

ADMIT Troubleshooting Guide

The purpose of this guide is to help reviewers resolve any potential difficulties encountered when reviewing applications in the ADMIT online application review system. If after having gone through this guide, and you still encounter difficulties, please contact the relevant graduate program office.

I can't open ADMIT

- Try a different browser. There are some browsers that perform better when using ADMIT. We recommend Firefox (1), Chrome (2), and for Mac users the same order.

I am unable to logon to ADMIT

- Use your university credentials for logging into ADMIT. Try again, and if it persists contact the School of Graduate Studies to enquire if access has been granted.

I'm not able to open PDF documents

- Ensure that Flash Player is installed on your device. These are instructions we have located for enabling Flash Player in each browser:

Firefox: <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-firefox.html>

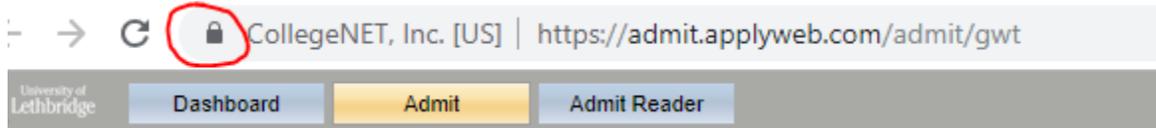
Internet Explorer: <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

Safari: <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

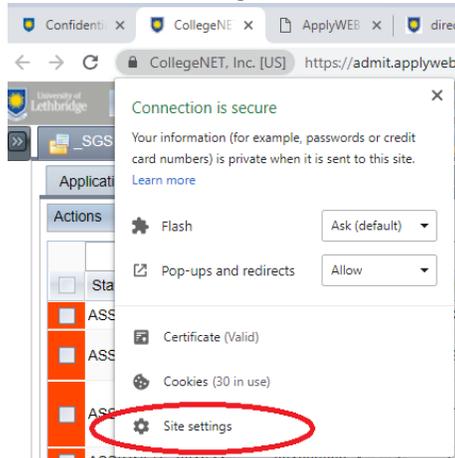
Chrome: <https://support.google.com/chrome/answer/6258784>

I have installed Flash Player and I'm still not able to open PDF documents

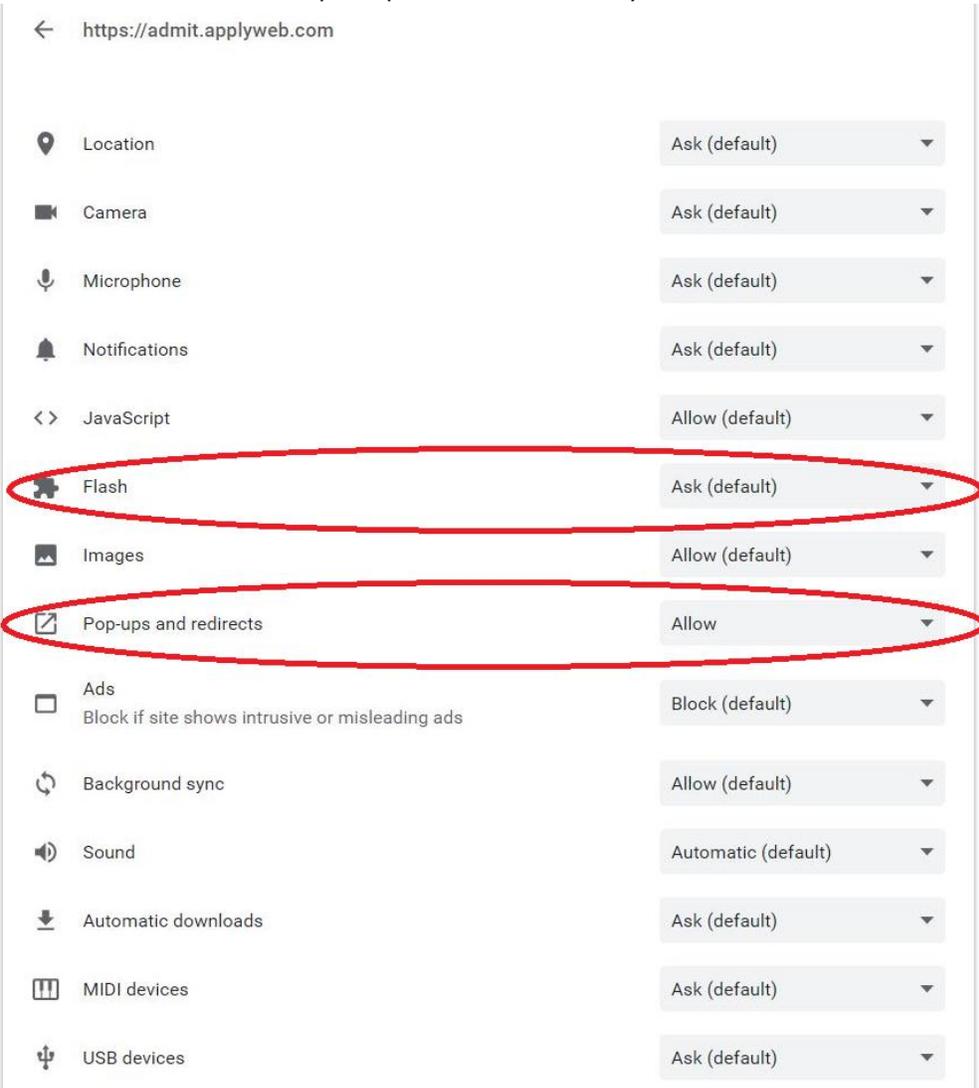
- If the latest version of Flash Player is already installed, then the next step that is needed is to enable it.
- To enable, click on the “lock” icon in the URL as seen here:



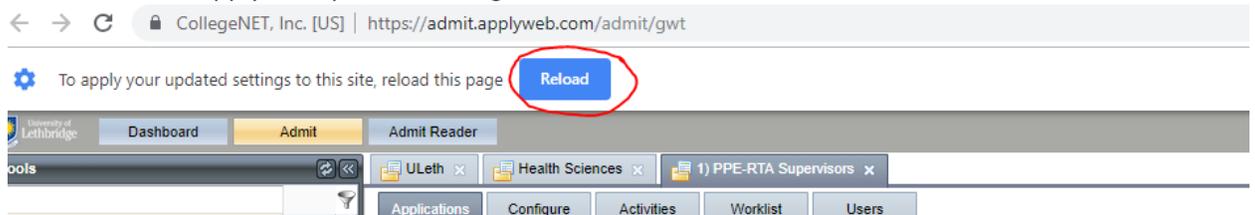
- If you have previously enabled other functions. I.e. Pop Up's, you will see a list of those items after clicking on the lock icon. If Flash is not on that list, that means you have not enabled it.
- Click on 'Site Settings' found at the bottom of the small window that popped-up:



- A new tab should open up and the screen may look like this:



- For both *Flash* and *Pop-ups and redirects*, click on the drop down arrow and select “Allow” as shown above
- After closing out of “Site Settings”, you will see the previous ADMIT page you were on and you will be asked to apply the updated setting:



- Select “Reload”

I can't open the same documents today that I was able to open yesterday

- If you are using Chrome, the browser, since version 69, now requires that Flash Player be manually enabled in every new Chrome session. This means that if you close the browser at night and open a new session each morning, you will have to re-enable Flash Player every day for that browser--and if you open it and close it during the work day, you'll have to do it again each time you reopen it.

For overall best performance, we recommend Firefox as the best option, but Safari should also work.

Safari should not be requiring it in every session as with Chrome, but you might get this behavior if it is set to ask you every time, as opposed to being set to always allow it for the site.