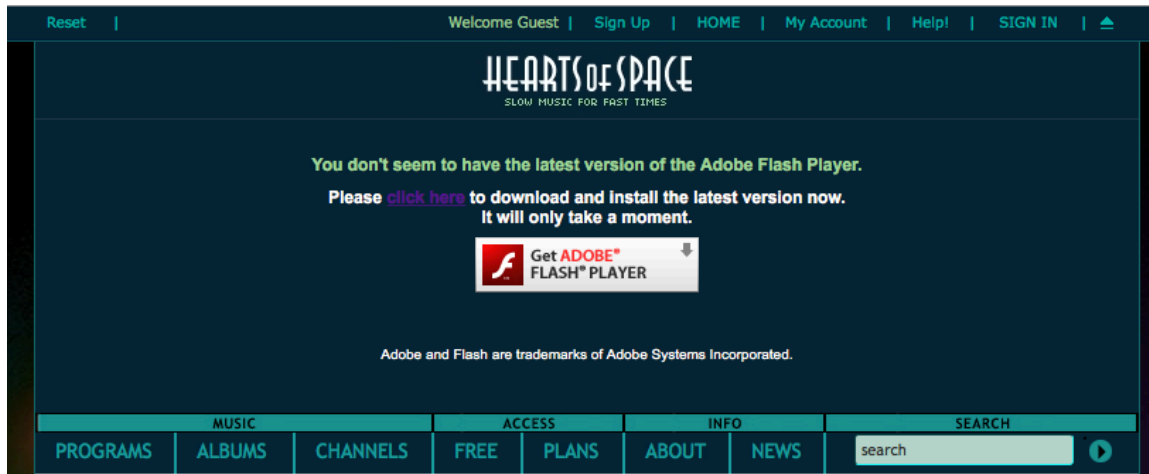


HELP for FLASH PLAYER ISSUES IN INTERNET EXPLORER 11*



Sorry you're having this difficulty. Microsoft made a change to enable Flash by default for large enterprise sites only, like Facebook and YouTube. You now have to enable Flash manually for all other sites, including HOS.com, like this:

1. Click the Tools (Gear) icon in the upper-right corner of Internet Explorer.
2. In the pop-up menu that appears, click Manage Add-ons.
3. In the dialog box that appears, select Toolbars and Extensions.
4. In the list of Add-ons, look for "Shockwave Flash Object" (another name for Flash Player).
5. In the Status column, check to see whether Shockwave Flash Object is Disabled. If it is disabled, click the row for Shockwave Flash Object to highlight it.
6. In the lower right corner of the Manage Add-ons dialog box, click Enable.
7. Close the Manage Add-ons dialog box.

Here's a link to the same instructions with detailed illustrations of what you'll see at each step.

<https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

If you continue to encounter issues loading our Flash player after completing the above, please see the FAQ about ActiveX Filtering in Internet Explorer:

<https://forums.adobe.com/thread/867968?tstart=0>

If you would like an end-run around all this, we recommend using the **Chrome** browser (from Google). It's the most widely used browser in the world today. It has Flash melded into it in such a way that Flash is updated whenever Chrome is, and you don't have to deal with it separately, except to enable it once, very easily

If you want to try Chrome and you don't already have it, here's how to get and enable it for Flash and HOS.com – and make an end run around the issues in Internet Explorer:

Get Chrome here:

<https://www.google.com/chrome/browser/>

Enable Flash in Chrome like this:

In the address bar of Chrome, type `chrome://settings/content`

On the Content settings screen, scroll down a little to the Flash player listing.

Select Allow sites to run Flash, then click Done.

OR—

To manage Flash Player settings by site, click Manage exceptions...

On the Flash exceptions screen, enter `*.hos.com` and then choose Allow

Select Done.

More info with screenshots, from Adobe, is here:

<https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>

Scroll down to see the entry for Windows, as above but with screen shots.

Please let us know at help@hos.com if you need further assistance. We're very sorry about this and all the inconvenience. We are close to beta testing a completely new web service that won't employ Flash at all. We hope to test later this summer and to roll out before the end of the year. In the meantime, we hope that Microsoft will correct this issue in their next update, and that you'll use another browser in the meantime.

Thank you for supporting Hearts of Space!

Leyla Hill | help@hos.com • <http://www.hos.com>

[Hearts of Space](#) | Slow Music for Fast Times

***TO ENABLE FLASH PLAYER IN INTERNET EXPLORER 9**, please use the link below to view an html5 video with instructions to do so.

<https://www.youtube.com/watch?v=irYo8gHftiE&feature=youtu.be&hd=1&html5=1>

For instructions using **other versions of Internet Explorer**, please Google "Enable Flash in Internet Explorer X" where X is the version of Internet Explorer you are using.