

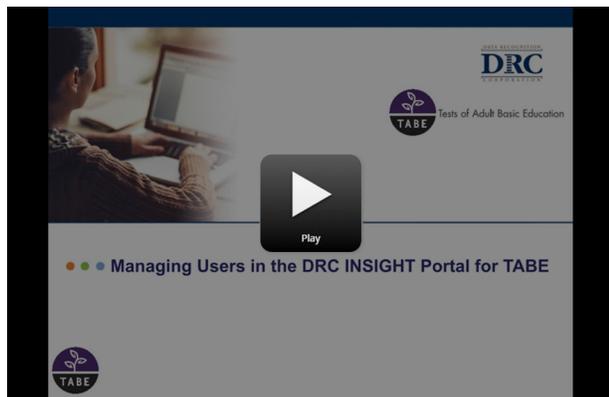


TECHNICAL HELP: ADJUSTING YOUR BRAINSHARK TRAINING SCREEN

Brainshark Players

There are currently two Brainshark players that your content may be viewed in depending on the settings of the content.

Below is the same presentation in the Flash player (left) and Mobile/HTML5 player (right). You can also identify the mobile player by seeing the parameter `&nodedesktopflash=1` or `?nodedesktopflash=1` at the end of the presentation's URL.



With Flash Player



Mobile/HTML5 Player

To view content in the Flash player, you will want to ensure that you have Flash installed and enabled on your browser. Note: Even if you have Flash enabled and installed on one browser (Chrome), this may not be the same for another (Internet Explorer). Keep in mind that sometimes browser settings change on their own, so please keep an eye on this, especially if you are having viewing issues.

You can install and/or update your browser's Flash player at the following website:

<https://get.adobe.com/flashplayer/>

At this website, the most up to date version of the Flash player will display. Currently this is 27.0.0.130.

Here are the steps to enabling Flash in various browsers.

Please keep in mind that these steps may change pending browser updates:

Google Chrome: To check your Flash status in Google Chrome: select the three dots on the top right of the page > settings > type in Flash > content settings > scroll to see Flash > set to allow sites to run Flash > Make sure that "ask first" is disabled.

Internet Explorer: <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

Safari: <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

If you are still having viewing issues after installing/updating and enabling Flash in your browser, contact Brainshark support via phone, email or chat Monday-Friday 8am-9pm EST: <https://www.brainshark.com/support>