

MAC

Instructions to uninstall/reinstall Shockwave Player



1. Delete all shockwave folders from their Mac by dragging them to the trash bin.
Hard disk > Library > Application Support > Macromedia
Hard disk > User > Library > Application Support > Macromedia
2. Clear browser cache and reboot.
Go to <http://www.adobe.com/shockwave/download/alternates/#sp> and download and install the FULL version of shockwave
3. Download and install the **Full Installer**
4. Login to your account on www.workshoplive.com – Download Support – Install the xtras for MAC
Note: If you are having trouble installing the xtras, please click “[shockwave xtras install for mac](#)” This will download to your desktop. Please double click to install.
5. Play a lesson

Intel Mac Users – Please remember to use Safari in Rosetta mode.

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

1-866-752-6283

or

Live Chat Support