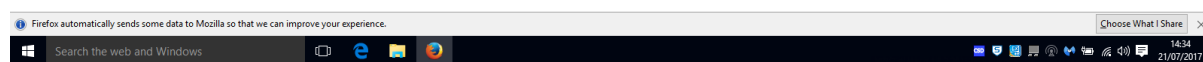
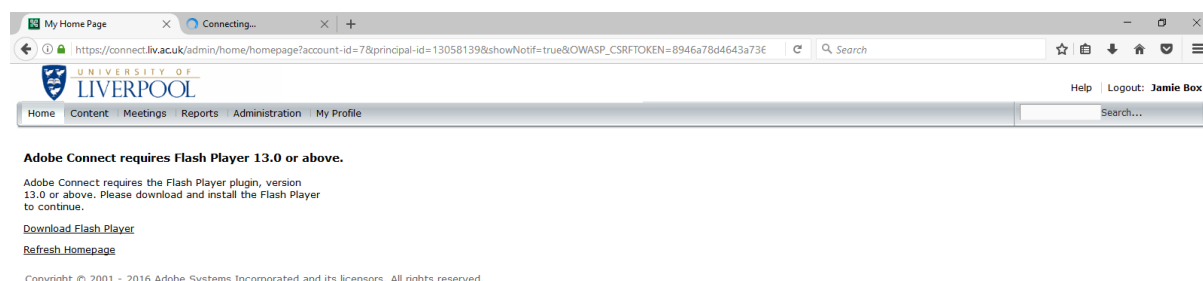


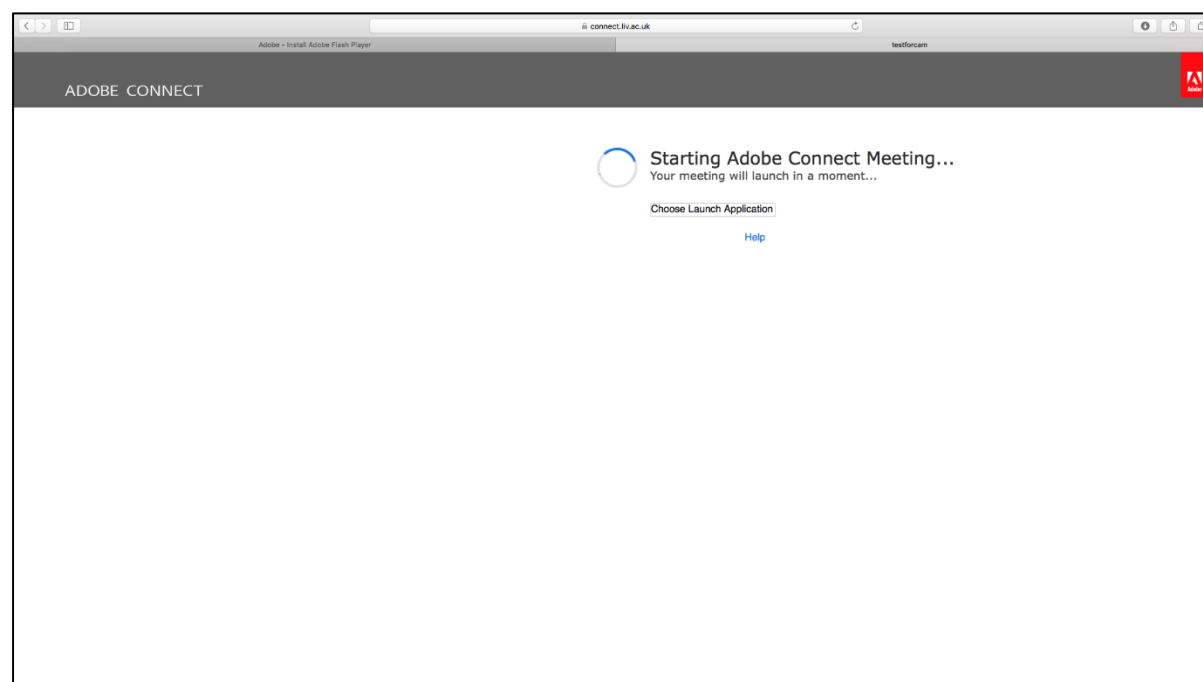
MAC: Adobe Connect – Browser Fix

Please use these steps if you find you are struggling to access the Adobe Connect meeting environment and are getting one of the two messages shown below using a MAC:

This message appears when you log into the back end portal to create an Adobe Connect environment at connect.liv.ac.uk and looks the same both on a MAC and Windows machine.



This message appears when you try to access an Adobe Connect meeting room and it will not load up.

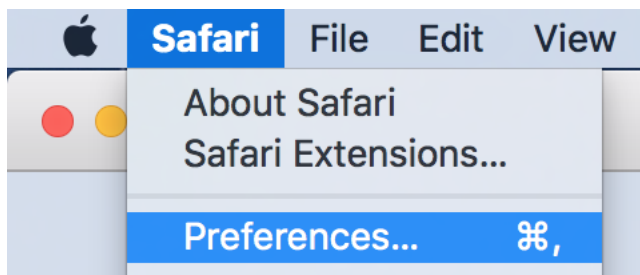


The Fix part 1

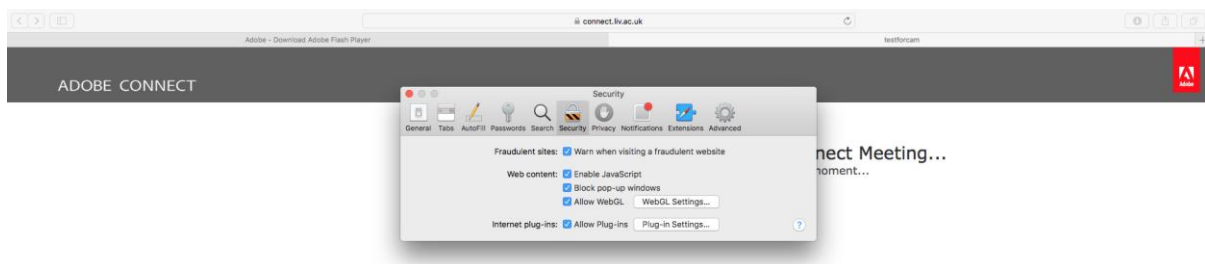
It is likely that you already have everything you need installed and ready with your MAC, you just need to enable it. So please follow the couple of easy steps below. If it does not work then you need to do fix part 2, before doing fix part 1 again.

You will only have to do this once with your MAC browser.

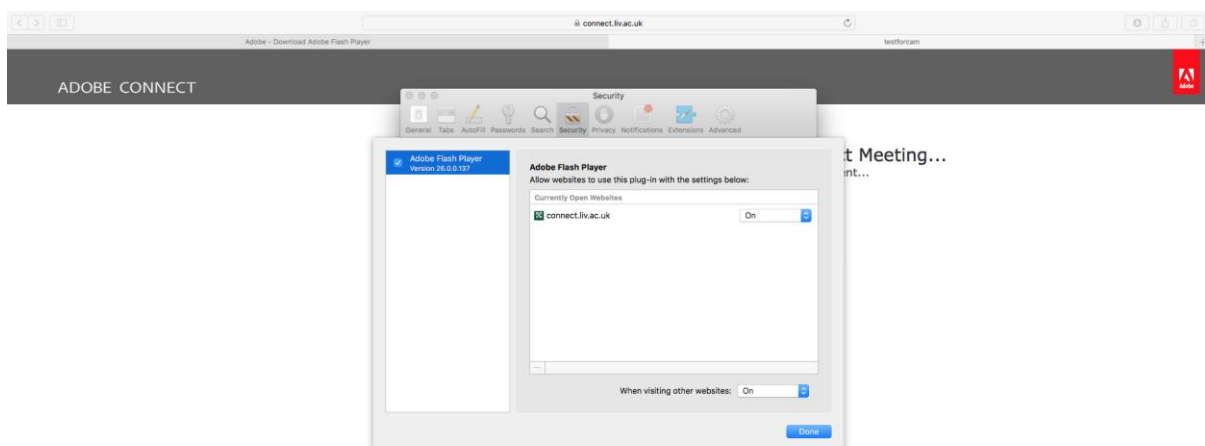
- **Close** (do not just minimise) anything you have open, so the only thing open is your MAC desktop.
- Open your Web Browser, likely to be Safari.
- In the top left corner go to Safari (or alternate browser it should be similar) > **Preferences**.



- Click on the **security** tab > Ensure that **Enable JavaScript** and **Allow Plug-ins** are selected.

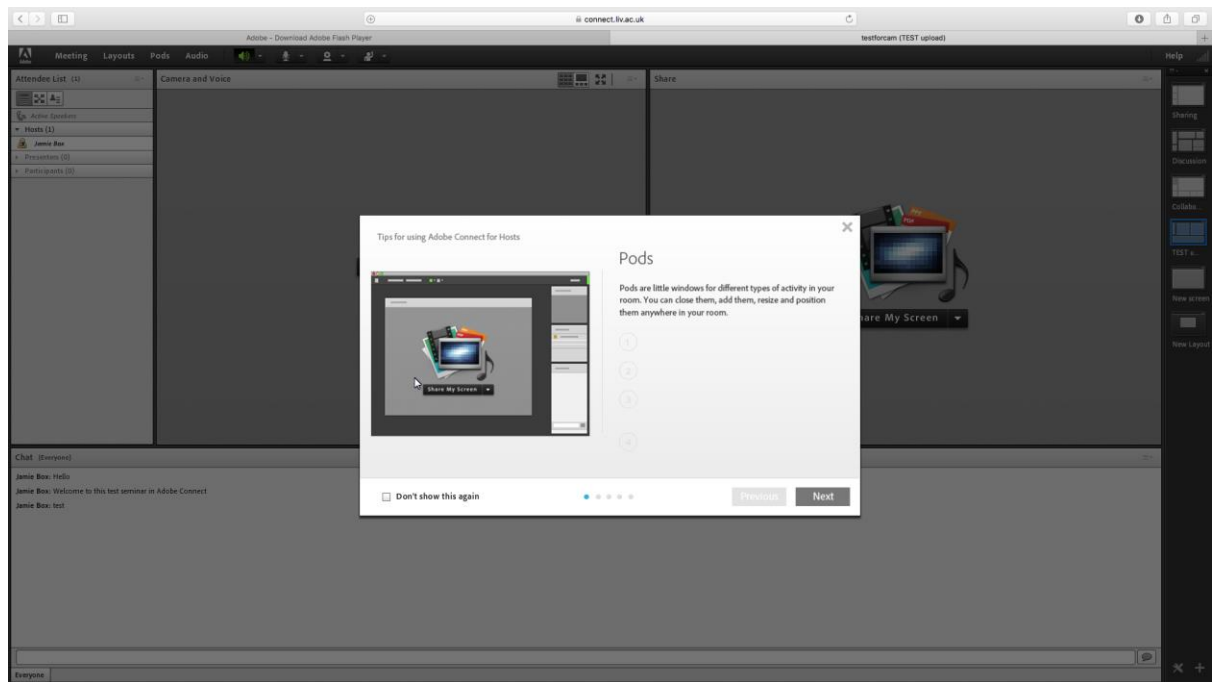


- Click Plug-in Settings.
- Select and tick '**Adobe Flash Player**' from the left hand list.
IF IT IS NOT LISTED: You need to go to FIX part 2, complete that and return to FIX part 1



- You need to select '**On**' in the right hand box for connect.liv.ac.uk and also for 'When visiting other websites:' as shown above. Then click **Done**.

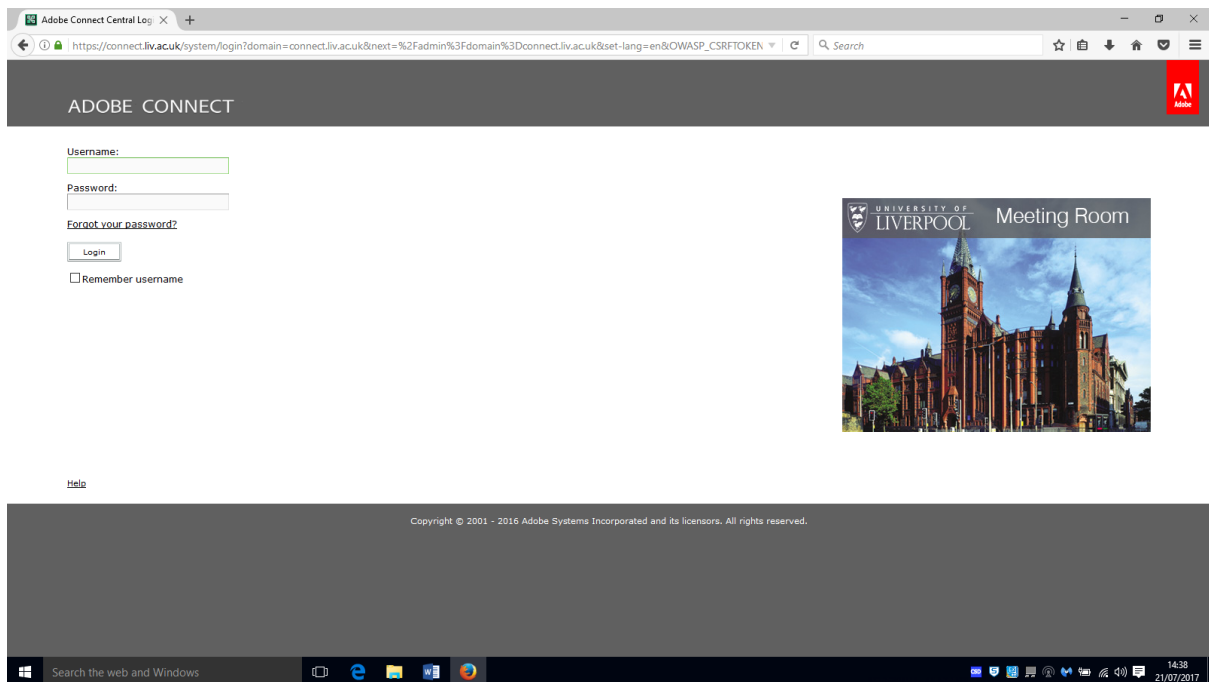
- Your Adobe Connect room should now work successfully.



The Fix Part 2

You only need to do this if you do not have Adobe Flash player listed under your browser preferences, after following the steps in part 1.

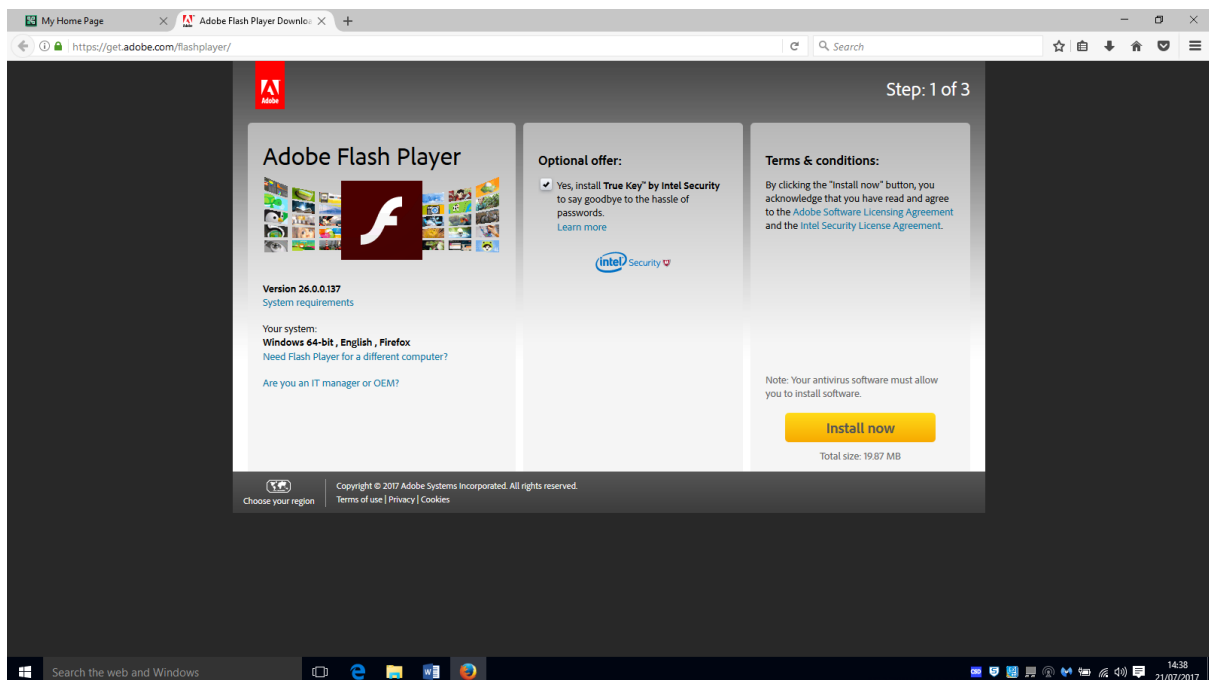
- Using your browser: Navigate to <https://connect.liv.ac.uk> and login using your **MWS username** and **password**



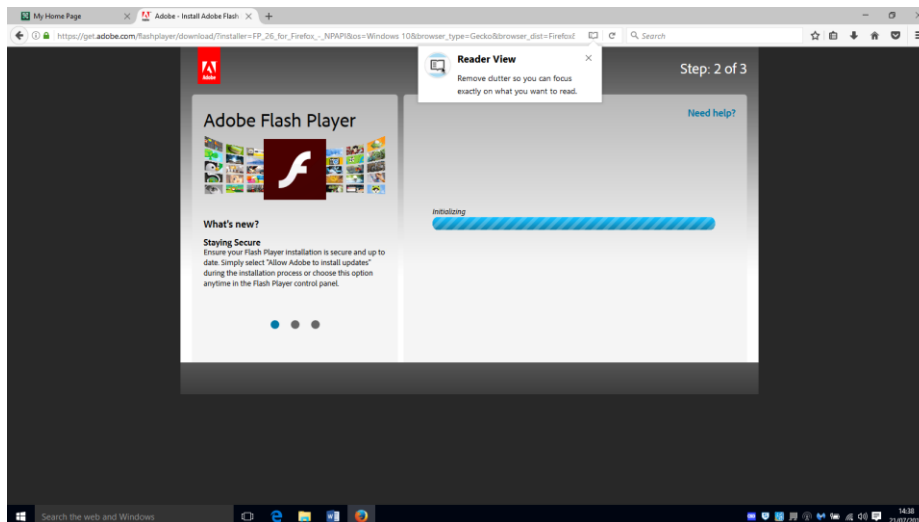
- A message that saying that Adobe Connect requires Flash Player (even if you have previously installed it).
- Choose the **Download Flash Player** option, same as on a Windows machine.



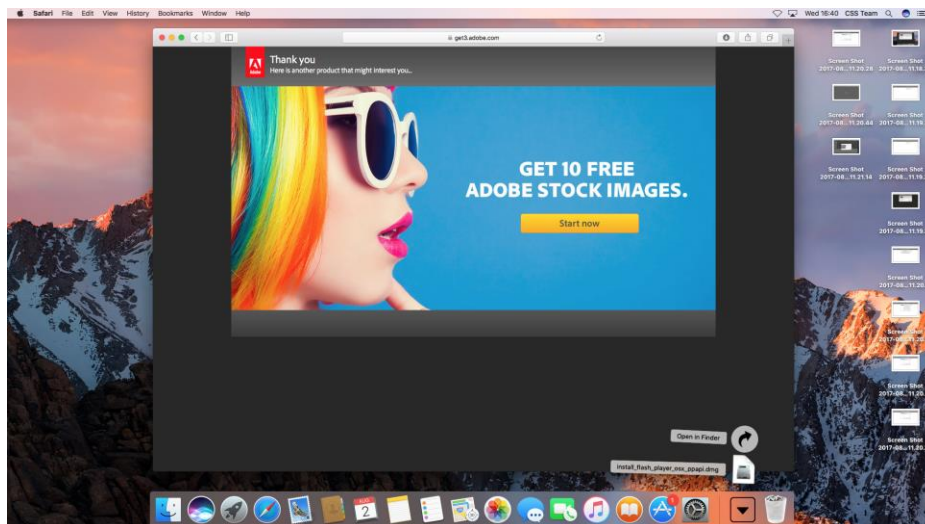
- Follow the steps to install the flash player (I recommend **unticking** the 'Optional Offer' in the middle pane shown below as ticked)



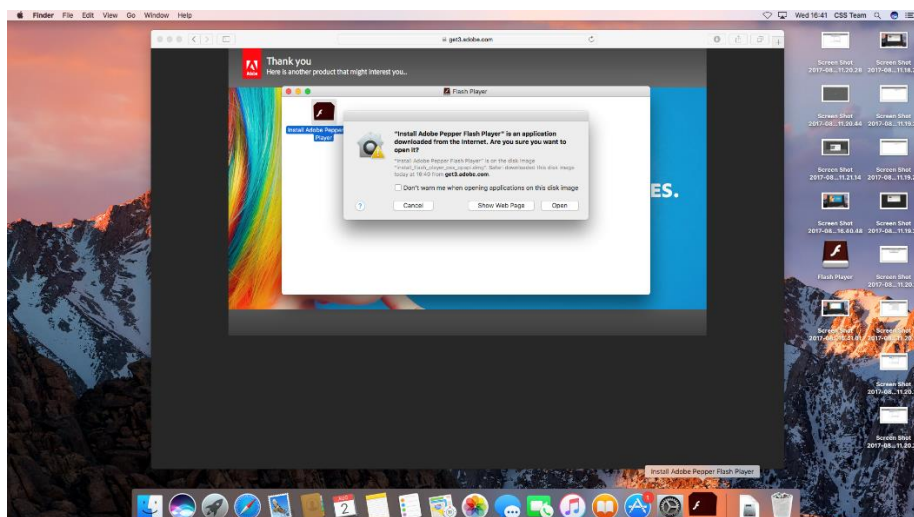
- Choose Install now.



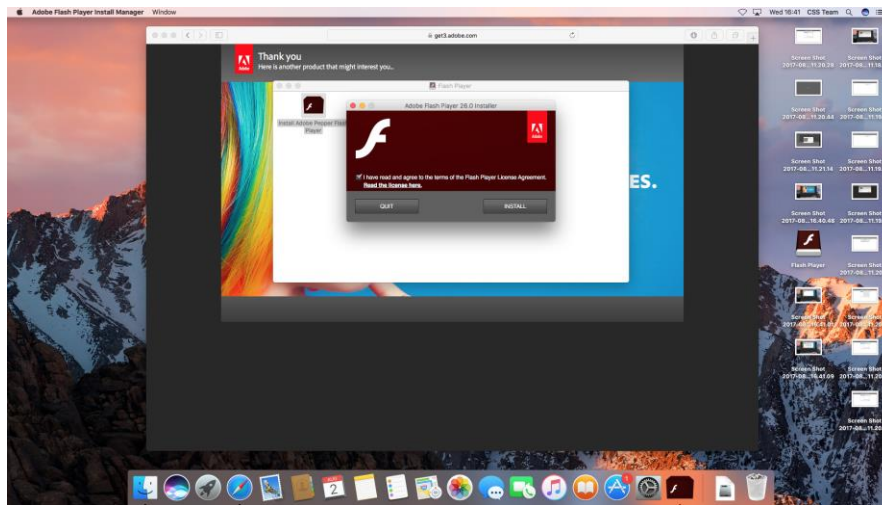
- Once this has completed you should see the download appear on your bottom task bar as a downloaded file as shown below (at the far right).



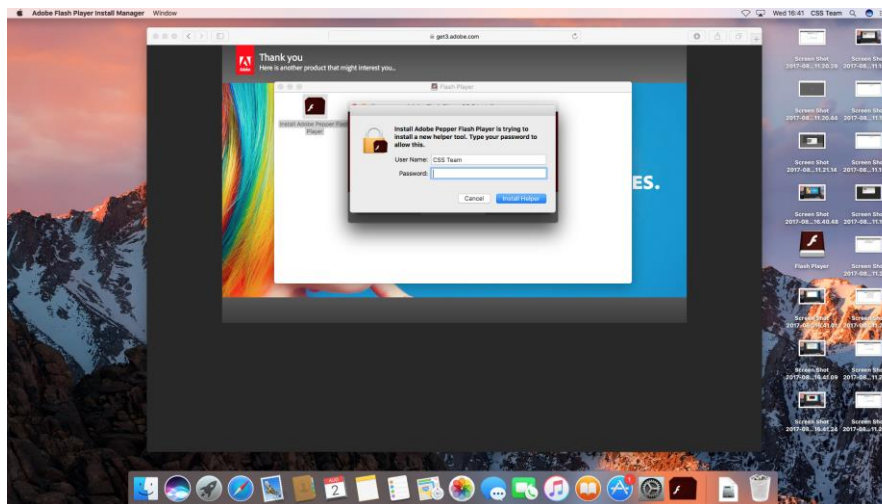
- Click on it to run the "install flash player".dmg file
- Once the Flash player folder opens, double click on the icon to initiate the install.
- You will likely be prompted with a security message, click **Open**.



- Please **tick** 'the terms and agreements' box, then choose **Install**.



- You will be asked to authenticate your Apple MAC login details, then choose **Install Helper**.



- The Install will then take place, when it is complete choose **Done**.
- At this point you need to go and complete **The Fix Part 1**.