

Chrome Flash Compatibility Update

Adobe Systems stated they will stop improving and distributing their Flash player by the end of 2020, therefore many web browsers, led by Google, are no longer supporting the media player. Each new release of the Chrome browser and operating system makes it more difficult to use Flash based products, including Edgenuity® Courseware, Pathblazer®, Hybridge®, and Powerspeak12® Word Languages.

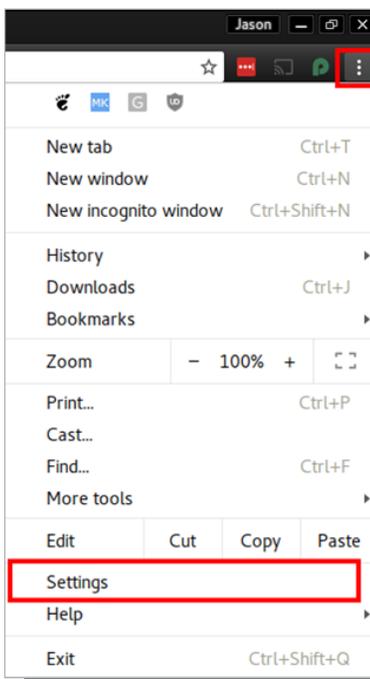
With the release of Chrome 62, users are now required to individually whitelist any domains that use Adobe Flash content.

While Edgenuity Courseware does not use Adobe Flash content, our player may experience the following symptoms if not white listed:

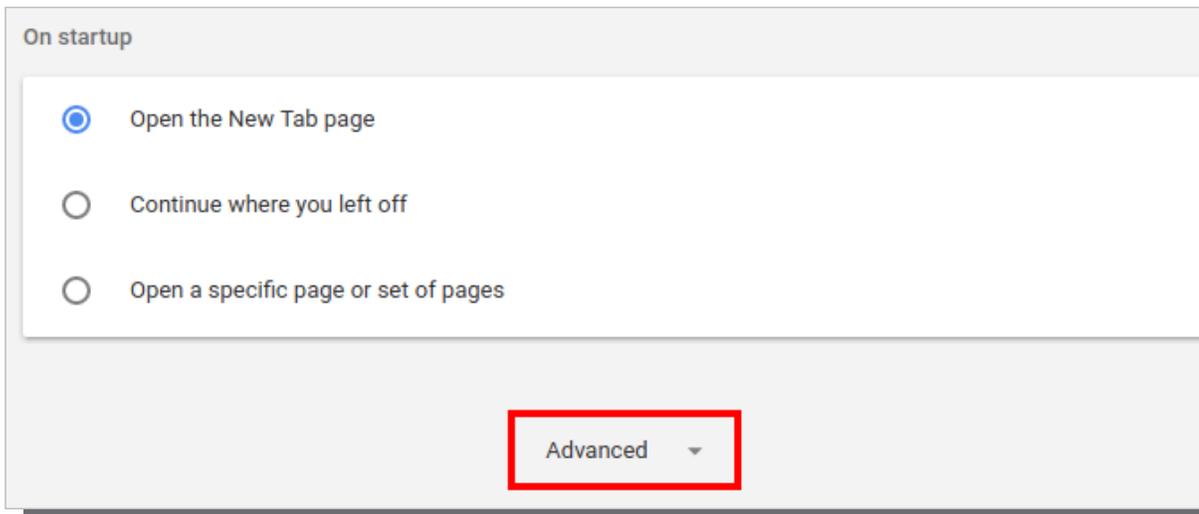
- Video unable to load
- Repeating videos
- Students unable to review videos that have already been watched
- Broken buttons
- Random “kick outs”
- Black or white blank screens
- Flash content errors
- Powerspeak users will experience the inability to record or play back audio and experience other performance issues

If you or your students have experienced any of the above issues, please follow the steps below to whitelist our site before contacting customer support. This can be done device by device or by the Google Administrator if your school or district manages your Chrome and Chrome devices via the Google management system.

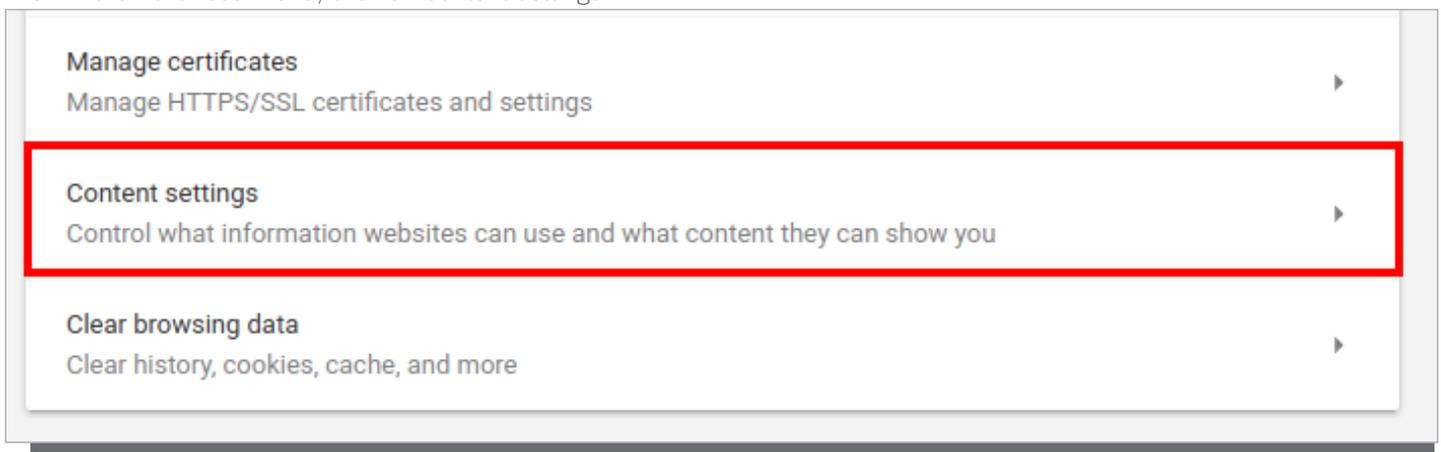
1. Open the Chrome Browser, and in the upper right corner of the screen, click on the 3 vertical dots, then click on Settings



2. Scroll to the bottom of the settings page and click on Advanced



3. In the Advanced menu, click on Content Settings



4. Click on Flash



5. Add the following sites to the Allow list by clicking ADD

[*.]Edgenuity.com

[*.]thelearningodyssey.com

[*.]education2020.com

[*.]Powerspeak.edgenuity.com



6. Close the browser and reopen. This will allow all Edgenuity products to work without issue.

If after taking these steps you are still experiencing issues please contact customer support.



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