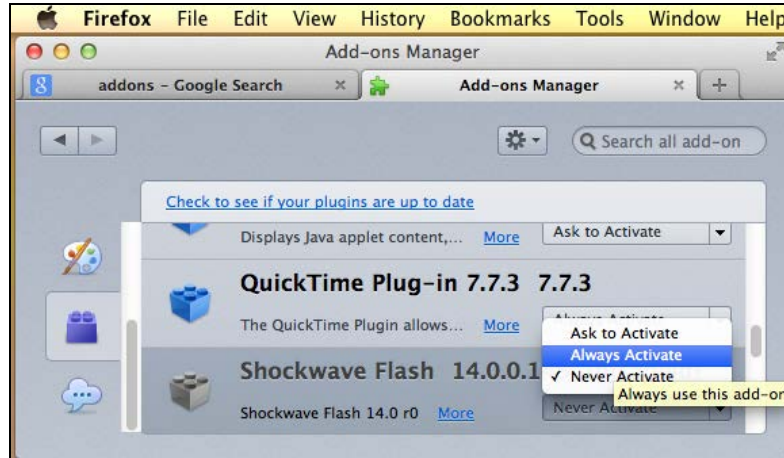
1. Choose **Firefox** → **Tools** → **Add-ons**.



2. Select **Plugins**.
3. In the list of Add-ons, look for **Shockwave Flash** (another name for Flash Player) and check the status that appears to the right of the plug-in name.



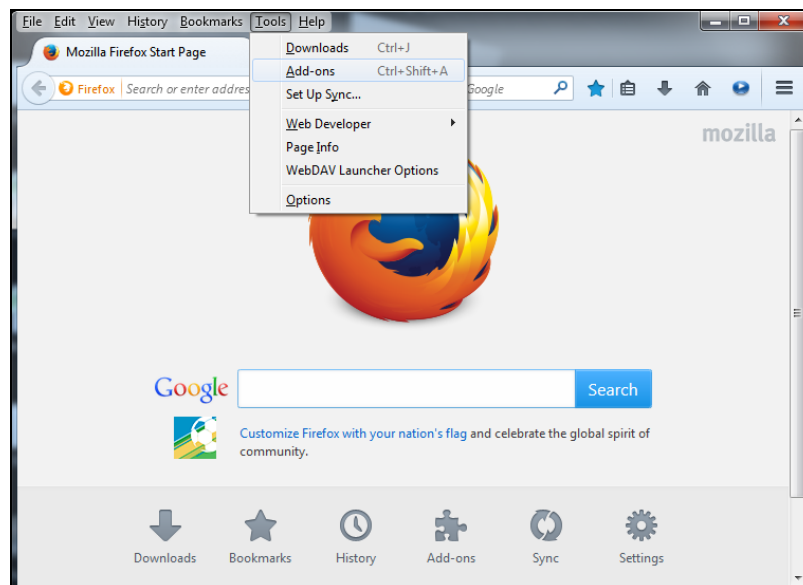
4. Select **Always Activate**.



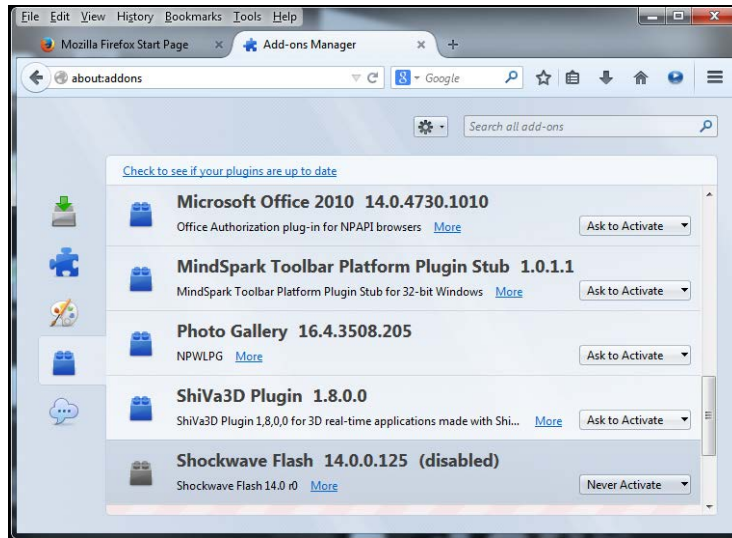
5. Close the dialog box.

Enabling Flash in Firefox: Windows

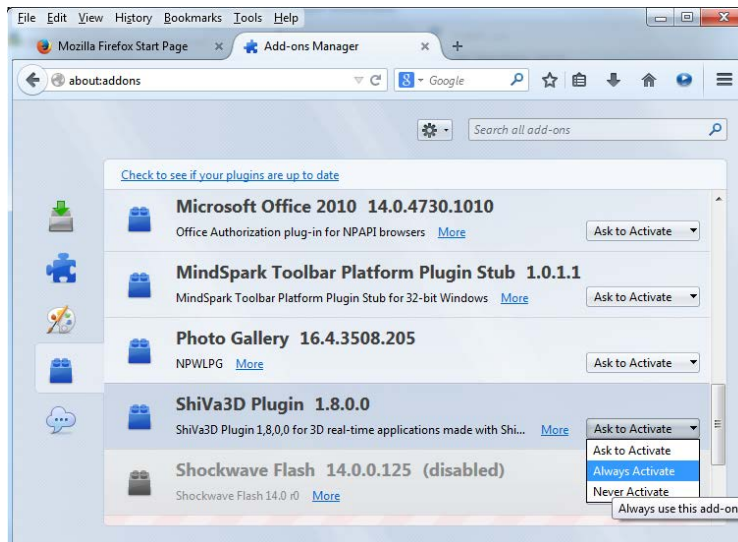
1. Choose **Firefox** → **Tools** → **Add-ons**.



2. Select **Plugins**.
3. In the list of Add-ons, look for **Shockwave Flash** (another name for Flash Player) and check the status that appears to the right of the plug-in name.



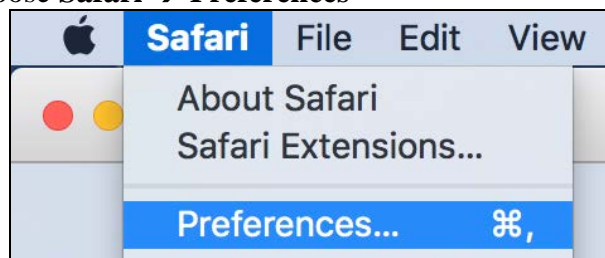
4. Select **Always Activate**.



5. Close the dialog box.

Enabling Flash in Safari: Mac OS X 10.10, 10.11 and 10.12

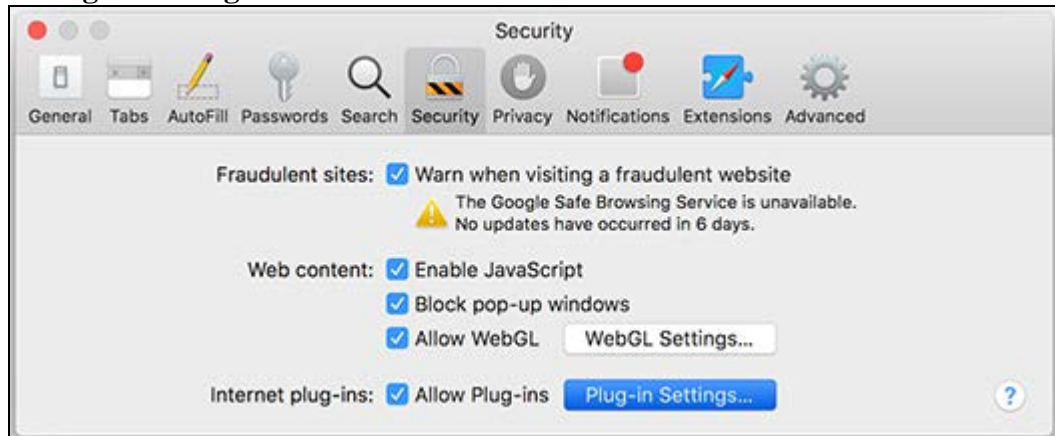
1. Open Safari, and choose **Safari → Preferences**



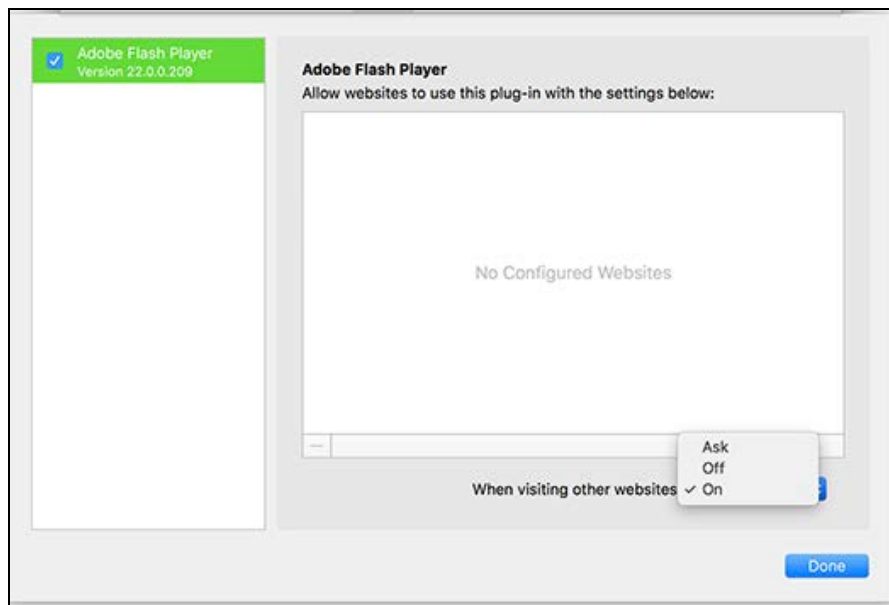
Note:

If you are viewing Safari in full-screen mode, mouse over the top of the browser screen to see the menu.

2. Click the Security tab. Ensure that **Enable JavaScript** and **Allow Plug-ins** are selected. Click **Plug-in Settings**.



3. Select **Adobe Flash Player**.
4. From the *When visiting other websites* menu, choose **On**, then click **Done**.



For prior versions of Mac OS, visit: <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty wishing to use the lab may contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Office of Technology Services (OTS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: 768-4357 (on campus) or (844) 292-3213 (off campus)

Email: ots@hartford.edu **Website:** <http://hartford.edu/ots>

Student Blackboard Support: (860) 515-3742 or <http://www.hartford.edu/studentbbsupport>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)

Website: <http://www.hartford.edu/mts>