

# To resolve the issue with missing interactive exercises:

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- Right-click on the coloured background which loads instead of the interactive exercise
- Select “Global settings”. Either a web page, or a System Preference will open.

If the webpage:

- Click the Global Security Settings Panel link in the left-hand navigation, giving this URL: [http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager04.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html)
- Select “Always allow”
- In the “Always trust files in these locations” dropdown, click “Add location”
- Click “Browse for folder”
- Select any file. It should appear in the listbox below.
- In the listbox, click the name of the file you have just selected
- Select “Edit location” from the dropdown
- Type the location of the folder containing the Michel Thomas product you’re having trouble with. By default, this will be “/Applications/Hodder Education” or possibly “C:\Program Files (x86)\Hodder Education”, depending on where your system saves installed programs. NB the initial forward slash.
- Click Confirm and close the browser tab.

The interactive exercises should now work.

If it’s a System Preference panel which opens rather than a webpage:

- On the Advanced tab, click “Trusted Location Settings...”
- Click the + button at the bottom left
- Browse to the folder containing the Michel Thomas product and click Open
- The path to the folder (by default “/Applications/Hodder Education” will appear in the listbox.
- Close the panel

The interactive exercises should now work.