

What to do if you are having issues using Smarthinking

For Chrome

Step 1: Click on Chrome's error icon (puzzle piece with a red square with white x in the center) that appears on the far right hand side of the address bar.

Step 2: Choose the option "Always allow" plugins on <https://services.smarthinking.com>

Step 3: Click done after choosing the option.

Step 1b: Under advanced settings / privacy / content settings... Flash

Step 2b: Select "Detect and run important Flash content (recommended)

Step 3b: Manage exceptions

<https://services.smarthinking.com:443> "Allow"

For Mozilla

Step 1: Click on Firefox's open menu icon (three horizontal lines) that appears on the far upper right hand corner of the browser.

Step 2: Choose the "Add-ons" icon (puzzle piece).

Step 3: Choose then "Plugin" icon (lego piece).

Step 4: Search for Shockwave Flash and make sure it's set to "Ask to Activate".

Step 5: Click on Allow in the popup notification on the whiteboard & choose "Allow and Remember" for <http://services.smarthinking.com> to run "Adobe Flash".

Step 6: If you have dismissed the popup, look for the (lego) piece icon, to the far left of the address bar & choose "Allow and Remember" for <http://services.smarthinking.com> to run "Adobe Flash".

IE

Click on the Tools icon in the top right corner of Internet Explorer. (The icon looks like a cogwheel.)

Click Manage Add-Ons.

Select Toolbars and Extensions.

In the list of Add-ons, look for "Shockwave Flash Object"

Check to see whether Shockwave Flash Object is Disabled. If it is, click the row for Shockwave Flash Object to highlight it.

In the bottom right corner of the Manage Add-ons dialog, click the Enable button.

Close the Manage Add-ons dialog.

Safari

<https://support.apple.com/en-gb/HT202819>