



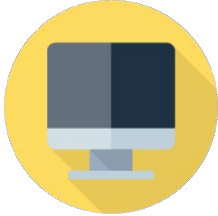
# Technical Help



## Adobe Flash

Many issues are caused by an out of date version of Adobe Flash.

Install the latest version [here](#)



## 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](http://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.



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

**Google Chrome:** Under menu, select "About Google Chrome" to see your version number and update if needed. After Sept. 2018, Chrome may have issues running flash. Try switching to Firefox if you experience difficulties.

**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 Zoo U, 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, click the link on the login page to reset it.