

## Instructions for Viewing an Impatica File

Click the link to view the presentation. The file should open in a new window. Click the arrow at the bottom of the screen to advance through the slides.

### *Trouble shooting:*

- If a window with a small “X” or a blank window appears, it is likely that you need to download Java and/or enable your browser to display Java applets.
  - To download Java, visit <http://www.java.com/en/download/index.jsp>
    - If you have trouble downloading java through this link, try the off-line download:  
<http://java.com/en/download/help/6000010400forindex.xml#download>
  - For instructions on how to enable Java in your browser, visit [http://www.java.com/en/download/help/enable\\_browser.xml](http://www.java.com/en/download/help/enable_browser.xml)
- If a new window does not appear, it is likely that the security settings in your browser are set to disable or block pop-up windows. You may see a note at the top of your browser window telling you that a pop-up window has been blocked. If so, click the link provided to allow the pop-up window to display. If there is no prompt, check to make sure your browser is set to enable pop-ups.
  - For instructions on how to enable pop-ups in your browser, visit: <https://host.softworks.ca/Agate3/blocker/disable-blockers.htm>
- If you are still having problems, it is possible that your organization has a firewall that is preventing you from downloading Java or displaying Java applets. Contact your system administrator for further assistance.