

1. Ensure you have the latest version of Silverlight installed. You can check/download here:

<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

2. Make sure your web browser is not preventing Silverlight from activating.

Internet Explorer

Step 1

Click the gear icon. This opens the Internet Explorer Tools menu.

Step 2

Select "Manage add-ons" from the Tools menu.

Step 3

Click "Show" under All Add-ons. This will display both the enabled and disabled add-ons detected by Internet Explorer.

Step 4

Click on the Silverlight add-on and click "Enable." If you do not find the Silverlight add-on listed, you may have to download it again.

Step 5

Click "Close." The Silverlight add-on should be enabled in Internet Explorer.

Mozilla Firefox

Step 1

Click the "Tools" drop down menu and select "Add-ons." This will open the Mozilla Firefox Add-ons Manager.

Step 2

Select the "Plug-ins" tab in the Add-ons Manager.

Step 3

Locate the Silverlight plugin. Open the drop-down menu box associated with Silverlight and select "Always activate." This will enable Silverlight in Mozilla Firefox.

Google Chrome

Step 1

Click the Google Chrome menu icon. The menu icon looks like three vertically-aligned bars.

Step 2

Select the "Settings" option and click "Show advanced settings."

Step 3

Click "Content settings" under the Privacy category.

Step 4

Click "Disable individual plug-ins" under the Plug-ins category. This will list both enabled and disabled plugins. You can also access this list by typing "chrome://plugins" into the Chrome navigation bar.

Step 5

Locate the Silverlight plugin and click "Enable."