

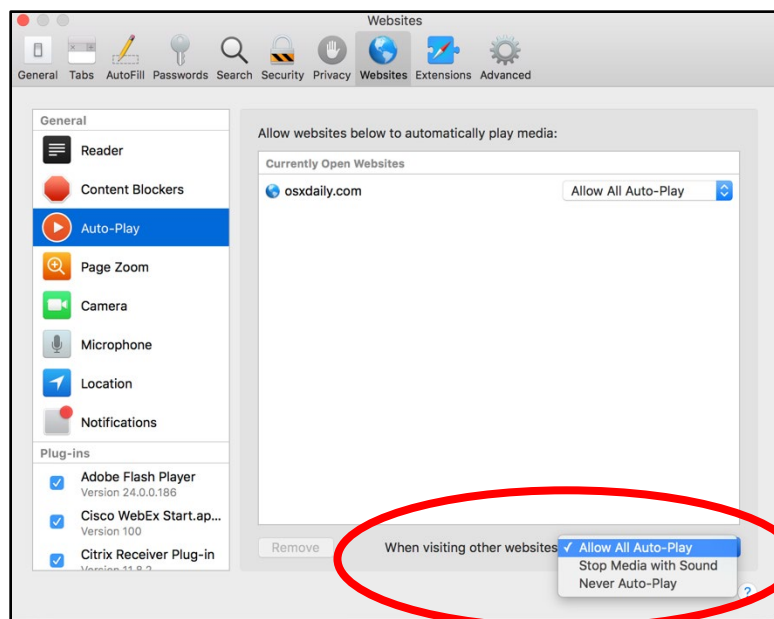
Notice for *iRead* Users Regarding Browsers

Districts are reporting that when students log in to *iRead* they see a black screen and are unable to move forward in the program. HMH is aware of the issue and investigating the potential causes.

HMH recommends the following workarounds, depending on the browser:

Safari

iRead was updated on September 5, 2019 with a fix to the issue for Safari users. Click [here](#) for more information.

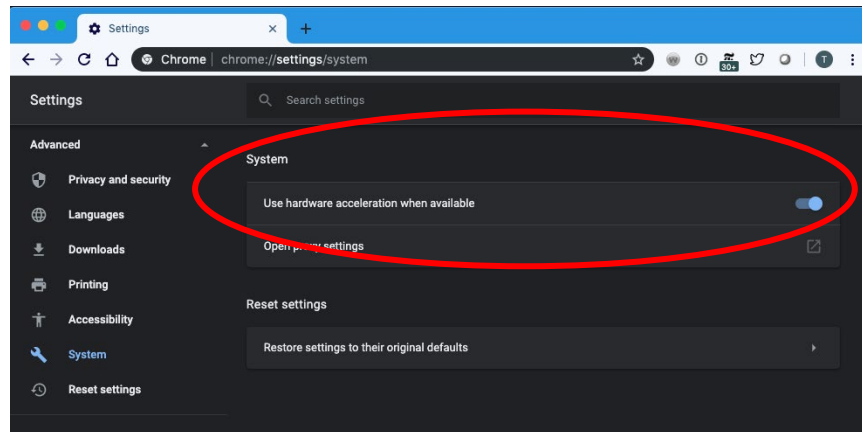


Before launching the updated *iRead* on Safari, verify that **Allow Auto-Play** is enabled in the System Preferences. Go to the Websites tab and confirm that **Allow All Auto-Play** is selected from the **When Visiting Other Websites** pull-down menu.

Edge

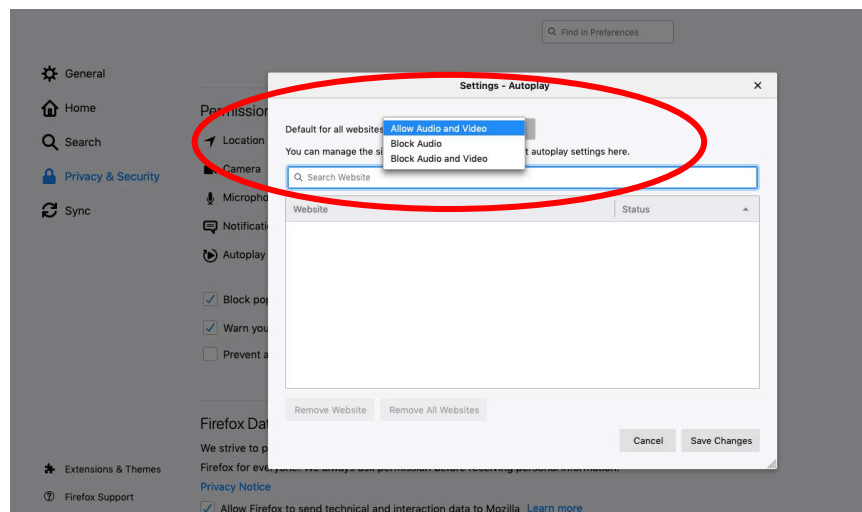
Please ensure you are running Edge 44 or later. Earlier versions of Edge are not compatible with *iRead*.

Chrome



In order for the video to load on Chrome, hardware must be enabled in the browser. Go to Settings → Advanced → System and confirm **Use hardware acceleration when available** is enabled.

Firefox



In the browser settings, confirm that **Block Websites From Automatically Playing Sound** is unchecked. To do this, go to Preferences → Privacy and Security → Permissions. Next to **Autoplay** click **Settings**, then confirm that the default setting is set for Allow Audio and Video.

For More Information

If the above workarounds do not correct your issue, please contact the HMH Help Desk at 1-800-283-5974 for additional troubleshooting. Please be prepared to share your browser version and hardware specs.