

## Desktop: Why Can't I Join My Session

### IT MIGHT BE THAT ADOBE FLASH IS BLOCKED

If you have clicked to "join" your session and you only see a blank white screen, then most likely your browser is blocking Adobe Flash. For more information on how to unblock it your browser, use the links below for each browser.

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<https://support.google.com/chrome/answer/6258784?hl=en>

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Firefox

<https://support.mozilla.org/t5/Video-audio-and-interactive/Set-Adobe-Flash-to-quot-click-to-play-quot-on-Firefox/ta-p/37757>

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Safari

<https://support.apple.com/en-us/HT202819>

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<https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

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### **IT MIGHT BE THAT YOU ARE BLOCKED BEHIND A FIREWALL OR THE NETWORK**

If you are trying to join a Jigsaw® session it stops at “authorizing, setting up connection, loading, or disconnect” this is indicative of your browser or network settings blocking you connection.

For more information or to test, visit the [FIREWALL PORT TESTER](#) page.