

Tell Me More Troubleshooting

Problem: I get a black screen when I start the program

TIP: You must have administrative privileges on your computer in order to complete the following steps.

When the program starts up, you get a black or blank screen. The best way to fix this is to re-install flash. The easiest way to reinstall flash is to go to <http://www.adobe.com> and look for the 'Get Adobe Flash Player' link as seen below:



Adobe will offer to install the Yahoo toolbar as well. This may cause some [pop-up blocker problems](#). *Be sure* to uncheck the box that says install yahoo toolbar!

Click on the **Install Now** button.
After installation, log back into Tell Me More™

You have completed the Black Screen Troubleshooting steps.