

FIREFOX

Instructions to uninstall/reinstall Shockwave Player

Uninstalling Shockwave Player

1. Open your browser and click this link <http://www.adobe.com/shockwave/download/alternates/>
2. Click Shockwave Player
3. Click on **Shockwave Player uninstaller**

Shockwave Player (System Requirements)

Windows 98/2000/XP	Internet Explorer/AOL	Netscape
Full Installer	Shockwave Player 10	Shockwave Player 10
Slim Installer	Shockwave Player 10	Shockwave Player 10
Uninstaller	Shockwave Player Uninstaller	

4. Click **Download Now**

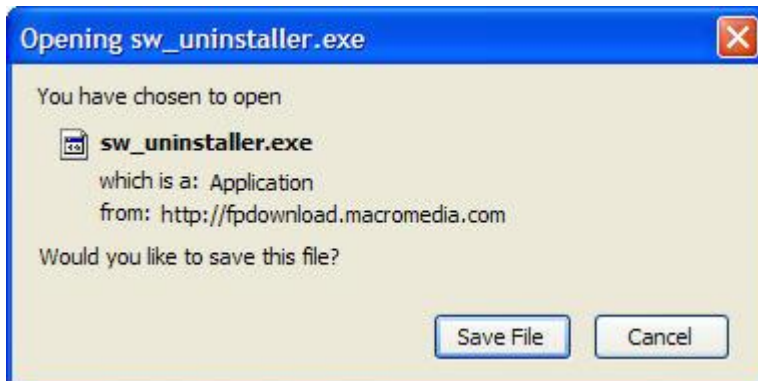
Home / Downloads / Shockwave Player /

Shockwave Player Download Center

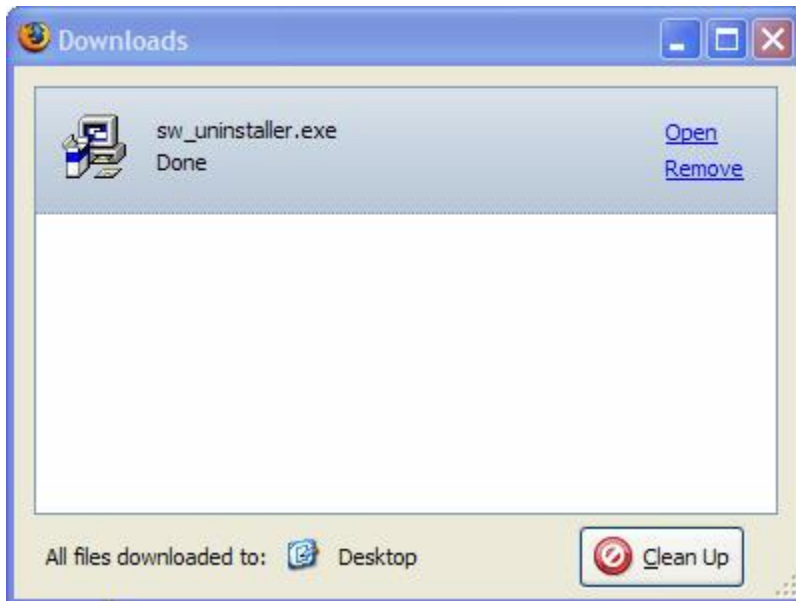
Windows Version Download



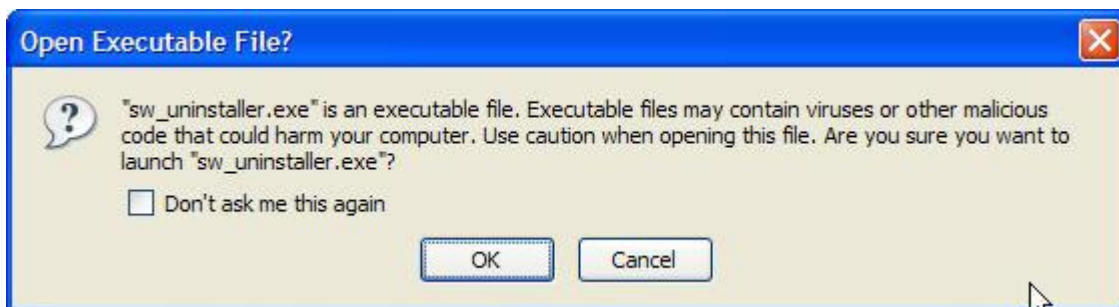
5. Click **Save File**



6. Click **Open**



7. Click **Ok**



8. Click Next through all the prompts

9. Once finished, please empty our your cache

IE6: Tools---Internet Options—Delete Cookies-and then Click on Delete Files

Firefox 2 Tools-Options-Privacy-Clear Now

10.Reboot computer

Installing Shockwave

1. Open browser and click <http://www.adobe.com/shockwave/download/alternates/>

2. Click on **Shockwave Player**

3. Click on the appropriate **FULL Shockwave Player** Install Note: Firefox users select Netscape version.

Windows 98/2000/XP	Internet Explorer/AOL	Netscape
Full Installer	Shockwave Player 10	Shockwave Player 10

4. Click **Download Now**

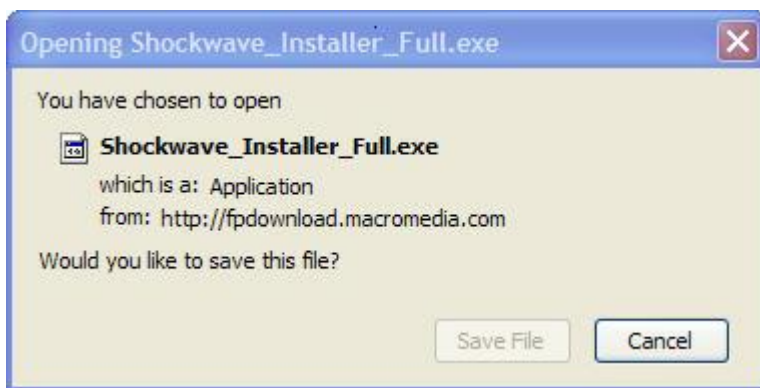
Shockwave Player Download Center

Windows Version Download

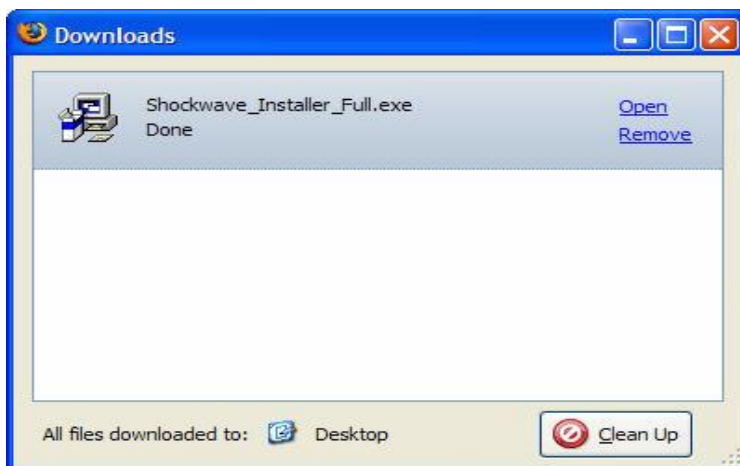


 Download Now

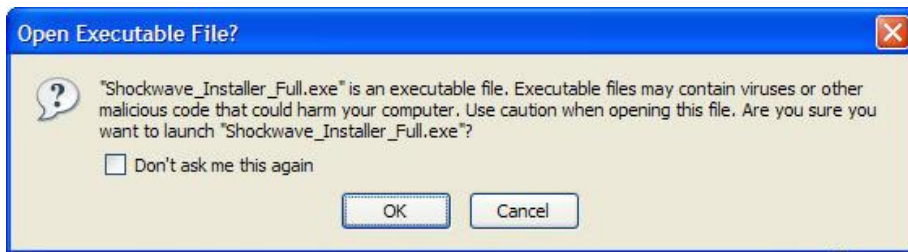
5. Click **Save File**



6. Click **Open**



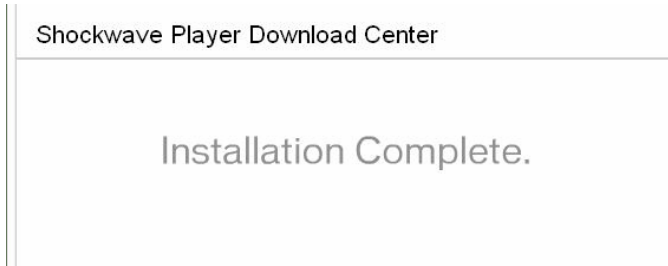
7. Click **OK**



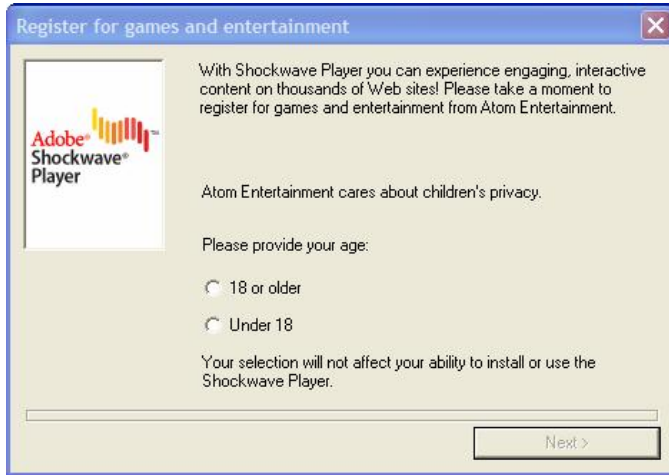
8. After a few moments a message box will appear, click **Finish**



9. A website will open with "Installation Complete" message



10. Click on the x in the upper right corner to close



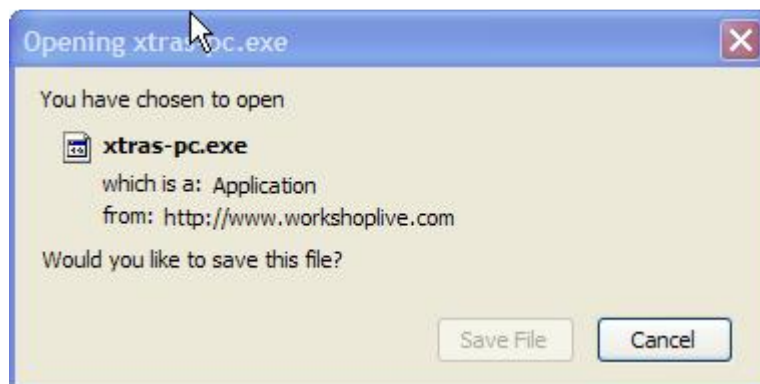
11. Installation Complete

Installing WorkshopLive Xtras

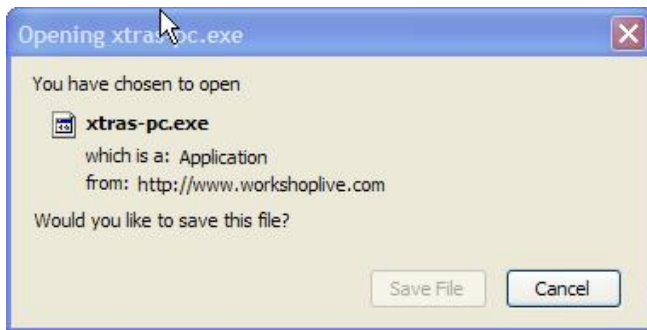
1. Go to <http://www.workshoplive.com>
2. Click Software Install
3. Click **PC**



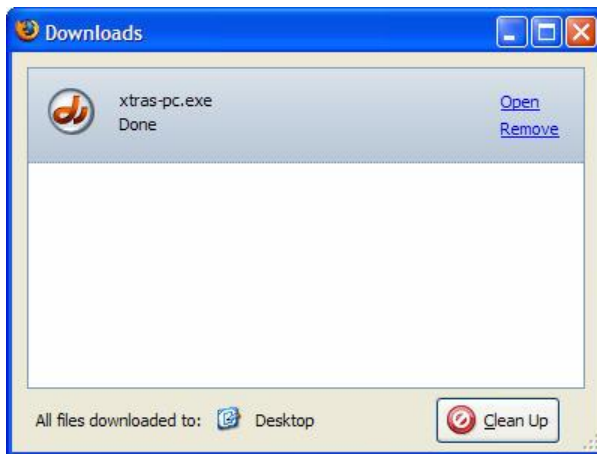
4. Click **Save File**



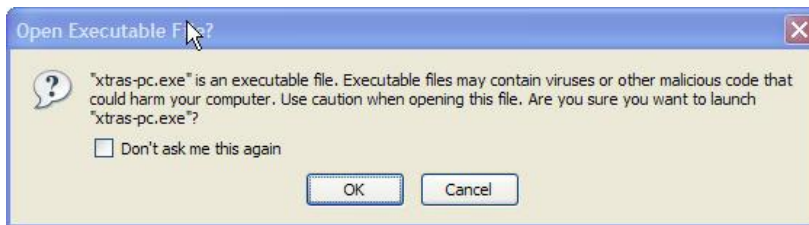
5. Click **Save File**



6. Click **Open**



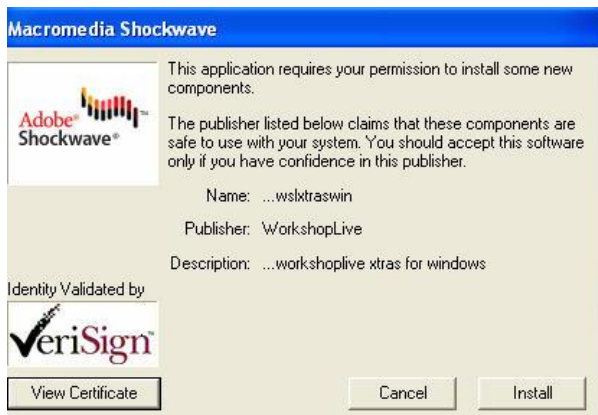
7. Click **OK**



8. Click **Install**

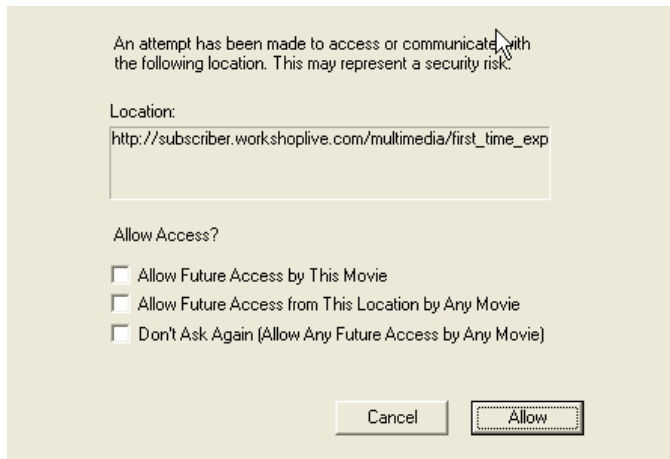


9. Click **Install**



10. Go to www.workshoplive.com and play a lesson

11. When you start to play a lesson you will see the follow box popup
Click on the 3rd box "Allow Future Access from this Location by any movie"
Click on Allow



If you are still having problems viewing lessons, please contact Technical support at

1-866-752-6283

or

Live Chat Support