

# ACLS/PALS Student CD and Workbook FAQ

## I cannot access the ACLS/PALS Precourse Self-Assessment Test

- Internet Explorer must be open before the CD is inserted. Remove the CD from the tray; close all other applications, then insert the CD
- If you have a pop-up blocker, remove the CD from the tray, re-insert the CD while holding down the "Ctrl" key so Macromedia Flash can run. OR you can go to My Computer > Right Click On the CD-ROM drive > Explore> Double Click on PC\_Start or MAC\_Start
- Make sure you are using Internet Explorer 6.0 or higher (Not AOL, FireFox, Mozilla or Netscape)
- Check to make sure Active X Controls are enabled by going to Internet Explorer> Tools> Internet Options> Security Tab> Custom Level> Active X Controls and Plug-ins> Enable
- Check to make sure "Allow Active Content CDs to run on my Computer" is checked by going to Tools>Internet Options> Advanced Tab> Security
- Download "Adobe Flash Player" and "Adobe Reader" from [www.adobe.com](http://www.adobe.com) if you do not have it already installed on your computer. Restart the computer after you have installed the Adobe Flash Player

Unique solution ID: #1005

Author: Travis

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