



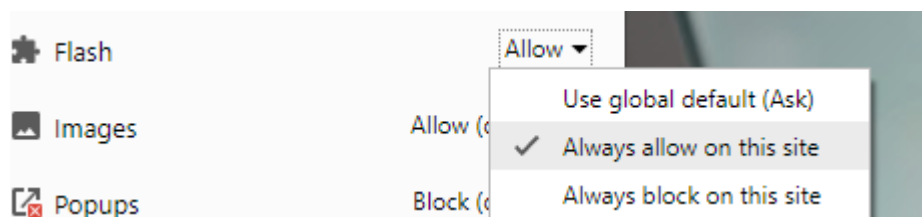
If you have a problem accessing GlobeSpotter, please try the following before contacting our service desk.

- Are your co-workers able to use GlobeSpotter? If so, this rules out a problem with your organization's account.
- Verify that Adobe Flash is installed and working properly:
<http://get.adobe.com/flashplayer/about>
- When no login prompt appears, close all browser windows and try again. This can happen, for example, when you try to log in with the wrong credentials a couple of times.
- If you see only a grey screen and you are using the Chrome browser, Adobe flash may not be activated.

- o click on the lock in the addressbar



- o in the menu that appears select 'Always allow on this site' as Flash setting



- If possible, try a different web browser.
- Try the following workaround:
 - o Browse to <https://atlas.cyclomedia.com/configuration/userinfo> .
 - o Sign on with your CycloMedia credentials
 - o On the same browser tab open <https://globespotter.cyclomedia.com>
- Try our new HTML5 based viewer: <https://streetsmart.cyclomedia.com>

If you still cannot access GlobeSpotter, please open a ticket at our [service desk](#).