

Photo tool settings and troubleshooting

Helpful hints for a more successful photo tool experience

If you are having trouble using the Activity Center photo tool to create craft projects, the following tips and tricks should get you up and running in no time.

- 1. Update your software.** To successfully complete Activity Center projects you need to have the current versions of Adobe Reader and Adobe Flash Player on your computer. You can download or update these programs at <http://www.adobe.com/downloads/>.
- 2. Check your browser.** Internet Explorer is generally the optimal browser to use when creating Activity Center projects on PCs. Close other browsers and try making your Activity Center project using Internet Explorer.
- 3. Try back later.** From time to time, an unusually high volume of Activity Center users can slow down the photo tool. Simply creating your project at a later time can often fix the problem.
- 4. Disable pop-up blockers.** Make sure your computer settings are not configured to block pop-up windows. Your owner's manual will tell you where to find these settings.
- 5. Check security settings.** Firewalls, phishing filters, and other security settings can sometimes interfere with the photo tool. Try turning these off and doing your project again. Your owner's manual will tell you where to find these settings.
- 6. Clear your cache.** To clear your computer's cache of unwanted storage when using Internet Explorer, click on Tools/Internet Options. Then click on Delete Files under Temporary Internet Files. If you are using Safari on a MAC, click your browser's Safari menu, then select Empty Cache.

(IMAGE A)

- 7. Clear cookies.** To remove excess messages—or cookies—left on your PC by web servers when using Internet Explorer, click on Tools/Internet Options. Then click on Delete Cookies under Temporary Internet Files. If you are using Safari on a MAC, click your browser's Preferences, then Security, then Show Cookies, then Remove All. (IMAGE A)

- 8. Test your photo.** Photos used in Activity Center projects must be 2 MB or smaller and be saved as a JPG, GIF, BMP, TIF, or PNG. To make sure that your photo is not causing the problem, try your project again, this time without inserting any photos.

If, after trying these fixes, you are still stuck, please [send feedback to our webmaster](#).

