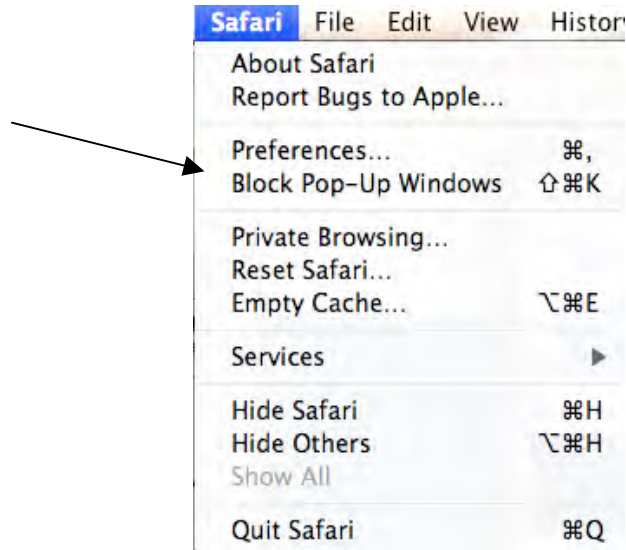


# Troubleshooting EDM Online

- Use Safari. If you want to use Firefox, you need to go into Preferences, Advanced, Encryption, and uncheck *Use TLS 1.0*.
- Shockwave needs to be installed either by the building BTC or the school's elementary tech person.
- Uncheck *Block Pop-up Windows*. Many of the games have multiple versions that the students select from a pop-up window. In Safari, uncheck *Block pop-up windows* by going to the word Safari in the top row.



In Firefox, it's under *Firefox – Preferences – Content*

