

Troubleshooting for Prostate Cancer Screening Web Site Decision Tool

*If you have any trouble with these instructions or using the website, please do not hesitate to call [add phone number]. We will be glad to help you!

If you see a blank blue screen when you log on to the website, you may need to update your computer with a more recent version of Adobe Flash Player.

1. Go to www.google.com and type in Adobe Flash Player.
2. Click on the “Adobe Flash Player Download.”
3. Click on “Download Now.”
4. Click on “Save file.”
5. When prompted to save “install_flash_player,” choose to save it to the desktop and click “save.”
6. Close all programs and find “install_flash_player” on the desktop. Click the icon to start the program.
7. The program will set-up and once it is completed, click “close.”

If the Web site page does not fit to your computer screen, you may need to change your screen resolution size to fit the Prostate Cancer Web site:

1. Click on “Start” on the bottom left corner of your screen.
2. Click on “Control panel.”
3. Click on “Appearance and Resolution”
4. Click on “Display”
5. Click on “Adjust resolution.”
6. Click the “Resolution” tab and drag the slider to 1024 x 768, and then click “Apply.”
7. Your screen will turn black for a moment. Once your screen resolution changes, you have 15 seconds to confirm the change. Click “Keep changes” to confirm the change.

If you are having trouble with the pop-ups on the Web site, you may need to turn your Pop-up Blocker on or off.

To turn off the Pop-up Blocker in the Internet Explorer web browser:

1. Open Internet Explorer by clicking on the Internet Explorer icon on your desktop.
2. Click the circular icon in the upper right hand corner, and then click “Internet Options.”
3. Click on the “Privacy tab
4. To turn off Pop-up Blocker, uncheck the box next to “Turn on Pop-up Blocker.”
5. Click “apply.”

To turn off the Pop-up Blocker in the Firefox web browser (only needed if you are using Firefox as your browser):

1. Open the Firefox web browser by clicking on the Firefox icon on your desktop.
2. Click on the three horizontal lines icon in the upper right hand corner.
3. Click on the “Content” tab.
5. Click on "Exceptions" next to the check box labeled "Block Popup Windows."
6. The Pop-up Blocker Settings window will appear, beneath the text "Address of website," type in "prostadecision.georgetown.edu" then click "Save changes."

To turn off the Pop-up Blocker in the Google Chrome web browser (only needed if you are using Chrome as your browser):

1. Open the Google Chrome web browser by clicking on the Google Chrome icon on your desktop
2. Go to prostatdecision.georgetown.edu. If the pop-up blocker is on, you will see an icon in the upper right hand corner (next to the star), that shows a square with a red “x” on it. Click on the icon.
3. Select “Always allow pop-ups from this site.”
4. Click “Done.”