

## DISPLAYING AND RUNNING CONTENT IN THE MICHIGAN ELECTIONS ELEARNING CENTER:

\*\*\* Note – The Michigan Elections eLearning Center operates best and is most secure if you **use an updated version of internet browsing software**. Please update your browser software to the most current version. See the table of contents for download links for each program.

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### COURSE OR FORM DOESN'T LOAD OR A NEW WINDOW DOESN'T OPEN

When trying to watch an online course or open an online form, if you click the *launch* button and a *new window* doesn't open or you are taken directly to the Transcript page:

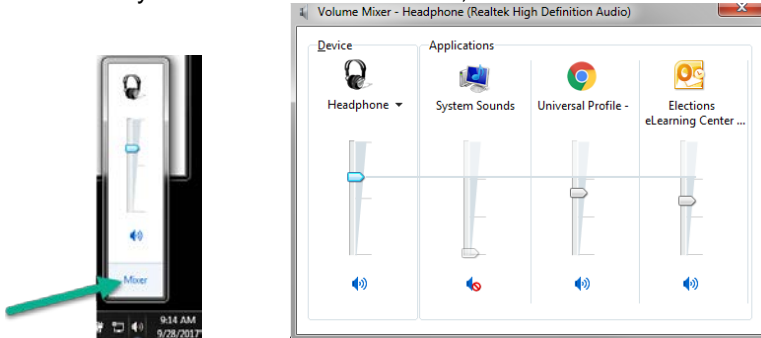
- Check the settings on your computer's internet browser software to **allow pop-up windows** for all pages in the \*.**csod.com** website. [See this link for directions on allowing pop-up windows](#)

## NO OR LOW AUDIO

All online courses and videos have audio that you must listen to. Much of the information is presented via the audio. Reading alone will not be sufficient. If the window for the online course opens but you are having trouble with hearing the course:

**Make sure you:**

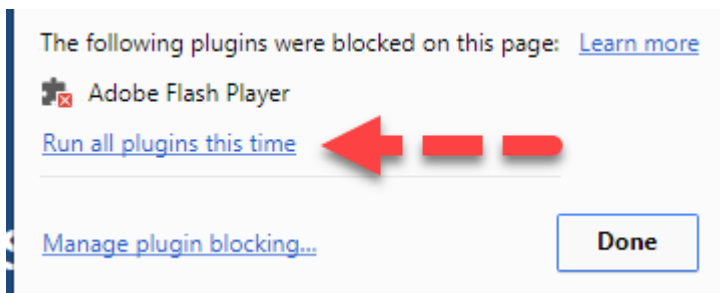
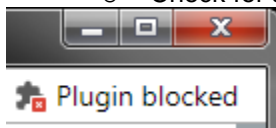
- **Update your internet browser software to the most recent version** (see sections below)
- **Use headphones or speakers**
  - Turn up the volume on your computer's sound for levels for both your speakers/headphones **and** your internet browser
  - Check your levels in Control Panel, Sound or from the taskbar in the audio Mixer



## COURSE NOT RUNNING OR DISPLAYING GRAPHICS

Use the table of contents, identify your internet browser software and click on the links to learn about updating your computer for that software.

- **Update your internet browser software**
  - **Internet Explorer 9 or older** will not work. Explorer must be updated or use Google Chrome or Firefox instead. See the table of contents for links to download the software.
- **Update Adobe Flash Player** This is free standard software which displays information on your computer.
  - A current version for the browser software your computer uses must be installed.
  - Check for any blocked flash plugin messages and allow the program to run



## DETERMINE YOUR INTERNET BROWSER SOFTWARE PROGRAM

Identify your internet browser software program you use to log in to the eLearning Center by reviewing the images below:



Internet Explorer



Microsoft Edge



Google Chrome

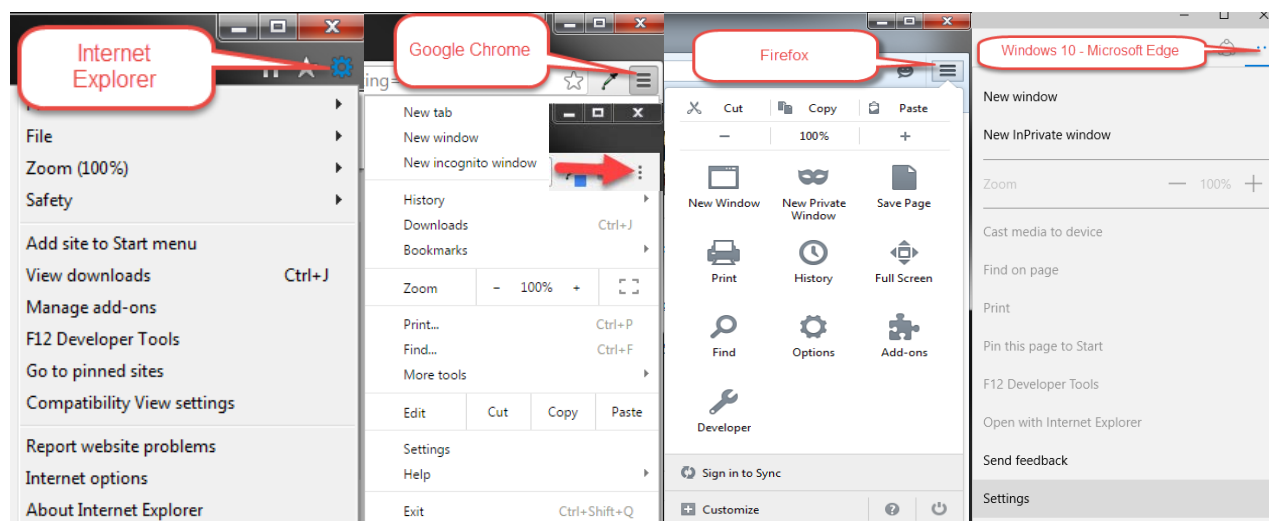


Mozilla Firefox

**OR**

Open the program you use to access the internet

- Look at the **upper right corner** of the window (under the **X box** used to close the window)
- Compare the icon under the box to the images below
- Return to the [Table of Contents](#) and click on the link for the program you are using; screens may vary depending on the version on your computer.



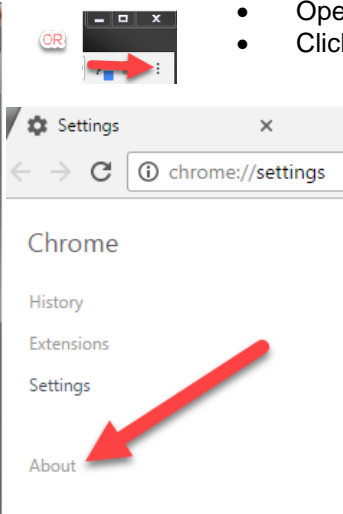
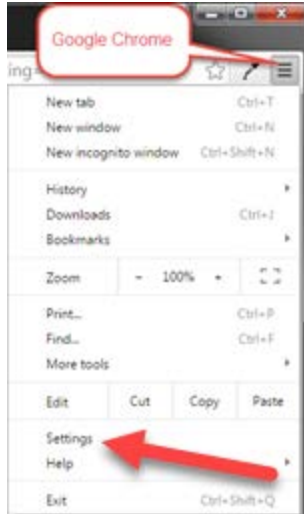
*The Michigan Elections eLearning Center operates best and is most secure if you **use an updated version of internet browsing software**. Please update your software frequently to the newest version.*

## GOOGLE CHROME (RECOMMENDED)



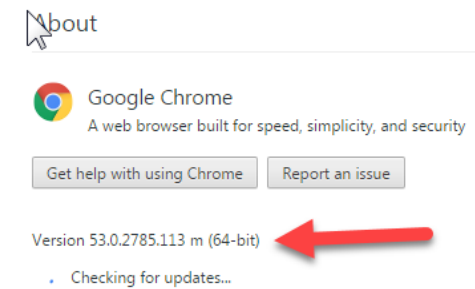
Click this link to download this recommended free software  
<https://www.google.com/chrome/browser/desktop/index.html>

### Are you using the newest version?



- Open a Chrome window
- Click the Customize Icon in the upper right corner of your screen

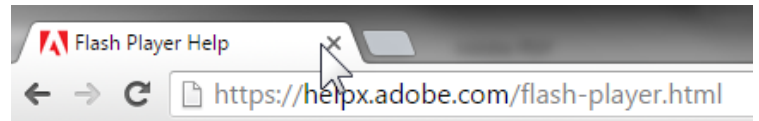
- Click Settings
- Click About
- Chrome will automatically check for a newer version and install



Chrome now uses a built in Flash Player that updates each time your Google Chrome software automatically updates.

### To check or update your Flash Player for Google Chrome:

- Open an internet browser window to access the internet
- Go to the Adobe Flash Player website by clicking this link: <https://helpx.adobe.com/flash-player.html> or type or Copy & Paste this link into your browser window address bar



- Click the *Check Now* button to see if Flash is installed

#### 1. Check if Flash Player is installed on your computer



Flash Player is pre-installed in Google Chrome and updates automatically!  
You can skip the steps below. See [Flash Player with Google Chrome](#).

- If you disabled the built in version, click the link on the screen to learn about enabling Flash Player

YOUR SYSTEM INFORMATION	
Your Flash Version	22.0.0.209
Your browser name	Google Chrome (PPAPI)
Your Operating System (OS)	Windows (Windows 7)

- Return to the Elections eLearning Center and attempt the course again

## MOZILLA FIREFOX (RECOMMENDED)



Click this link to download this recommended free software

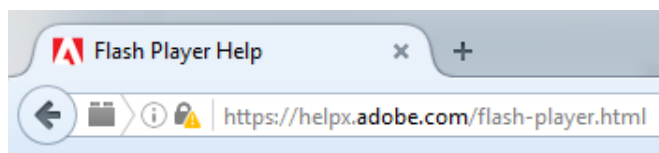
<https://www.mozilla.org/en-US/firefox/new>

### Are you using the newest version?

To check and or update, click this link <https://www.mozilla.org/en-US/firefox/new>

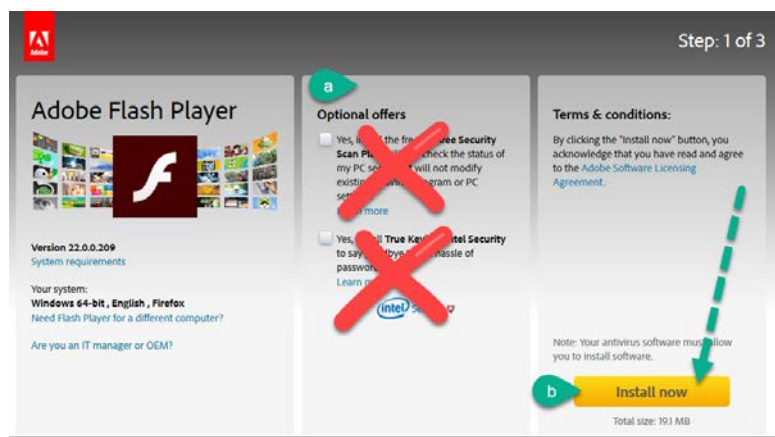
### To check or update your Flash Player for Firefox:

- Open an internet browser window to access the internet
- Go to the Adobe Flash Player website by clicking this link: <https://helpx.adobe.com/flash-player.html> or type or Copy & Paste this link into your browser window address bar and press enter



1. Click the *Check Now* button to see if Flash is installed
2. If you need, download a new version
  - a. Do not accept any Optional Offers – *Uncheck* the boxes
  - b. Click the *Install Now* button

#### 1. Check if Flash Player is installed on your computer



3. Follow Adobe's instructions for installation
  - a. Allow Firefox to automatically update with new releases
4. If you still have trouble, check that Flash is enabled by choosing the appropriate browser link at <https://helpx.adobe.com/flash-player.html>

#### 4. Enable Flash Player in your browser

- For Internet Explorer, see [Enable Flash Player for Internet Explorer](#).
- For Internet Explorer on Windows 10, see [Enable Flash Player for IE on Windows 10](#).
- For Edge on Windows 10, see [Enable Flash Player for Edge on Windows 10](#).
- For Firefox on any OS, see [Enable Flash Player for Firefox](#).
- For Safari on Mac OS, see [Enable Flash Player for Safari](#).
- For Google Chrome, see [Enable Flash Player for Chrome](#).
- For Opera, see [Enable Flash Player for Opera](#).

5. View [animation](#) to confirm Flash is operating on your computer
6. Return to the Elections eLearning Center and attempt the course again

## INTERNET EXPLORER (MUST BE VERSION 10 OR NEWER)



Internet Explorer often does not display or run online content correctly. Versions **9 and older** can not be used. If you are going to use this program, be sure to update to the newest version available for your version of Windows. Note – Windows XP can not use a newer version of Internet Explorer. [Please use Google Chrome.](#)

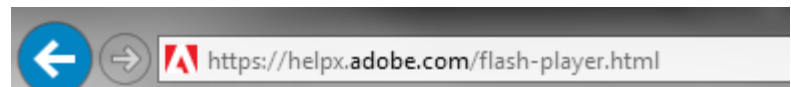
### Are you using the newest version?

- Open Internet Explorer, Click Tools, click About Internet Explorer
- Or click this link to download a newer version

<https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>

### To check or update your Flash Player for Internet Explorer:

- Open an internet browser window to access the internet
- Go to the Adobe Flash Player website by clicking this link: <https://helpx.adobe.com/flash-player.html> or type or Copy & Paste this link into your browser window address bar

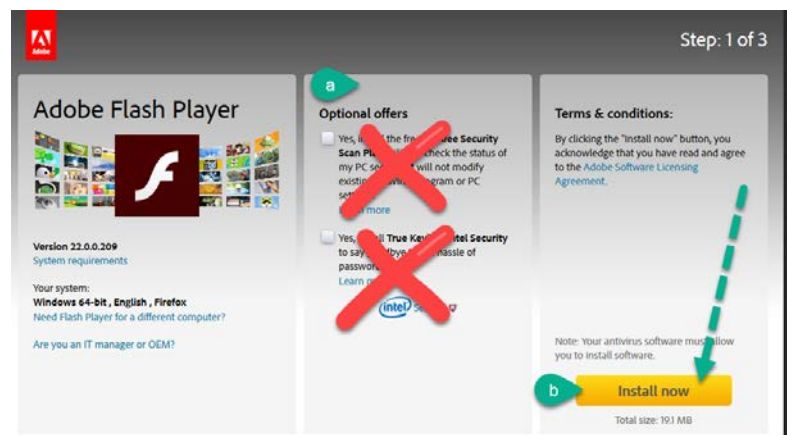


1. Click the *Check Now* button to see if Flash is installed
2. If you need, download a new version
  - a. Do not accept any Optional Offers – *Uncheck* the boxes
  - b. Download the software by clicking the *Install Now* button

#### 1. Check if Flash Player is installed on your computer

Check Now

3. Follow Adobe's instructions for installation
  - a. Allow Firefox to automatically update with releases
4. If you still have trouble, check that Flash is enabled by choosing the appropriate browser link at <https://helpx.adobe.com/flash-player.html>



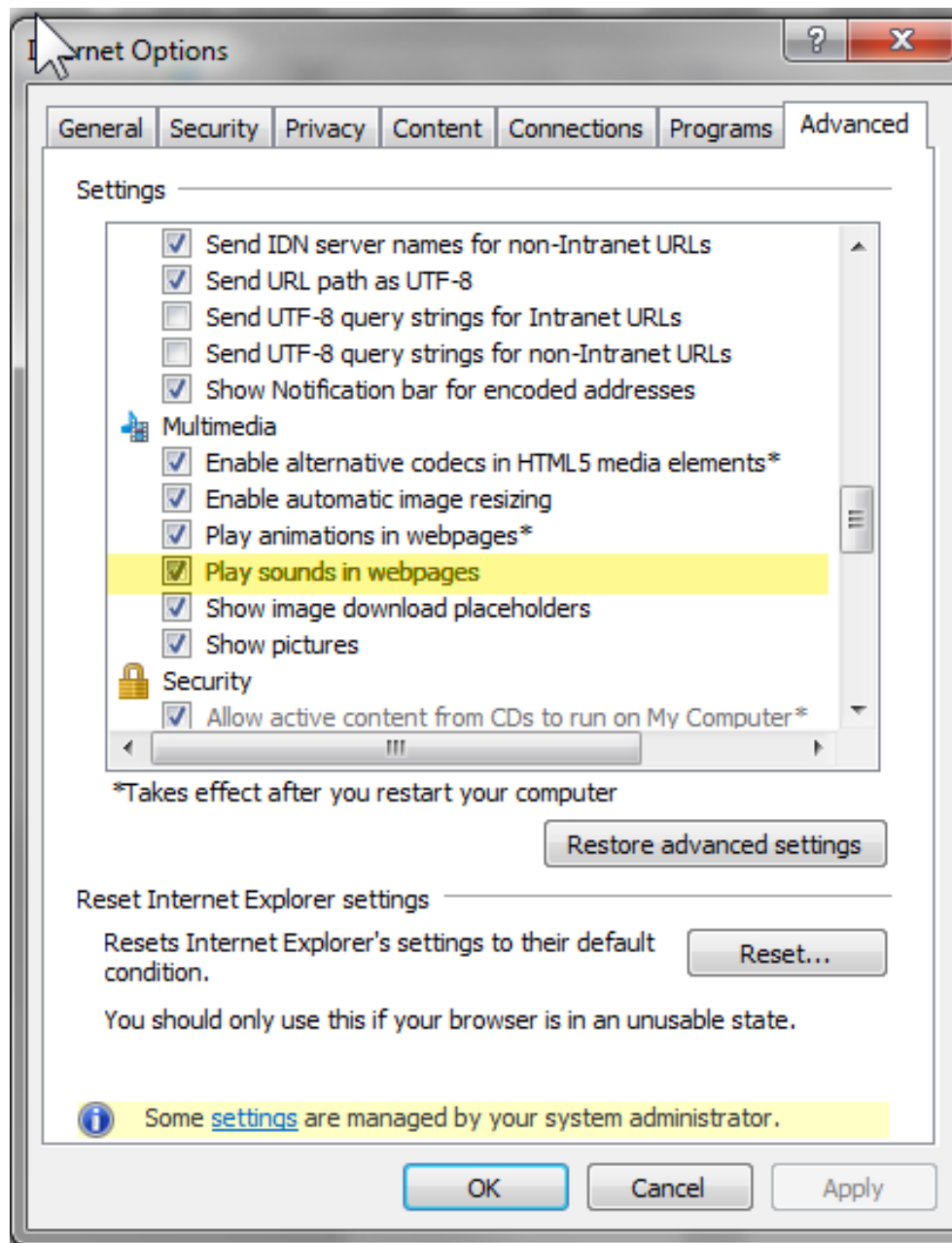
new

#### 4. Enable Flash Player in your browser

- For Internet Explorer, see [Enable Flash Player for Internet Explorer](#).
- For Internet Explorer on Windows 10, see [Enable Flash Player for IE on Windows 10](#).
- For Edge on Windows 10, see [Enable Flash Player for Edge on Windows 10](#).
- For Firefox on any OS, see [Enable Flash Player for Firefox](#).
- For Safari on Mac OS, see [Enable Flash Player for Safari](#).
- For Google Chrome, see [Enable Flash Player for Chrome](#).
- For Opera, see [Enable Flash Player for Opera](#).

## INTERNET EXPLORER (CONTINUED)

5. View [animation](#) to confirm Flash is operating on your computer
6. Return to the Elections eLearning Center and attempt the course again
7. If audio issues continue, please check your Multimedia settings under **Internet Options on the Advanced Tab**
8. Scroll down to Multimedia
9. Check the boxes to allow Internet Explorer to play animations and sounds in webpages
10. Click OK
11. Restart your computer
12. Return to the Elections eLearning Center and attempt the course again





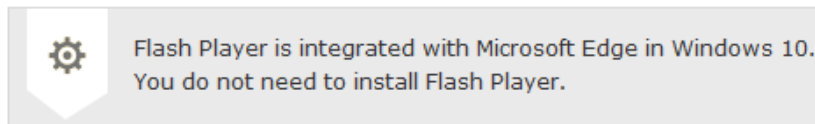
## WINDOWS 10 MICROSOFT EDGE



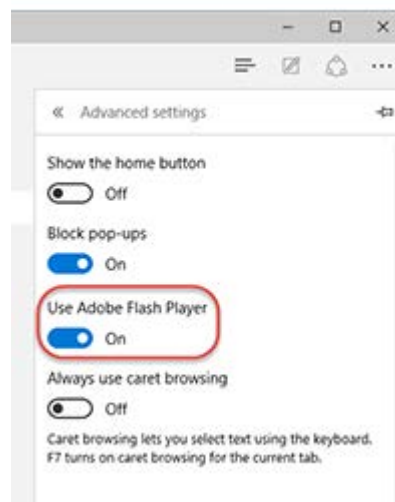
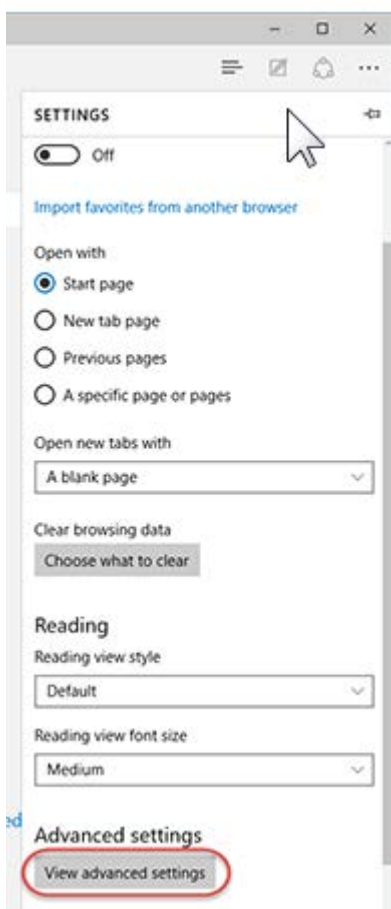
Microsoft Edge for Windows 10 uses a built in Flash Player that updates each time your software automatically updates.

To check or update your Flash Player for Edge:

1. Click this link or Copy & Paste into your browser window address bar to check if Flash is enabled on your computer: <https://helpx.adobe.com/flash-player/kb/flash-player-issues-windows-10-edge.html>
2. Click the Test Flash Player button



3. Or check your settings in the Edge browser
  - a. Click the ... button to access the menu
  - b. Click Settings
  - c. Scroll down to Advanced Settings, click View Advanced Settings
  - d. In the Use Adobe Flash Player section, click to toggle switch to **on**
  - e. Log into the Elections eLearning Center and try the course again





## CHECK FLASH PLAYER SOFTWARE

Click on, type (or Copy & Paste) this link <https://helpx.adobe.com/flash-player.html> into each of your internet browser address bars to:

1. Check if Flash Player is installed
2. Download a new version
3. See installation directions
4. Enable Flash Player in your browser

*\*\*\* Note – Adobe Flash Player is different for each internet browser you use. Please check the browser you use to log in to the Elections eLearning Center. For instance, if you use Google Chrome, please copy & paste (or type) the link above into a Google Chrome address bar. If you usually use, Internet Explorer, be sure to check that one.*

## MORE ELECTIONS EARNING CENTER HELP

[Additional help documents are available at this link](#)

If you have questions, please contact the Bureau of Elections Liaison Division at 517-373-0065 or 800-292-5973 or email [electionselearning@michigan.gov](mailto:electionselearning@michigan.gov)

[Return to the Michigan Elections eLearning Center Login Page](#)