



### ACCESS ISSUES

<p><b>Any problem not listed here.</b></p>	<p>Send an email to <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a>. Please do not bother your professor; we will take care of you quickly. It is not their job to support this application!</p>
<p><b>My registration code is incomplete/I scratched some of the characters off accidentally</b></p>	<p>Send an email to <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a> containing the characters you do have, and substitute a “?” for each missing character. We will look up your code and send you the missing characters.</p>
<p><b>I was not able to register.</b></p>	<p>Make sure you follow the directions carefully—<i>especially these</i>:</p> <ul style="list-style-type: none"> <li>-Use ones and zeros in your registration code. There are <b>NO</b> l’s or o’s.</li> <li>-After adding the email addresses to your address book (click Read This on the registration page), be sure you click the check box by *Read This*</li> <li>-Make sure you spelled your email address correctly. Send an email to <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a> if you still have problems</li> </ul>
<p><b>I did not get the welcome email OR I reset my password and did not get an email to select my password</b></p>	<p>You don’t need the welcome email to start using MFP. Just login. Keep reading if you’re wondering where it most likely went.</p> <p>1) <b>Check your “spam”, “junk” and “trash” folders for the email.</b> Some email systems assume this email is junk because it contains a link. Some systems simply delete these messages depending on your spam settings! This is especially important if you are using AOL or university email systems. We send emails immediately, it may take a few minutes to get to you, but usually not more than 20-30 minutes.</p> <p>2) Make sure your spam filter will allow messages from our registration and support addresses to get through. Usually this can be done simply by adding them to your address book. They are:</p> <p style="padding-left: 40px;"><a href="mailto:info@mediaflightplan.com">info@mediaflightplan.com</a> (sends password emails)  <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a> (ensures you will get support)</p> <p>3) MFP requires a valid, working email address. The email address you supply becomes your user ID and is also where MFP sends the password email. MFP attempts to check email addresses, but some systems accept all emails as valid, whether they are correct or not. If you are sure you have entered a valid address, follow the directions in step four. If you are not sure, email <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a> (please include your <b>last</b> name so we can find you in the database) and we will let you know what is in the database and work with you to correct it if necessary.</p> <p>4) To regenerate the password email, do the following:</p> <ul style="list-style-type: none"> <li>• Go to <a href="http://www.mediaflightplan.com">www.mediaflightplan.com</a></li> <li>• Click <b>LOGIN</b> on the upper right of the navigation bar</li> <li>• Select [<b>Forgot my password</b>]. Follow directions and a new email will be sent.</li> </ul> <p>5) If nothing here works, email <a href="mailto:support@mediaflightplan.com">support@mediaflightplan.com</a>, we’ll take care of you!</p>

### Appearance/Screen Handling Issues

<p><b>My screen looks funny Scrolling doesn’t work</b></p>	<p>Use a supported browser below—all are available at no charge. Firefox is our preferred browser, it is small and fast:</p> <table border="1" data-bbox="483 1671 993 1787" style="margin-left: 40px;"> <thead> <tr> <th>Browser</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>Firefox</td> <td>3.6 and higher</td> </tr> <tr> <td>Internet Explorer</td> <td>7.0 and higher</td> </tr> <tr> <td>Safari</td> <td>5.0 and higher</td> </tr> </tbody> </table> <p>Firefox available at <a href="http://www.mozilla.org/products/firefox">www.mozilla.org/products/firefox</a>  Internet Explorer available at <a href="http://www.microsoft.com/downloads/">www.microsoft.com/downloads/</a>  Safari available at <a href="http://www.apple.com/safari/">www.apple.com/safari/</a></p>	Browser	Version	Firefox	3.6 and higher	Internet Explorer	7.0 and higher	Safari	5.0 and higher
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Safari	5.0 and higher								