UND Tech Support has identified an issue with the Adobe Connect Add-in in which the room will not load. Users will continuously see a loading screen.

To fix the issue, users must uninstall and then re-install the Adobe Connect add-in.

**Windows Users**

1. Click the Windows key located in the lower left of the keyboard.

2. Type "Uninstall a Program." The search results will appear on the right of the screen. Select "Uninstall a program."
3. Place a check next to "Adobe Connect 9 Add-in" and then click "Uninstall." When finished uninstalling, close the window.

4. Go to the Adobe Connect Diagnostic page. The test will begin automatically and will detect that your system does not have the Adobe Connect Add-in.

5. Click Install Add-in and then confirm to install.
6. You are now ready to participate in Adobe Connect meetings.

**Mac Users**

1. Go to the [Adobe Connect Diagnostic](https://example.com) page. The test will begin automatically and will detect that your system does not have the Adobe Connect Add-in.

2. Click Install Add-in and then confirm to install.

3. You are now ready to participate in Adobe Connect meetings.