



Game Not Loading (Black Rectangle)

This is usually due to a slow internet connection. We recommend at least 1mbps connection speed. Run a speed test on speedtest.net

An out-of-date browser could also cause this. See below.



Internet Browsers

If you're experiencing general issues, try updating your browser.

Google Chrome: Under menu, select "About Google Chrome" to see your version number and update if needed.

Mozilla Firefox: Click Help on the menu bar, and select "Check for Updates" on the pop-up window that appears to download the latest version.

Safari: Use Software Update on your Mac to install the latest version.

Internet Explorer (not recommended): Click on the gear icon in the upper right corner and select "About Internet Explorer." Check the box labeled "Install New Versions Automatically."



Audio

The sound is an important part of using Hall of Heroes, so you will need working speakers or headphones. If you cannot hear any sound, verify that your speakers or headphones are plugged in and that your volume is turned up to a reasonable level on your computer.



Forgotten Educator Username/Password

Your username is your school email address.

If you have forgotten your password, email support@centervention.com