Sinclair Dental Website – Error about "Flash"; Customers can't see the Online store.

Sinclair Dental's online ordering system uses a technology called Flash. Some newer Internet browsers do not support Flash by default, and you have to "enable it" or install it.

If you see an error about "**Flash Is Required**" or "**Flash Is Not Installed**" you may have to try a couple of the solutions below.

Solutions:

### Use Internet Explorer 10 or higher to login to http://www.sinclairdental.com.

1. Log into the website using your username and password. If you see an error message about Flash, you may need to install Flash.
2. Download and install Flash. https://get.adobe.com/flashplayer/
3. Restart Internet Explorer
4. Go to https://www.adobe.com/software/flash/about/. If Flash installed correctly you will see the Flash version number listed
5. Login to http://www.sinclairdental.com.

### Enable Flash in Google Chrome.

1. Use Chrome to login to http://www.sinclairdental.com
2. Log into the website using your username and password. If you see an error message about Flash, you may need to enable Flash.
3. On the Address Bar, Find the "i" before the website address and click on it.
   Change the "Flash" entry to "Allow".
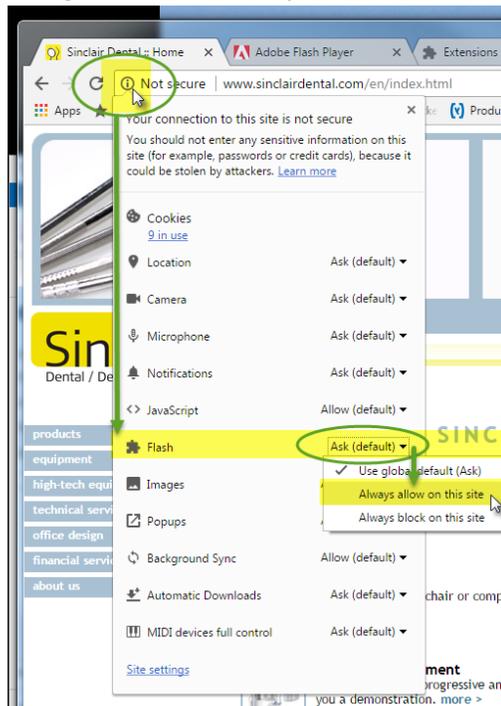
4. If you are asked to resubmit the Form, click Continue.
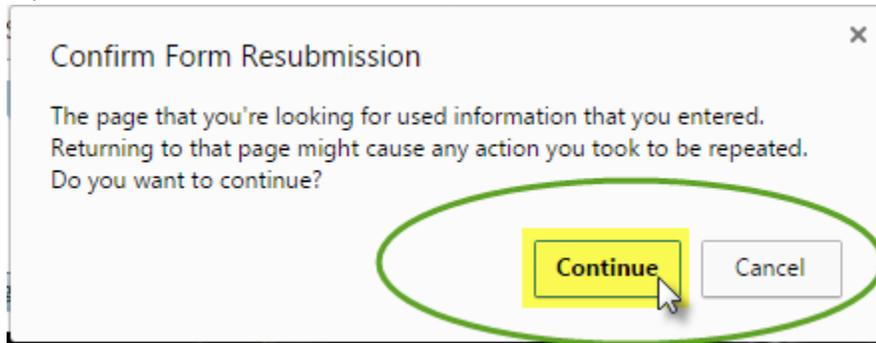

5. If you are asked to reload the page, click Reload.
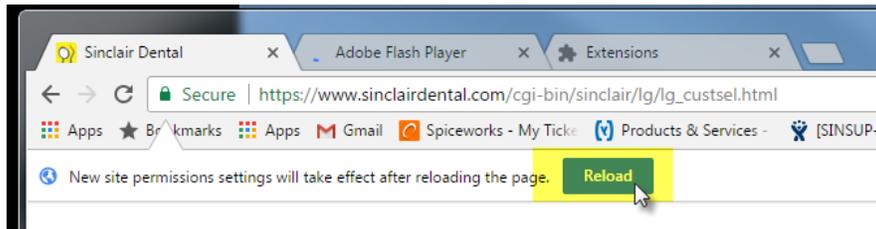
6. The sinclairdental.com store should now work. If it doesn't, restart Chrome completely and try again. ** NOTE: You may have to do this procedure 2-3 times as the website has more than one page using Flash **. If you get another error, check to see that Flash is set to "Allow".

Update Chrome and Flash if the above "Enable Flash on Chrome" did not work.
1. Click on 3 vertical dots located in the upper right corner of Chrome window
2. Go to Help -> About Google Chrome
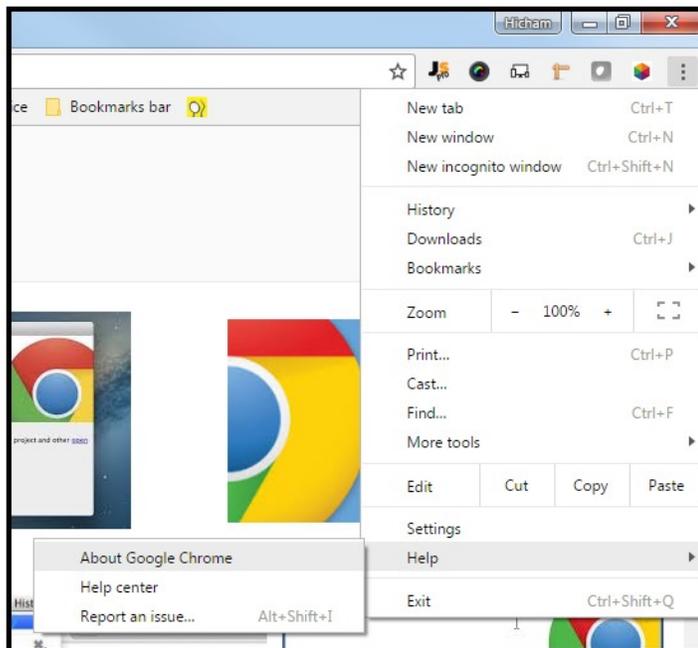
3. Follow the update process on screen.
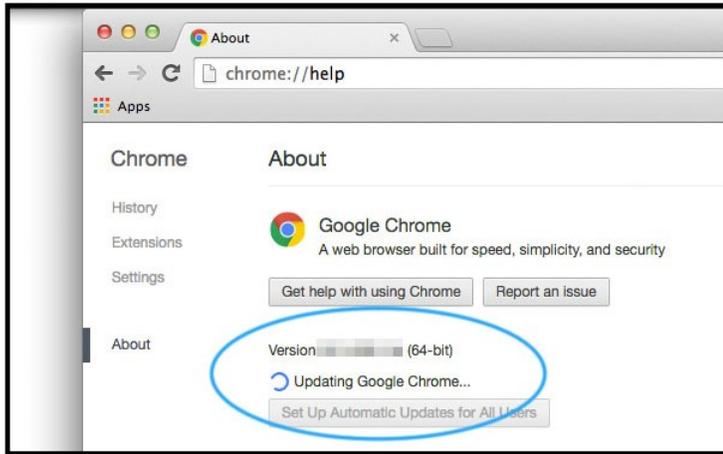
Additional Notes:

- If your browser is set to auto update, you may have to redo these changes every now and then.
- If you upgrade to Microsoft Edge (the newest Microsoft browser), you *may not be able to use Sinclair's Online Store*
- If you are still having trouble and have tried all of the above, try your local IT help or let your Sales Rep know. We will give you a call to help out.
- To see if your browser supports Flash go to: https://www.adobe.com/software/flash/about/.