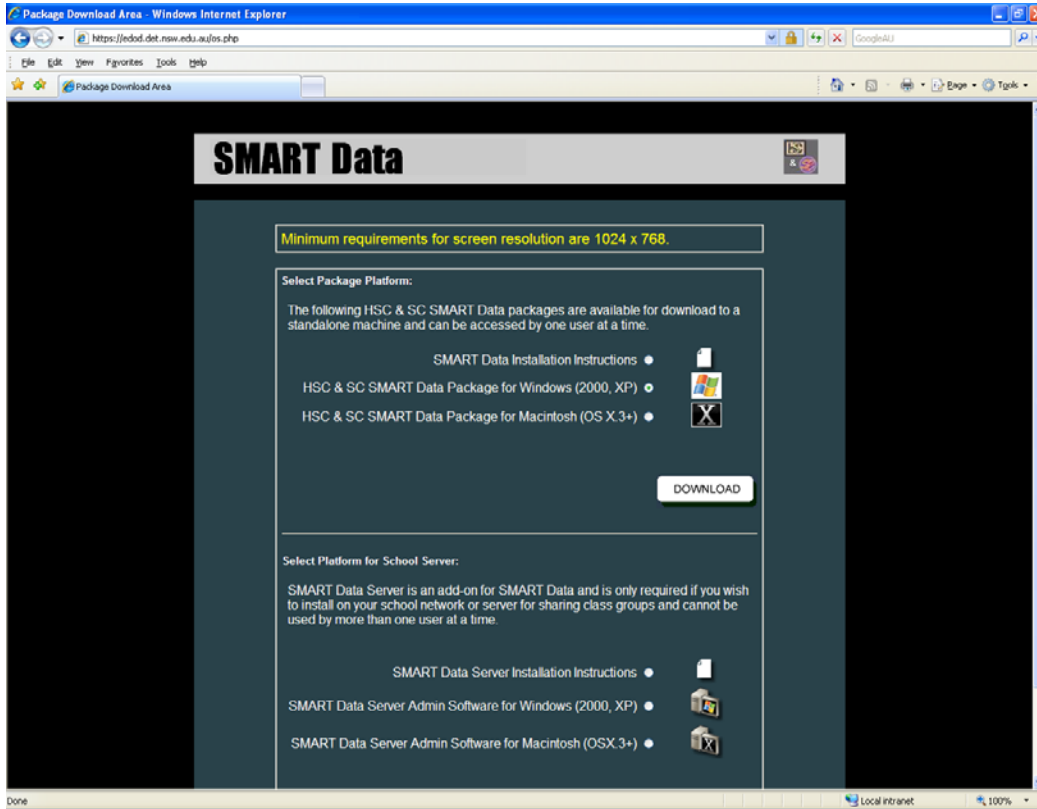


Issue: Unable to download once the platform (Windows/Macintosh) has been selected.



Cause:

This is a local issue. The School IT Administrator may have set permissions **not** to allow pop-up screens.

Solution:

There may be a bar at the top of the screen which allows you to enable pop-ups temporarily.

OR

The School IT Administrator will need to temporarily change the permission settings.