



FREQUENTLY ASKED QUESTIONS (FAQ)

ACCESS ISSUES

Any problem not listed here.	Send an email to support@mediaflightplan.com . Please do not bother your professor; we will take care of you quickly. It is not their job to support this application!
My registration code is incomplete/I scratched some of the characters off accidentally	Occasionally we get a bad label from the printer. Unfortunately, we can't tell until you scratch off the coating. Send an email to support@mediaflightplan.com containing the characters you do have. We will look up your code and send you the missing characters.
I was not able to register.	Make sure you follow the directions carefully— <i>especially these</i> : -Use ones and zeros in your registration code. There are NO l's or o's. -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* -Make sure you spelled your email address correctly.
I reset my password and did not get an email to select my password	<p>1) Check your “spam”, “junk” and “trash” folders for the email. 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: info@mediaflightplan.com (sends password emails) support@mediaflightplan.com (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 support@mediaflightplan.com (please include your last 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"> • Go to www.mediaflightplan.com • Click LOGIN on the upper right of the navigation bar • Select [Forgot my password]. Follow directions and a new email will be sent. <p>5) If nothing here works, email support@mediaflightplan.com, we'll take care of you!</p>

Appearance/Screen Handling Issues

My screen looks funny Scrolling doesn't work	<p>MFP will not work properly in browsers that do not correctly support “cascading style sheets”. Many older browsers do not support this standard, and Safari on the Macintosh does not currently support it correctly. 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" style="width: 100%; text-align: center;"> <thead> <tr> <th>Browser</th> <th>Windows</th> <th>Macintosh</th> </tr> </thead> <tbody> <tr> <td>Firefox</td> <td>1.04 and higher</td> <td>1.04 and higher</td> </tr> <tr> <td>Netscape</td> <td>6.0 and higher</td> <td>7.1 and higher</td> </tr> <tr> <td>Internet Explorer</td> <td>6.0 and higher</td> <td>DO NOT USE</td> </tr> </tbody> </table> <p>Firefox available at www.mozilla.org/products/firefox Netscape available at http://browser.netscape.com Internet Explorer available at www.microsoft.com/downloads/</p>	Browser	Windows	Macintosh	Firefox	1.04 and higher	1.04 and higher	Netscape	6.0 and higher	7.1 and higher	Internet Explorer	6.0 and higher	DO NOT USE
Browser	Windows	Macintosh											
Firefox	1.04 and higher	1.04 and higher											
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Internet Explorer	6.0 and higher	DO NOT USE											
When I click “Launch Application, nothing happens	Make sure you do not have popup windows blocked. Make sure pop-up blocking is turned off for www.mediaflightplan.com . Alternatively, you can hold the CTRL key when you click the button on some browsers												
When I click on Reports, nothing happens	See previous instructions for “Launch Application”. Also, if you were able to open it one time, it may be hidden behind your main window (Windows). Check the task bar at the bottom of your screen.												