KL News “Flash”!

As of January 2021, Adobe Flash player was retired. As a result, any online modules in Knowledge Link containing Flash components are no longer supported. We are working diligently to update online modules impacted due to the Flash expiration.

Please see below for tips on what to do if you encounter errors in Knowledge Link:

1. **How to confirm a course is broken due to Flash:**
   a. Upon launch, the learner will not see the Title slide, and instead will see an error message like one of the screenshots below.
   b. If you or a staff member encounter a Flash course that results in one of the below error messages, please submit a service desk ticket by either:
      i. Contacting the IS Service Desk at 215-662-7474
      ii. [Creating a ticket via the KL Support Request Form](#)
   c. You will be notified via the ticket as courses are republished.

![Adobe Flash Player EOL General Information Page]

![This plug-in isn't supported]

![iIcon]

2. **If the learner has any other difficulty accessing the course (i.e., the course freezes or is unable to move forward):**
   a. Make sure the learner is not connected to VPN or the remote access portal.
   b. Confirm the learner’s browser is configured properly using instructions below:
      i. [MS Edge (Preferred browser for Windows)](#)
      ii. [Google Chrome (Preferred browser for MacOS – Optional for Windows)](#)

3. **If the problem persists after the configuration steps are completed, either you or the learner should submit a service desk ticket by either:**
   a. Contacting the IS Service Desk at 215-662-7474
   b. [Creating a ticket via the KL Support Request Form](#)

Thank you in advance for your patience and cooperation.