

## POTENTIAL PROBLEMS

*The page seems to be dead.*

*It won't let me buy any tickets.*

...

## SOLUTIONS

**1) Your Flash might be deactivated by default.** So even if you have the latest version installed, it would need to be manually activated.

Please follow the steps below to do that:

For SAFARI

1. Open Safari
2. Click on **Safari** in the Menu bar and select **Preferences**
3. Click the **Security** tab.
4. Open **Preferences**, go to **Security**
5. Select **Plug-in Settings**
6. Click the box next to **Adobe Flash Player** to activate the plug-in
7. Use the drop-down next to your currently open websites to select whether those sites should use Flash, leave it off, or ask to use it when you visit them.
8. Hit **Done**

For CHROME

1. Open Chrome
2. Type `chrome://plugins` in the address bar and press Enter
3. Scroll down to Plugins. Here you can select Enable Adobe Flash Player and also check the Always allowed checkbox, if you wish.

**2) You may not have the most recent version of Flash installed.** If you don't have the most up to date Flash Player, you may get defaulted to "Best Available" seating where an algorithm will choose tickets for you. Fortunately, there is an easy solution for this – Upgrading Flash.

Here's how to update Adobe Flash in Safari:

1. Open Safari (must be Safari)
2. Go to <http://get.adobe.com/flashplayer/>
3. Click the yellow **Install now** button. The installation package will download to your computer.
4. Click the **Save File** button to proceed. The Flash Player installer will download to your computer.
5. Double-click the Flash Player installer icon on your desktop to continue
6. If an Open File – Security Warning displays, click the **Run** button. If you encounter User Account Control on your computer, input your administrator password to continue.
7. When prompted to Update Flash Player Preferences, choose the recommended Allow Adobe to install updates radio button if you would like to receive Flash Player updates automatically.

If patrons have downloaded the latest version of Flash in Safari browser but still cannot see a reserved seat map, this brings us to the next possible solution.

**Further questions? Email us at [info@ashlandnewplays.org](mailto:info@ashlandnewplays.org) or call us at (541) 488-7995. Thank you!**