

Youth Protection Video – Technical Solutions

Q. I saw that I passed the Youth Protection Quiz, but I did not receive a confirmation email.

If you clicked the Finish button but still do not receive email confirmation, it may be that the confirmation may have been blocked, rejected or denied by your provider or that the email address was incorrect.

Contact SafeYouth@hbgdiocese.org and request another copy of your verification email.

Q. I get an “unknown error” when I try to login. The status code is 500.

This is usually the result of a comma in the last name field. Correct the field entries by removing any punctuation and try again.

Q. The video comes up blank and will not start.

There are a number of possible causes for this. Here are some solutions you can try to resolve the problem.

1) Upgrade your version of flash to the latest version:

<http://www.adobe.com/go/getflash>

2) Upgrade your java to the latest version:

<http://java.com>

3) Clear your cache. You can do this in Internet Explorer by going to Tools -> Internet Options -> General -> Temporary Internet Files and select -> Delete Cookies and Delete Files.

4) Under the Security, Privacy and Advanced tabs make sure that everything is set to their default settings.

5) Open a window in Windows Explorer. Go to Tools -> Folder Options -> View. Click "Show hidden files and folders." Locate the following folder:

In Windows Vista look for:

C:\Users\your_name\AppData\Roaming\Macromedia\Flash Player\#SharedObjects

In Windows XP look for:

C:\Documents and Settings\your_name\Application Data\Macromedia\Flash Player\#SharedObjects

Delete the contents of this folder and then restart your web browser.

If the problem persists, contact SafeYouth@hbgdiocese.org. Please supply the following information:

- **The operating system you are using (Windows XP, Vista or another)**
- **The browser you are using (Windows Internet Explorer, Firefox, etc.) and the version**
- **The version of Flash Player you have installed**
- **The approximate time you were trying to use the application**

Also, please indicate whether the computer was ever able to successfully run the application.

Q. The video or quiz froze when I was in the middle of the program.

This can be caused by a dropped connection. Log out of the program and start over. If the problem persists, try another computer. If the freezing persists, contact SafeYouth@hbgdiocese.org to see if there is a problem with the site.

Q. I can't get past Question #6.

Scroll down to see if the "submit" button is sitting below the bottom of the screen.