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BRIEFING NOTE

Reference	<i>SLTS/7036/11</i>
Subject	<i>Updating Adobe Flash Player</i>

INTRODUCTION

The purpose of this briefing note is to inform all schools and units of the change in the way that Adobe update their products.

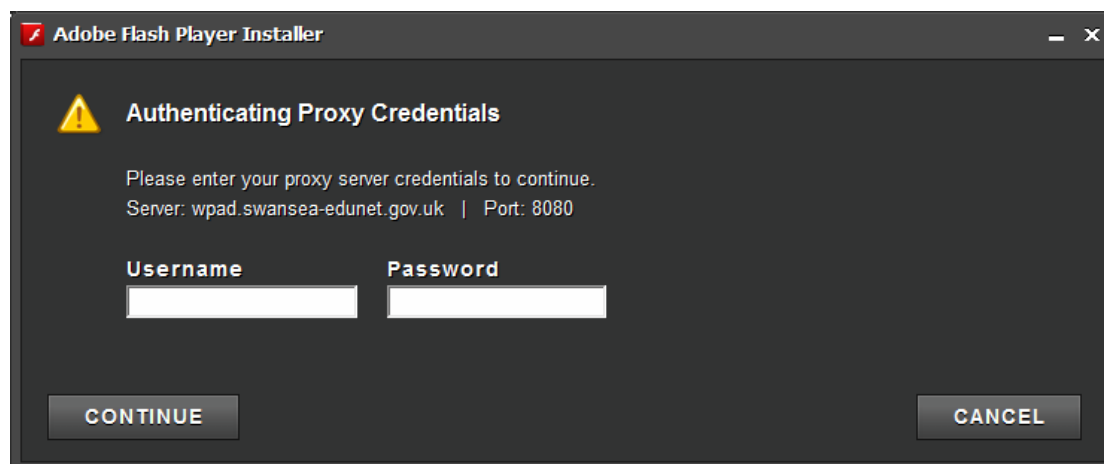
BACKGROUND

SLTS have discovered that Adobe have changed the way that their products update. Therefore, regardless of what user is logged on (i.e. pupil, staff or IT-CO), whenever Adobe Shockwave, Adobe Flash Player or Adobe Reader is updated, the user will be presented by an authentication box.

USER EXPERIENCE

When updating Adobe products, the user will need to be logged on using an administrator log on or as the IT-Coordinator on the curriculum network.

When updating, the user will be presented by an authentication box:



Note: Curriculum users will see the server as webcluster.education.swansea.sch.uk

The user will need to fill in the username in accordance to their domain e.g.

Swansea Edunet - *swansea-edunet\username*
School - *school\username*

...and then type in the relevant password and click continue.

If the user is an admin user on the Swansea-Edunet network, they will probably not have administrator access, therefore the user will need to log a *Request for Change* in order for SLTS to upgrade their Adobe product.

As this is an Adobe issue there is nothing we can do to circumvent their “security”.

QUERIES

Any queries or problems should be directed through the SLTS Service Desk as per normal reporting procedures – contact details are below :

Online form : <http://www.learn-ict.org.uk/slts/serviceDesk.asp>

Telephone : 01792 636900

Circulation :

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